



TELUS Mental Health Index.

Canada | January 2025

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What you need to know for January 2025.

At least one in three workers are feeling anxious and isolated and do not have emergency savings to cover basic needs; one in three say their mental health is negatively impacting work productivity.

- At 63.2, the mental health of workers has stabilized and is nearly unchanged from November
- 36 per cent of workers have a high mental health risk, 41 per cent have a moderate mental health risk, and 23 per cent have a low mental health risk
- Anxiety, isolation, depression, work productivity, and optimism sub-scores have declined from December
- Anxiety and isolation remain the lowest mental health sub-scores for nearly three years
- Mental health scores have declined in Alberta, Ontario, Quebec, and Newfoundland and Labrador, while other provinces have improved compared to December
- The mental health score of managers remains higher than the score of non-managers
- Labourers continue to have a lower mental health score than service industry and office workers

Two in five workers feel under constant stress, with the concern disproportionately among younger workers and parents.

- 40 per cent of workers feel under constant stress; the mental health score of this group is more than 31 points lower than workers not feeling constant stress and 16 points lower than the national average
- 29 per cent of workers are skeptical of others' motives
- 28 per cent of workers are feeling angrier and more distrustful of others
- 23 per cent of workers get easily frustrated in daily situations
- Workers under 40 are more likely to feel under constant stress, to feel angrier and more distrustful of others, to be skeptical about others' motives, and to be easily frustrated



Workers identify health benefits as the most significant opportunity for improvement; the value placed on better support for wellbeing has increased nearly 40 per cent from 2022.

- 46 per cent of workers say their organisation excels in flexible work, while 28 per cent say their organisation needs to improve flexible work
- 35 per cent of workers say their organisation excels in health benefits, while 42 per cent say their organisation needs to improve health benefits
- 35 per cent of workers say their organisation excels at workload management, while 30 per cent say their organisation needs to improve workload management
- 29 per cent of workers say their organisation excels in diversity and inclusion
- 59 per cent of workers trust their organisation to be fair and honest in how they deal with employees
- 33 per cent of employees would prefer better support for their wellbeing over a 10 per cent increase in salary, an increase of 38 per cent from August 2022



Younger workers and parents are more likely to want enhanced mental health coverage; these groups most frequently delayed or avoided seeking mental health care in 2024.

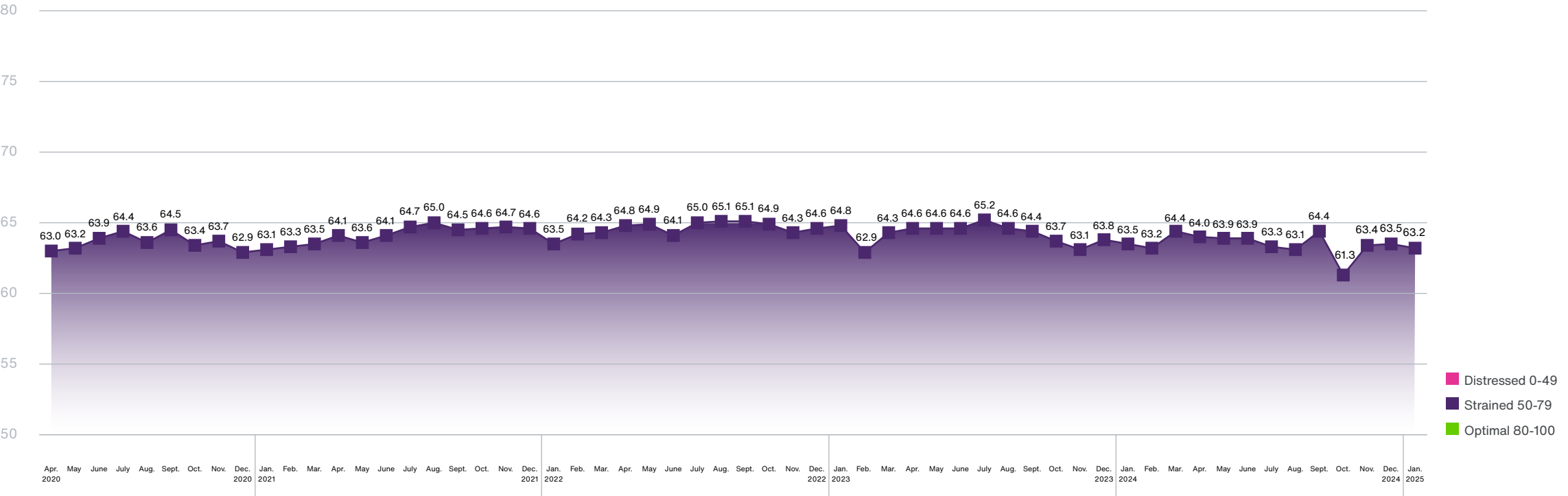
- 27 per cent of workers delayed or avoided seeking dental care in 2024, 18 per cent of workers delayed or avoided seeking vision care in 2024, and 15 per cent of workers delayed or avoided seeking medical care in 2024
- 14 per cent of workers delayed or avoided seeking mental health support in 2024
- 56 per cent of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024
- 35 per cent of workers cite long wait time as the reason for delaying or avoiding seeking mental health support in 2024
- 32 per cent cite lack of insurance coverage as the reason for delaying or avoiding seeking mental health support in 2024
- 22 per cent say they didn't know where to get help/how to access support as the reason for delaying or avoiding seeking mental health support in 2024

The Mental Health Index.

The overall Mental Health Index (MHI) for January 2025 is 63.2.

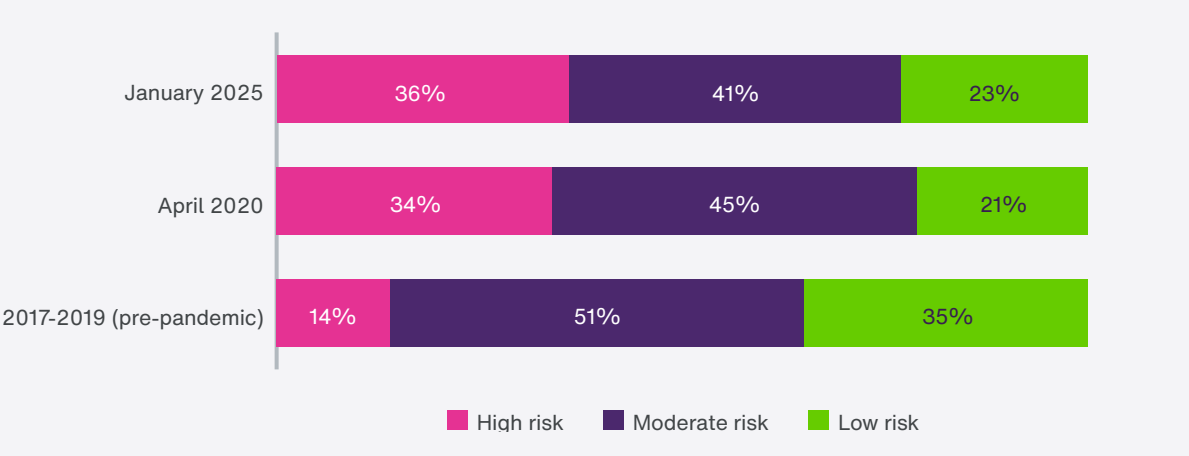
The mental health of workers in Canada has stabilized, maintaining consistent levels since November 2024.

MHI Current Month January 2025	December 2024
63.2	63.5



Mental health risk.

In January 2025, 36 per cent of workers have a high mental health risk, 41 per cent have a moderate mental health risk, and 23 per cent have a low mental health risk. Nearly five years after the launch of the Mental Health Index in April 2020, the proportion of workers in the high-risk group has increased by two per cent.



Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of people in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

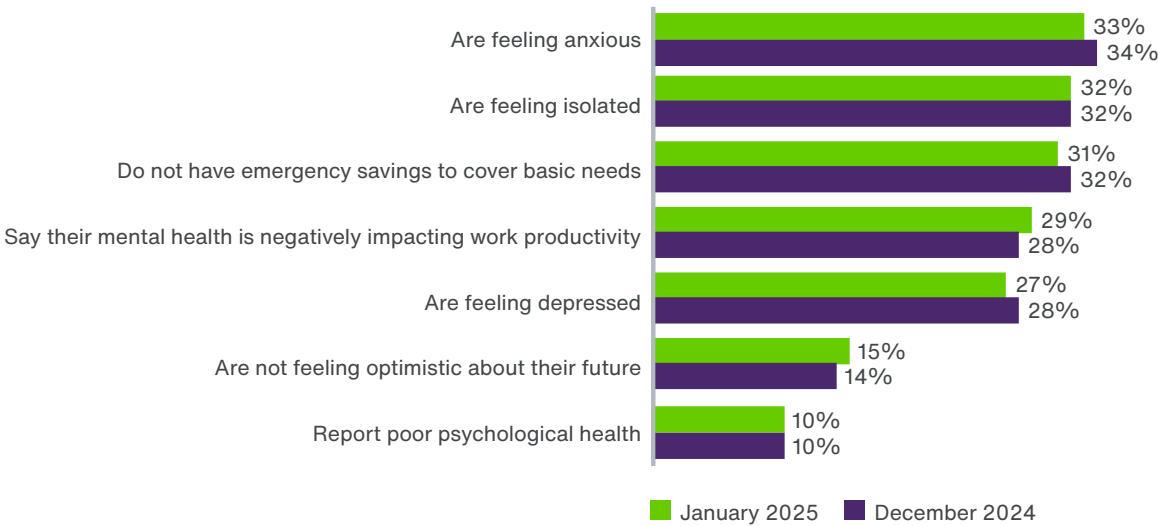
For nearly three years, anxiety (56.5) has been the lowest Mental Health Index sub-score. Isolation (59.0), depression (61.4), work productivity (61.8), optimism (64.7), and financial risk (67.1) follow. General psychological health (71.5) remains the most favourable mental health measure in January 2025.

- Anxiety and isolation have been the lowest mental health sub-scores for nearly three years
- All mental health sub-scores, except for financial risk, have declined or are unchanged from the previous month

One-third (33 per cent) of workers feel anxious, 32 per cent feel isolated, 31 per cent do not have emergency savings for basic needs, 29 per cent say their mental health is negatively impacting work productivity, 27 per cent feel depressed, 15 per cent do not feel optimistic about their future, and 10 per cent of workers generally cite poor psychological health.

Mental Health Index Sub-scores	January 2025	December 2024
Anxiety	56.5	56.8
Isolation	59.0	59.1
Depression	61.4	61.6
Work productivity	61.8	62.7
Optimism	64.7	65.9
Financial risk	67.1	66.7
Psychological health	71.5	71.5

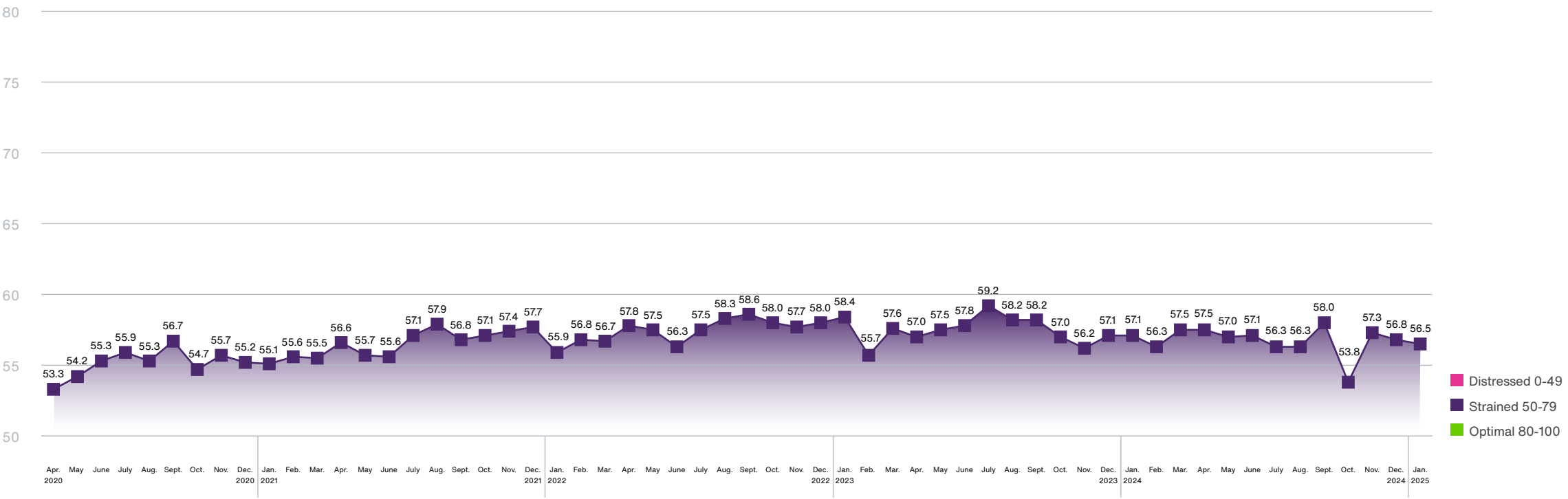
Percentage at risk by MHI sub-score



Anxiety

In January 2025, 33 per cent of workers say they often feel unsettled and nervous.

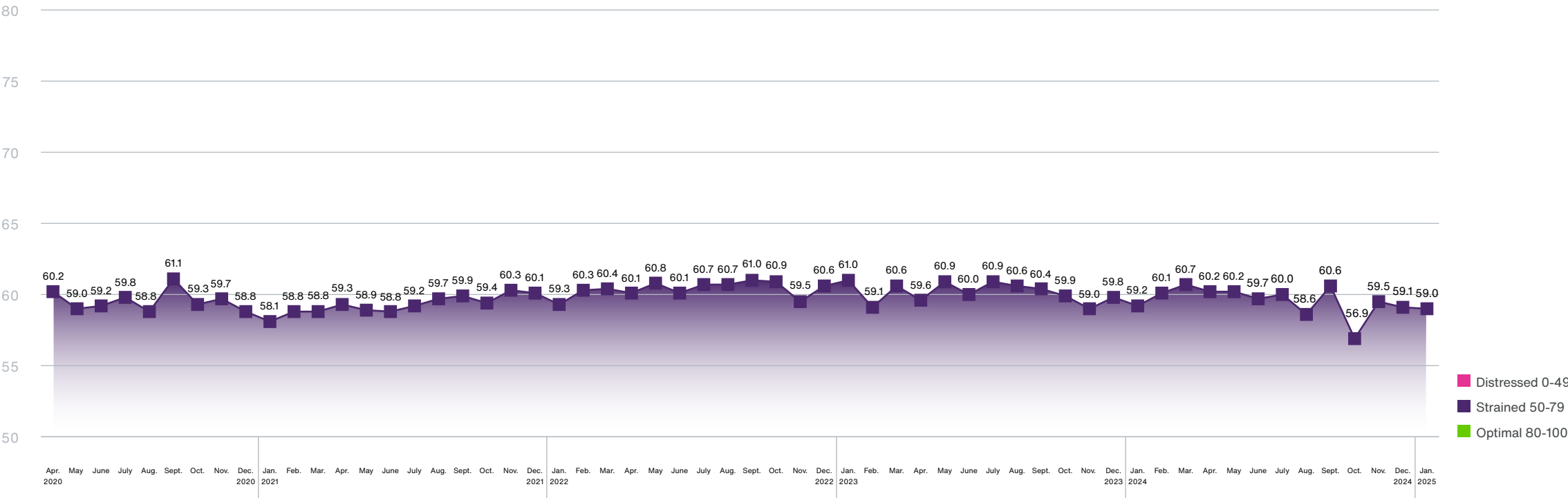
After peaking in August 2023, the anxiety sub-score declined through October 2024; however, a notable turnaround was observed in November with a significant 3.5-point increase. The anxiety sub-score has declined through January and remains the lowest among all mental health sub-scores for nearly three years.



Isolation

In January 2025, 32 per cent of workers say they often feel alone.

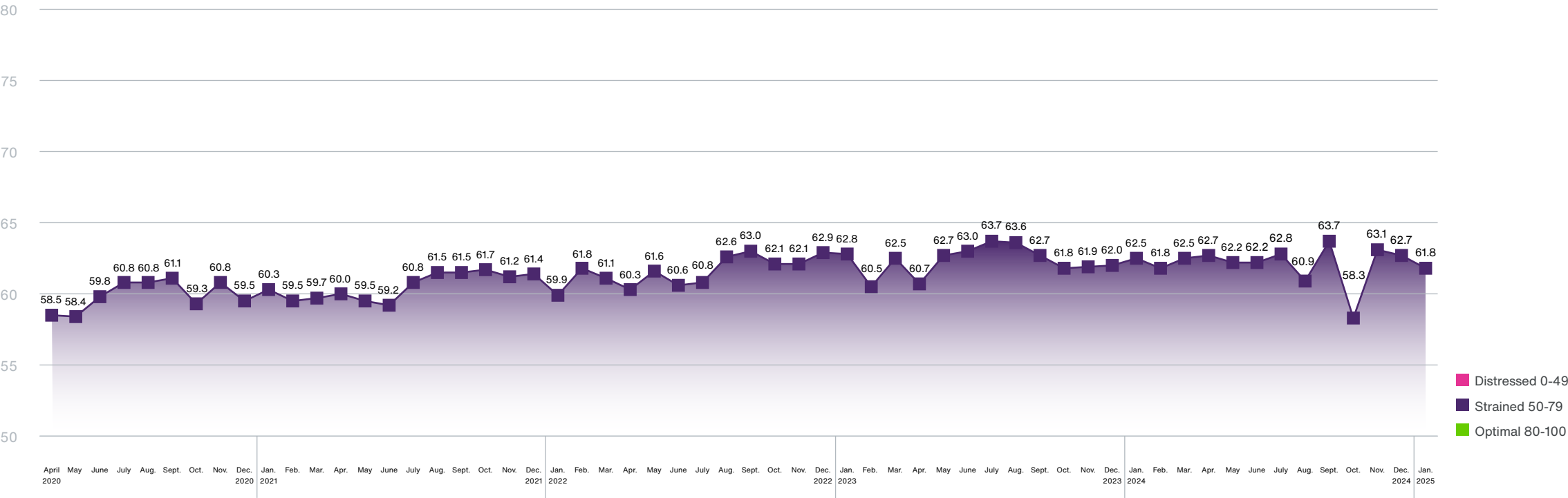
The isolation sub-score gradually improved despite fluctuating periods from April 2020 to October 2022. Ongoing volatility with no clear trend was observed from November 2022 through September 2024. After falling to its lowest point in October 2024, the isolation sub-score rebounded in November. However, the isolation sub-score continues its decline and remains the second-lowest mental health sub-score for nearly three years.



Work productivity

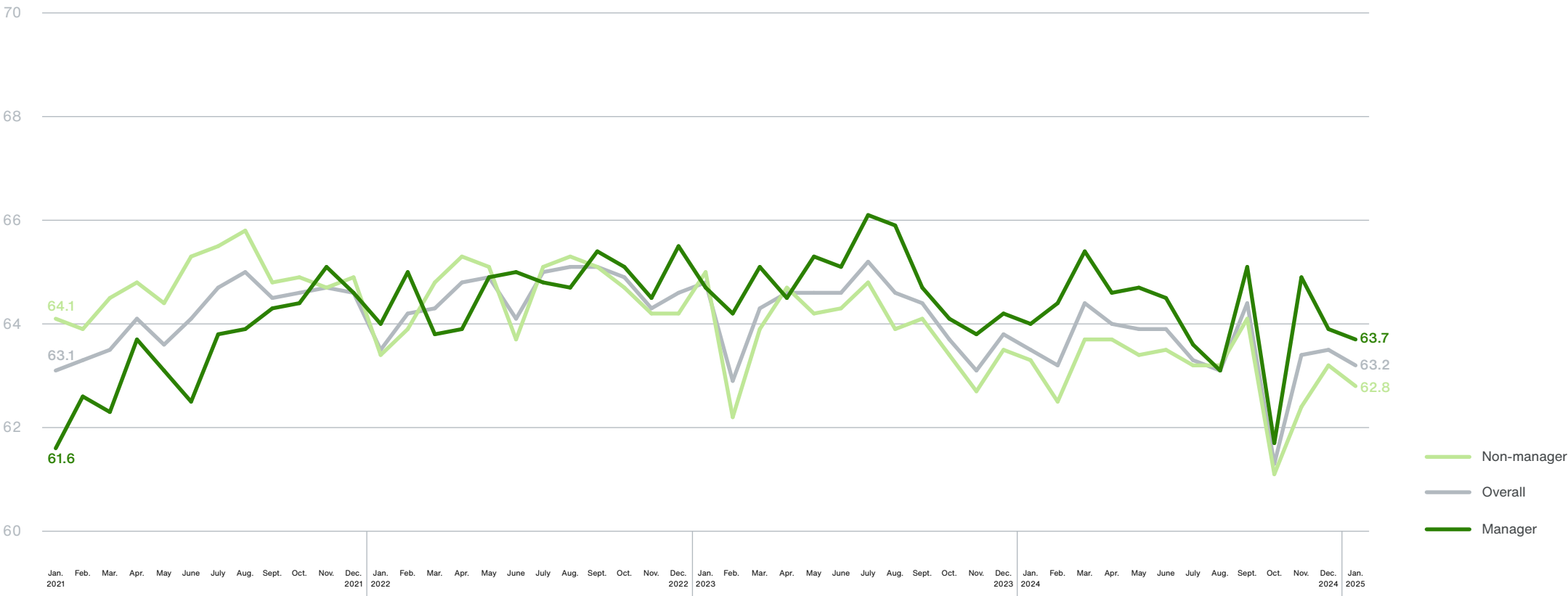
In January 2025, 29 per cent of workers say their mental health is negatively impacting their work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the adverse effects of mental health on work productivity have slowly decreased. After peaking in September 2024, the work productivity score declined significantly in October 2024, bringing the score to its lowest point since the launch of the MHI in April 2020. Following a brief but notable 4.8-point improvement in November, the work productivity sub-score has declined for two consecutive months.



Managers compared to non-managers.

The mental health of managers and non-managers has shifted since 2020. Initially, managers struggled more, having consistently lower mental health scores than both non-managers and the national average throughout early 2021. In November 2021, manager and non-manager scores converged and remained aligned until January 2023. The dynamic shifted significantly in February 2023, when non-managers experienced a sharp mental health decline, and since then, managers have maintained higher mental health scores. Despite experiencing recent declines, managers continue to have higher mental health scores than both non-managers and the national average.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In January 2025, the mental health score of women is 60.5 compared to 66.1 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of MHI in April 2020. Nearly five years later, this pattern continues with a lower score for workers with at least one child (60.6) than workers without children (64.5)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and nine per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (51.1), followed by workers reporting fewer hours than the last month (53.7), respondents not currently employed (64.0), and workers with no change to salary or hours (64.1)
- Labourers have a lower mental health score (61.8) than service industry (62.5) and office workers (63.9)
- Managers have a higher mental health score (63.7) than non-managers (62.8)
- Self-employed/sole proprietors have the highest mental health score (66.0)
- Respondents working for companies with 5,001-10,000 employees have the lowest mental health score (59.7)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (48.7) than the overall group 63.2. Workers with emergency savings have a mental health score of 68.9

¹ MHI respondents employed in the past six months are included in the poll.

The Mental Health Index by province.

In January 2025, mental health scores have declined in Alberta, Ontario, Quebec, Newfoundland, and Labrador, while other provinces have improved compared to December 2024.

- The Maritimes continues to have the lowest mental health score (62.3) in January, despite a 1.5-point improvement from December
- With a slight (0.1-point) increase, Saskatchewan has the highest mental health score (66.7) in January 2025

Province	January 2025	December 2024	Change
The Maritimes	62.3	60.8	1.5
Manitoba	65.8	64.7	1.1
British Columbia	64.1	63.9	0.2
Saskatchewan	66.7	66.6	0.1
Alberta	62.5	62.7	-0.2
Ontario	63.0	63.6	-0.6
Quebec	62.8	63.3	-0.5
Newfoundland and Labrador	62.3	66.1	-3.8

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.



Employment status	Jan. 2025	Dec. 2024
Employed (no change in hours/salary)	64.1	64.4
Employed (fewer hours compared to last month)	53.7	55.2
Employed (reduced salary compared to last month)	51.1	46.9
Not currently employed	64.0	60.5

Age group	Jan. 2025	Dec. 2024
Age 20-29	53.7	55.1
Age 30-39	57.3	57.7
Age 40-49	60.3	59.6
Age 50-59	64.8	64.3
Age 60-69	71.5	73.0

Number of children	Jan. 2025	Dec. 2024
No children in household	64.5	64.9
1 child	60.4	60.4
2 children	60.5	60.5
3 children or more	62.1	59.7

Gender	Jan. 2025	Dec. 2024
Men	66.1	66.0
Women	60.5	61.0

Household income/annum	Jan. 2025	Dec. 2024
<\$30K	53.9	53.9
\$30K to <\$60K	57.9	59.2
\$60K to <\$100K	62.4	62.4
\$100K to <\$150K	65.7	65.8
\$150K or more	68.7	69.3

Employer size	Jan. 2025	Dec. 2024
Self-employed/sole proprietor	66.0	65.8
2-50 employees	62.8	63.5
51-100 employees	60.6	60.9
101-500 employees	63.0	63.0
501-1,000 employees	62.5	61.6
1,001-5,000 employees	64.3	63.7
5,001-10,000 employees	59.7	62.6
More than 10,000 employees	65.5	65.2

Manager	Jan. 2025	Dec. 2024
Manager	63.7	63.9
Non-manager	62.8	63.2

Work environment	Jan. 2025	Dec. 2024
Labour	61.8	62.6
Office/desk	63.9	64.0
Service	62.5	63.2

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Workers in Warehousing have the lowest mental health score (56.0), followed by workers in Administrative and Support services (56.4), and Health Care and Social Assistance (57.9).

Workers in Professional, Scientific and Technical Services (68.2), Real Estate, Rental and Leasing (67.0), and the Automotive Industry (66.8) have the highest mental health scores this month.



Industry	January 2025	December 2024	Change
Utilities	62.4	56.1	6.3
Media and Telecommunications	63.5	58.2	5.3
Food Services	60.4	55.6	4.8
Other	64.7	61.9	2.8
Information and Cultural Industries	59.3	57.6	1.7
Administrative and Support services	56.4	55.7	0.7
Technology	65.4	64.8	0.6
Educational Services	66.0	65.6	0.4
Professional, Scientific and Technical Services	68.2	67.8	0.4
Real Estate, Rental and Leasing	67.0	66.7	0.3
Accommodation	60.5	60.3	0.2
Finance and Insurance	63.8	63.7	0.1
Other services (except Public Administration)	65.8	65.7	0.1
Construction	63.5	63.5	0.0
Transportation	66.2	66.2	0.0
Management of Companies and Enterprises	61.8	62.2	-0.4
Retail Trade	62.2	62.7	-0.5
Public Administration	64.8	66.5	-1.7
Manufacturing	65.5	67.2	-1.7
Wholesale Trade	63.4	65.6	-2.2
Agriculture, Forestry, Fishing and Hunting	61.2	64.1	-2.9
Arts, Entertainment and Recreation	58.4	61.8	-3.4
Health Care and Social Assistance	57.9	61.5	-3.6
Mining, Quarrying, and Oil and Gas Extraction	61.0	64.9	-3.9
Warehousing	56.0	60.2	-4.2
Automotive Industry	66.8	72.3	-5.5

Spotlight

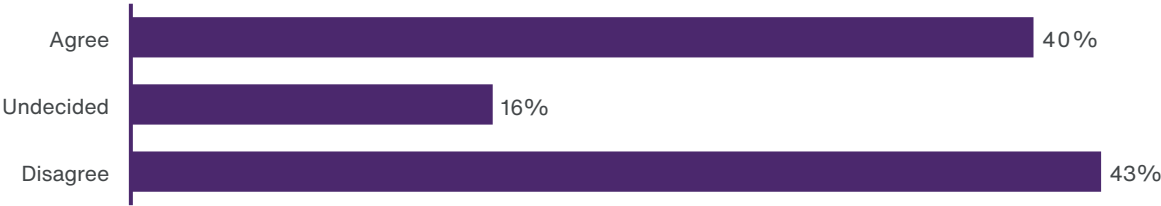
Stress, skepticism, and optimism.

Two in five workers feel under constant stress, with the concern disproportionately among younger workers and parents.

- Two in five (40 per cent) workers are feeling under constant stress; this group has the lowest mental health score (47.2), more than 31 points lower than workers not feeling constant stress (78.6) and 16 points lower than the national average (63.2)
- Workers under 40 are 80 per cent more likely than workers over 50 to feel under constant stress
- Parents are 40 per cent more likely than non-parents to feel under constant stress
- More than two in five (43 per cent) are not under constant stress; this group has the highest mental health score (78.6), more than 15 points higher than the national average (63.2)



I feel under constant stress



MHI score by “I feel under constant stress”

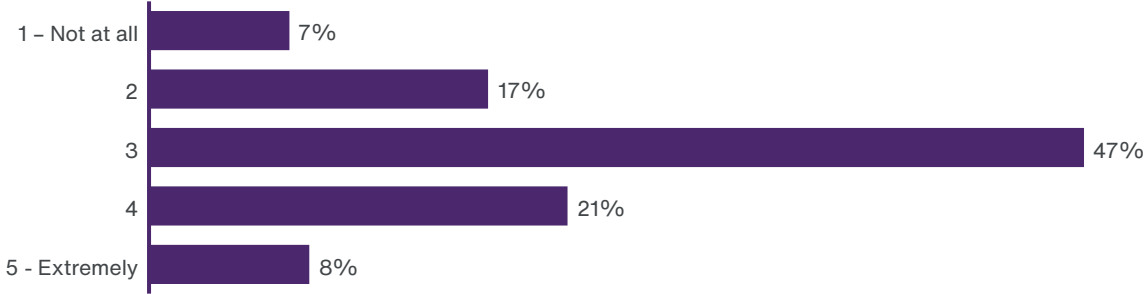


Three in ten workers are highly skeptical about others' motives.

- Nearly three in ten (29 per cent) workers are highly skeptical (rating of 4 or 5) about others' motives; this group has the lowest mental health scores (55.2 and 47.3 respectively), at least eight points lower than the national average (63.2)
- Workers under 40 are 60 per cent more likely than workers over 50 to be skeptical about others' motives
- Nearly one-quarter (24 per cent) are unlikely to be skeptical (rating of 1 or 2) about others' motives; this group has the highest mental health scores (75.8 and 72.2, respectively), at least nine points higher than the national average (63.2)



On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?



MHI score by “On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?”

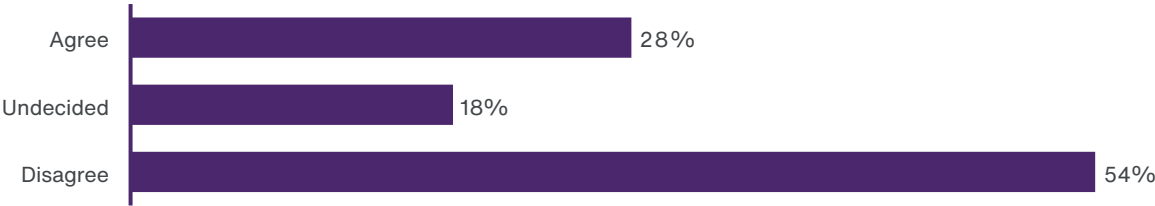


Nearly three in ten workers feel angrier and more distrustful of others.

- More than one-quarter (28 per cent) of workers are feeling angrier and more distrustful of others; this group has the lowest mental health score (45.7), nearly 29 points lower than workers not feeling angrier and more distrustful of others (74.5) and more than 17 points lower than the national average (63.2)
- Workers under 40 are nearly twice as likely as workers over 50 to be feeling angrier and more distrustful of others
- More than half (54 per cent) of workers are not feeling angrier and more distrustful of others; this group has the highest mental health score (74.5), more than 11 points higher than the national average (63.2)



I am feeling angrier and more distrustful of others



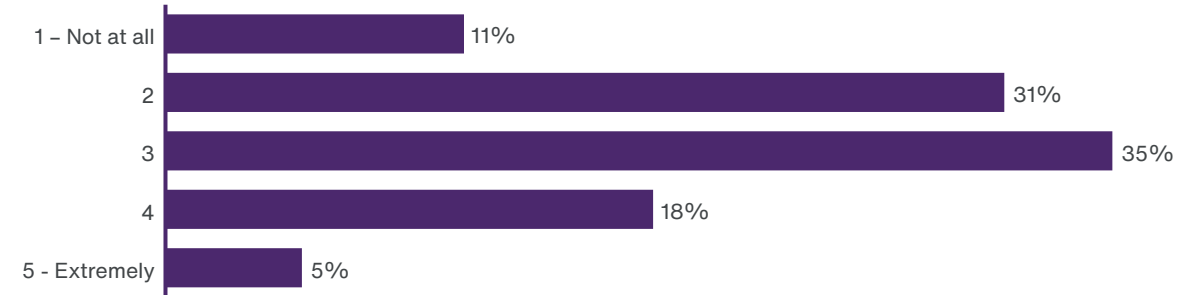
MHI score by “I am feeling angrier and more distrustful of others”



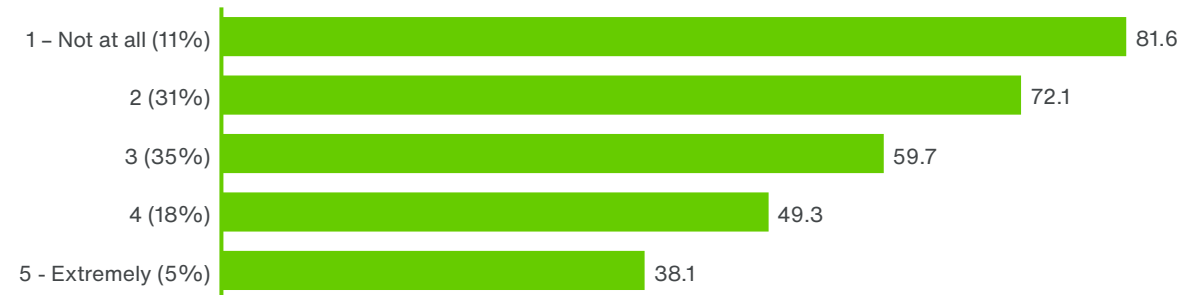
Nearly one in four workers report getting easily frustrated in daily situations.

- Nearly one-quarter (23 per cent) of workers report being easily frustrated in daily situations (rating of 4 or 5); this group has the lowest mental health scores (38.1 and 49.3 respectively), at least 14 points lower than the national average (63.2)
- Workers under 40 are 70 per cent more likely than workers over 50 to report being easily frustrated in daily situations
- Parents are 40 per cent more likely than non-parents to report being easily frustrated in daily situations
- More than two in five (42 per cent) report not being easily frustrated in daily situations (rating of 1 or 2); this group has the highest mental health scores (81.6 and 72.1 respectively), at least nine points higher than the national average (63.2)

On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?



MHI score by “On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?”

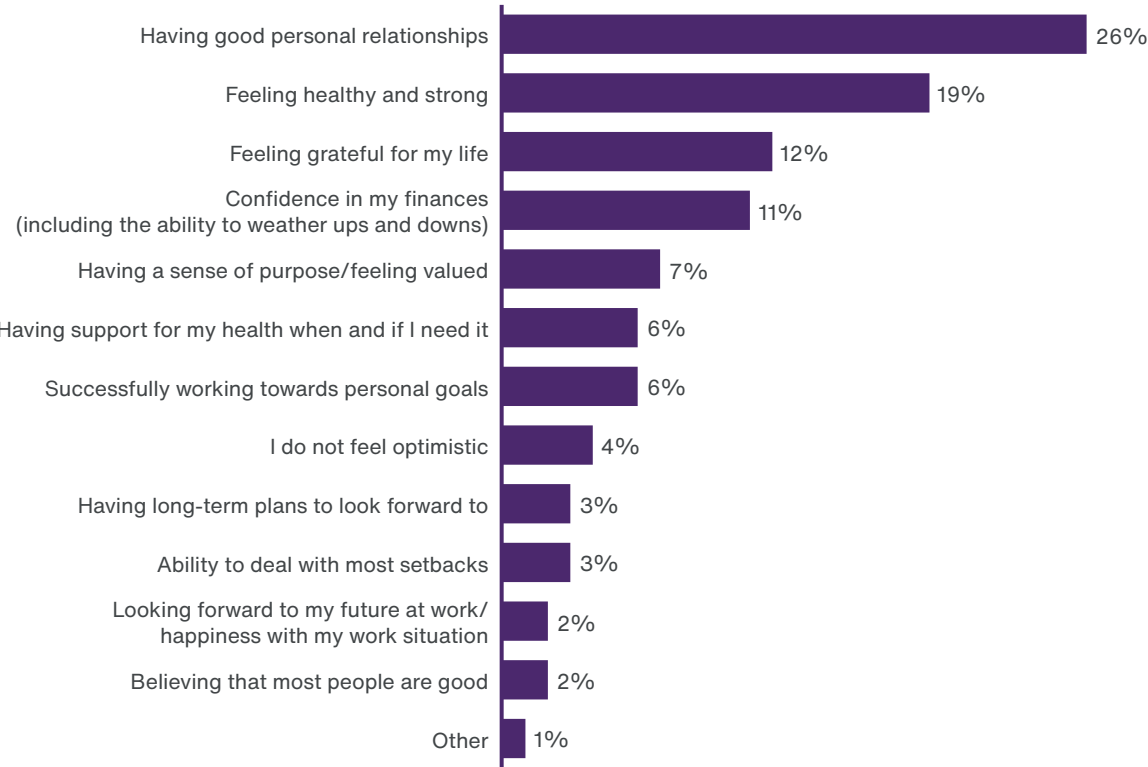


Good personal relationships, feeling healthy and strong, gratitude, and confidence in financial stability drive personal optimism.

- Having good personal relationships is the leading factor most driving personal optimism (26 per cent), followed by feeling healthy and strong (19 per cent), feeling grateful for their life (12 per cent), and confidence in their finances (11 per cent)

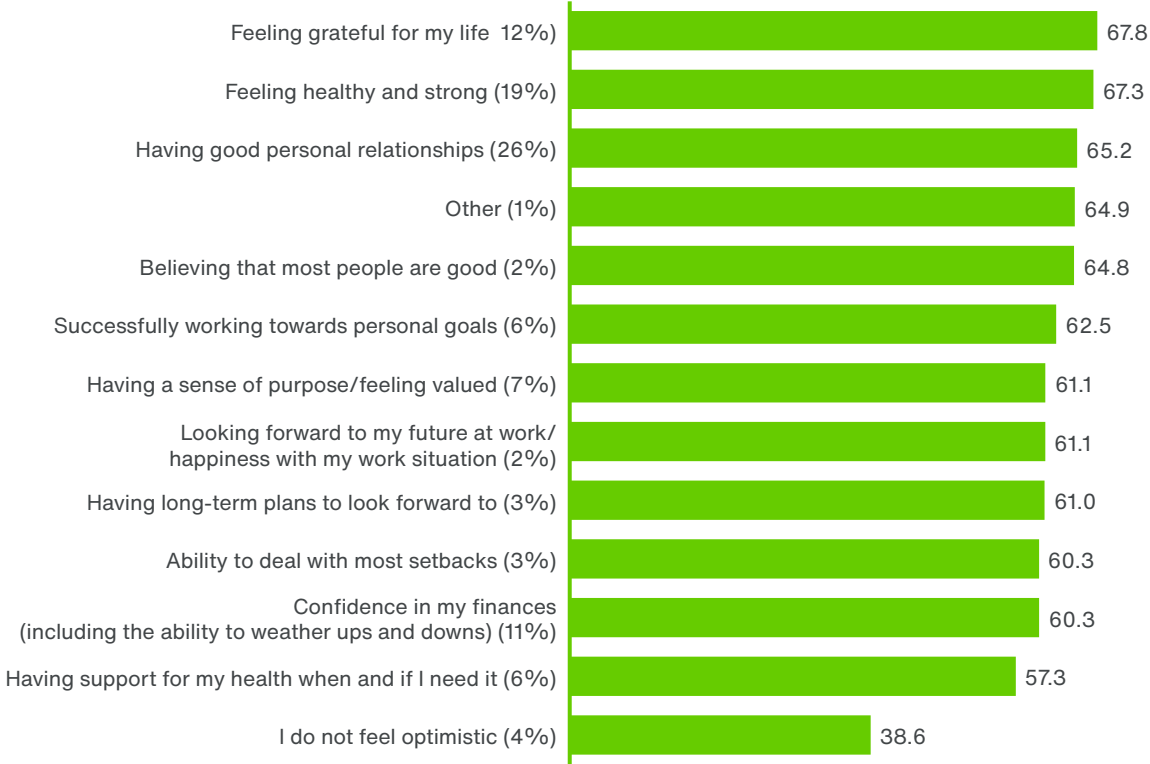


What factor most drives your personal optimism?





MHI score by “What factor most drives your personal optimism?”



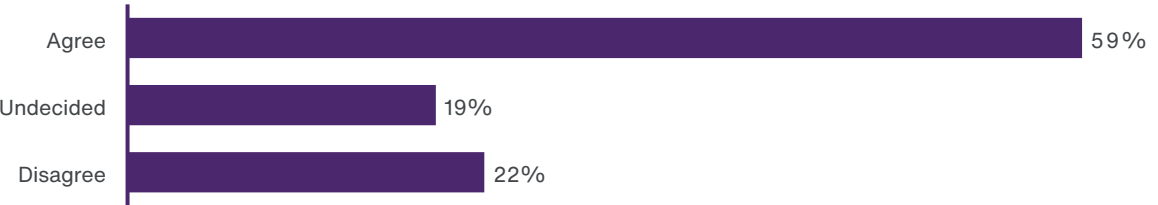
Perceptions of organisational fairness, strengths, and opportunities.

Nearly three in five workers trust their company to be fair and honest in dealing with employees.

- Nearly three in five (59 per cent) workers trust their company to be fair and honest in how they deal with employees; this group has the highest mental health score (68.6), more than five points higher than the national average (63.2)
- More than one in five (22 per cent) don't trust their company to be fair and honest in how they deal with employees; this group has the lowest mental health score (53.3), more than 15 points lower than workers who trust their company (68.6) and 10 points lower than the national average (63.2)



I trust the company I work for to be fair and honest in how they deal with employees



MHI score by “I trust the company I work for to be fair and honest in how they deal with employees”

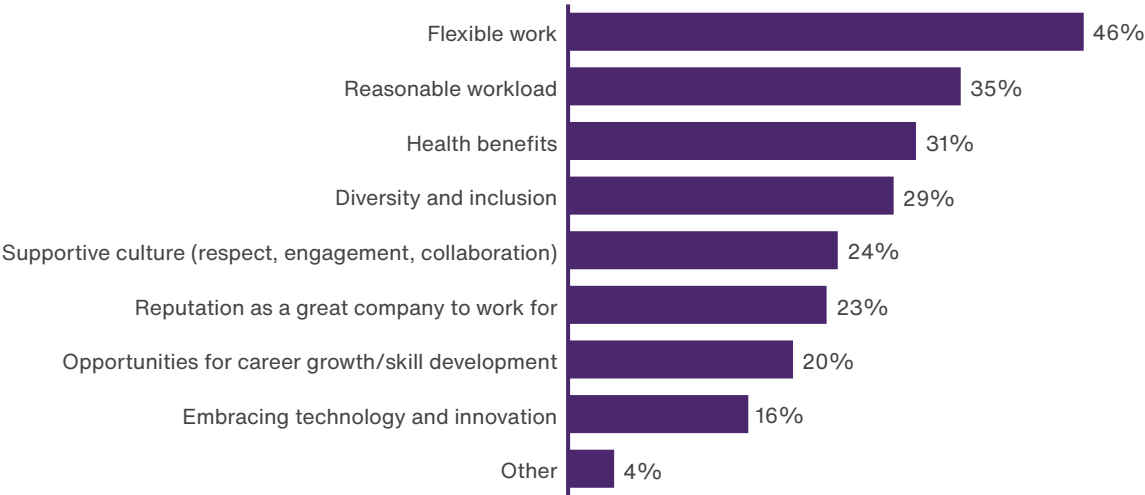


Workers rank flexible work as the area in which their organisation excels most.

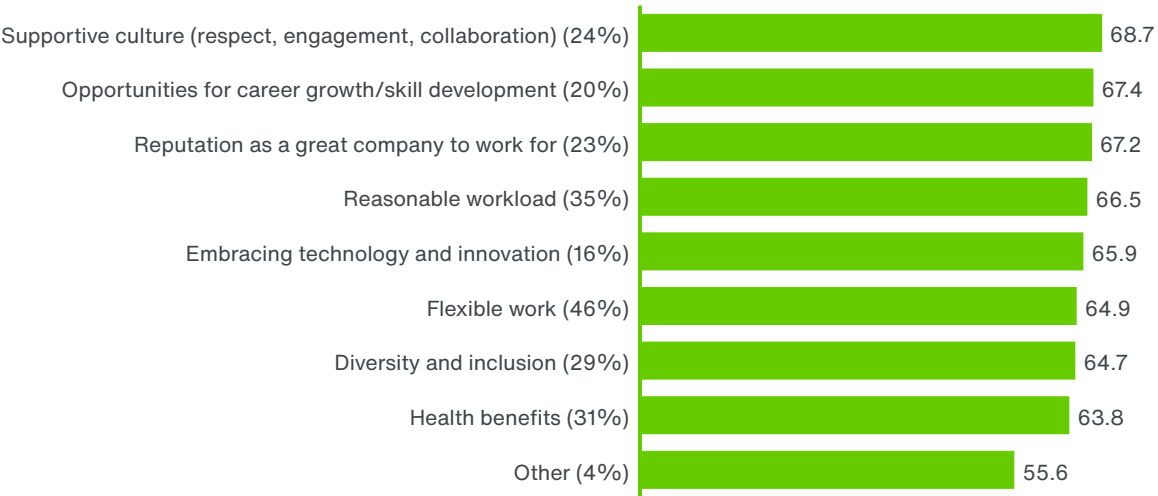
- Nearly half (46 per cent) of workers say their organisation excels at flexible work, 35 per cent say their organisation excels at workload management, 31 per cent say the provision of health benefits is a source of strength for their organisation, 29 per cent say diversity and inclusion is an area in which their organisation excels, and 24 per cent say their organisation excels because of its supportive culture



In which area(s) do you believe your organisation excels?



MHI score by “In which area(s) do you believe your organisation excels?”

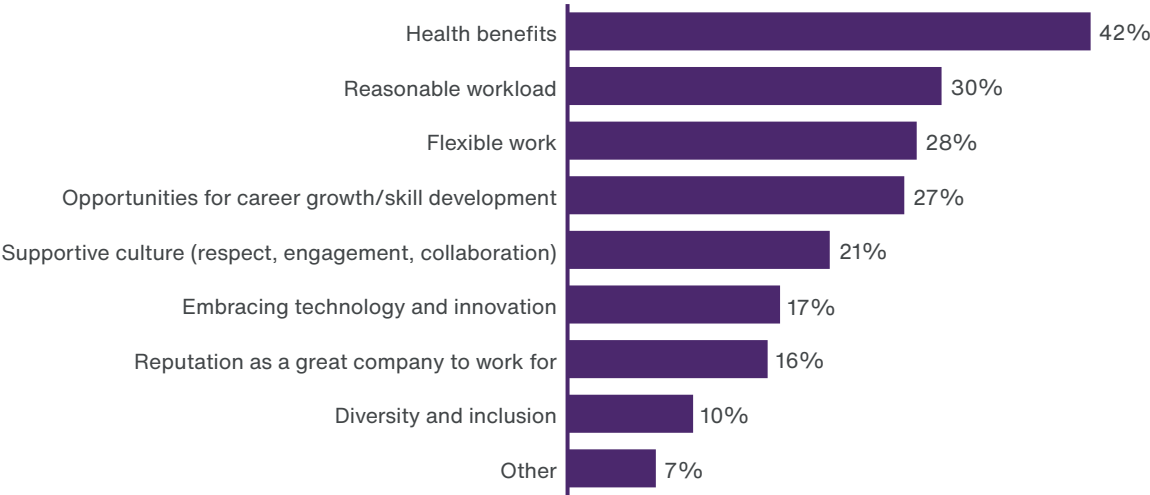


Workers identify health benefits as the greatest opportunity for improvement in their workplaces.

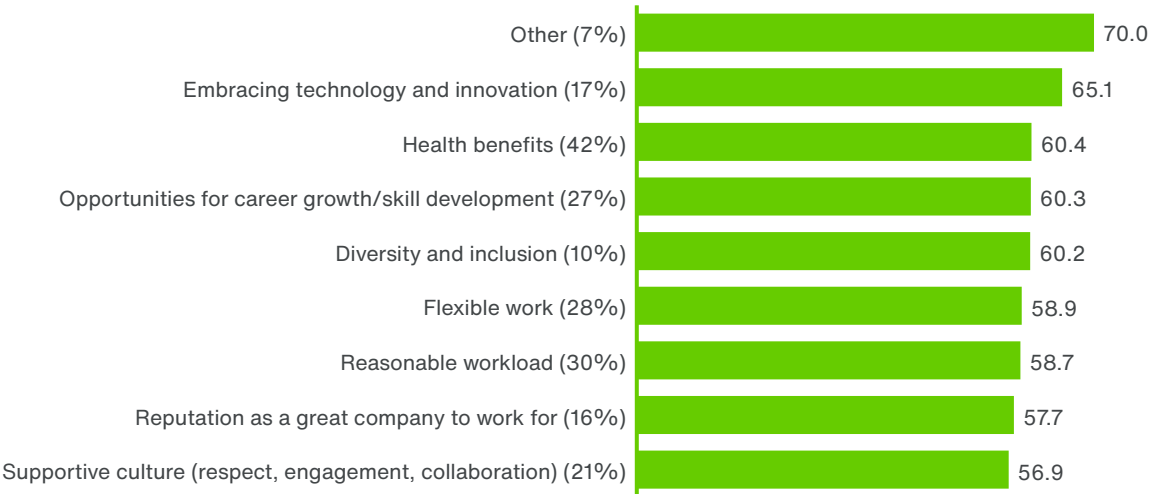
- More than two five (42 per cent) workers say their organisation needs to improve health benefits, 30 per cent say their organisation needs to improve workload management, 28 per cent say improvement is needed concerning flexible work, 27 per cent say opportunities for career growth/skills development needs to improve, and 21 per cent say a supportive culture is an area requiring the most improvement in their organisation



In which area(s) do you believe your organisation needs to improve?



MHI score by “In which area(s) do you believe your organisation needs to improve?”

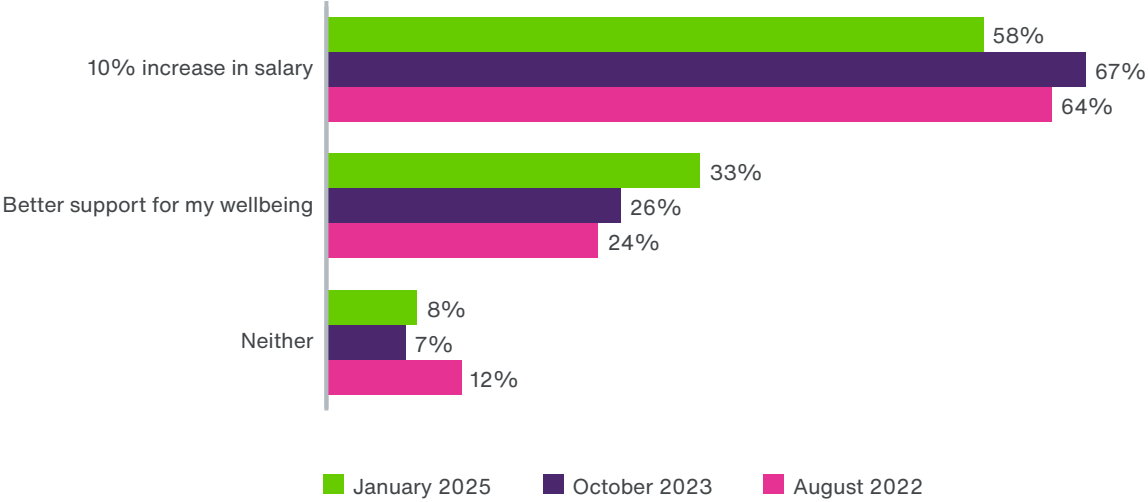


The value placed on better support for wellbeing has increased 38 per cent from 2022, while the importance of a 10 per cent salary increase has lessened.

- Nearly three in five (58 per cent) workers say a 10% increase in salary is more important; this group has a mental health score (64.3) modestly higher than the national average (63.2)
- One-third (33 per cent) say better support for their wellbeing is more important; this group has the lowest mental health score (60.7), more than two points lower than the national average (63.2)
- Between August 2022 and January 2025, the importance of support for wellbeing rose from 24 per cent to 33 per cent, while the importance of a 10% salary increase fell from 64 per cent to 58 per cent



Which of the following is more important to you?



MHI score by “Which of the following is more important to you?”



Employer-funded health benefits.

More than four in five workers with employer-funded health benefits say it is easy to understand what their coverage will pay for.

- More than four in five (82 per cent) workers say it is easy to understand what their employer-paid health coverage will pay; this group has the highest mental health score (66.5), more than three points higher than the national average (63.2)
- Nearly one in ten (seven per cent) don't find it easy to understand what their employer-paid health coverage will pay; this group has the lowest mental health score (52.3), more than 14 points lower than workers who find it easy to understand their employer-paid health coverage (66.5) and nearly 11 points lower than the national average (63.2)



It is easy to understand what my employer-paid health coverage will pay for



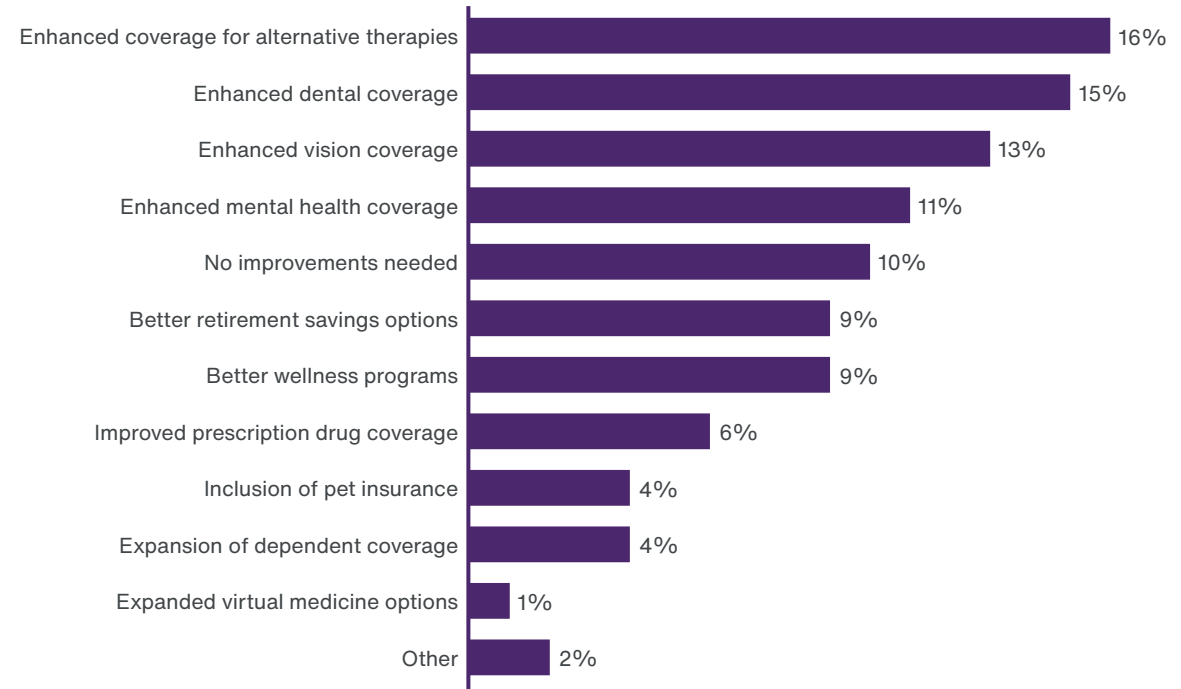
MHI score by “It is easy to understand what my employer-paid health coverage will pay for”



Younger workers and parents are more likely to want enhanced mental health coverage.

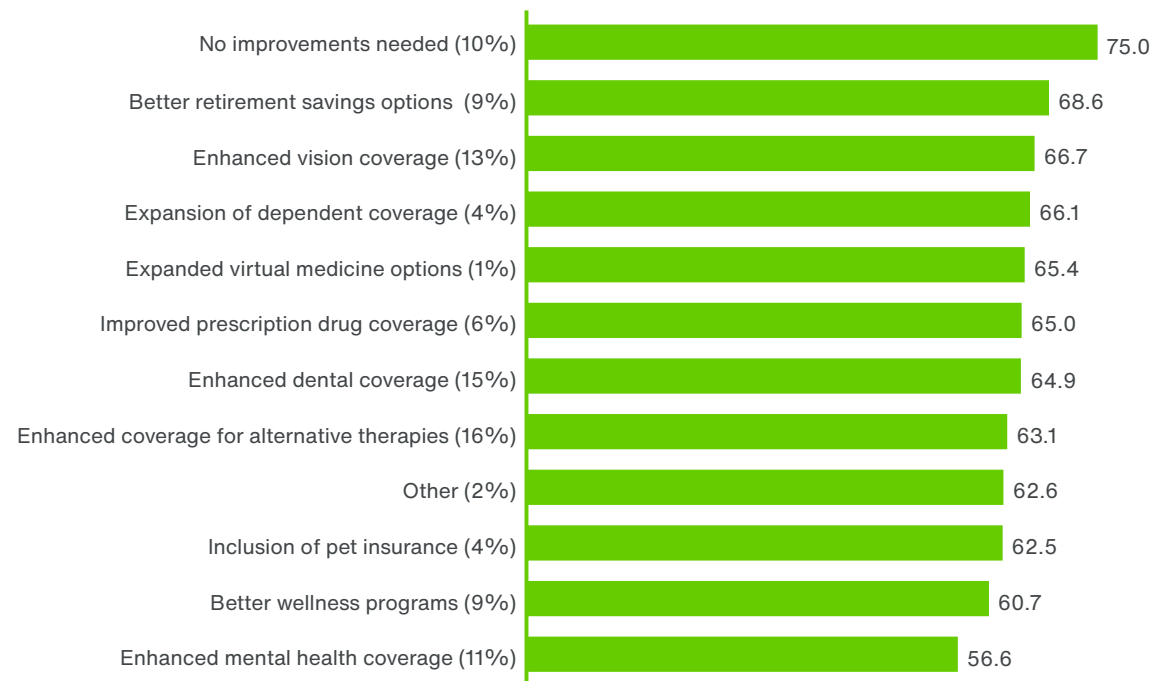
- Nearly one in six (16 per cent) workers would like to see enhanced coverage for alternative therapies, 15 per cent would most like to see enhanced dental coverage, 13 per cent would most like to see enhanced vision coverage, and 11 per cent would most like to see enhanced mental health coverage
- Workers under 40 are 60 per cent more likely than workers over 50 to want to see improvement in mental health coverage
- Parents are 60 per cent more likely than non-parents to want to see improvement in mental health coverage
- The lowest mental health score (56.6) is among 11 per cent of workers who would most like to see improvement in mental health coverage; this score is more than 18 points lower than workers who indicate no improvements are needed (75.0) and nearly seven points lower than the national average (63.2)

Which aspect of your employer benefits would you most like to see improved?





MHI score by “Which aspect of your employer benefits would you most like to see improved?”

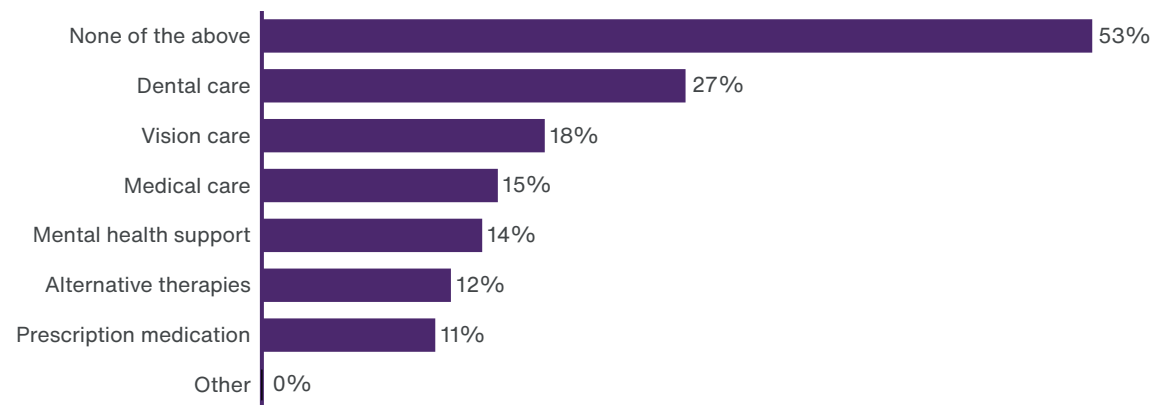


Use of and barriers to healthcare.

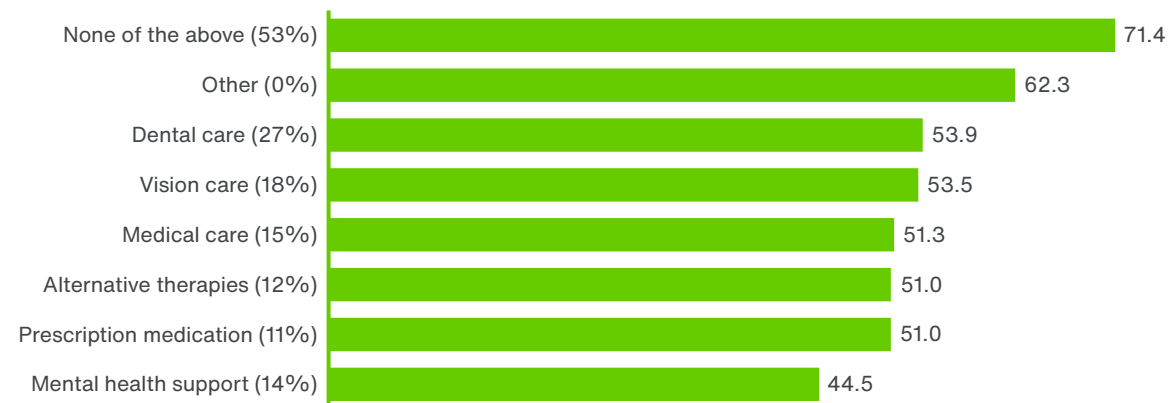
Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- More than one-quarter (27 per cent) of workers delayed or avoided seeking dental care in 2024, 18 per cent delayed or avoided vision care, and 15 per cent delayed or avoided medical care in 2024
- The lowest mental health score (44.5) is among 14 per cent of workers who delayed or avoided seeking mental health support in 2024, nearly 27 points lower than workers who did not delay or avoid seeking care and nearly 19 points lower than the national average (63.2)
- Workers under 40 are three times more likely than workers over 50 to have delayed or avoided seeking mental health support in 2024
- Parents are 80 per cent more likely than non-parents to have delayed or avoided seeking mental health support in 2024
- More than half (53 per cent) did not delay or avoid seeking care in the last year; this group has the highest mental health score (71.4), more than eight points higher than the national average (63.2)
- Workers over 50 are 60 per cent more likely than workers under 40 not to have delayed or avoided seeking care in 2024

In the last year (2024), did you delay or avoid seeking any of the following?



MHI score by “In the last year (2024), did you delay or avoid seeking any of the following?”

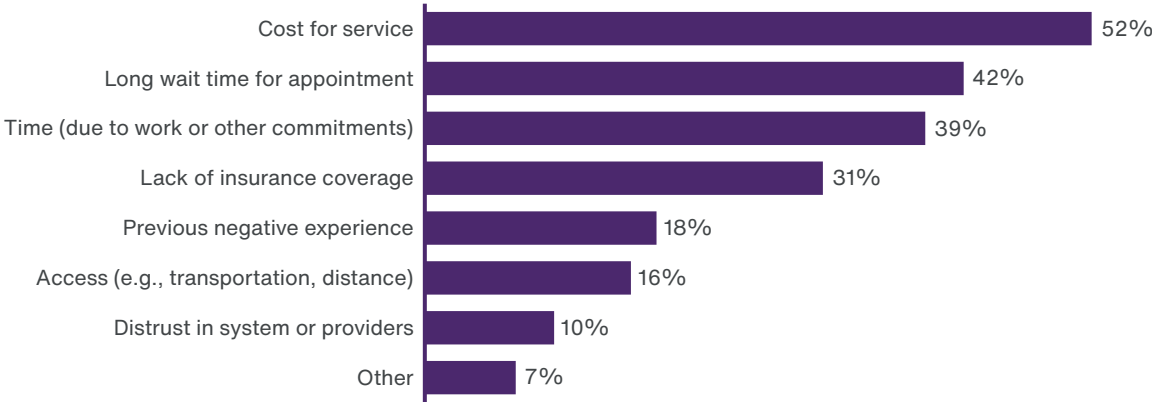


Cost and wait time are the top reasons cited for delaying or avoiding medical care in 2024.

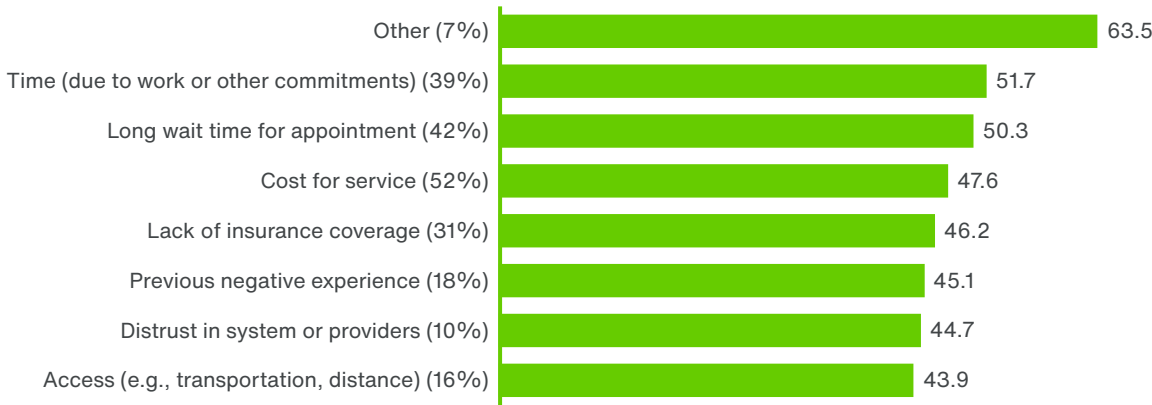
- More than half (52 per cent) of workers cite cost as the reason for delaying or avoiding seeking medical care in 2024, 42 per cent cite long wait time, 39 per cent cite a lack of time, 31 per cent cite a lack of insurance coverage, and 18 per cent cite a previous negative experience
- The lowest mental health score (43.9) is among 16 per cent of workers citing lack of access as the reason for delaying or avoiding seeking medical care in 2024, more than 19 points lower than the national average (63.2)



Why did you delay or avoid seeking medical care in 2024?



MHI score by “Why did you delay or avoid seeking medical care in 2024?”

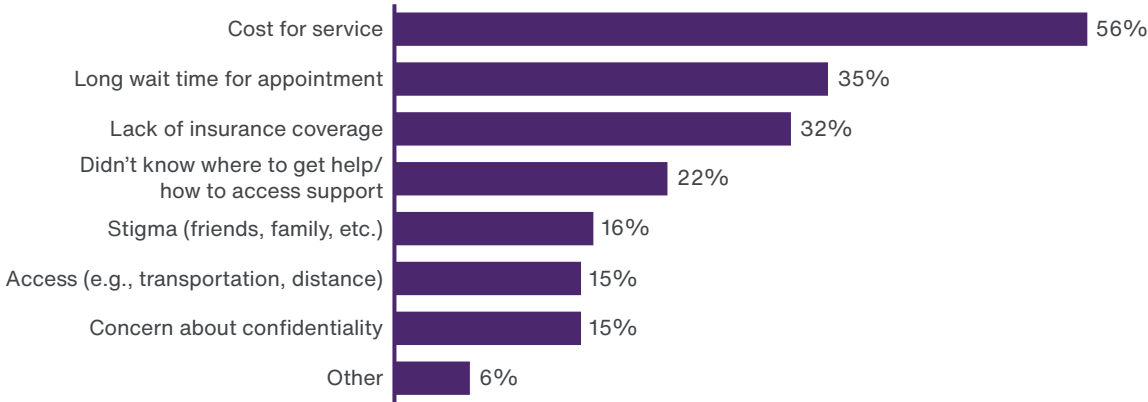


Workers overwhelmingly cite cost as the top barrier to having delayed or avoided seeking mental health support in 2024.

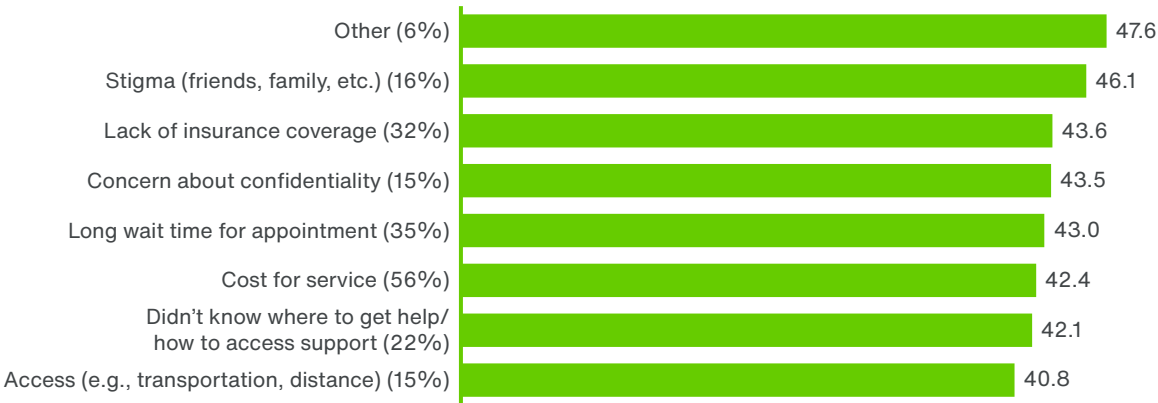
- More than half (56 per cent) of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024, 35 per cent cite long wait times for an appointment, 32 per cent cite lack of insurance coverage, and 22 per cent say they didn't know where to get help/ how to access support
- The lowest mental health score (40.8) is among 15 per cent of workers citing lack of access as the reason for delaying or avoiding seeking mental health support in 2024, more than 22 points lower than the national average (63.2)



Why did you delay or avoid seeking mental health support in 2024?



MHI score by “Why did you delay or avoid seeking mental health support in 2024?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides measures of the current mental health status of employed adults. Increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by businesses and governments.

The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 3,000 people who live in Canada and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in Canada. Respondents are asked to consider the previous two weeks when answering each question. Data for the current report was collected between January 22 and January 30, 2025.

Calculations

A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. The distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses.

Demographic breakdowns of sub-scores and specific cross-correlational and custom analyses are available upon request. Benchmarking against the national results or any sub-group are available upon request.

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