



TELUS Mental Health Index.

Canada | January 2024

The logo for TELUS Health, featuring a stylized green 'e' symbol followed by the text 'TELUS' in a bold, dark purple font and 'Health' in a lighter purple font.

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What you need to know for January 2024.

The mental health of workers in Canada has declined to levels in line with lows during the pandemic.

- At 63.5, the mental health of workers has declined from December 2023
- **33 per cent of workers have a high mental health risk, 45 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk**
- Depression, work productivity, and financial risk sub-scores have improved modestly from December; all other sub-scores have declined or remained the same. **Anxiety and isolation have been the lowest mental health sub-scores for 21 consecutive months**
- Mental health scores have improved in Manitoba, Newfoundland and Labrador, Quebec, and the Maritimes while scores in other provinces have declined, or are unchanged, compared to December 2023
- The mental health of managers and non-managers have declined from the previous month
- Labourers have a higher mental health score than service industry workers but a lower score than office workers



Respect, support, and recognition in the workplace correlate with mental health and productivity.

- **One in ten do not feel valued and respected by their colleagues.** The mental health score of this group is 20 points lower than the score among workers who feel valued and respected
- **More than one in five (21 per cent) do not perceive that their workplace is supportive.** The mental health score of this group is more than 19 points lower than the score among workers reporting their workplace is supportive
- Younger workers (under 40), labourers, and parents are more likely to report their workplace is unsupportive
- **Workers not feeling valued and respected by their colleagues and workers reporting that their workplace is unsupportive are more than twice as likely to report that their mental health adversely affects their productivity at work**
- **Half of workers perceive that rewards and recognition are unfair and biased in their company.** The mental health score of this group is at least nine points lower than the score among workers who perceive that rewards and recognition are fair and unbiased



Nearly 4 in 10 indicate that their employer does not support or are unsure about support for psychological health and safety.

- **47 per cent rate their company's culture around mental health favourably while 15 per cent have negative perceptions.** The mental health scores of workers rating the culture around mental health negatively are at least 18 points lower than the scores among workers rating their company's culture positively
- 37 per cent do not perceive, or are unsure, that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation. The mental health score of this group is at least 12 points lower than workers who believe they can speak out without fear of reprisal
- 36 per cent do not perceive, or are unsure, that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved

in their workplace. The mental health score of this group is at least 10 points lower than workers reporting quick and fair resolution

- **Workers reporting that their workplace is not committed to ensuring employees can speak up about their concerns and workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are nearly twice as likely to report that their mental health adversely affects their productivity at work**
- Women are 50 per cent more likely than men to report that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace

Just over half of workers give high ratings to their mental health benefits and services.

- 55 per cent rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least four points higher than the national average
- 17 per cent rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 17 points lower than workers rating 4 or 5 (excellent), and at least 13 points lower than the national average
- 21 per cent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits



Younger workers are more likely to lack trusted personal and work relationships.

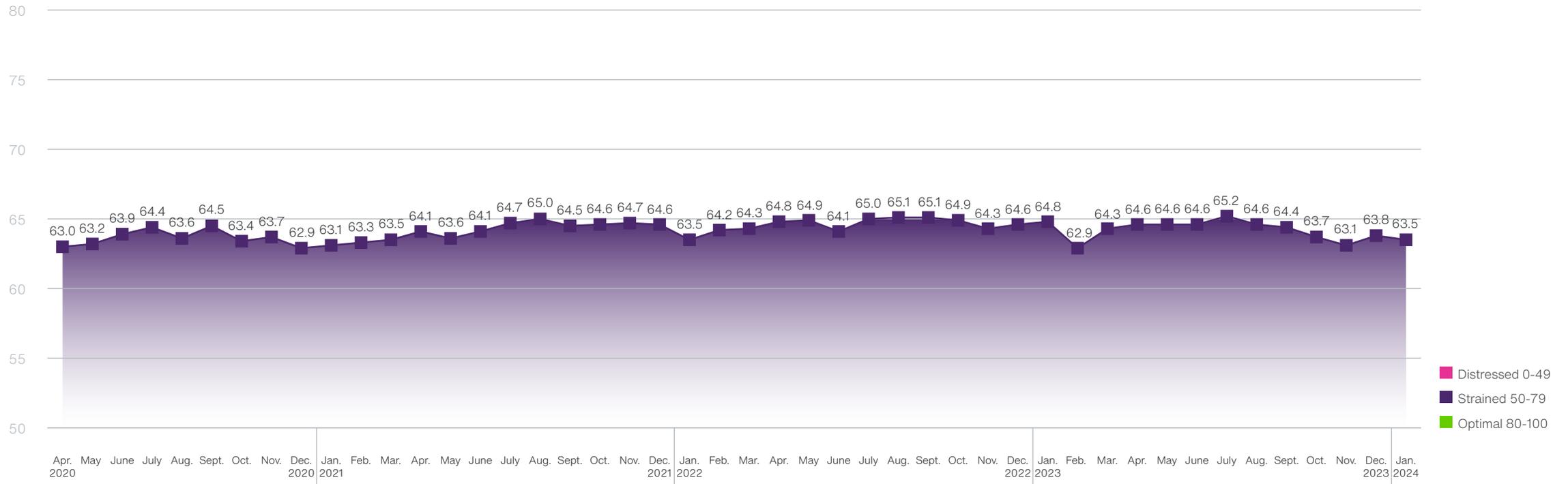
- **Nearly half (45 per cent) do not have trusted workplace relationships.** The mental health score of this group is at least 17 points lower than the score among workers with trusted workplace relationships. **These workers are three times more likely to report feeling isolated than those with trusted workplace relationships**
- **Nearly forty per cent (39 per cent) do not have trusted personal relationships.** The mental health score of this group is at least 18 points lower than the score among workers with trusted personal relationships. **These workers are nearly four times more likely to report feeling isolated than workers with trusted personal relationships**
- Workers under 40 are nearly twice as likely as workers over 50 to lack trusted personal relationships and are 40 per cent more likely than workers over 50 to lack trusted workplace relationships
- **More than one-quarter (26 per cent) do not trust anyone enough to be their true selves with.** The mental health score of this group is 22 points lower than the score among workers with someone they can be their true selves with. These workers are more than three times as likely to report feeling isolated than workers having someone they can be their true selves with
- Younger workers (under 40) and parents are more likely to report not having anyone they trust enough to be their true self with

The Mental Health Index.

The overall Mental Health Index (MHI) for January 2024 is 63.5.

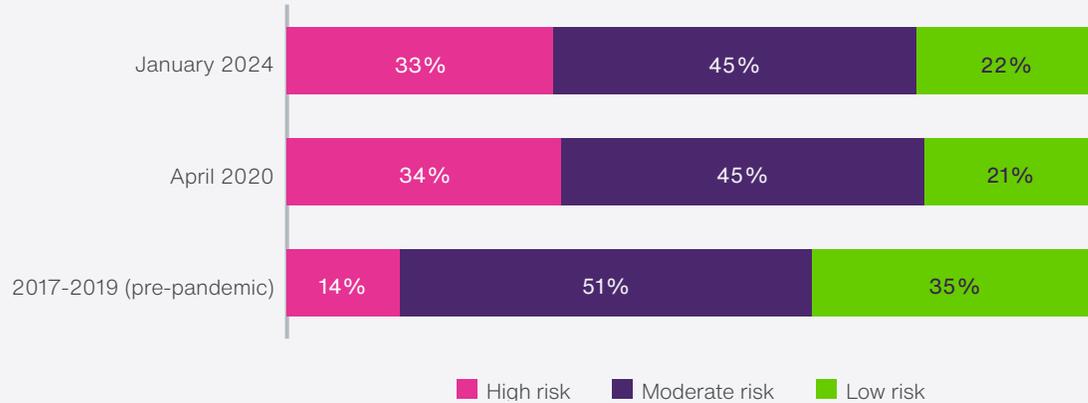
Since reaching its peak in July 2023, the mental health of workers in Canada has declined to levels in line with lows during the pandemic.

| MHI Current Month January 2024 | December 2023 |
|-----------------------------------|---------------|
| 63.5 | 63.8 |



Mental health risk.

In January 2024, 33 per cent of workers in Canada have a high mental health risk, 45 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk. Nearly four years since the launch of the MHI in April 2020, there has been a one per cent decrease in high-risk workers and a one per cent increase in low-risk workers.



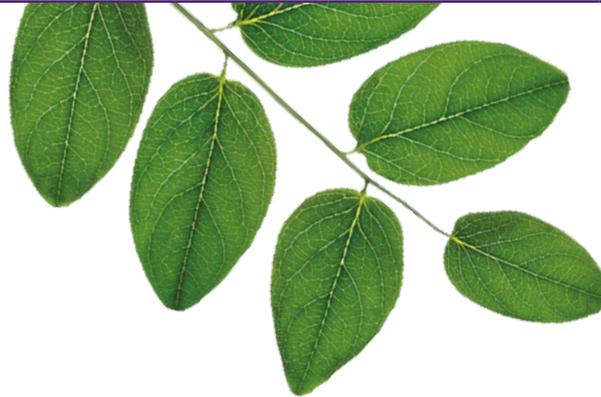
Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For 21 months, the lowest Mental Health Index sub-score continues to be anxiety (57.1). Isolation (59.2), depression (62.5), work productivity (62.5), optimism (65.1), and financial risk (67.1) follow. General psychological health (71.2) continues to be the most favorable mental health measure in January 2024.

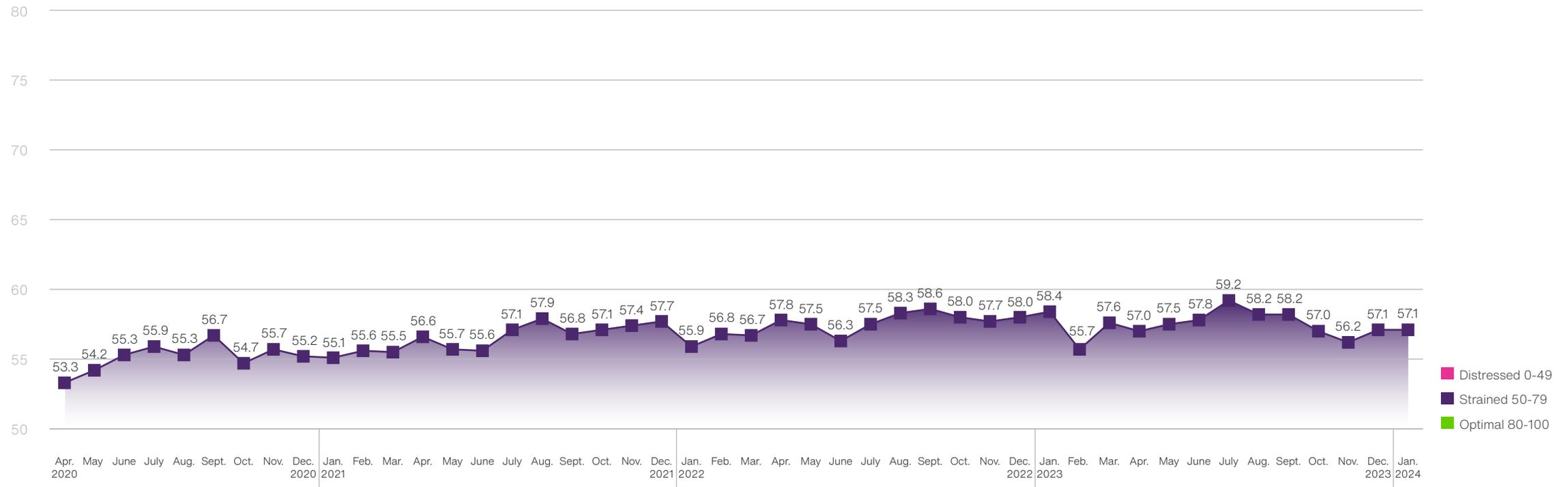
- Anxiety and isolation have been the lowest mental health sub-scores for 21 consecutive months
- Optimism, isolation, and general psychological health scores have declined from the prior month

| Mental Health Index Sub-scores | January 2024 | December 2023 |
|--------------------------------|--------------|---------------|
| Anxiety | 57.1 | 57.1 |
| Isolation | 59.2 | 59.8 |
| Depression | 62.5 | 62.1 |
| Work productivity | 62.5 | 62.0 |
| Optimism | 65.1 | 66.0 |
| Financial risk | 67.1 | 66.7 |
| Psychological health | 71.2 | 71.6 |



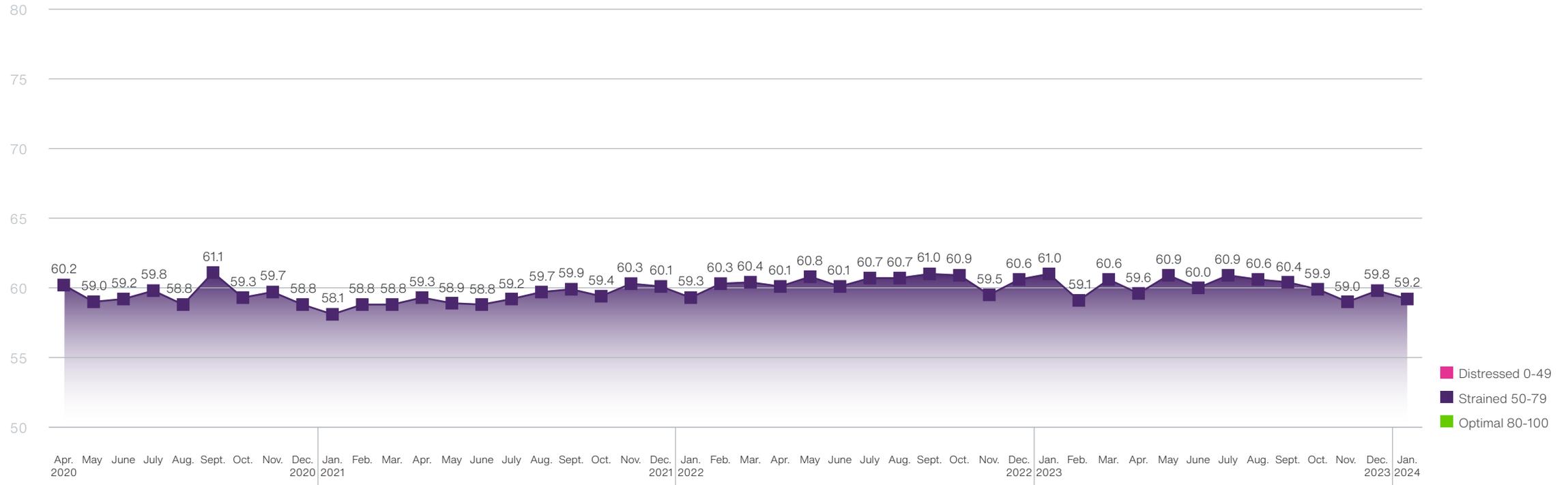
Anxiety

The anxiety sub-score has fluctuated since the launch of the MHI in April 2020. Since reaching its peak in July 2023, the anxiety score has declined through November 2023. At 57.1, the anxiety sub-score is unchanged from the prior month and continues to be the lowest of all mental health sub-scores for the 21st consecutive month.



Isolation

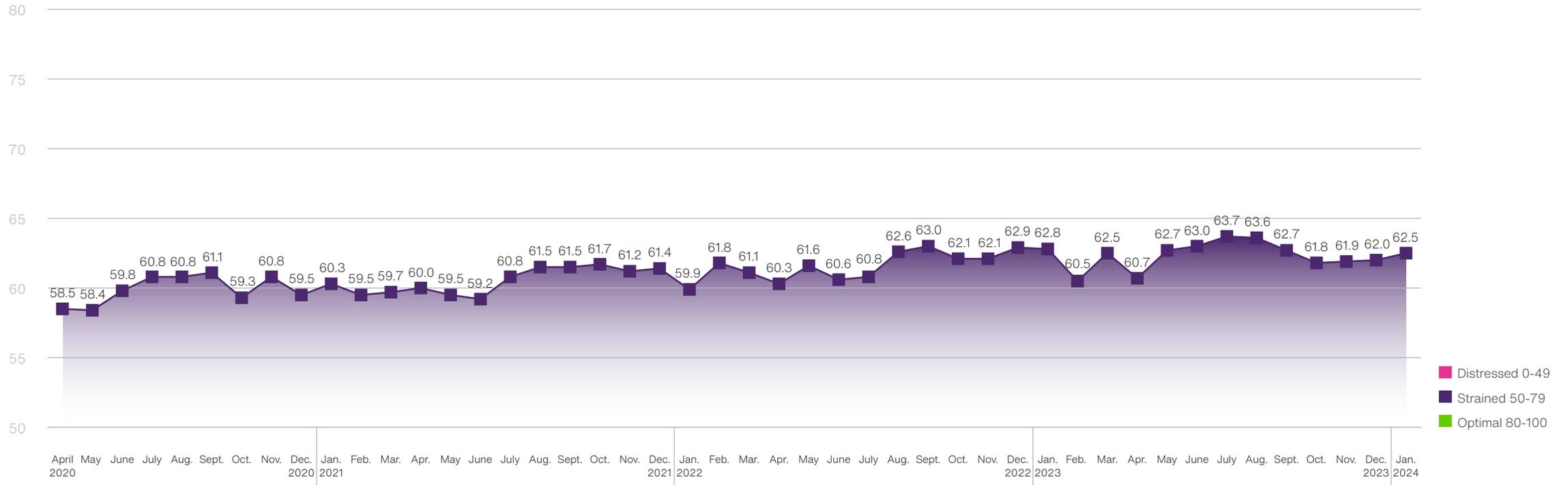
After falling to its lowest point in January 2021, the isolation sub-score has varied with multiple periods of sharp increases and declines. Isolation scores have generally followed a downward trend since July 2023. In January 2024, a 0.6-point decrease is observed in the isolation score, and it remains the second lowest mental health sub-score for the 21st consecutive month.



Work productivity

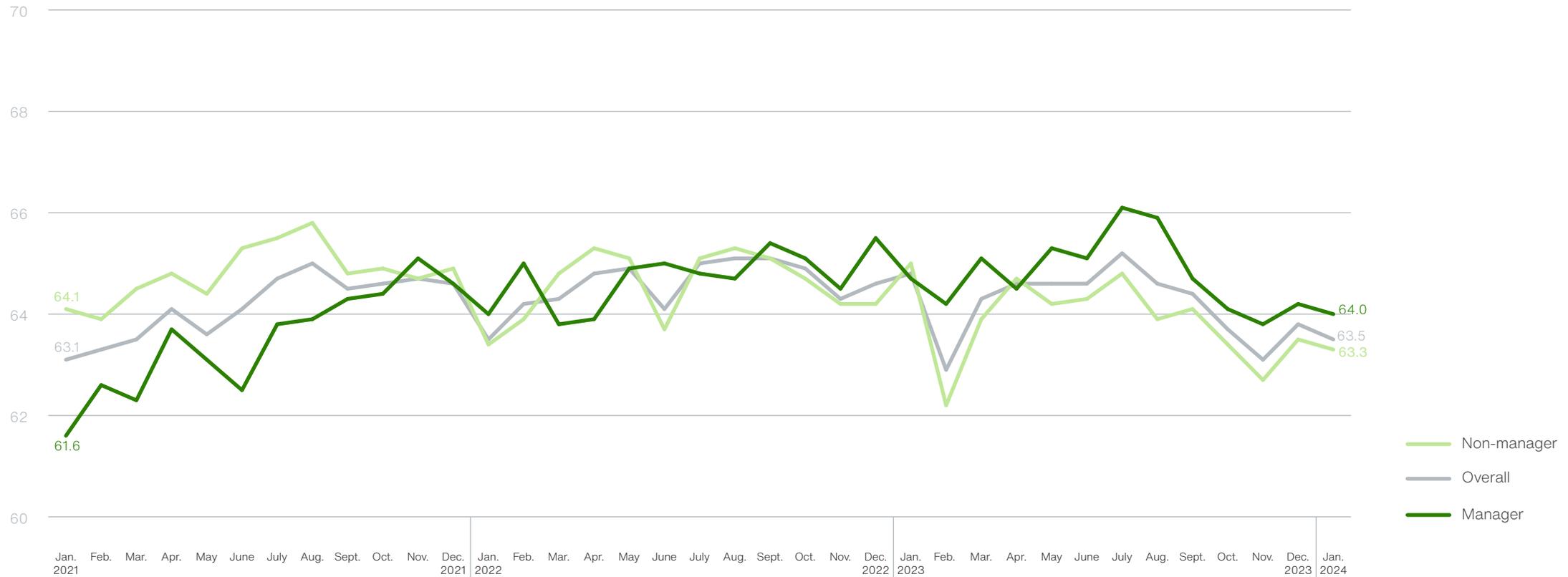
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement suggesting that since the onset of the pandemic, the impact of mental health on work productivity has slowly decreased. However, similar to other sub-scores, after reaching its peak in July 2023, the work productivity score declined through October. Following three months of stability, a modest 0.5-point increase is observed in January 2024.



Managers compared to non-managers.

From January to October 2021, the mental health scores of managers were lower than scores of non-managers and lower than Canadian averages. From November 2021 to January 2023, managers and non-managers have reported similar mental health scores; however, in February 2023 a significant decline in the mental health scores of non-managers was observed. Since February 2023, the mental health scores of managers have typically been higher than scores of non-managers. In January 2024, the mental health scores of managers and non-managers continue to decline despite the modest improvement observed in December 2023.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In January 2024, the mental health score of women is 61.0 compared to 66.3 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 the MHI in April 2020. Nearly four years later, this pattern continues with a lower score for workers with at least one child (59.5) than workers without children (65.3)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and 10 per cent report reduced hours or reduced salary
- Workers reporting reduced salary when compared to the prior month have the lowest mental health score (48.8), followed by workers reporting fewer hours than the prior month (55.2), individuals not currently employed (63.6), and workers with no change to salary or hours (64.7)
- Labourers have a higher mental health score (63.1) than service industry workers (62.1) but a lower score than office workers (64.5)
- Managers have a higher mental health score (64.0) than non-managers (63.3)
- Self-employed/sole proprietors have the highest mental health score (66.7)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (61.3)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (48.4) than the overall group (63.5). Workers with emergency savings have an average mental health score of 69.2

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

The Mental Health Index by province.

In January 2024, the mental health scores in Manitoba, Newfoundland and Labrador, Quebec, and the Maritimes have improved while scores in other provinces have declined or are unchanged compared to December 2023.

- The greatest decline is in Saskatchewan, down 2.3 points from December
- With a significant 5.2-point increase, Manitoba has the highest mental health score (67.3) in January 2024
- The lowest mental health score is in Alberta (61.4), down 1.6 points from December 2023

| Province | January 2024 | December 2023 | Change |
|---------------------------|--------------|---------------|--------|
| Manitoba | 67.3 | 62.1 | 5.2 |
| Newfoundland and Labrador | 65.9 | 63.8 | 2.1 |
| Quebec | 63.8 | 62.0 | 1.8 |
| The Maritimes | 64.5 | 63.5 | 1.0 |
| British Columbia | 63.5 | 63.5 | 0.0 |
| Ontario | 63.6 | 64.6 | -1.0 |
| Alberta | 61.4 | 63.0 | -1.6 |
| Saskatchewan | 64.5 | 66.8 | -2.3 |

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. 2024 | Dec. 2023 |
|---|-----------|-----------|
| Employed (no change in hours/salary) | 64.7 | 64.6 |
| Employed (fewer hours compared to last month) | 55.2 | 54.6 |
| Employed (reduced salary compared to last month) | 48.8 | 51.1 |
| Not currently employed | 63.6 | 64.1 |

| Age group | Jan. 2024 | Dec. 2023 |
|-----------|-----------|-----------|
| Age 20-29 | 52.1 | 55.2 |
| Age 30-39 | 58.3 | 57.9 |
| Age 40-49 | 61.4 | 61.5 |
| Age 50-59 | 64.8 | 65.2 |
| Age 60-69 | 72.9 | 72.8 |

| Number of children | Jan. 2024 | Dec. 2023 |
|--------------------------|-----------|-----------|
| No children in household | 65.3 | 65.6 |
| 1 child | 60.4 | 58.9 |
| 2 children | 59.1 | 61.2 |
| 3 children or more | 55.3 | 59.9 |

| Gender | Jan. 2024 | Dec. 2023 |
|--------|-----------|-----------|
| Men | 66.3 | 66.2 |
| Women | 61.0 | 61.4 |

| Household income | Jan. 2024 | Dec. 2023 |
|-----------------------|-----------|-----------|
| <\$30K/annum | 52.9 | 54.2 |
| \$30K to <\$60K/annum | 59.6 | 58.7 |
| \$60K to <\$100K | 63.1 | 62.9 |
| \$100K to <\$150K | 65.7 | 66.2 |
| \$150K or more | 70.3 | 70.1 |

| Employer size | Jan. 2024 | Dec. 2023 |
|-------------------------------|-----------|-----------|
| Self-employed/sole proprietor | 66.7 | 66.6 |
| 2-50 employees | 63.8 | 63.0 |
| 51-100 employees | 61.4 | 60.9 |
| 101-500 employees | 62.5 | 63.4 |
| 501-1,000 employees | 61.3 | 62.7 |
| 1,001-5,000 employees | 66.5 | 66.6 |
| 5,001-10,000 employees | 62.0 | 61.7 |
| More than 10,000 employees | 63.4 | 65.2 |

| Manager | Jan. 2024 | Dec. 2023 |
|-------------|-----------|-----------|
| Manager | 64.0 | 64.2 |
| Non-manager | 63.3 | 63.5 |

| Work environment | Jan. 2024 | Dec. 2023 |
|------------------|-----------|-----------|
| Labour | 63.1 | 62.2 |
| Office/desk | 64.5 | 64.3 |
| Service | 62.1 | 63.4 |

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 Food Services have the lowest mental health score (56.2), followed by workers in Administrative and Support services (56.6), and Agriculture, Forestry, Fishing and Hunting (57.8).

Workers in Professional, Scientific and Technical Services (71.5), Automotive Industry (71.5), and Mining, Quarrying, and Oil and Gas Extraction (69.9) have the highest mental health scores this month.



| Industry | January 2024 | December 2023 | Change |
|---|--------------|---------------|--------|
| Automotive Industry | 71.5 | 65.0 | 6.5 |
| Real Estate, Rental and Leasing | 69.0 | 63.7 | 5.3 |
| Media and Telecommunications | 63.7 | 59.5 | 4.2 |
| Utilities | 66.1 | 61.9 | 4.1 |
| Accommodation | 64.9 | 61.4 | 3.5 |
| Manufacturing | 68.6 | 65.3 | 3.3 |
| Wholesale Trade | 62.8 | 60.0 | 2.8 |
| Mining, Quarrying, and Oil and Gas Extraction | 69.9 | 68.4 | 1.5 |
| Construction | 64.6 | 63.1 | 1.5 |
| Technology | 63.9 | 62.6 | 1.3 |
| Transportation | 66.1 | 65.3 | 0.8 |
| Professional, Scientific and Technical Services | 71.5 | 70.8 | 0.7 |
| Educational Services | 65.1 | 64.4 | 0.7 |
| Arts, Entertainment and Recreation | 64.4 | 63.9 | 0.5 |
| Warehousing | 59.2 | 59.5 | -0.3 |
| Public Administration | 65.6 | 66.3 | -0.7 |
| Other services (except Public Administration) | 64.8 | 65.6 | -0.7 |
| Finance and Insurance | 64.3 | 65.1 | -0.7 |
| Health Care and Social Assistance | 59.9 | 61.5 | -1.6 |
| Other | 61.8 | 63.8 | -2.0 |
| Retail Trade | 60.8 | 63.4 | -2.5 |
| Food Services | 56.2 | 58.7 | -2.5 |
| Administrative and Support services | 56.6 | 59.7 | -3.1 |
| Agriculture, Forestry, Fishing and Hunting | 57.8 | 61.9 | -4.1 |

Spotlight

Workplace culture

Workers were asked whether they feel valued and respected by their colleagues.

- One in ten (10 per cent) do not feel valued and respected by their colleagues; this group has the lowest/worst mental health score (49.1), 20 points lower than workers feeling valued and respected (69.1), and more than 14 points lower than the national average (63.5)
- Workers not feeling valued and respected by their colleagues are more than twice as likely as workers feeling valued and respected to report their mental health negatively impacts their work productivity
- Nearly seven in ten (69 per cent) feel valued and respected by their colleagues; this group has the highest/best mental health score (69.1), more than five points higher than the national average (63.5)

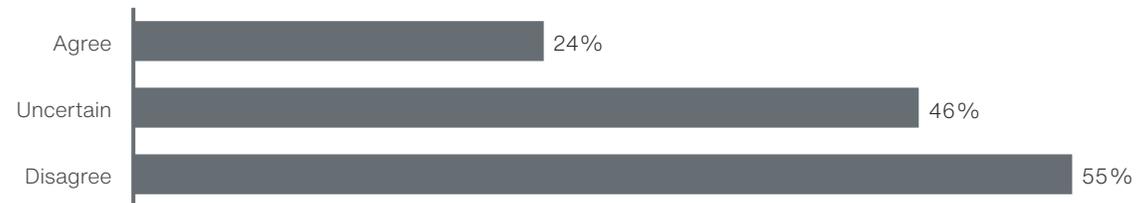
I feel valued and respected by my colleagues



MHI score by “I feel valued and respected by my colleagues”



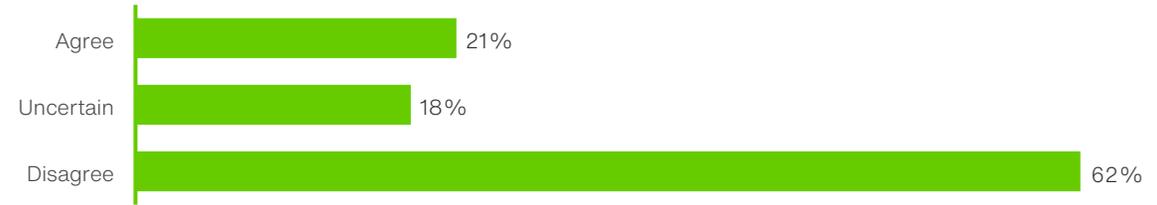
Percentage reporting their productivity is negatively impacted by their mental health by “I feel valued and respected by my colleagues”



Workers were asked whether their workplace is generally supportive.

- More than one in five (21 per cent) do not perceive their workplace as supportive; this group has the lowest/worst mental health score (50.6), more than 19 points lower than workers reporting that their workplace is supportive (70.0), and 13 points lower than the national average (63.5)
- Workers who perceive their workplace as unsupportive are more than twice as likely as workers with supportive employers to report that their mental health negatively impacts their work productivity
- Workers under 40 are 60 per cent more likely than workers over 50 to report their workplace is unsupportive
- Parents are 50 per cent more likely than non-parents to report their workplace is unsupportive
- Labourers are 50 per cent more likely than office and service industry workers to report their workplace is unsupportive
- More than three in five (62 per cent) perceive their workplace as supportive; this group has the highest/best mental health score (70.0), more than six points higher than the national average (63.5)

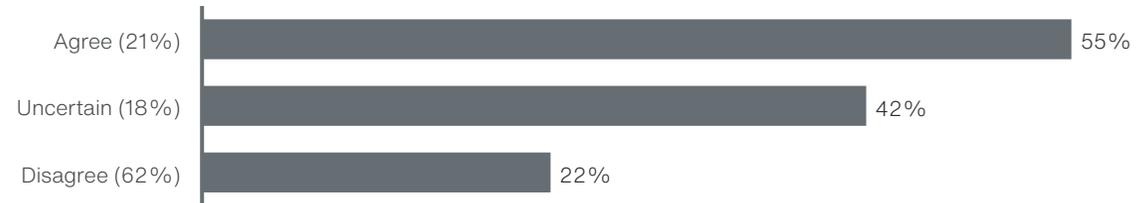
My workplace is generally NOT supportive



MHI score by “My workplace is generally NOT supportive”



Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is generally NOT supportive”

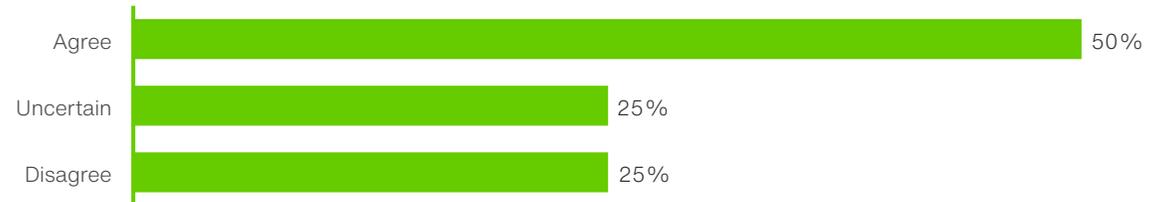


Workers were asked whether rewards and recognition are fair and unbiased in their company.

- Half (50 per cent) perceive rewards and recognition are fair and unbiased in their company; this group has the highest/best mental health score (69.0), more than five points higher than the national average (63.5)
- One-quarter (25 per cent) do not perceive that rewards and recognition are fair and unbiased in their company; this group has the lowest/worst mental health score (56.3), 13 points lower than workers who perceive rewards and recognition to be fair and unbiased (69.0), and more than seven points lower than the national average (63.5)



I believe that rewards and recognition are fair and unbiased in my company



MHI score by “I believe that rewards and recognition are fair and unbiased in my company”

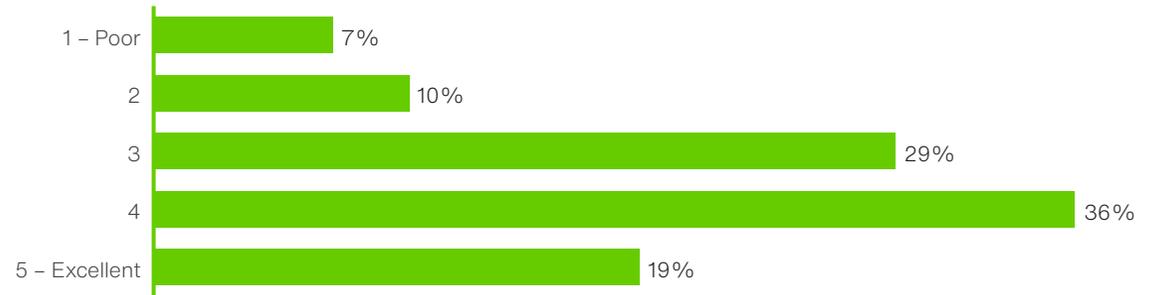


Workers were asked to rate the mental health benefits and services provided by their employer.

- More than half (55 per cent) rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least four points higher than the national average (63.5)
- More than one in six (17 per cent) rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 17 points lower than workers rating 4 or 5 (excellent), and at least 13 points lower than the national average (63.5)
- Twenty-one per cent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits; this group was excluded from the mental health analysis



Rating on mental health benefits and services provided by the employer



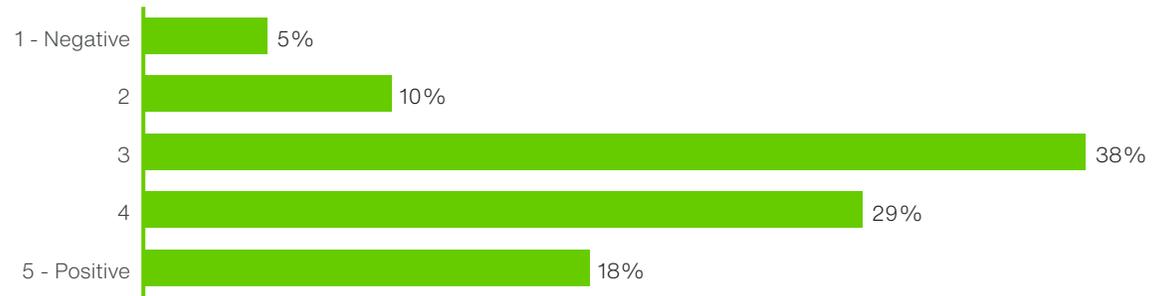
MHI score by “Rating on mental health benefits and services provided by the employer”



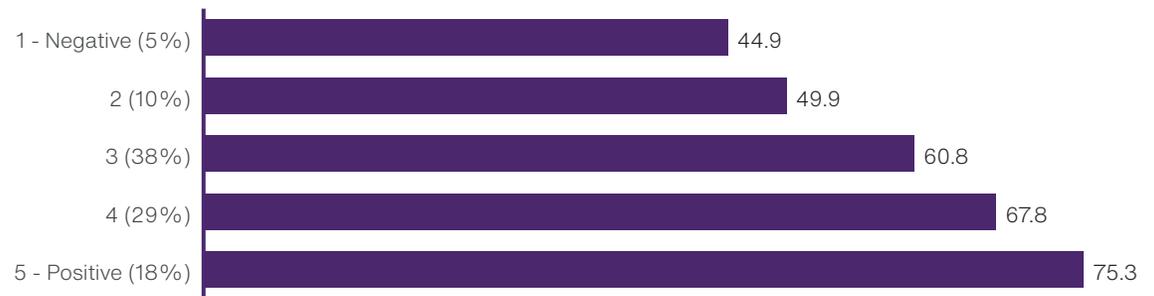
Workers were asked to rate their company’s culture around mental health.

- Nearly half (47 per cent) rate their company’s culture around mental health as greater than 3 (positive); this group has mental health scores at least four points higher than the national average (63.5)
- More than one in seven (15 per cent) rate their company’s culture around mental health as less than 3 (negative); this group has mental health scores at least 18 points lower than workers rating their company’s culture as positive and at least 13 points lower than the national average (63.5)

Rating on company’s culture around mental health



MHI score by “Rating on company’s culture around mental health”

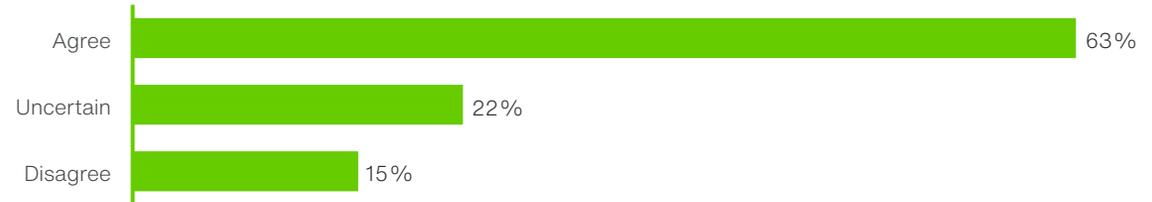


Psychological safety at work.

Workers were asked whether their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation.

- More than one in seven (15 per cent) do not perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the lowest/worst mental health score (51.6), 17 points lower than workers who agree (68.7), and 12 points lower than the national average (63.5)
- Workers reporting their workplace is not committed to ensuring employees can speak up about their concerns are nearly twice as likely to report their mental health negatively impacts their work productivity than workers reporting their workplace is committed to ensuring employees can speak up about their concerns
- Nearly two-thirds (63 per cent) perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the highest/best mental health score (68.7), more than five points higher than the national average (63.5)

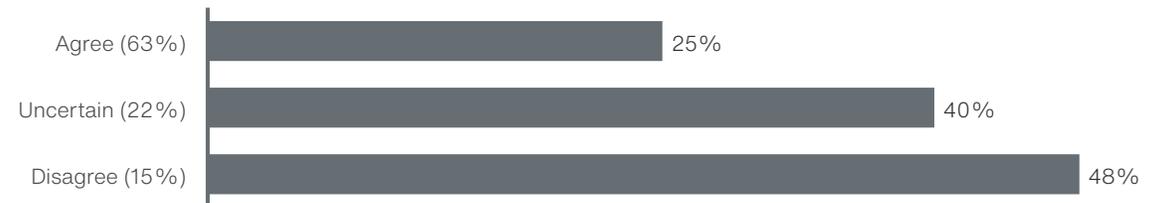
My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation



MHI score by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



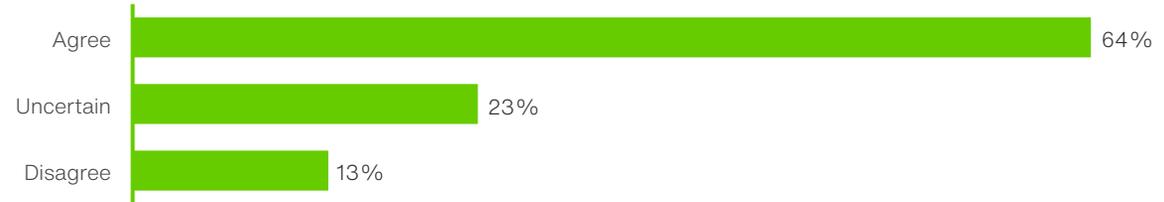
Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



Workers were asked whether harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace.

- Nearly one in seven (13 per cent) do not perceive that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the lowest/worst mental health score (53.7), 14 points lower than workers reporting quick and fair resolution (67.5), and 10 points lower than the national average (63.5)
- Workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are nearly twice as likely to report their mental health negatively impacts their work productivity than workers reporting quick and fair resolution
- Women are 50 per cent more likely than men to report that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace
- Nearly two-thirds (64 per cent) report that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the highest/best mental health score (67.5), four points higher than the national average (63.5)

In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved



MHI score by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Percentage reporting their productivity is negatively impacted by their mental health by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Control and demand at work.

Workers were asked whether they are satisfied with the amount of control they have over their work.

- Nearly one in seven (13 per cent) are dissatisfied with the amount of control they have over their work; this group has the lowest/worst mental health score (50.0), 18 points lower than workers who are satisfied (68.1), and more than 13 points lower than the national average (63.5)
- More than seven in ten (72 per cent) are satisfied with the amount of control they have over their work; this group has the highest/best mental health score (68.1), more than four points higher than the national average (63.5)



I am satisfied with the amount of control that I have over my work



MHI score by “I am satisfied with the amount of control that I have over my work”

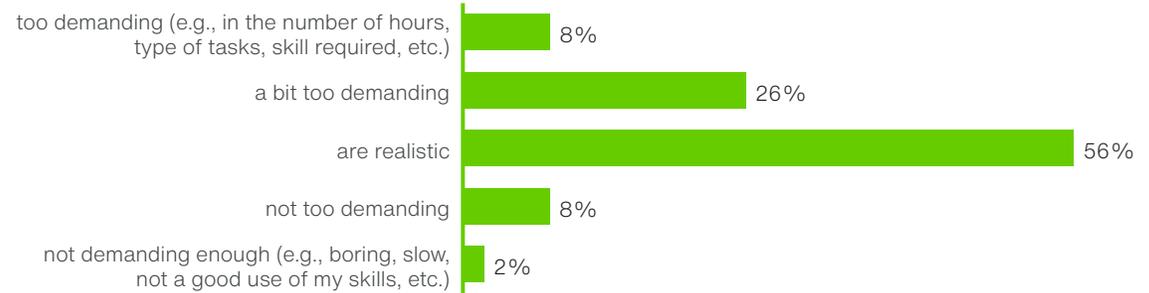


Workers were asked about the expectations of their job.

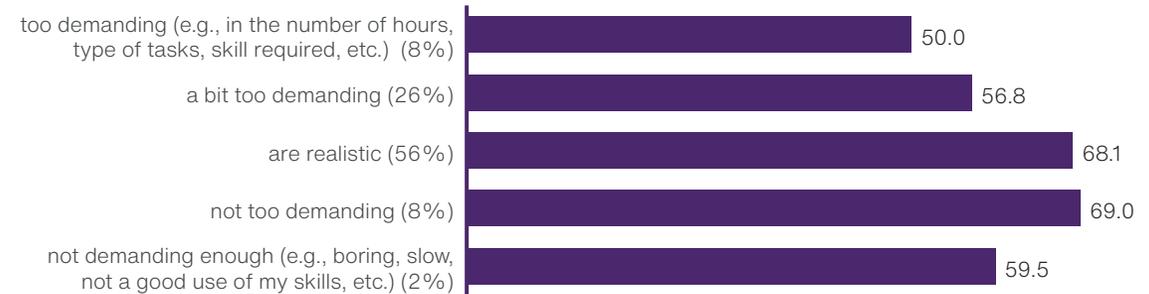
- More than half (56 per cent) perceive that the expectations of their job are realistic; this group has a mental health score (68.1) more than four points higher than the national average (63.5)
- More than one-third (34 per cent) perceive that the expectations of their job are either a bit too demanding or too demanding; this group has mental health scores at least 12 points lower than workers who perceive the expectations are realistic and at least seven points lower than the national average (63.5)
- Forty-eight per cent of workers reporting their jobs are too demanding also report their mental health is negatively impacting their productivity



I believe the expectations of my job are:



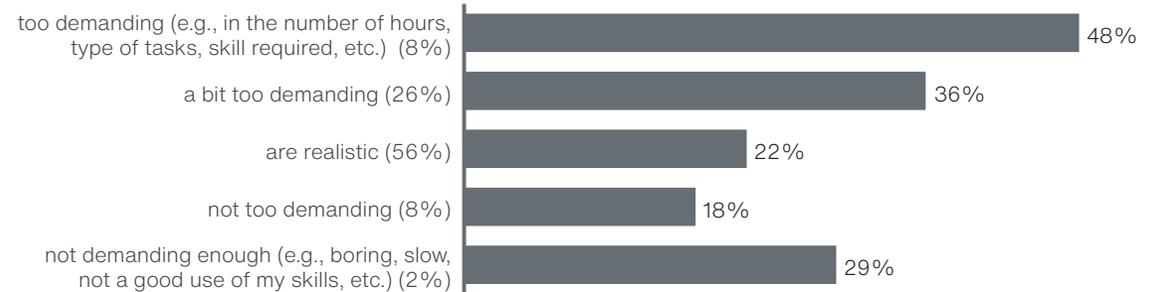
MHI score by “Job expectations”



- Work productivity is impacted less as job expectations move from too demanding to realistic to not too demanding, but the impact on work productivity increases among workers who do not find their job demanding enough (29 per cent)
- Women are 60 per cent more likely than men to report the expectations of their job are too demanding
- Managers are 60 per cent more likely than non-managers to report the expectations of their job are too demanding
- Non-managers are more than twice as likely as managers to report the expectations of their job are not too demanding



Percentage reporting their productivity is impacted by their mental health by “Job expectations”

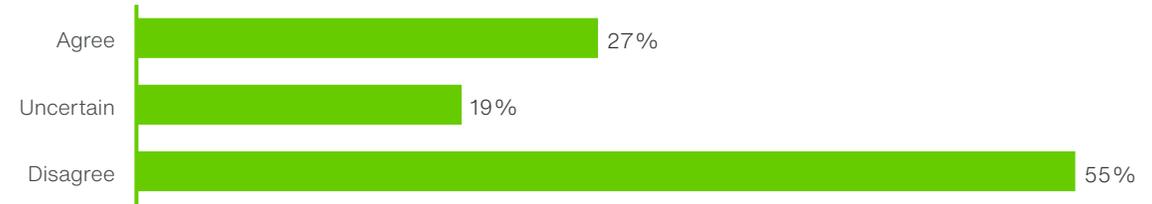


Relationships

Workers were asked whether they lack workplace relationships with people they trust.

- More than one-quarter (27 per cent) lack workplace relationships with people they trust; this group has the lowest/worst mental health score (52.6), 19 points lower than workers with colleagues they trust (71.7) and nearly 11 points lower than the national average (63.5)
- Respondents lacking trusted workplace relationships are three times more likely to report feeling isolated than those with trusted workplace relationships
- Workers under 40 are more than 40 per cent more likely than workers over 50 to lack trusted workplace relationships
- More than half (55 per cent) have trusted workplace relationships; this group has the highest/best mental health score (71.7), more than eight points higher than the national average (63.5)

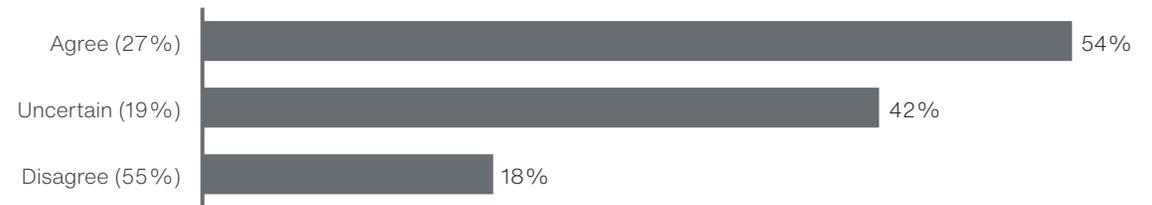
I lack workplace relationships with people I trust



MHI score by “I lack workplace relationships with people I trust”



Percentage reporting they feel isolated by “I lack workplace relationships with people I trust”

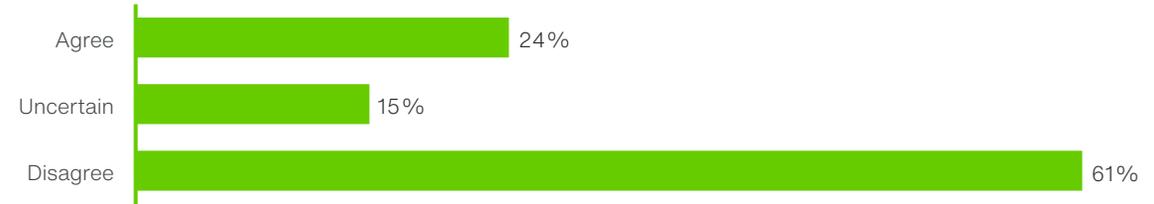


Workers were asked whether they lack personal relationships with people they trust.

- Nearly one-quarter (24 per cent) lack personal relationships with people they trust; this group has the lowest/worst mental health score (47.9), 24 points lower than workers with trusted personal relationships (71.8), and nearly 16 points lower than the national average (63.5)
- Respondents lacking trusted personal relationships are nearly four times more likely to report feeling isolated than workers with trusted personal relationships
- Workers under 40 are nearly twice as likely as workers over 50 to lack trusted personal relationships
- More than three in five (61 per cent) have trusted personal relationships; this group has the highest/best mental health score (71.8), more than eight points higher than the national average (63.5)



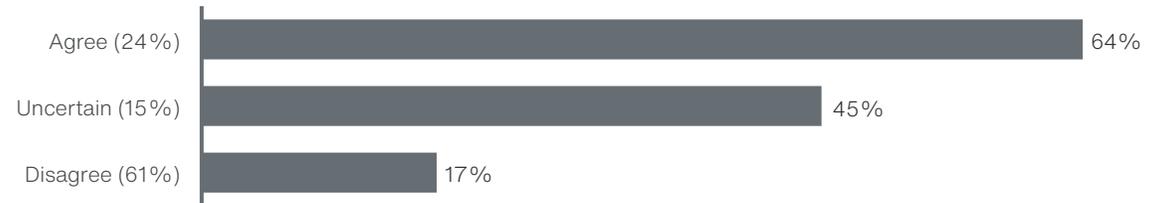
I lack personal relationships with people I trust



MHI score by “I lack personal relationships with people I trust”



Percentage reporting they feel isolated by “I lack personal relationships with people I trust”

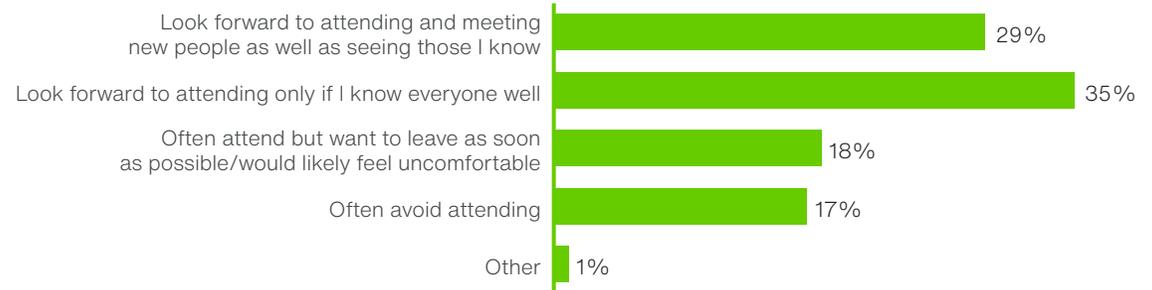


Social Engagement

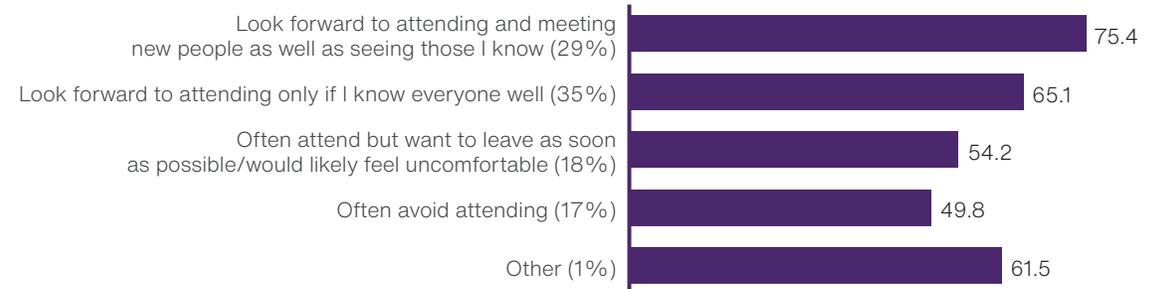
Workers were asked how they would respond to a social engagement.

- More than one-third (35 per cent) look forward to attending social events only if they know everyone well; this group has a mental health score (65.1) modestly higher than the national average (63.5)
- Nearly one-third (29 per cent) look forward to attending and meeting new people as well as seeing those they already know; this group has the highest/best mental health score (75.4), 12 points higher than the national average (63.5)
- More than one in six (17 per cent) often avoid attending social events; this group has the lowest/worst mental health score (49.8), nearly 14 points lower than the national average (63.5)
- Parents are 50 per cent more likely than non-parents to attend social events but leave as soon as possible/likely feel uncomfortable
- Workers over 50 are 70 per cent more likely than workers under 40 to look forward to attending social events, meeting new people, and seeing those they already know

Social engagement



MHI score by “Social engagement”

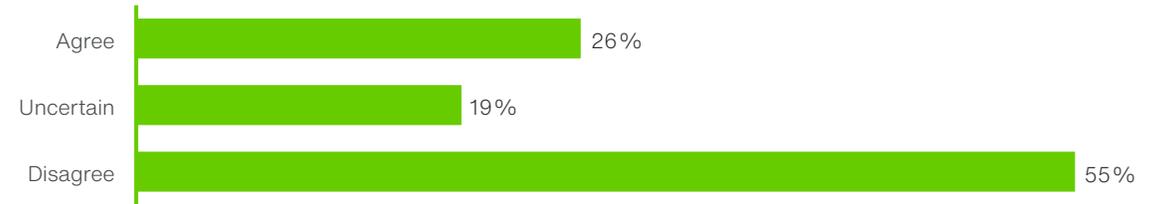


Trust

Workers were asked whether they trust anyone enough to be their true self with.

- More than one-quarter (26 per cent) do not trust anyone enough to be their true selves with; this group has the lowest/worst mental health score (49.5), 22 points lower than workers with someone they can be their true selves with (71.5), and 14 points lower than the national average (63.5)
- Workers without someone they can be their true selves with are more than three times as likely to report feeling isolated (60 per cent) than workers having someone they can be their true selves with (18 per cent)
- Workers under 40 are 80 per cent more likely than workers over 50 to not have anyone they trust enough to be their true self with
- Parents are 40 per cent more likely than non-parents to report not having anyone they trust enough to be their true self with
- More than half (55 per cent) have someone they trust enough to be their true self with; this group has the highest/best mental health score (71.5), eight points higher than the national average (63.5)

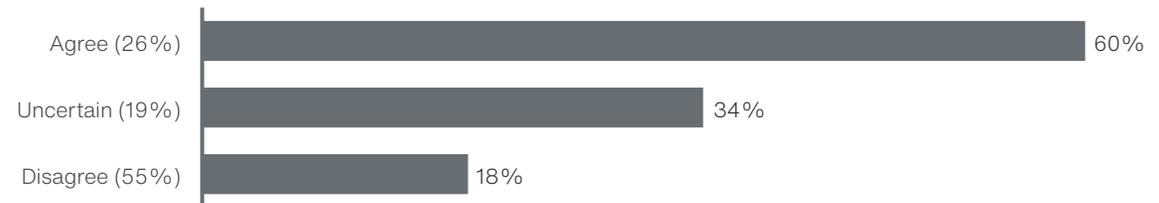
I do not trust anyone enough to be my true self with



MHI score by “I do not trust anyone enough to be my true self with”



Percentage reporting they feel isolated by “I do not trust anyone enough to be my true self with”



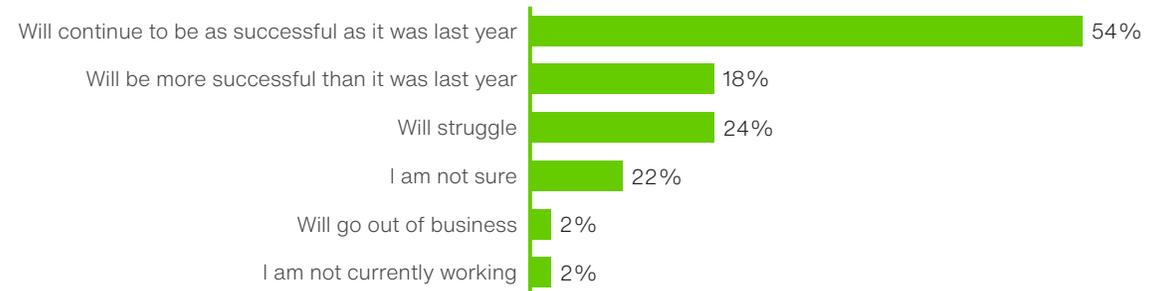
Business performance

Workers were asked how they perceive their organisation will perform through 2024.

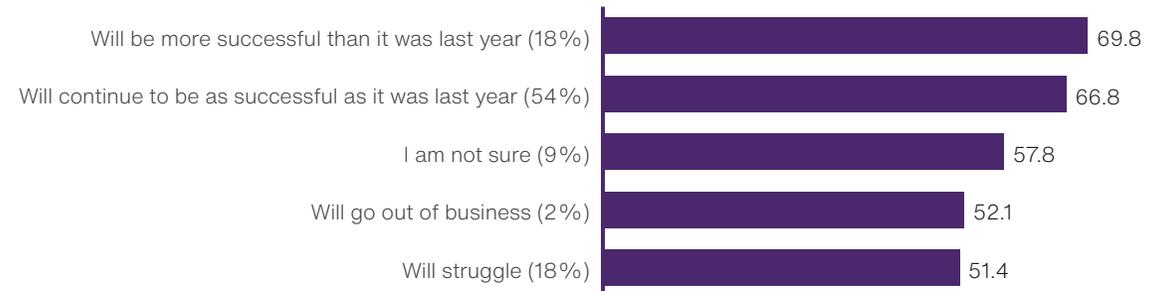
- Slightly more than half (54 per cent) perceive their organisation will continue to be as successful as it was last year. The mental health of this group (66.8) is more than three points higher than the national average (63.5)
- Nearly one in five (18 per cent) perceive their organisation will be more successful than it was last year; this group has the highest/best mental health score (69.8), more than six points higher than the national average (63.5)
- The lowest/worst mental health (51.4), 15 points lower than workers who perceive their organisation will be successful (66.8) and 12 points lower than the national average (63.5), is among 18 per cent who perceive their organisation will struggle through 2024
- Managers are 50 per cent more likely than non-managers to perceive their organisation will be more successful than it was last year



Perception of business performance in 2024



MHI score by “Perception of business performance in 2024”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. The 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 business and government.

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 prior two weeks when answering each question. Data for the current report was collected between January 13 and January 22, 2024.

Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. 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. 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 is available upon request.

Contact MHI@telushealth.com





www.telushealth.com

