



TELUS Mental Health Index.

Canada | June 2023

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What you need to know for June 2023.

1. Stable for four months, the mental health of workers in Canada remains at the same level as pandemic-era scores and shows no improvement.

- At 64.6, the mental health of workers in Canada remains unchanged for the third consecutive month
- 32 per cent of workers have a high mental health risk, 43 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk
- Anxiety and isolation have been the lowest (worst) mental health sub-scores for 14 consecutive months
- Optimism and isolation sub-scores have declined (have poorer scores) compared to May 2023
- Mental health scores have declined in Alberta, Ontario, and British Columbia; scores have improved in other provinces
- Labourers continue to have a lower mental health score than service and office workers
- The mental health score of managers has declined while the mental health score of non-managers has improved from May 2023

2. More than one-quarter of workers are aware their mental health is negatively impacting work productivity.

- 35 per cent of workers in the technology sector report a negative impact of mental health on work productivity
- 32 per cent of workers in Food Services report a negative impact of mental health on work productivity
- 30 per cent of workers in Health Care and Social Assistance report a negative impact of mental health on work productivity

3. Organizations that offer time off to volunteer garner a more positive perception as an employer.

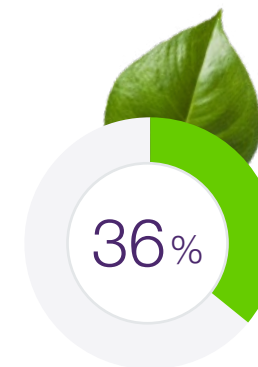
- 39 per cent have volunteered their time or finances in the last two years
- 36 per cent of workers report a positive perception of their employer for offering time off to volunteer
- Among workers who volunteer, 31 per cent report their organization offers time off for volunteering
- Workers who volunteer their time or finances have higher mental health and optimism scores than workers who do not volunteer or donate



say that **making a difference** is the most important benefit of volunteering



have volunteered their time or finances



report a **positive perception of their employer** for offering time off to volunteer



of workers say their **mental health is negatively impacting** work productivity

4. Younger workers say that contributing to social change is the most important benefit of volunteering.

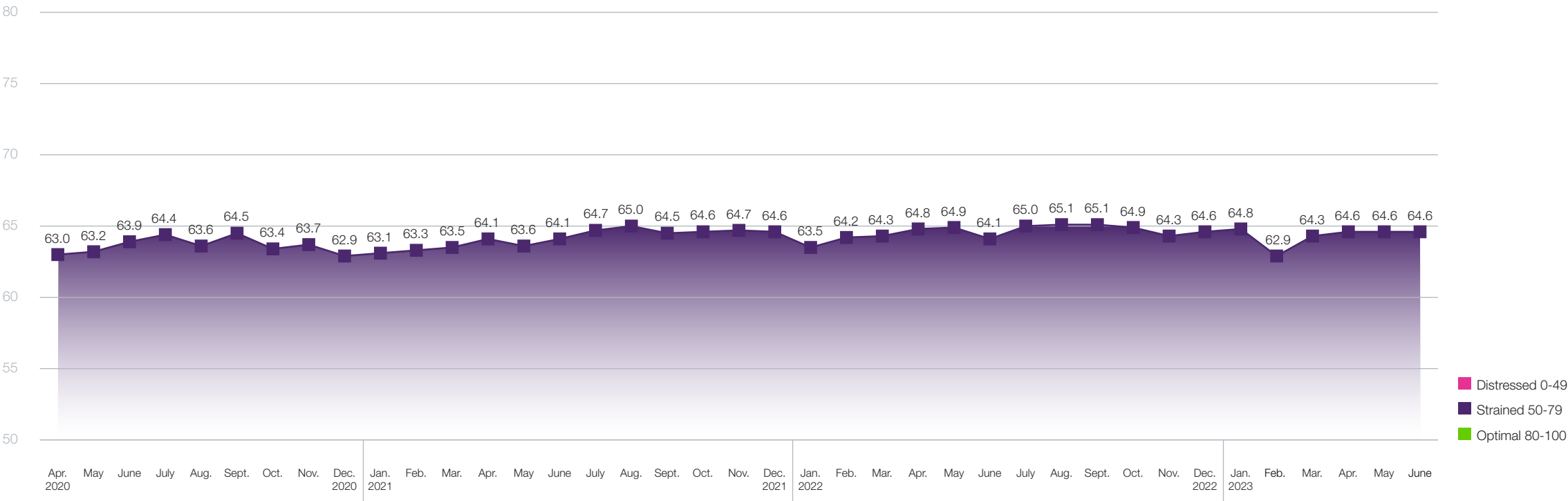
- 40 per cent say that making a difference is the most important benefit of volunteering
- Younger workers (under 40) and men are more likely to believe they don't have something to offer
- Workers with high mental health risk lack both motivation and confidence in having something to offer, and are intimidated by the process of volunteering



The Mental Health Index.

The overall Mental Health Index (MHI) for June 2023 is 64.6.
The mental health of workers in Canada is unchanged for the third consecutive month.

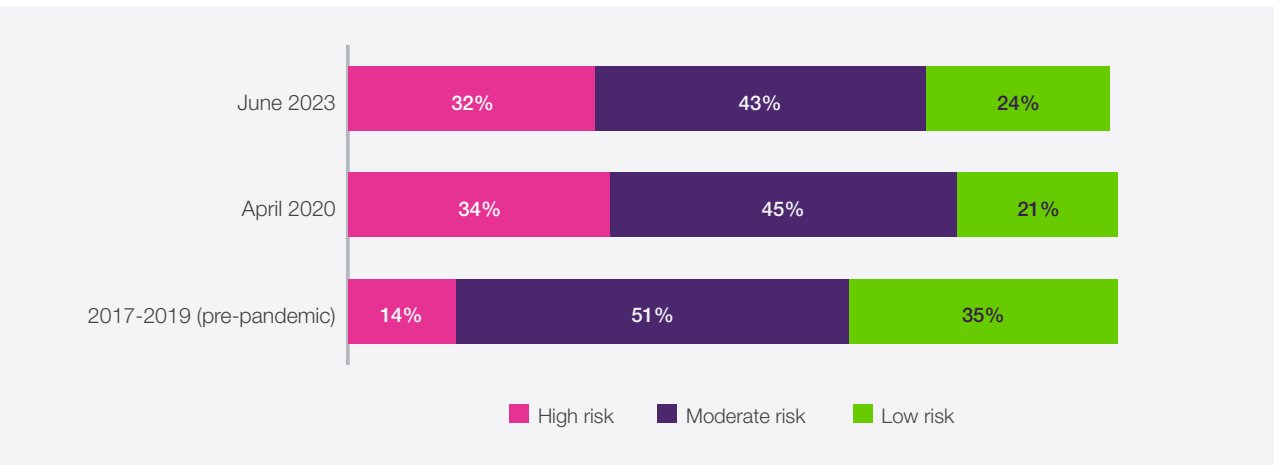
MHI Current Month June 2023	May 2023
64.6	64.6





Mental health risk.

In June 2023, 32 per cent of workers in Canada have a high mental health risk, 43 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk. More than three years since the launch of the Index in April 2020, there has only been a two per cent reduction in high-risk workers and a three 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 more than one year, the lowest Mental Health Index sub-score is for the risk measure of anxiety (57.8). Isolation (60.0), work productivity (63.0), depression (63.1), optimism (66.3), and financial risk (69.5) follow. General psychological health (72.0) continues to be the most favourable mental health measure in June 2023.

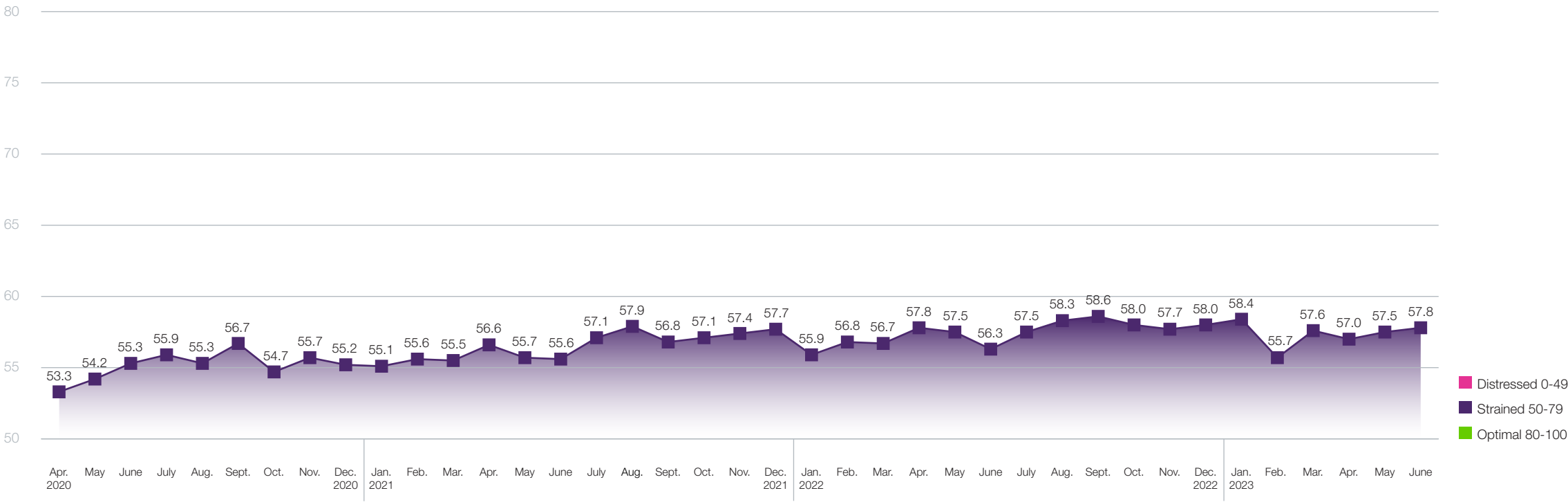
- Anxiety and isolation have been the lowest mental health sub-scores for 14 consecutive months
- Optimism and isolation sub-scores have declined compared to the prior month
- The greatest improvement is in the financial risk sub-score, increasing 1.1 points from May 2023

Mental Health Index Sub-scores	June 2023	May 2023
Anxiety	57.8	57.5
Isolation	60.0	60.9
Work productivity	63.0	62.7
Depression	63.1	62.5
Optimism	66.3	67.0
Financial risk	69.5	68.4
Psychological health	72.0	72.0



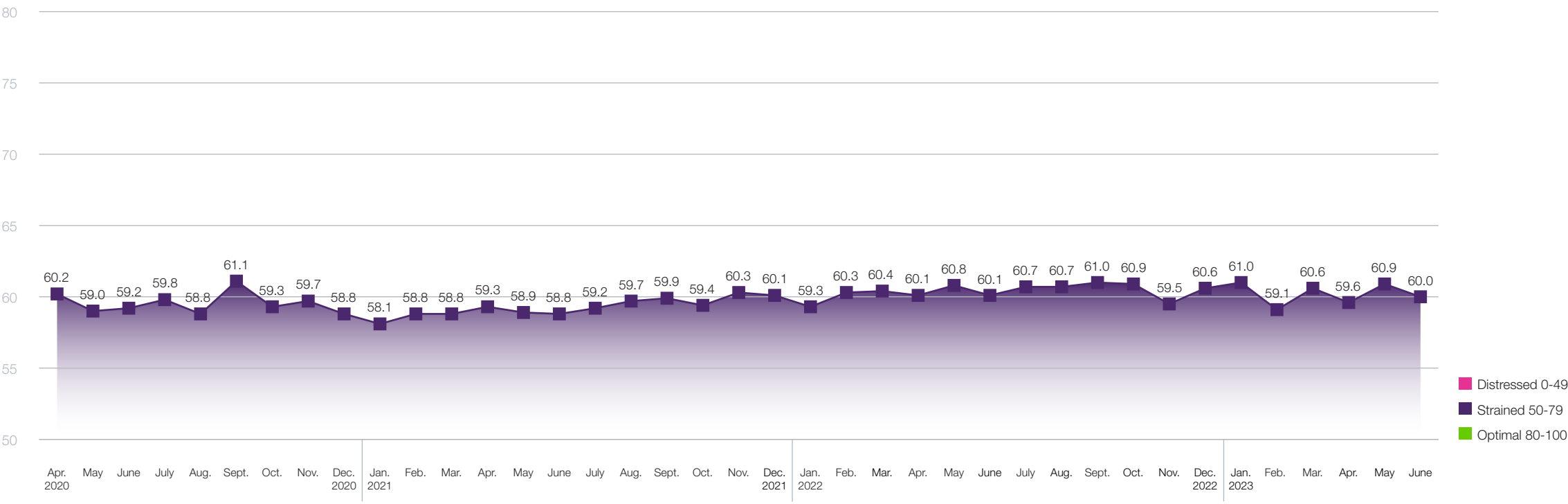
Anxiety

The anxiety sub-score has fluctuated since the launch of the Index in April 2020, although there has been a general trend of improvement. After reaching its high in September 2022 (58.6), the anxiety score declined through February 2023 despite two months of modest improvements during this period. A significant 1.9-point improvement was observed in March 2023. In June 2023, the anxiety score (57.8) improved modestly from the previous month; however, it continues to be the lowest score across all mental health sub-scores for the 14th consecutive month.



Isolation

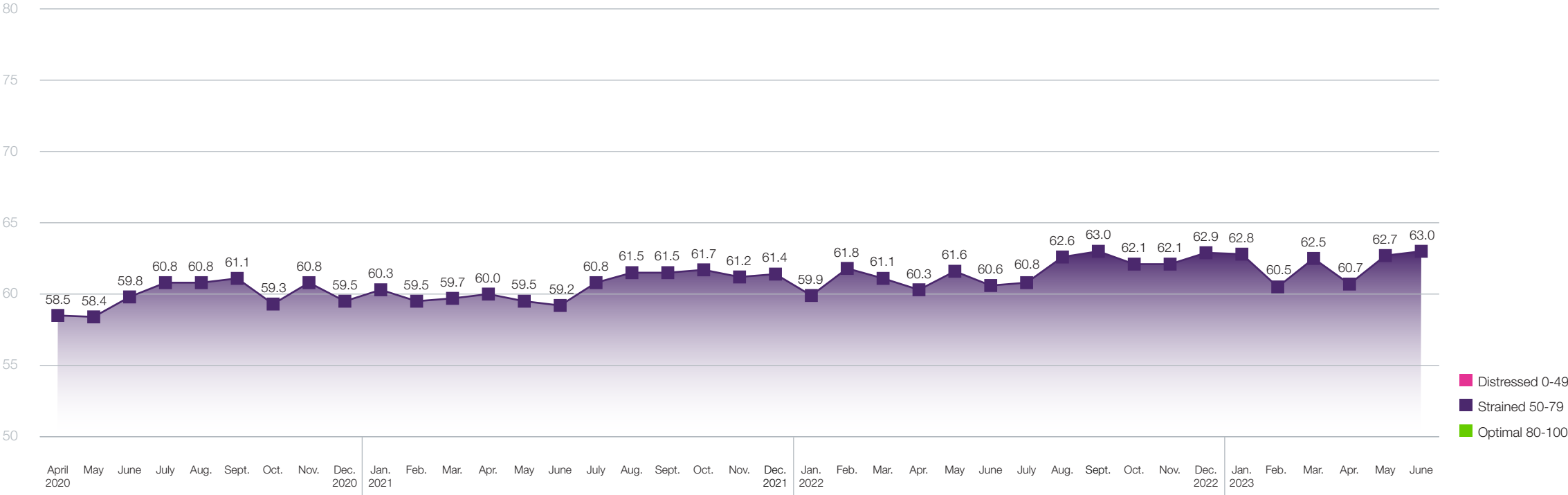
With only one notable increase, in September 2020, since the launch of the Index in April 2020, the isolation sub-score made incremental improvements from January 2021 to September 2022. Following a one-point decline in November, the isolation sub-score rebounded through January 2023. Since January 2023, isolation scores have fluctuated with sharp declines followed by sharp increases. In June 2023, the isolation score has declined nearly one point from May.



Work productivity

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

With multiple periods of improvement followed by declines, the work productivity score has been inconsistent from month to month since the launch of the Index in April 2020. Overall, the impact of mental health on work productivity has shown general improvement. Similar to other sub-scores, the work productivity score declined sharply in February 2023 but recovered two points in March. In April 2023, the work productivity score declined sharply; however, the score rebounded strongly in May and continues to improve in June 2023.

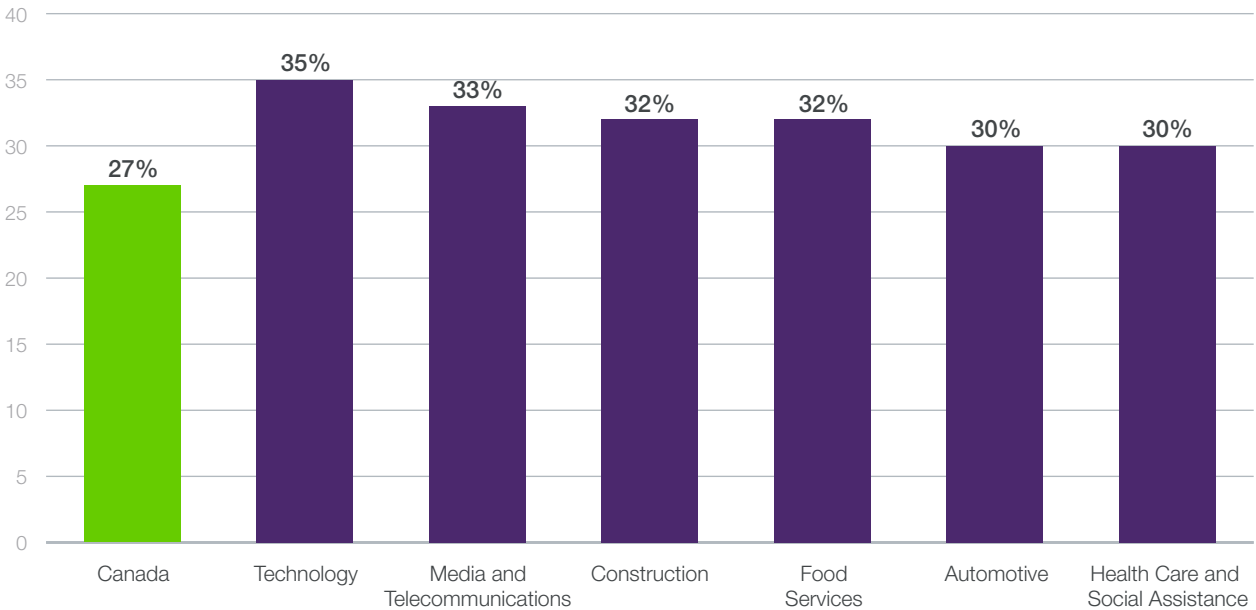


Impact of mental health on work productivity.

Twenty-seven per cent of workers in Canada report their mental health is negatively impacting work productivity. The impact of mental health on productivity is greatest in Technology (35 per cent), followed by Media and Telecommunications (33 per cent), Construction (32 per cent), Food Services (32 per cent), Automotive (30 per cent), and Health Care and Social Assistance (30 per cent).

- Among employees in these industries, 53 per cent report working in a service or labour environment and 47 per cent work in an office environment; conversely, among employees in industries where the mental health impact on work productivity is lowest, 74 per cent report working in an office environment and 26 per cent work in a service or labour environment

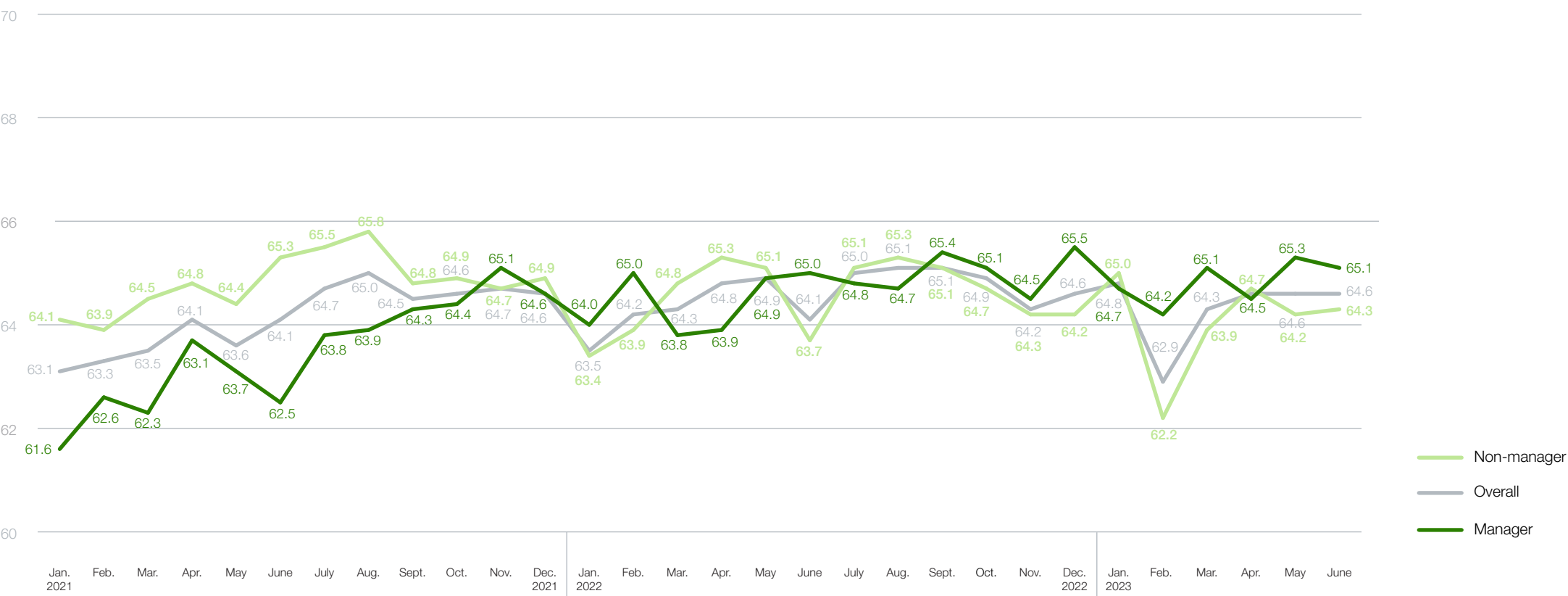
Industries where employees are most likely to report mental health is negatively impacting work productivity



Managers compared to non-managers.

From January to October 2021, the mental health scores of managers were lower than non-managers and lower than the Canadian average. From November 2021 to January 2023, managers and non-managers have reported similar mental health scores; however, in February a strong decline in the mental health scores of non-managers is observed. Since February, the mental health scores of managers have typically been higher than non-managers.

In June 2023, the mental health of managers declined modestly to 65.1 while the mental health of non-managers improved modestly to 64.3.



Mental health by gender and age.

- Since the launch of the MHI, women have a significantly lower mental health score than men. In June 2023, the mental health score of women is 62.5 compared to 66.8 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without children have been reported since the launch of the Index in April 2020. More than three years later, this pattern continues with a lower score for workers with at least one child (61.2) compared to workers without children (65.9)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and eight per cent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (55.5), followed by individuals working fewer hours (56.6), individuals not currently employed (60.7), and individuals with no change to salary or hours (65.4)
- Managers have a higher mental health score (65.1) than non-managers (64.3)
- Labourers have a lower mental health score (62.6) than service (64.3) and office workers (65.2)
- Self-employed/sole proprietors have the highest mental health score (66.4)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (62.2)

Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (49.1) than the overall group (64.6). Workers with emergency savings have a mental health score of 70.1

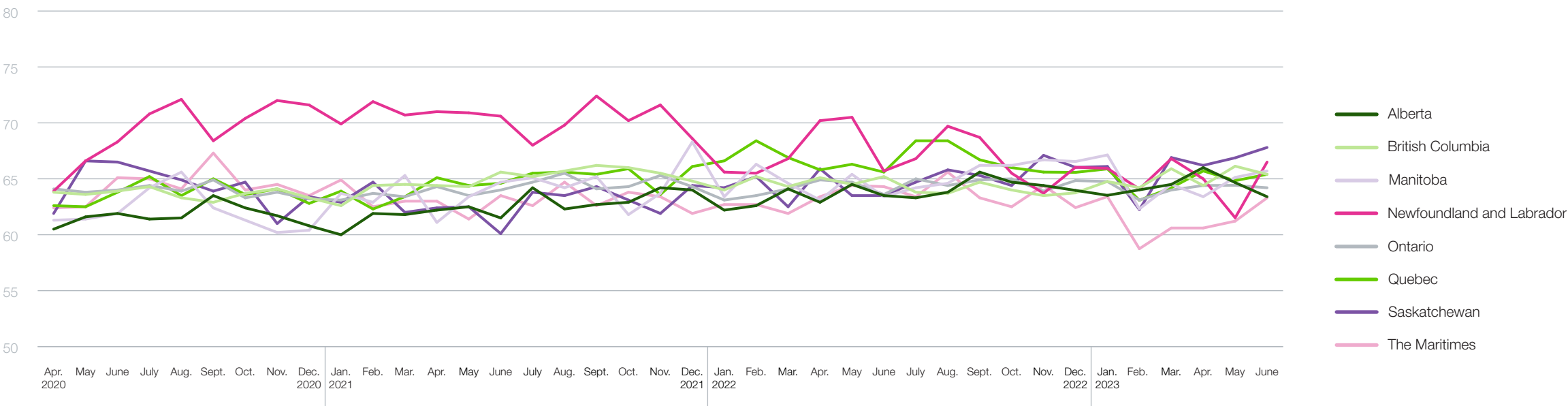


¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by province.

Since April 2020, provincial mental health scores have fluctuated. Apart from Newfoundland and Labrador, the fluctuation patterns for the provinces have been similar. In June 2023, the mental health scores in Alberta, Ontario, and British Columbia have declined while scores in other provinces have improved compared to May 2023.

- The greatest improvement in mental health is in Newfoundland and Labrador, up five points from the previous month
- Despite increases for two months, The Maritimes continues to have the lowest mental health score (63.3) despite a 2.1-point increase from May 2023



Employment status	June 2023	May 2023
Employed (no change in hours/salary)	65.4	65.5
Employed (fewer hours compared to last month)	56.6	58.0
Employed (reduced salary compared to last month)	55.5	52.4
Not currently employed	60.7	60.9

Age group	June 2023	May 2023
Age 20-29	55.2	54.2
Age 30-39	58.5	59.0
Age 40-49	62.1	61.9
Age 50-59	66.1	66.3
Age 60-69	72.4	71.8

Number of children	June 2023	May 2023
No children in household	65.9	65.8
1 child	60.5	61.6
2 children	62.7	61.7
3 children or more	58.9	60.6

Province	June 2023	May 2023
Alberta	63.4	64.7
British Columbia	65.4	66.1
Manitoba	65.7	65.1
Newfoundland and Labrador	66.5	61.5
The Maritimes	63.3	61.2
Quebec	65.4	64.8
Ontario	64.2	64.4
Saskatchewan	67.8	66.9

Gender	June 2023	May 2023
Men	66.8	67.2
Women	62.5	62.1

Household income	June 2023	May 2023
<\$30K/annum	53.2	52.5
\$30K to <\$60K/annum	61.1	60.9
\$60K to <\$100K	64.7	63.7
\$100K to <\$150K	67.0	66.7
\$150K or more	69.6	71.3

Employer size	June 2023	May 2023
Self-employed/sole proprietor	66.4	65.9
2-50 employees	64.4	64.9
51-100 employees	63.1	63.7
101-500 employees	64.3	64.9
501-1,000 employees	62.2	63.4
1,001-5,000 employees	65.7	66.1
5,001-10,000 employees	63.9	61.5
More than 10,000 employees	66.0	65.1

Manager	June 2023	May 2023
Manager	65.1	65.3
Non-manager	64.3	64.2

Work environment	June 2023	May 2023
Labour	62.6	61.8
Office/desk	65.2	65.2
Service	64.3	64.8

Numbers highlighted in pink are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

The Mental Health Index by industry.

Employees working in Warehousing have the lowest mental health score (57.6) in June 2023, followed by individuals working in Media and Telecommunications (59.9), and Administrative and Support services (60.0).

Respondents employed in Professional, Scientific and Technical Services (70.6), Mining, Quarrying, and Oil and Gas Extraction (69.1), and Manufacturing (68.1) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	June 2023	May 2023	Change
Other services (except Public Administration)	67.5	60.3	7.1
Public Administration	67.7	62.2	5.5
Utilities	65.4	60.1	5.3
Information and Cultural Industries	62.1	58.3	3.8
Mining, Quarrying, and Oil and Gas Extraction	69.1	66.8	2.3
Manufacturing	68.1	66.3	1.9
Retail Trade	64.9	63.2	1.7
Food Services	61.0	59.6	1.4
Other	63.9	63.3	0.6
Professional, Scientific and Technical Services	70.6	70.2	0.3
Construction	63.3	63.6	-0.3
Administrative and Support services	60.0	60.5	-0.5
Finance and Insurance	65.5	66.5	-1.0
Media and Telecommunications	59.9	61.5	-1.6
Educational Services	64.3	65.9	-1.6
Health Care and Social Assistance	61.5	63.4	-1.9
Technology	63.4	65.3	-1.9
Arts, Entertainment and Recreation	62.5	64.5	-2.1
Transportation	65.2	67.6	-2.4
Real Estate, Rental and Leasing	65.0	67.6	-2.5
Warehousing	57.6	60.7	-3.1
Wholesale Trade	65.7	69.9	-4.2
Automotive Industry	65.9	70.7	-4.8
Agriculture, Forestry, Fishing and Hunting	61.3	66.3	-5.0
Accommodation	60.7	66.7	-6.0

Spotlight

Volunteering

Workers in Canada were asked whether they have volunteered their time or finances to any organizations or causes in the last two years.

- More than three in five (61 per cent) have volunteered their time or finances in the last two years; this group has the most favourable mental health score (65.6) and optimism score (69.0)
- Nearly two in five (39 per cent) have not volunteered their time or finances in the last two years and this group has the lowest mental health score (63.9), slightly below the national average (64.6), and the lowest optimism score (64.6)



Have you volunteered your time or finances to any organizations or causes in the last two years?



MHI score by “Have you volunteered your time or finances to any organizations or causes in the last two years?”



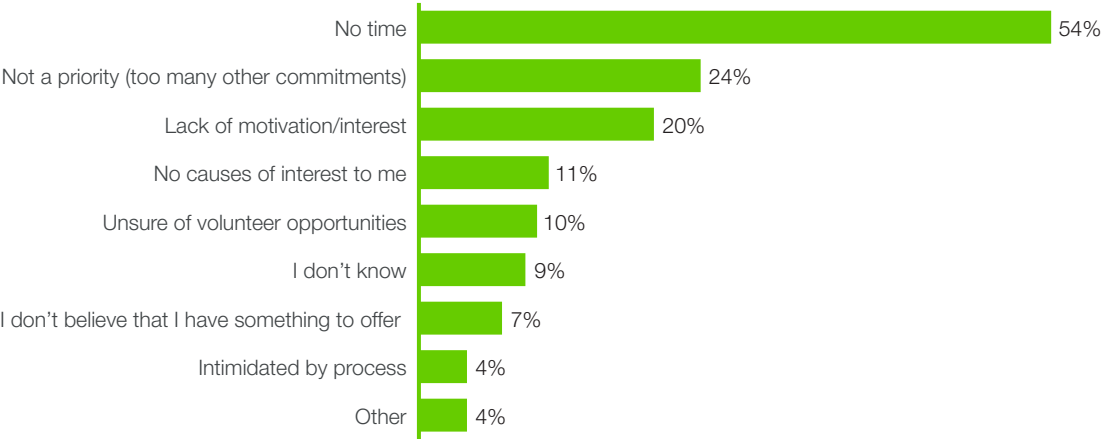
Optimism score by “Have you volunteered your time or finances to any organizations or causes in the last two years?”



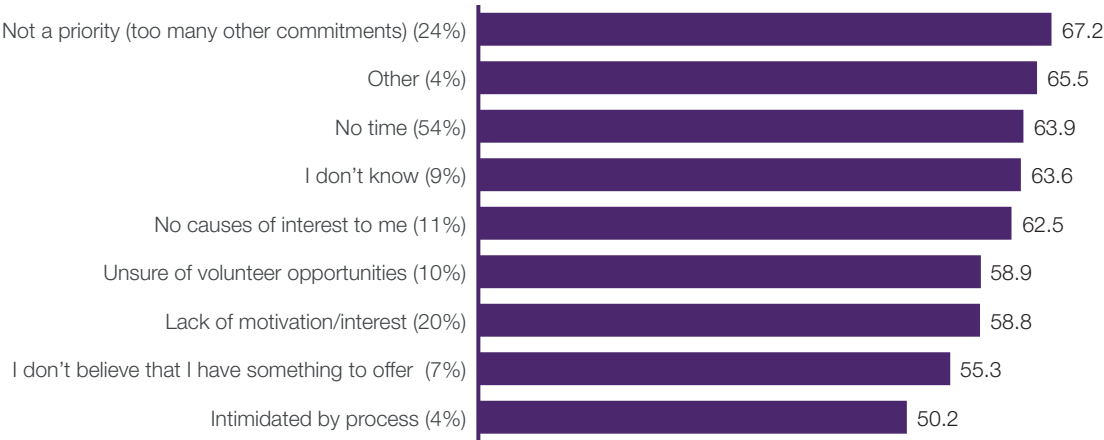
- Working Canadians who have not volunteered their time or finances in the last two years were asked why they do not volunteer.
- More than half (54 per cent) report no time, 24 per cent report it is not a priority relative to other commitments, and 20 per cent report a lack of motivation/interest
 - The lowest/worst mental health score (50.2) is among four per cent who feel intimidated by the process of volunteering, more than 14 points below the national average (64.6)
 - Workers under 40 are more than twice as likely as workers over 50 to report they don't believe they have something to offer
 - Men are 75 per cent more likely than women to report they don't believe they have something to offer



Reason for not volunteering



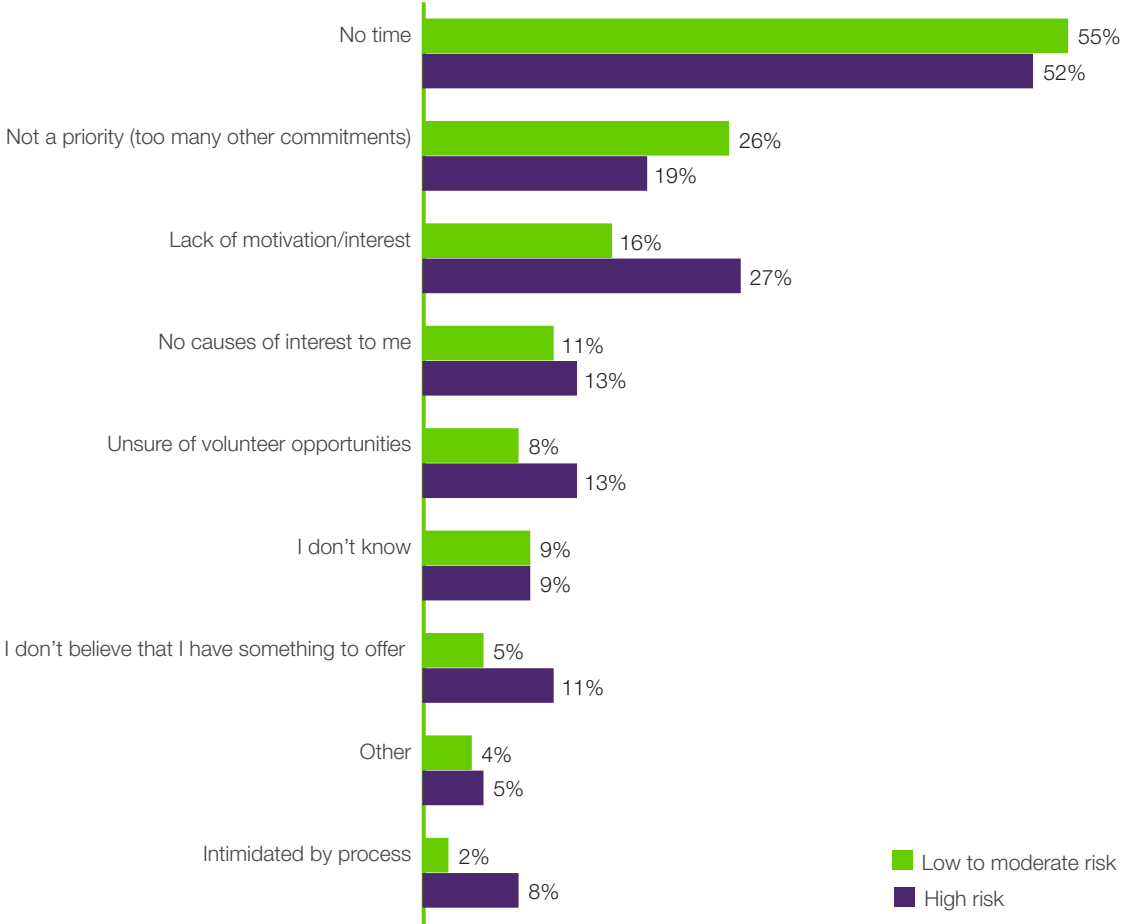
MHI score by “Reason for not volunteering”



- Workers with higher mental health risk are significantly more likely to report a lack of motivation/interest, intimidation by the process, lack of confidence in having something to offer, and are unsure about volunteer opportunities compared to workers with low to moderate mental health risk



Reason for not volunteering by mental health risk



Workers in Canada who have volunteered their time or finances in the last two years were asked whether their organization offers time off for volunteering.

- More than half (56 per cent) report their organization does not offer time off for volunteering, 31 per cent indicate their organization offers time off for volunteering, and 13 per cent do not know
- Labourers and office workers are twice as likely as service workers to report their organization offers time off for volunteering
- Managers are 60 per cent more likely than non-managers to indicate their organization offers time off for volunteering
- Workers under 40 are nearly 50 per cent more likely than workers over 50 to indicate their organization offers time off for volunteering



Does your organization offer time off for volunteering?



MHI score by “Does your organization offer time off for volunteering?”

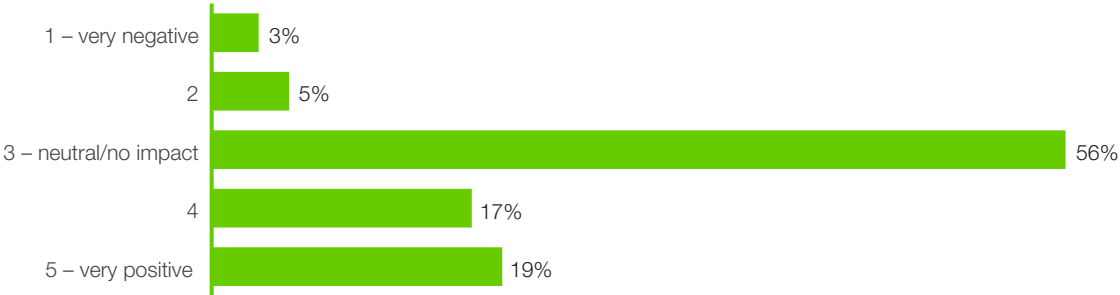


Canadian workers who volunteer were asked how time off for volunteering impacts their perception of their employer.

- More than one-third (36 per cent) report a positive perception of their employer for offering time off for volunteering; among this group, 19 per cent report a very positive perception.
- The mental health score of workers reporting a very positive perception of their employer (71.0) is nearly 19 points higher than workers reporting a very negative perception (52.4) and more than six points higher than the national average (64.6)



How does time off for volunteering impact your perception of your employer?



MHI score by “How does time off for volunteering impact your perception of your employer?”

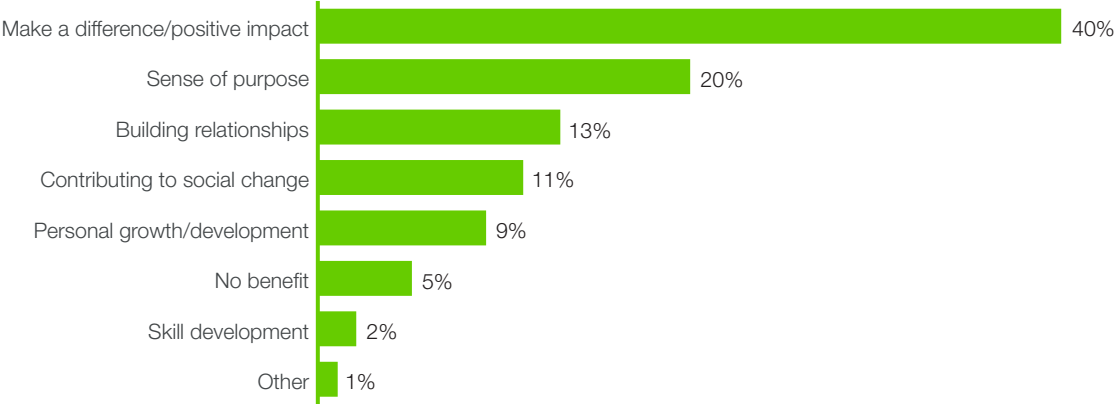


Workers in Canada who have volunteered their time or finances in the last two years were asked about the most important benefit experienced.

- Two in five (40 per cent) report making a difference/positive impact as the most important benefit of volunteering, 20 per cent report a sense of purpose, 13 per cent report building relationships, and 11 per cent report contributing to social change as the most important benefit experienced as a volunteer
- Workers under 40 are three times more likely than workers over 50 to report contributing to social change as the most important benefit of volunteering
- Workers over 50 are 50 per cent more likely than workers under 40 to report making difference/positive impact as the most important benefit
- Parents are 80 per cent more likely than non-parents to report personal growth/development as the most important benefit of volunteering



Most important benefit experienced as a volunteer



MHI score by “Most important benefit experienced as a volunteer”



Overview of the Mental Health Index by TELUS Health (formerly LifeWorks).

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 June 5 and June 19, 2023.

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.

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