

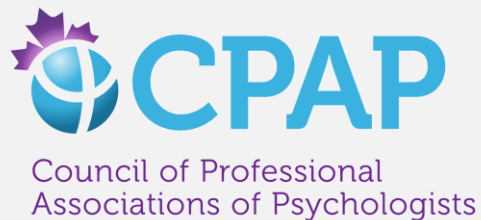
# COVID-19 has negatively impacted one third of Canadians' ability to access mental health care

National Survey | Summary

Conducted by Nanos for the Canadian Psychological Association and the Council of Professional Associations of Psychologists, November 2020  
Submission 2020-1710A



SOCIÉTÉ  
CANADIENNE  
DE PSYCHOLOGIE



Nanos Research was retained by the Canadian Psychological Association and the Council of Professional Associations of Psychologists to conduct a study to gauge the impact of COVID-19 on Canadians' ability to access mental health care. This is report one (1) of two (2). To follow are the key findings of the first half of the study.

## Accessing services provided by psychologists

- **Canadians more often think COVID-19 has had a negative or somewhat negative impact on the ability of Canadians to access mental health care provided by psychologists** – More than half of Canadians think COVID-19 has had a negative (33%) or somewhat negative (23%) impact on the ability of Canadians to access mental health care provided by psychologists. Under two in ten think COVID-19 has had a positive (four per cent) or somewhat positive (12%) impact on this, and six per cent think it has had no impact. Twenty-three per cent are unsure. Residents of PEI (45%), Nova Scotia (43%), and the Territories (43%) are more likely to say COVID-19 has had a negative impact than residents of Quebec (31%), Alberta (30%), and British Columbia (28%).
- **Over nine in ten Canadians report they have not accessed services from a psychologist since the COVID-19 pandemic** – Ninety-two per cent of Canadians report they have not accessed services from a psychologist since the COVID-19 pandemic, while eight per cent report they have done so. Older Canadians (55 plus) are less likely to report having accessed services (three per cent) than those 35 to 54 or 18 to 34 (11% each).
- **Canadians who report accessing services from a psychologist during COVID-19 more often report the service was provided through private insurance** – Close to one half of Canadians who report they accessed services from a psychologist since the COVID-19 pandemic report the service(s) was provided through private insurance (47%), while 26 per cent each report the service was provided by the public health system or out-of-pocket. One per cent are unsure.

Over eight in ten Canadians say it is a very good idea or good idea for psychologists to work collaboratively with other health professionals, in primary care teams

# SUMMARY

More than seven in ten Canadians say they are willing or somewhat willing to use technology to receive mental health care from a psychologist

- **More than eight in ten Canadians who report accessing services from a psychologist during COVID-19 say the service was provided within a reasonable or somewhat reasonable period of time** – A majority of Canadians who report they accessed services from a psychologist since the COVID-19 pandemic say the service was provided within a reasonable (50%) or somewhat reasonable (34%) period of time. Over one in ten say it was provided in a somewhat unreasonable (12%) or unreasonable (two per cent) period of time, while two per cent are unsure.
- **More than eight in ten Canadians report they have not been assessed or treated by a psychologist in the past five years** – Eighty-two per cent of Canadians report they have not been assessed or treated by a psychologist in the past five years, while 13 per cent report they have been assessed and received treatment, and six per cent report they were assessed but not treated. Older Canadians (55 plus) are more likely to report not having been assessed or treated by a psychologist in the last five years (90%) than those 35 to 54 (79%) or 18 to 34 (73%)
- **Close to seven in ten Canadians who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied or somewhat satisfied with the service** – A majority of Canadians who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied (34%) or somewhat satisfied (35%) with the services provided, while under two in ten say they were somewhat dissatisfied (eight per cent) or dissatisfied (six per cent). Fourteen per cent say they were neither satisfied nor dissatisfied, and three per cent are unsure.
- **A majority of Canadians say they would prefer to receive psychological services face-to-face** – Seventy-three per cent of Canadians would prefer to receive psychological services face-to-face, followed by virtually (13%), by phone (four per cent), and other (one per cent). Ten per cent are unsure. Older Canadians (55 plus) are more likely to say they would prefer to receive services face-to-face (80%) than those 35 to 54 (70%) and 18 to 34 (65%).

More than eight in ten Canadians say they would be willing or somewhat willing to have an in-person assessment by a psychologist if they needed one before a COVID-19 vaccine is available

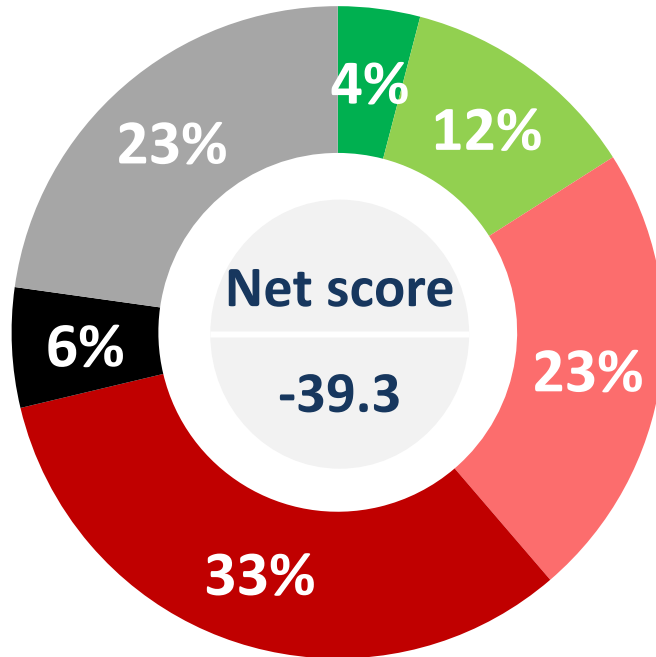
## Accessing services using technology

- **Over seven in ten Canadians say they are willing or somewhat willing to use technology to receive mental health care from a psychologist** – A majority of Canadians say that with social/physical distancing rules in place they are willing (36%) or somewhat willing (35%) to use technology like telemedicine to receive mental health care provided by psychologists, while two in ten say they would be somewhat not willing (10%) or not willing (10%) to do this. Eight per cent are unsure.
- **A majority of Canadians say they have no concerns about using technology to receive mental health care from psychologists** – Asked what, if any concerns they have about using technology to receive mental health care provided by psychologists, 71 per cent of Canadians say they have no concerns. This was followed by privacy/confidentiality (eight per cent), barriers to establishing good communication (five per cent), security/hackers (four per cent), and prefer face-to-face (three per cent).
- **A strong majority of Canadians they would be willing or somewhat willing to have an in-person assessment by a psychologist if needed before a COVID-19 vaccine is available** – Over eight in ten Canadians say if they were told they needed an in-person assessment by a psychologist (e.g. for memory loss, stroke, brain injury, ADHD, learning disorder) they would be willing (58%) or somewhat willing (27%) to have the in-person assessment before a COVID-19 vaccine is available. Just under one in ten Canadians say they would be somewhat not willing (five per cent) or not willing (four per cent) to do this, and six per cent are unsure. Residents of Nova Scotia (78%) and the Territories (82%) are more likely to say they would be willing to do this than residents of Ontario (56%) or Quebec (52%).

Nanos conducted a representative online survey of 3,070 Canadians, drawn from a non-probability panel between September 25<sup>th</sup>, and October 2<sup>nd</sup>, 2020. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Canada.

The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.

# Impact of COVID-19 on ability of Canadians to access mental health care provided by psychologists



■ Positive      ■ Somewhat positive      ■ Somewhat negative  
■ Negative      ■ No impact      ■ Don't know

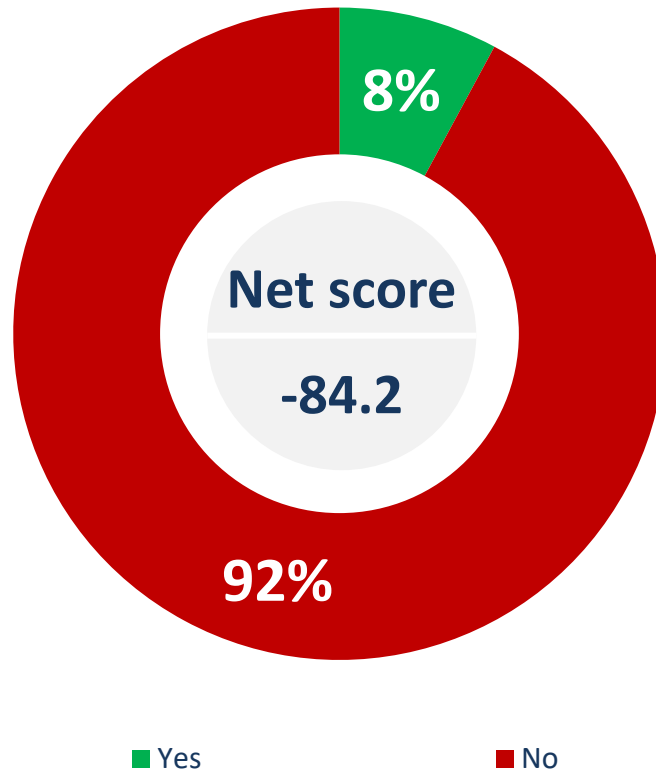
	Negative/ somewhat negative
Newfoundland and Labrador (n=203)	63.1%
New Brunswick (n=203)	58.4%
Nova Scotia (n=202)	64.6%
Prince Edward Island (n=155)	64.4%
Quebec (n=454)	61.3%
Ontario (n=656)	52.1%
Manitoba (n=211)	55.3%
Saskatchewan (n=202)	61.9%
Alberta (n=207)	56.6%
British Columbia (n=417)	47.6%
Territories (n=155)	66.7%
Male (n=1513)	54.0%
Female (n=1539)	56.6%
18 to 34 (n=622)	53.9%
35 to 54 (n=1229)	56.8%
55 plus (n=1214)	55.0%

**QUESTION** – In your opinion, has COVID-19 had a positive, somewhat positive, somewhat negative, negative or no impact on the ability of Canadians to access mental health care provided by psychologists?

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.



# Access to services from a psychologist since the pandemic

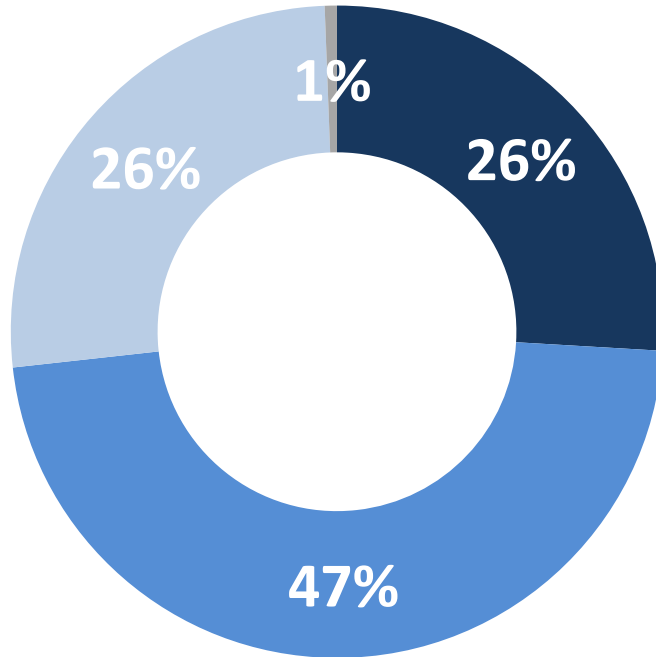


	No	Yes
Newfoundland and Labrador (n=203)	93.8%	6.2%
New Brunswick (n=202)	95.5%	4.5%
Nova Scotia (n=201)	92.6%	7.4%
Prince Edward Island (n=155)	93.9%	6.1%
Quebec (n=451)	92.6%	7.4%
Ontario (n=651)	91.7%	8.3%
Manitoba (n=211)	94.5%	5.5%
Saskatchewan (n=202)	91.3%	8.7%
Alberta (n=207)	90.5%	9.5%
British Columbia (n=417)	92.4%	7.6%
Territories (n=156)	97.5%	2.5%
Male (n=1506)	93.0%	7.0%
Female (n=1537)	91.2%	8.8%
18 to 34 (n=621)	88.9%	11.1%
35 to 54 (n=1228)	89.5%	10.5%
55 plus (n=1207)	96.8%	3.2%

**QUESTION** – Have you accessed services from a psychologist since the COVID-19 pandemic?

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

# Coverage of service accessed since the pandemic



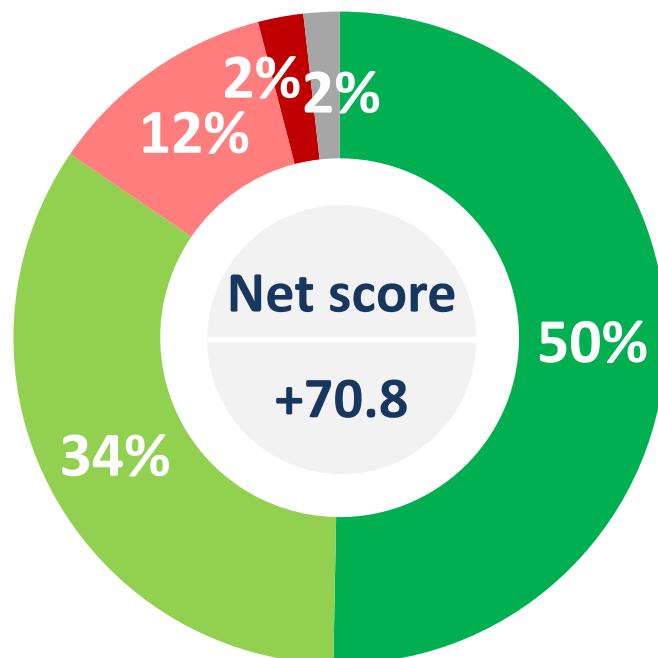
- Public health system
- Private insurance
- Out-of-pocket
- Don't know

	Private Insurance	Out-of-pocket
Male (n=94)	48.7%	19.5%
Female (n=118)	46.3%	31.1%
18 to 34 (n=70)	41.9%	25.7%
35 to 54 (n=108)	51.9%	22.2%
55 plus (n=34)	47.1%	38.6%

**QUESTION** – [THOSE WHO ACCESSED SERVICES SINCE COVID-19 PANDEMIC] Was the service provided through [RANDOMIZE] the public health system, private insurance, or out-of-pocket?

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

# Period of time service was provided within for those who accessed since the pandemic



- Reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Unreasonable
- Don't know

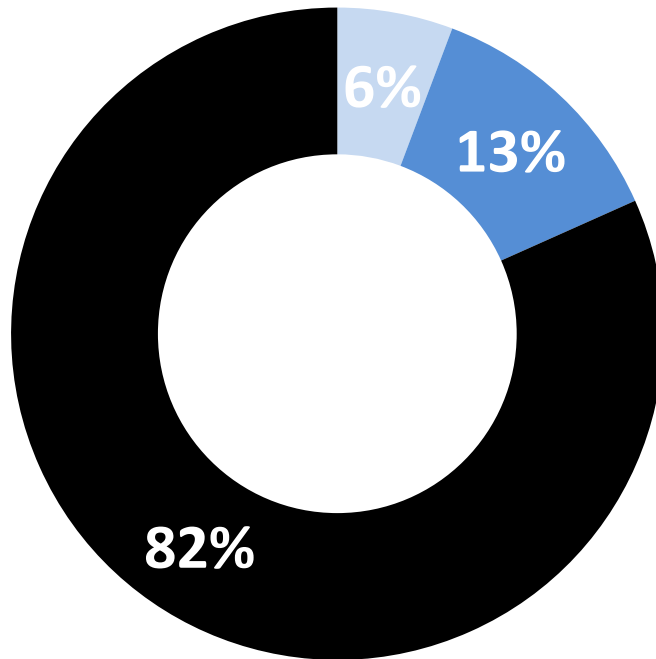
	Reasonable/ somewhat reasonable
Male (n=94)	84.8%
Female (n=118)	84.3%
18 to 34 (n=70)	85.0%
35 to 54 (n=108)	83.5%
55 plus (n=34)	86.3%

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

**QUESTION** – [THOSE WHO ACCESSED SERVICES SINCE COVID-19 PANDEMIC] Was the service provided within a reasonable, somewhat reasonable, somewhat unreasonable, or unreasonable period of time?



# Assessed or treated by a psychologist in the past five years



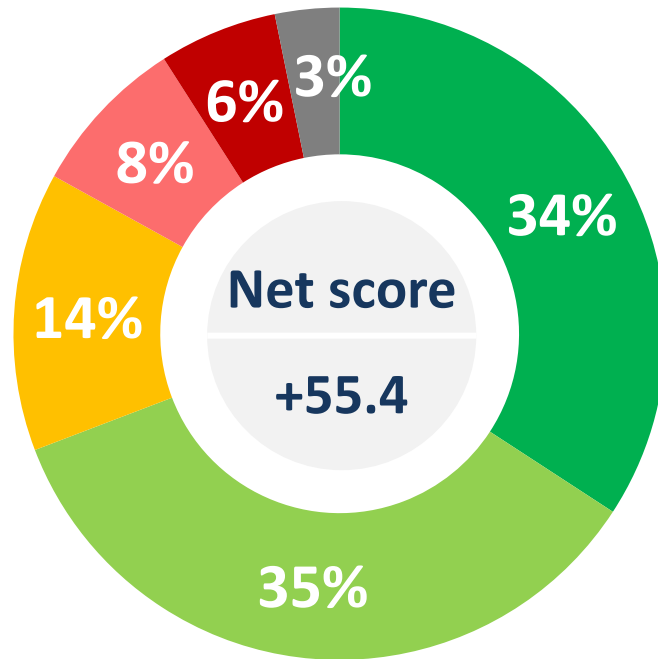
- Assessed but not treated
- Assessed and received treatment
- Have not been assessed

	Have not been assessed	Assessed and received treatment
Newfoundland and Labrador (n=202)	89.5%	7.8%
New Brunswick (n=203)	85.7%	9.9%
Nova Scotia (n=201)	78.9%	14.9%
Prince Edward Island (n=155)	83.0%	8.7%
Quebec (n=454)	79.2%	14.5%
Ontario (n=657)	81.2%	12.7%
Manitoba (n=211)	85.2%	9.9%
Saskatchewan (n=202)	81.7%	12.4%
Alberta (n=206)	80.1%	14.1%
British Columbia (n=417)	86.6%	9.1%
Territories (n=156)	86.3%	11.3%
Male (n=1510)	83.6%	11.0%
Female (n=1541)	79.9%	14.2%
18 to 34 (n=622)	72.8%	17.6%
35 to 54 (n=1229)	79.3%	14.9%
55 plus (n=1213)	90.2%	6.9%

**QUESTION** – Have you been assessed or treated by a psychologist in the past 5 years?

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

# Level of satisfactions with service provided by psychologist



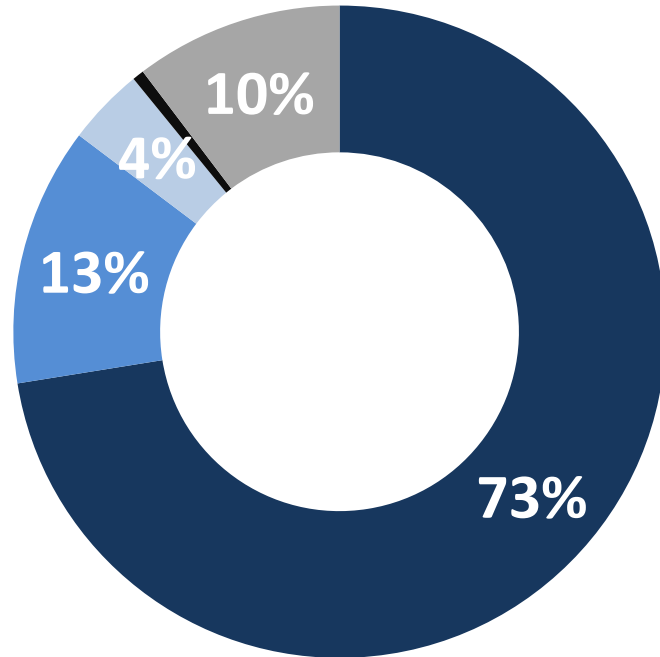
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Don't know

	Satisfied/ somewhat satisfied
Newfoundland and Labrador (n=25)	
New Brunswick (n=36)	69.3%
Nova Scotia (n=42)	67.0%
Prince Edward Island (n=21)	
Quebec (n=99)	77.0%
Ontario (n=132)	70.3%
Manitoba (n=30)	69.2%
Saskatchewan (n=34)	68.0%
Alberta (n=43)	60.5%
British Columbia (n=66)	60.0%
Territories (n=22)	
Male (n=226)	68.5%
Female (n=322)	69.8%
18 to 34 (n=188)	62.9%
35 to 54 (n=248)	77.7%
55 plus (n=114)	65.2%

**QUESTION – [IF ACCESSED SERVICES SINCE PANDEMIC OR IF ASSESSED OR RECEIVED TREATMENT IN PAST 5 YEARS]**

How would you rate the satisfaction with the service provided by the psychologist? \*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.  
\*Some results shaded due to small sample size

# Preference for ways to receive psychological services



■ Face-to-face ■ Virtually ■ By phone ■ Other ■ Don't know

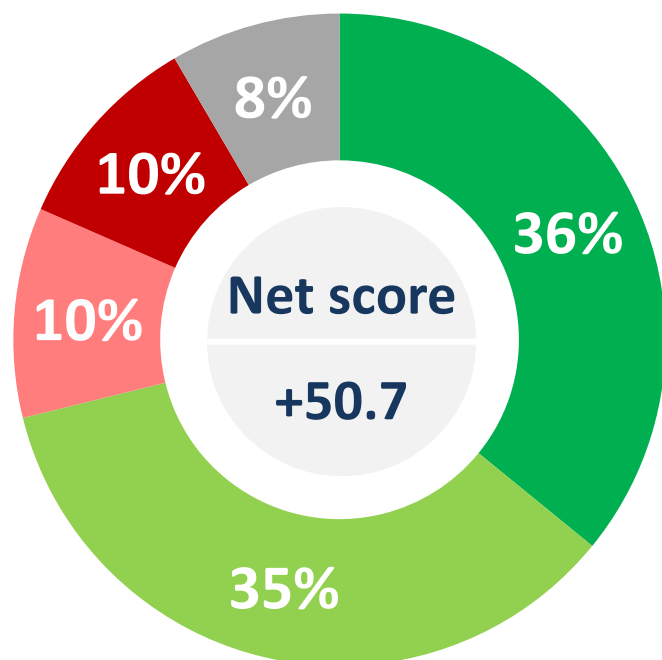
## Face-to-face

Newfoundland and Labrador (n=202)	73.1%
New Brunswick (n=202)	70.2%
Nova Scotia (n=203)	77.8%
Prince Edward Island (n=156)	75.5%
Quebec (n=451)	78.4%
Ontario (n=655)	69.7%
Manitoba (n=209)	69.1%
Saskatchewan (n=200)	73.8%
Alberta (n=206)	73.4%
British Columbia (n=415)	68.9%
Territories (n=156)	85.9%
Male (n=1503)	73.0%
Female (n=1539)	72.0%
18 to 34 (n=620)	65.4%
35 to 54 (n=1225)	69.7%
55 plus (n=1210)	80.0%

**QUESTION** – How would you prefer to receive psychological services?

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

# Willingness to use technology to receive mental health care



	Willing/ somewhat willing
Newfoundland and Labrador (n=204)	82.9%
New Brunswick (n=203)	71.6%
Nova Scotia (n=203)	71.6%
Prince Edward Island (n=156)	66.8%
Quebec (n=453)	64.8%
Ontario (n=655)	74.0%
Manitoba (n=212)	77.4%
Saskatchewan (n=201)	67.0%
Alberta (n=206)	72.9%
British Columbia (n=415)	70.2%
Territories (n=156)	83.9%
Male (n=1510)	66.9%
Female (n=1541)	75.1%
18 to 34 (n=620)	72.3%
35 to 54 (n=1230)	72.3%
55 plus (n=1214)	69.4%

\*Weighted to the true population proportion.  
\*Charts may not add up to 100 due to rounding.

**QUESTION** – With physical/social distancing rules in place, are you willing, somewhat willing, somewhat not willing or not willing to use technology, like telemedicine, to receive mental health care provided by psychologists?

# Concerns using technology to receive mental health care by region

	Canada (n=3062)	Newfoundland and Labrador (n=204)	New Brunswick (n=203)	Nova Scotia (n=203)	Prince Edward Island (n=156)	Quebec (n=452)	Ontario (n=656)	Manitoba (n=209)	Saskatchewan (n=200)	Alberta (n=207)	British Columbia (n=416)	Territories (n=156)
Privacy/confidentiality	7.9%	10.6%	13.1%	6.7%	6.0%	3.1%	10.6%	6.4%	7.7%	7.5%	8.4%	9.6%
Barriers to establishing good communication	5.4%	2.8%	7.3%	3.4%	2.1%	6.2%	4.4%	5.3%	5.8%	9.1%	3.9%	5.9%
Security/hackers	3.6%	2.3%	1.9%	2.0%	4.7%	3.2%	4.7%	2.7%	3.1%	3.5%	2.1%	4.8%
Prefer face to face	3.2%	2.9%	2.1%	3.8%	4.5%	3.1%	2.8%	1.8%	5.1%	4.1%	3.6%	2.7%
Impersonal	2.4%	1.9%	1.3%	2.1%	0.4%	3.5%	1.4%	3.7%	2.2%	2.4%	3.5%	7.0%
Challenges in using technology	1.5%	0.9%	0.3%	1.2%	1.5%	1.0%	1.7%	2.1%	0.7%	1.2%	2.4%	1.2%
No concerns	71.2%	72.6%	68.4%	76.3%	71.4%	77.6%	68.9%	70.9%	72.8%	64.8%	71.3%	62.3%

**QUESTION** – What, if any, concerns do you have about using technology to receive mental health care provided by psychologists?

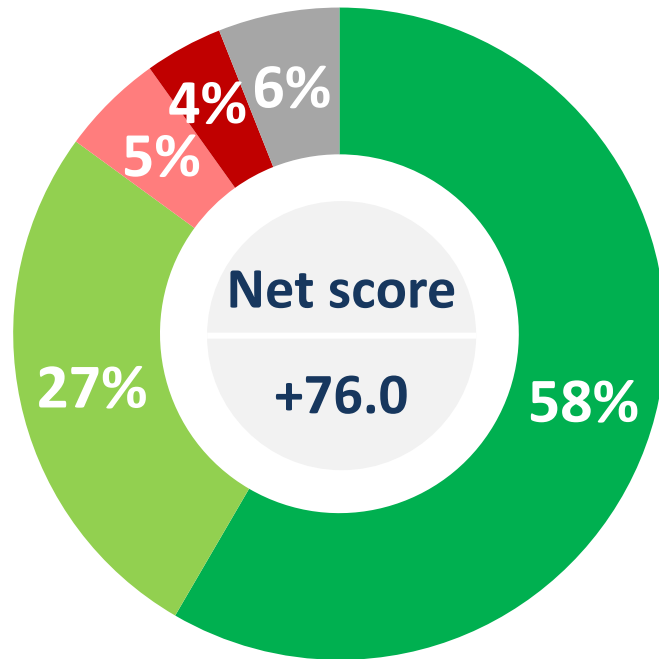
# Concerns using technology to receive mental health care by gender and age

	Canada (n=3062)	Male (n=1509)	Female (n=1540)	18 to 34 (n=620)	35 to 54 (n=1226)	55 plus (n=1216)
Privacy/confidentiality	7.9%	5.6%	10.0%	9.6%	8.2%	6.4%
Barriers to establishing good communication	5.4%	4.5%	6.0%	6.0%	4.8%	5.4%
Security/hackers	3.6%	3.8%	3.3%	4.1%	4.2%	2.5%
Prefer face to face	3.2%	3.1%	3.3%	1.5%	3.1%	4.4%
Impersonal	2.4%	2.1%	2.8%	1.8%	2.3%	3.0%
Challenges in using technology	1.5%	0.6%	2.4%	0.6%	0.3%	3.2%
No concerns	71.2%	75.5%	67.2%	71.1%	73.6%	69.2%

**QUESTION** – What, if any, concerns do you have about using technology to receive mental health care provided by psychologists?



# Willingness to have in-person assessment before COVID-19 vaccine is available



■ Willing  
■ Somewhat willing  
■ Somewhat not willing  
■ Not willing  
■ Don't know

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.

	Willing/ somewhat willing
Newfoundland and Labrador (n=200)	90.6%
New Brunswick (n=199)	90.2%
Nova Scotia (n=198)	93.9%
Prince Edward Island (n=154)	86.4%
Quebec (n=448)	83.3%
Ontario (n=649)	83.5%
Manitoba (n=207)	85.3%
Saskatchewan (n=201)	87.2%
Alberta (n=203)	85.1%
British Columbia (n=414)	88.5%
Territories (n=153)	89.9%
Male (n=1500)	83.4%
Female (n=1514)	86.8%
18 to 34 (n=617)	80.6%
35 to 54 (n=1212)	84.1%
55 plus (n=1197)	89.0%

**QUESTION** – If you were told you needed an in-person assessment by a psychologist (e.g., for memory loss, stroke, brain injury, ADHD, learning disorder), would you be willing, somewhat willing, somewhat not willing or not willing to have the in-person assessment before a COVID-19 vaccine was available?

# METHODOLOGY



Nanos conducted a representative online survey of 3,070 Canadians, drawn from a non-probability panel between September 25<sup>th</sup>, and October 2<sup>nd</sup>, 2020. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Canada. The sample is geographically stratified to be representative of Canada.

The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.

This is report one (1) of two (2).

Note: Charts may not add up to 100 due to rounding.

# TECHNICAL NOTE

Element	Description
Research sponsor	Canadian Psychological Association and the Council of Professional Associations of Psychologists
Population and Final Sample Size	3,070 Canadians drawn from a panel
Source of Sample	Asking Canadians
Type of Sample	Representative non-probability
Margin of Error	No margin of error applies to this research.
Mode of Survey	Online survey
Sampling Method Base	Non-probability.
Demographics (Captured)	Canadians; Men and Women; 18 years or older. Six digit postal code was used to validate geography.
Demographics (Other)	Age, gender, education, income
Field Dates	September 25 <sup>th</sup> to October 2 <sup>nd</sup> , 2020.
Language of Survey	The survey was conducted in both English and French.
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. <a href="https://canadianresearchinsightscouncil.ca/standards/">https://canadianresearchinsightscouncil.ca/standards/</a>

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016) and the sample is geographically stratified to ensure a distribution across all regions of Canada. See tables for full weighting disclosure.
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of Canada.
Estimated Response Rate	Not applicable
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	This is report one (1) of two (2). This report contains questions 35 to 54 and report 2 contains questions 1 to 34 in the questionnaire.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanos.co">http://www.nanos.co</a> Telephone:(613) 234-4666 ext. 237 Email: <a href="mailto:info@nanosresearch.com">info@nanosresearch.com</a> .

# METHODOLOGY - Previous wave



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Survey conducted of 2,832 Canadians by EKOS in 2011 for the Canadian Psychological Association.



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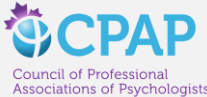
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# TABULATIONS



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2020-1710A – Canadian Psychological Association – Mental Health Access during COVID-19 – STAT SHEET

		Region												Gender			Age			
		Canada 2020-10	Newfoundland and Labrador	New Brunswick	Nova Scotia	Prince Edward Island	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia	Territories	Male	Female	Other	18 to 34	35 to 54	55 plus	
Question 35 - In your opinion, has COVID-19 had a positive, somewhat positive, somewhat negative, negative or no impact on the ability of Canadians to access mental health care provided by psychologists?	Total	Unwgt N	3065	203	203	202	155	454	656	211	202	207	417	155	1513	1539	13	622	1229	1214
		Wgt N	3007	46	67	80	12	700	1151	106	91	339	407	9	1453	1542	13	822	1029	1156
	Positive	%	4.1	3.6	3.0	1.1	6.2	3.7	5.2	5.6	3.6	3.2	2.8	5.3	4.6	3.5		4.6	3.7	4.0
	Somewhat positive	%	11.9	12.1	8.1	7.5	8.8	9.4	12.7	12.3	10.7	15.0	13.3	5.1	13.3	10.5		15.5	12.8	8.5
	Somewhat negative	%	22.7	26.9	24.1	21.6	19.5	30.0	18.2	21.2	24.1	26.7	19.5	24.0	23.8	21.9		23.0	21.6	23.5
	Negative	%	32.6	36.3	34.3	43.0	44.8	31.3	34.0	34.1	37.9	29.9	28.0	42.7	30.2	34.7		31.0	35.1	31.4
	No impact	%	5.9	6.7	1.7	5.5	4.1	7.9	4.9	3.8	5.4	9.6	3.9	3.3	8.0	3.9		6.9	6.4	4.8
	Don't know	%	22.8	14.5	28.7	21.3	16.5	17.7	25.1	22.9	18.4	15.6	32.4	19.6	20.0	25.4		19.0	20.3	27.7

		Region												Gender			Age			
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Question 36 - Have you accessed services from a psychologist since the COVID-19 pandemic?	Total	Unwgt N	3056	203	202	201	155	451	651	211	202	207	417	156	1506	1537	13	621	1228	1207
		Wgt N	2993	46	66	80	12	695	1142	106	91	339	407	9	1444	1536	13	820	1026	1147
	Yes	%	7.9	6.2	4.5	7.4	6.1	7.4	8.3	5.5	8.7	9.5	7.6	2.5	7.0	8.8		11.1	10.5	3.2
	No	%	92.1	93.8	95.5	92.6	93.9	92.6	91.7	94.5	91.3	90.5	92.4	97.5	93.0	91.2		88.9	89.5	96.8

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			Region											Gender			Age			
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Question 37 – [THOSE WHO HAVE ACCESSED SERVICES FROM A PSYCHOLOGIST SINCE THE PANDEMIC] Was the service provided through [RANDOMIZE] the public health system, private insurance, or out- of-pocket?	Total	Unwgt N	212	12	13	16	7	34	53	9	14	18	31	5	94	118	0	70	108	34
		Wgt N	236	3	3	6	1	52	95	6	8	32	31	0	101	135	0	91	108	37
	Public health system	%	25.9					15.0	33.3				16.1		31.6	21.7	-	32.4	24.8	13.6
	Private insurance	%	47.3					57.9	41.8				52.2		48.7	46.3	-	41.9	51.9	47.1
	Out-of-pocket	%	26.1					27.1	24.9				28.7		19.5	31.1	-	25.7	22.2	38.6
Don't know	%	0.6					0.0	0.0				3.0		0.2	0.9	-	0.0	1.1	0.7	

			Region											Gender			Age			
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Question 38 - [THOSE WHO HAVE ACCESSED SERVICES FROM A PSYCHOLOGIST SINCE THE PANDEMIC] Was the service provided within a reasonable, somewhat reasonable, somewhat unreasonable, or unreasonable period of time?	Total	Unwgt N	212	12	13	16	7	34	53	9	14	18	31	5	94	118	0	70	108	34
		Wgt N	236	3	3	6	1	52	95	6	8	32	31	0	101	135	0	91	108	37
	Reasonable	%	50.3					42.5	52.2				51.6		41.3	57.1	0.0	50.4	54.4	38.3
	Somewhat reasonable	%	34.2					37.3	40.6				19.5		43.5	27.3	0.0	34.7	29.1	47.9
	Somewhat unreasonable	%	11.5					14.8	4.8				25.8		12.4	10.8	0.0	10.8	12.4	10.3
	Unreasonable	%	2.2					2.9	0.0				3.1		2.2	2.3	0.0	2.0	2.1	3.4
Don't know	%	1.8					2.5	2.4				0.0		0.7	2.6	0.0	2.1	2.1	0.0	

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			Region											Gender			Age			
			Canada 2020-10	Newfoundland and Labrador	New Brunswick	Nova Scotia	Prince Edward Island	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia	Territories	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 39 - Have you been assessed or treated by a psychologist in the past 5 years?	Total	Unwgt N	3064	202	203	201	155	454	657	211	202	206	417	156	1510	1541	13	622	1229	1213
		Wgt N	3008	46	67	80	12	700	1153	106	91	338	407	9	1451	1544	13	822	1029	1156
	Assessed but not treated	%	5.7	2.7	4.3	6.2	8.4	6.4	6.0	4.9	5.9	5.8	4.4	2.4	5.4	5.9		9.6	5.8	2.9
	Assessed and received treatment	%	12.6	7.8	9.9	14.9	8.7	14.5	12.7	9.9	12.4	14.1	9.1	11.3	11.0	14.2		17.6	14.9	6.9
	Have not been assessed	%	81.7	89.5	85.7	78.9	83.0	79.2	81.2	85.2	81.7	80.1	86.6	86.3	83.6	79.9		72.8	79.3	90.2

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Question 40 - [IF ACCESSED SERVICES SINCE PANDEMIC OR IF ASSESSED OR RECEIVED TREATMENT IN PAST 5 YEARS] How would you rate the satisfaction with the service provided by the psychologist?	Total	Unwgt N	550	25	36	42	21	99	132	30	34	43	66	22	226	322	2	188	248	114
		Wgt N	596	6	10	18	2	153	233	16	18	72	65	1	254	339	2	240	235	120
	Satisfied	%	34.2		36.9	41.8		39.7	30.8	53.4	34.8	34.7	25.7		34.6	33.8		29.1	39.3	34.4
	Somewhat satisfied	%	35.0		32.4	25.2		37.2	39.4	15.8	33.2	25.8	34.4		34.0	36.0		33.9	38.4	30.7
	Neither satisfied nor dissatisfied	%	13.8		4.6	10.4		14.5	11.8	18.5	14.3	15.0	16.8		14.7	13.2		14.8	12.4	14.5
	Somewhat dissatisfied	%	7.9		10.1	9.1		3.1	10.2	8.2	8.3	11.5	6.2		9.2	6.7		10.7	6.8	4.6
	Dissatisfied	%	5.9		6.3	10.8		4.6	4.5	4.0	5.4	9.4	8.9		5.1	6.5		5.4	2.6	13.3
Don't know	%	3.2		9.7	2.7		0.8	3.3	0.0	4.0	3.6	8.1		2.4	3.8		6.2	0.6	2.4	

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			Region											Gender			Age			
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Question 41 - How would you prefer to receive psychological services?	Total	Unwgt N	3055	202	202	203	156	451	655	209	200	206	415	156	1503	1539	13	620	1225	1210
		Wgt N	2996	46	67	81	12	694	1150	105	90	337	405	9	1443	1540	13	819	1026	1151
	Face-to-face	%	72.5	73.1	70.2	77.8	75.5	78.4	69.7	69.1	73.8	73.4	68.9	85.9	73.0	72.0		65.4	69.7	80.0
	Virtually	%	12.8	13.1	12.0	6.6	8.3	11.3	15.3	8.9	12.0	13.7	10.4	7.5	12.7	12.9		16.3	15.1	8.2
	By phone	%	3.8	2.9	1.7	5.4	4.2	2.5	3.3	6.0	6.0	5.1	5.7	2.0	3.4	4.3		5.8	4.2	2.1
	Other	%	0.6	0.7	1.1	0.3	1.4	0.2	0.6	0.0	1.0	0.4	1.2	2.1	0.5	0.6		0.6	0.7	0.5
	Don't know	%	10.3	10.3	15.0	10.0	10.7	7.6	11.1	16.0	7.2	7.3	13.9	2.5	10.3	10.2		11.9	10.3	9.2

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Question 42 - With physical/social distancing rules in place, are you willing, somewhat willing, somewhat not willing or not willing to use technology, like telemedicine, to receive mental health care provided by psychologists?	Total	Unwgt N	3064	204	203	203	156	453	655	212	201	206	415	156	1510	1541	13	620	1230	1214
		Wgt N	3000	46	67	81	12	697	1150	106	91	337	405	9	1448	1539	13	818	1028	1154
	Willing	%	35.9	38.1	38.4	46.7	38.3	31.5	38.0	40.3	37.2	29.6	38.1	45.9	31.5	40.0		36.9	37.2	34.0
	Somewhat willing	%	35.3	44.8	33.1	24.9	28.5	33.3	36.0	37.1	29.8	43.3	32.1	38.0	35.4	35.1		35.3	35.0	35.4
	Somewhat not willing	%	10.4	3.1	8.7	10.7	9.0	13.6	9.3	9.1	12.5	9.1	10.3	3.9	12.6	8.5		10.4	10.3	10.5
	Not willing	%	10.0	7.2	8.8	10.1	14.7	14.4	7.4	5.6	8.9	11.5	10.2	9.3	11.5	8.5		7.9	8.5	12.8
	Don't know	%	8.4	6.7	10.9	7.6	9.5	7.1	9.3	8.0	11.6	6.5	9.3	2.9	9.0	7.9		9.4	8.9	7.4

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Question 43 - What, if any, concerns do you have about using technology to receive mental health care provided by psychologists? [OPEN]	Total	Unwgt N	3062	204	203	203	156	452	656	209	200	207	416	156	1509	1540	13	620	1226	1216
		Wgt N	3001	46	67	81	12	696	1151	105	89	339	406	9	1447	1540	13	818	1027	1156
	Privacy/confidentiality	%	7.9	10.6	13.1	6.7	6.0	3.1	10.6	6.4	7.7	7.5	8.4	9.6	5.6	10.0		9.6	8.2	6.4
	Not as good of service	%	0.8	0.3	1.8	1.8	0.5	0.3	1.0	1.8	0.0	0.0	1.0	1.0	1.0	0.5		0.9	0.6	0.8
	Barriers to establishing good communication	%	5.4	2.8	7.3	3.4	2.1	6.2	4.4	5.3	5.8	9.1	3.9	5.9	4.5	6.0		6.0	4.8	5.4
	Challenges in using technology	%	1.5	0.9	0.3	1.2	1.5	1.0	1.7	2.1	0.7	1.2	2.4	1.2	0.6	2.4		0.6	0.3	3.2
	Limited or unreliable internet access	%	1.3	4.1	2.0	0.0	1.1	0.3	1.5	3.1	0.3	2.5	0.7	4.6	0.7	1.9		1.5	0.8	1.5
	Security/hackers	%	3.6	2.3	1.9	2.0	4.7	3.2	4.7	2.7	3.1	3.5	2.1	4.8	3.8	3.3		4.1	4.2	2.5
	Impersonal	%	2.4	1.9	1.3	2.1	0.4	3.5	1.4	3.7	2.2	2.4	3.5	7.0	2.1	2.8		1.8	2.3	3.0
	Setting aside time/harder to commit to virtual appointments	%	0.1	0.3	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.6	0.2	0.0	0.0	0.2		0.0	0.3	0.0
	Accuracy in assessment/diagnosis	%	1.2	0.3	0.0	1.0	2.5	1.3	1.3	0.9	1.5	1.6	1.1	1.0	1.6	0.9		1.4	0.7	1.6
	Too much reliance on technology/technology as contributor to poor mental health	%	0.3	0.0	0.2	0.7	0.0	0.0	0.4	0.0	0.3	0.4	0.5	0.0	0.1	0.5		0.4	0.3	0.2
	Prefer face to face	%	3.2	2.9	2.1	3.8	4.5	3.1	2.8	1.8	5.1	4.1	3.6	2.7	3.1	3.3		1.5	3.1	4.4
	Difficult to establish trust in the method/professional	%	0.3	0.3	0.2	0.0	0.4	0.0	0.4	1.3	0.0	0.8	0.3	0.0	0.7	0.0		0.3	0.1	0.6
	Other	%	0.8	0.7	1.3	1.0	4.2	0.4	0.9	0.0	0.3	1.5	1.0	0.0	0.7	1.0		0.7	0.5	1.2
	No concerns	%	71.2	72.6	68.4	76.3	71.4	77.6	68.9	70.9	72.8	64.8	71.3	62.3	75.5	67.2		71.1	73.6	69.2

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Question 44 - If you were told you needed an in-person assessment by a psychologist (e.g., for memory loss, stroke, brain injury, ADHD, learning disorder), would you be willing, somewhat willing, somewhat not willing, not willing, somewhat not willing or not willing to have the in-person assessment before a COVID-19 vaccine was available?	Total	Unwgt N	3026	200	199	198	154	448	649	207	201	203	414	153	1500	1514	12	617	1212	1197
		Wgt N	2969	45	65	79	12	690	1138	104	90	333	404	9	1439	1518	12	814	1018	1138
	Willing	%	58.4	66.2	69.8	78.1	69.4	52.1	56.3	60.2	65.2	66.7	58.8	81.9	56.3	60.7		51.7	59.0	62.7
	Somewhat willing	%	26.6	24.4	20.4	15.7	16.9	31.2	27.1	25.1	22.0	18.4	29.8	8.0	27.1	26.1		28.9	25.2	26.4
	Somewhat not willing	%	5.1	3.8	2.4	1.4	6.7	4.1	6.7	4.2	4.8	5.2	3.9	2.9	5.0	5.1		6.7	5.7	3.4
	Not willing	%	3.9	2.4	1.0	1.0	1.2	4.1	4.6	3.9	2.1	5.8	1.4	3.8	4.4	3.2		3.7	4.2	3.7
	Don't know	%	6.0	3.2	6.4	3.7	5.8	8.5	5.2	6.6	5.9	4.0	6.2	3.4	7.3	4.8		9.0	6.0	3.9

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