

One in three think COVID-19 has negatively impacted the ability to access mental health care: Manitoba

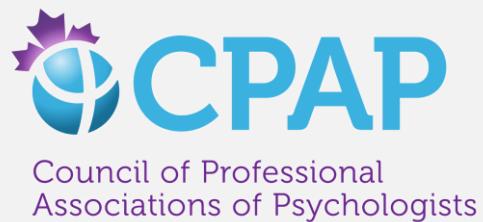
Provincial Survey | Summary

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



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Fifty-five percent of Manitobans think COVID-19 has had a negative (21%) or somewhat negative (34%) impact on accessing mental health care by psychologists

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 Manitobans' ability to access mental health care. This is a Manitoba provincial report one (1) of two (2). To follow are the key findings for respondents from Manitoba for report one of two.

Accessing services provided by psychologists

- **Respondents more often think COVID-19 has had a negative or somewhat negative impact on their ability to access mental health care provided by psychologists** – More than half of Manitobans think COVID-19 has had a negative (34%) or somewhat negative (21%) impact on their ability to access mental health care provided by psychologists. Under two in ten think COVID-19 has had a positive (six per cent) or somewhat positive (12%) impact on this, and four per cent think it has had no impact. Twenty-three per cent are unsure.
- **Over nine in ten report they have not accessed services from a psychologist since the COVID-19 pandemic** – Ninety-five per cent report they have not accessed services from a psychologist since the COVID-19 pandemic, while six per cent report they have done so.
- **More than eight in ten report they have not been assessed or treated by a psychologist in the past five years** – Eighty-five per cent report they have not been assessed or treated by a psychologist in the past five years, while 10 per cent report they have been assessed and received treatment, and five per cent report they were assessed but not treated.
- **Seven in ten Manitobans who reported that 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 who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied (53%) or somewhat satisfied (16%) with the services provided, while just over two in ten say they were somewhat dissatisfied (eight per cent) or dissatisfied (four per cent). Nineteen per cent say they were neither satisfied nor dissatisfied.

More than seven in ten say they are willing (40%) or somewhat willing (37%) to use technology to receive mental health care from a psychologist

- A majority say they would prefer to receive psychological services face-to-face** – Sixty-nine per cent would prefer to receive psychological services face-to-face, followed by virtually (nine per cent) and by phone (six per cent). Sixteen per cent are unsure.

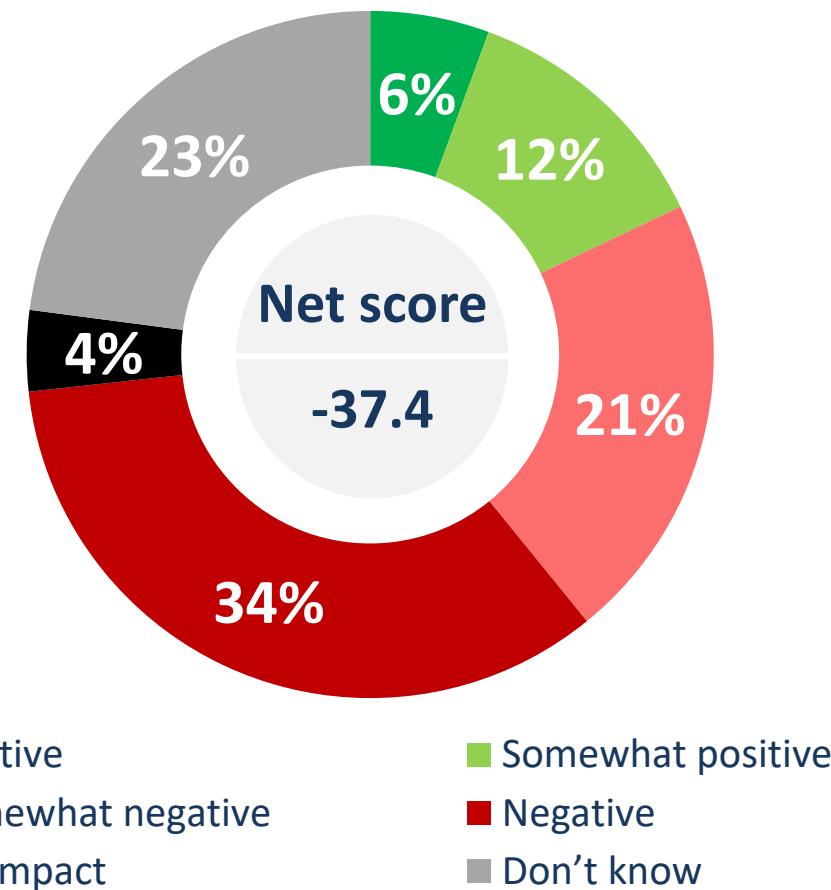
Accessing services using technology

- Over seven in ten say they are willing or somewhat willing to use technology to receive mental health care from a psychologist** – A majority say that with social/physical distancing rules in place they are willing (40%) or somewhat willing (37%) to use technology like telemedicine to receive mental health care provided by psychologists, while close to two in ten say they would be somewhat not willing (nine per cent) or not willing (six per cent) to do this. Eight per cent are unsure.
- A majority 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 say they have no concerns. This was followed by privacy/confidentiality (six per cent), barriers to establishing good communication (five per cent), impersonal (four per cent), limited or unreliable internet and security/hackers (each three per cent) and challenges using technology (two per cent).
- A strong majority say 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 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 (60%) or somewhat willing (25%) to have the in-person assessment before a COVID-19 vaccine is available. Just under one in ten say they would be somewhat not willing (four per cent) or not willing (four per cent) to do this, and seven per cent are unsure.

Nanos conducted an online survey of 212 residents of Manitoba between September 25th, 2020 and October 2nd, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25th, 2020 and October 2nd, 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 the population.

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

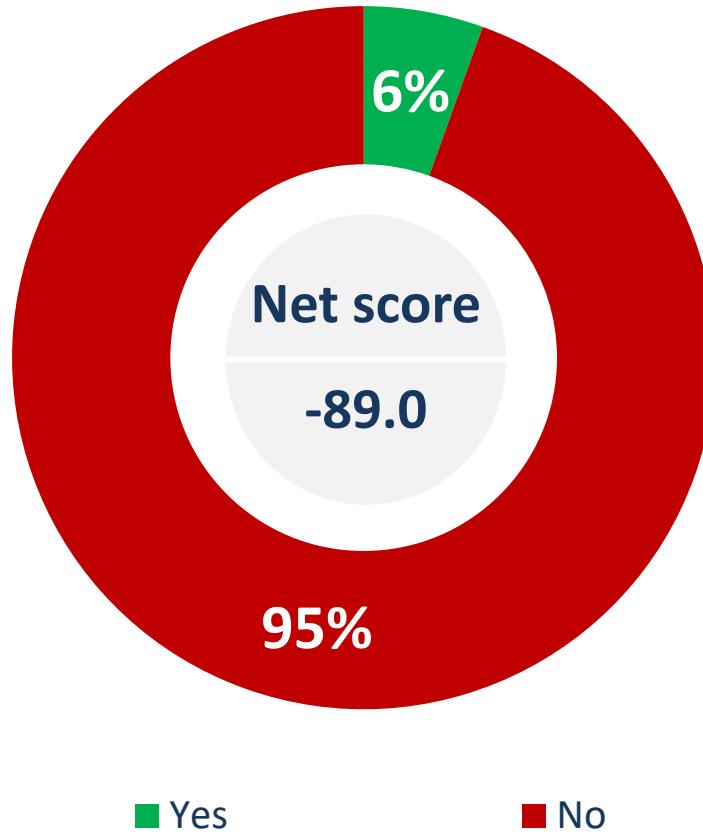


QUESTION – In your opinion, has COVID-19 had a positive, somewhat positive, somewhat negative, negative or no impact on the ability of Canadians to access mental health care provided by psychologists?

*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



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.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=211 Manitobans.

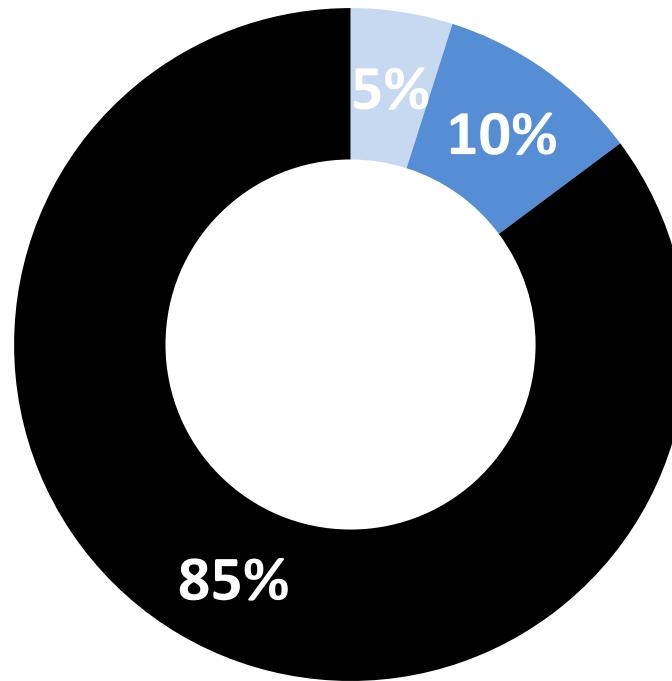
Assessed or treated by a psychologist in the past five years



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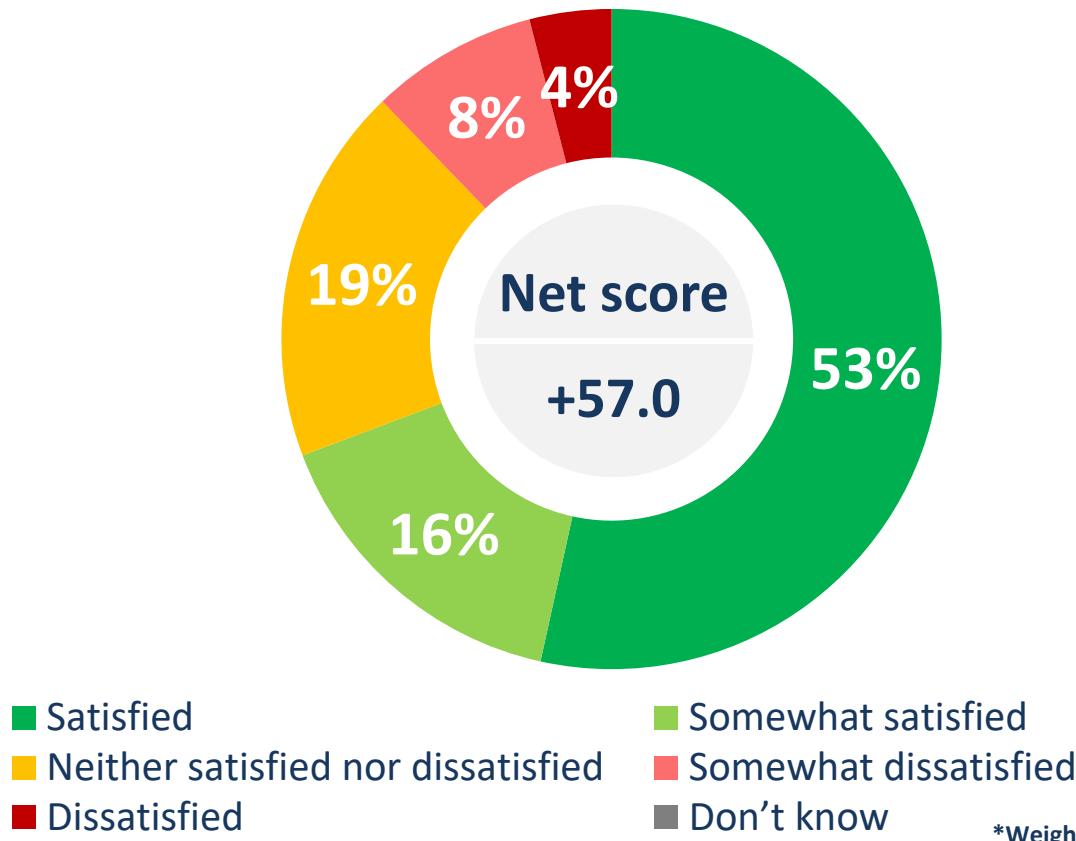
- Assessed but not treated
- Assessed and received treatment
- Have not been assessed

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.

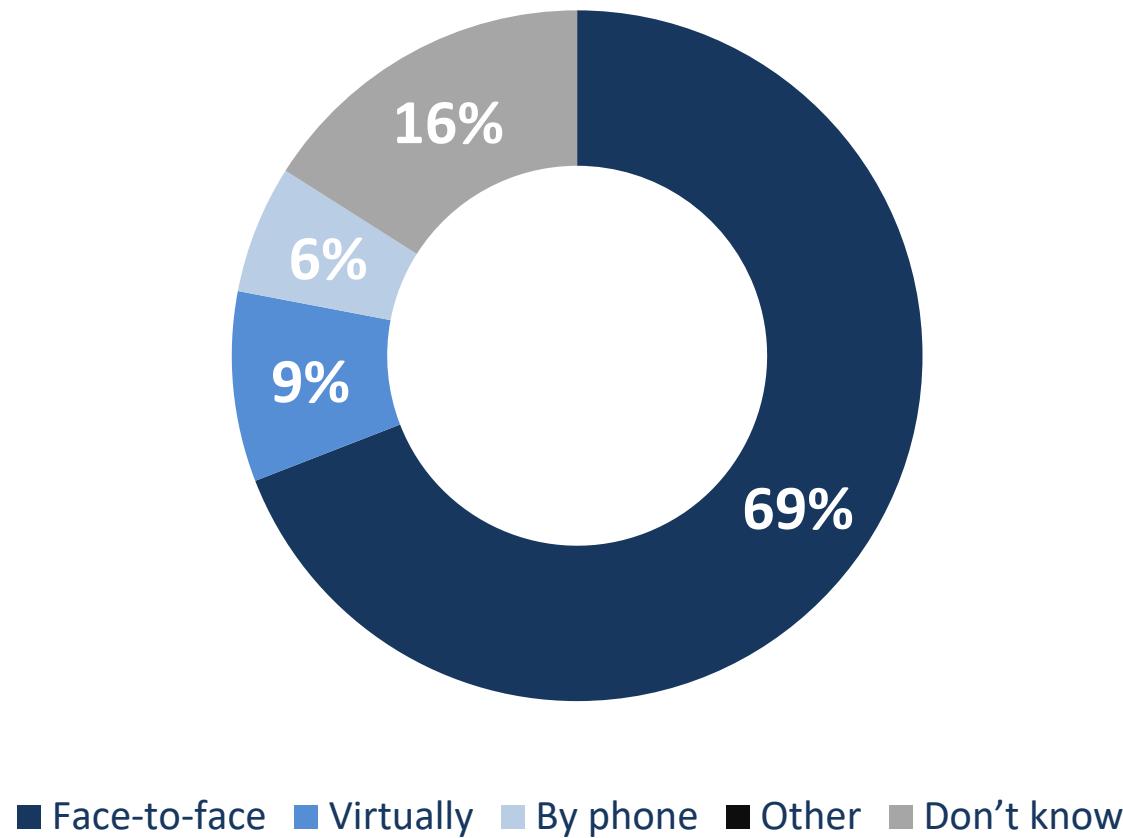
Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=211 Manitobans.

Level of satisfactions with service provided by psychologist



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?

Preference for ways to receive psychological services



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.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=209 Manitobans.

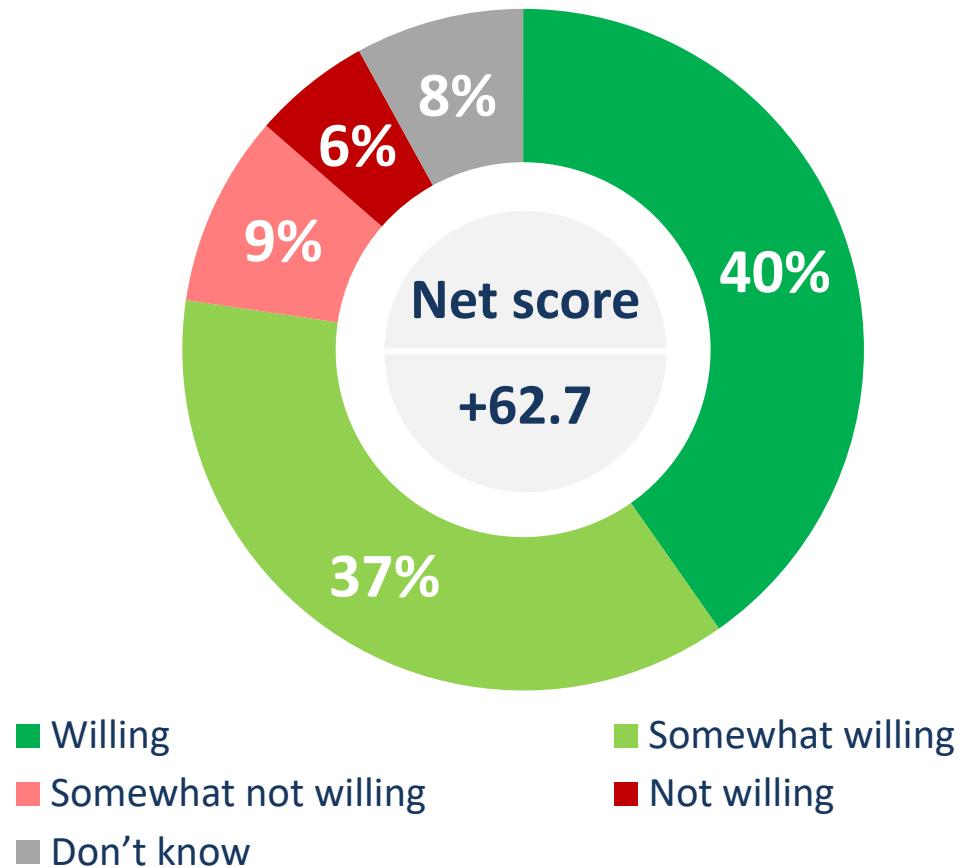
Willingness to use technology to receive mental health care



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*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?

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=212 Manitobans.

Concerns using technology to receive mental health care



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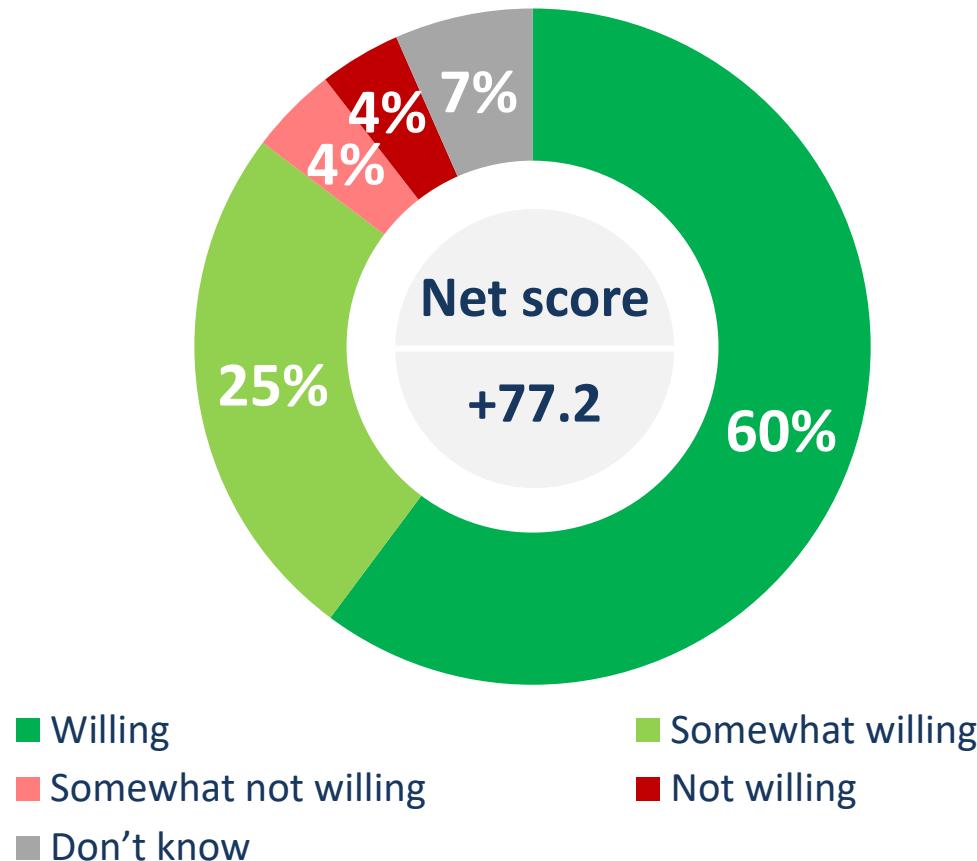
Manitoba
(n=209)



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

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=209 Manitobans.

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



*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

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?

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 Manitobans.

METHODOLOGY



METHODOLOGY



Nanos conducted an online survey of 212 residents of Manitoba between September 25th, 2020 and October 2nd, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25th, 2020 and October 2nd, 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 the population.

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 Manitoba provincial report one (1) of two (2).

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

The complete tabulations are appended to the national reports one and two. To view the national reports, please visit www.nanos.co.

TECHNICAL NOTE



Element	Description	Element	Description
Research sponsor	Canadian Psychological Association and the Council of Professional Associations of Psychologists	Weighting of Data	The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure.
Population and Final Sample Size	212 residents of Manitoba as part of a larger national study of 3,070 Canadians drawn from a panel	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.
Source of Sample	Asking Canadians	Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Type of Sample	Representative non-probability	Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the population.
Margin of Error	No margin of error applies to this research.	Estimated Response Rate	Not applicable
Mode of Survey	Online survey	Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Sampling Method Base	Non-probability.	Question Content	This is Manitoba provincial report one (1) of two (2). This report contains questions 35 to 54 and report 2 contains questions 1 to 34 in the questionnaire.
Demographics (Captured)	Manitobans; Men and Women; 18 years or older. Six digit postal code was used to validate geography.	Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Demographics (Other)	Age, gender, education, income	Research/Data Collection Supplier	Nanos Research
Field Dates	September 25 th to October 2 nd , 2020.	Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone: (613) 234-4666 ext. 237 Email: info@nanosresearch.com.
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. https://canadianresearchinsightscouncil.ca/standards/		

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