Four in ten think COVID-19 has negatively impacted ability to access mental health care: Nova Scotia

Provincial Survey | Summary

Conducted by Nanos for Canadian Psychological Association and the Council of Professional Associations of Psychologists, November 2020
Submission 2020-1710A
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 Nova Scotia residents’ ability to access mental health care. This is Nova Scotia provincial report one (1) of two (2). To follow are the key findings for respondents from Nova Scotia 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** – Over three in five respondents think COVID-19 has had a negative (43%) or somewhat negative (22%) impact on their ability to access mental health care provided by psychologists. Under one in ten think COVID-19 has had a positive (one per cent) or somewhat positive (8%) impact on this, and six per cent think it has had no impact. Twenty-one per cent are unsure.

- **Over nine in ten report they have not accessed services from a psychologist since the COVID-19 pandemic** – Ninety-three per cent report they have not accessed services from a psychologist since the COVID-19 pandemic, while seven per cent report they have done so.

- **Just under eight in ten respondents report they have not been assessed or treated by a psychologist in the past five years** – Seventy-nine per cent of respondents report they have not been assessed or treated by a psychologist in the past five years, while 15 per cent report they have been assessed and received treatment, and six per cent report they were assessed but not treated.

- **Close to seven in ten respondents 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 respondents who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied (42%) or somewhat satisfied (25%) with the services provided, while two in ten say they were somewhat dissatisfied (nine per cent) or dissatisfied (eleven per cent). Ten per cent say they were neither satisfied nor dissatisfied, and three per cent are unsure.

- **A majority say they would prefer to receive psychological services face-to-face** – Seventy-eight per cent of respondents would prefer to receive psychological services face-to-face, followed by virtually (7%), by phone (five per cent), and other (less than one per cent). Ten 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 of respondents say that with social/physical distancing rules in place they are willing (47%) or somewhat willing (25%) to use technology like telemedicine to receive mental health care provided by psychologists, while two in ten say they would be somewhat not willing (11%) or not willing (10%) 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, 76 per cent of respondents say they have no concerns. This was followed by privacy/confidentiality (seven per cent), followed by prefer face-to-face (four per cent), barriers to establishing good communication (three per cent), and impersonal, security/hackers and not as good service (each at two per cent).

- **A strong majority of respondents 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 nine 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 (78%) or somewhat willing (16%) to have the in-person assessment before a COVID-19 vaccine is available. Two per cent say they would be somewhat not willing or not willing (each one per cent) to do this, and four per cent are unsure.

Nanos conducted an online survey of 203 residents of Nova Scotia 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 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?

Positive - 21%
Somewhat positive - 8%
Somewhat negative - 1%
Negative - 22%
No impact - 6%
Don’t know - 43%

Net score -56.0

*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=202 residents of Nova Scotia.
Access to services from a psychologist since the pandemic

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

Net score -85.2

93%

7%

Yes

No

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=201 residents of Nova Scotia.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.
Assessed or treated by a psychologist in the past five years

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

- 79% Have not been assessed
- 15% Assessed and received treatment
- 6% Assessed but not treated

*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=201 residents of Nova Scotia.
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?

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

*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=42 residents of Nova Scotia.
Preference for ways to receive psychological services

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

- Face-to-face: 78%
- Virtually: 10%
- By phone: 5%
- Other: 7%
- Don’t know: 5%

*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=203 residents of Nova Scotia.
**Willingness to use technology to receive mental health care**

**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?

*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=203 residents of Nova Scotia.
### Concerns using technology to receive mental health care

<table>
<thead>
<tr>
<th>Concern</th>
<th>Nova Scotia (n=203)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy/confidentiality</td>
<td>6.7%</td>
</tr>
<tr>
<td>Prefer face-to-face</td>
<td>3.8%</td>
</tr>
<tr>
<td>Barriers to establishing good communication</td>
<td>3.4%</td>
</tr>
<tr>
<td>Impersonal</td>
<td>2.1%</td>
</tr>
<tr>
<td>Security/hackers</td>
<td>2.0%</td>
</tr>
<tr>
<td>Not as good of service</td>
<td>1.8%</td>
</tr>
<tr>
<td>No concerns</td>
<td>76.3%</td>
</tr>
</tbody>
</table>

**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=203 residents of Nova Scotia.
Willingness to have in-person assessment before COVID-19 vaccine is available

**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=198 residents of Nova Scotia.
METHODOLOGY

PATH FORWARD!

WINNING CONDITIONS

VALIDATE

TEST IDEAS

REVIEW RESEARCH

DIAGNOSE ENV

CONFIDENTIAL
Nanos conducted an online representative survey of 203 residents of Nova Scotia 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 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 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.
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research sponsor</td>
<td>Canadian Psychological Association and the Council of Professional Associations of Psychologists</td>
</tr>
<tr>
<td>Population and Final Sample Size</td>
<td>203 residents of Nova Scotia as part of a larger national study of 3,070 Canadians drawn from a panel</td>
</tr>
<tr>
<td>Source of Sample</td>
<td>Asking Canadians</td>
</tr>
<tr>
<td>Type of Sample</td>
<td>Representative non-probability</td>
</tr>
<tr>
<td>Margin of Error</td>
<td>No margin of error applies to this research.</td>
</tr>
<tr>
<td>Mode of Survey</td>
<td>Online survey</td>
</tr>
<tr>
<td>Sampling Method Base</td>
<td>Non-probability.</td>
</tr>
<tr>
<td>Demographics (Captured)</td>
<td>Nova Scotia residents; Men and Women; 18 years or older. Six digit postal code was used to validate geography.</td>
</tr>
<tr>
<td>Demographics (Other)</td>
<td>Age, gender, education, income</td>
</tr>
<tr>
<td>Field Dates</td>
<td>September 25th to October 2nd, 2020.</td>
</tr>
<tr>
<td>Language of Survey</td>
<td>The survey was conducted in both English and French.</td>
</tr>
<tr>
<td>Standards</td>
<td>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></td>
</tr>
<tr>
<td>Weighting of Data</td>
<td>The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure.</td>
</tr>
<tr>
<td>Screening</td>
<td>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.</td>
</tr>
<tr>
<td>Excluded Demographics</td>
<td>Individuals younger than 18 years old; individuals without internet access could not participate.</td>
</tr>
<tr>
<td>Stratification</td>
<td>By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the population.</td>
</tr>
<tr>
<td>Estimated Response Rate</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Question Order</td>
<td>Question order in the preceding report reflects the order in which they appeared in the original questionnaire.</td>
</tr>
<tr>
<td>Question Content</td>
<td>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.</td>
</tr>
<tr>
<td>Question Wording</td>
<td>The questions in the preceding report are written exactly as they were asked to individuals.</td>
</tr>
<tr>
<td>Research/Data Collection Supplier</td>
<td>Nanos Research</td>
</tr>
<tr>
<td>Contact</td>
<td>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>.</td>
</tr>
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</table>
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