One-third think COVID-19 has negatively impacted ability to access mental health care: Ontario

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 Ontarians’ ability to access mental health care. This is an Ontario provincial report one (1) of two (2). To follow are the key findings for respondents from Ontario 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 Ontarians think COVID-19 has had a negative (34%) or somewhat negative (18%) impact on their ability to access mental health care provided by psychologists. Under two in ten think COVID-19 has had a positive (five per cent) or somewhat positive (13%) impact on this, and five per cent think it has had no impact. Twenty-five per cent are unsure.

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

- **Respondents who report accessing services from a psychologist during COVID-19 more often report the service was provided through private insurance** – Over four in ten Ontarians who report they accessed services from a psychologist since the COVID-19 pandemic report the service(s) was provided through private insurance (42%), while 33 per cent each report the service was provided by the public health system or out-of-pocket (25%).

- **More than nine in ten 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 Ontarians who report they accessed services from a psychologist since the COVID-19 pandemic say the service was provided within a reasonable (52%) or somewhat reasonable (41%) period of time. One in twenty say it was provided in a somewhat unreasonable (5%), while two per cent are unsure.
• Eight in ten report they have not been assessed or treated by a psychologist in the past five years – Eighty-one per cent 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.

• Seven in ten 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 Ontarians who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied (31%) or somewhat satisfied (39%) with the services provided, while under two in ten say they were somewhat dissatisfied (ten per cent) or dissatisfied (five per cent). Twelve 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 per cent would prefer to receive psychological services face-to-face, followed by virtually (15%), by phone (three per cent), and other (one per cent). Eleven 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 (38%) or somewhat willing (36%) 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 (9%) or not willing (7%) to do this. Nine per cent are unsure.

• A majority of Ontarians 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, 69 per cent say they have no concerns. This was followed by privacy/confidentiality (eleven per cent), security/hackers (five per cent), barriers to establishing good communication (four per cent), and prefer face-to-face (three per cent).
More than eight in ten say they would be willing (56%) or somewhat willing (27%) to have an in-person assessment by a psychologist if they needed one before a COVID-19 vaccine is available. Nanos conducted an online survey of 657 residents of Ontario 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 the 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?

Net score -34.3

- Positive: 34%
- Somewhat positive: 18%
- Somewhat negative: 13%
- Negative: 25%
- No impact: 5%
- 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=656 Ontarians.
Access to services from a psychologist since the pandemic

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

Net score
-83.4

92%

8%

Yes

No

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=651 Ontarians.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.
Coverage of service accessed since the pandemic

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.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=53 Ontarians.
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?

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

Net score +88.0

52% Reasonable
41% Somewhat reasonable
5% Somewhat unreasonable
2% Unreasonable
2% 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=53 Ontarians.
Assessed or treated by a psychologist in the past five years

- 81% have not been assessed
- 13% assessed and received treatment
- 6% assessed but not treated

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

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=657 Ontarians.
Level of satisfactions with service provided by psychologist

**Net score**

- Satisfied: 39%
- Somewhat satisfied: 12%
- Neither satisfied nor dissatisfied: 10%
- Somewhat dissatisfied: 5%
- Dissatisfied: 3%
- Don’t know: 3%

**Net score**: +55.6

**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.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=132 Ontarians.
Preference for ways to receive psychological services

QUESTION – How would you prefer to receive psychological services?

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=655 Ontarians.

*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

**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=655 Ontarians.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.
Concerns using technology to receive mental health care

<table>
<thead>
<tr>
<th>Concern</th>
<th>Ontario (n=656)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy/confidentiality</td>
<td>10.6%</td>
</tr>
<tr>
<td>Security/hackers</td>
<td>4.7%</td>
</tr>
<tr>
<td>Barriers to establishing good communication</td>
<td>4.4%</td>
</tr>
<tr>
<td>Prefer face to face</td>
<td>2.8%</td>
</tr>
<tr>
<td>Challenges in using technology</td>
<td>1.7%</td>
</tr>
<tr>
<td>Limited or unreliable internet access</td>
<td>1.5%</td>
</tr>
<tr>
<td>No concerns</td>
<td>68.9%</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=656 Ontarians.
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=649 Ontarians.
Nanos conducted an online representative survey of 657 residents of Ontario between September 25\textsuperscript{th}, 2020 and October 2\textsuperscript{nd}, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25\textsuperscript{th}, 2020 and October 2\textsuperscript{nd}, 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 Ontario 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](http://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>657 residents of Ontario 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>Ontarians; 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>
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<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 Ontario provincial report two (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>
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</table>
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