

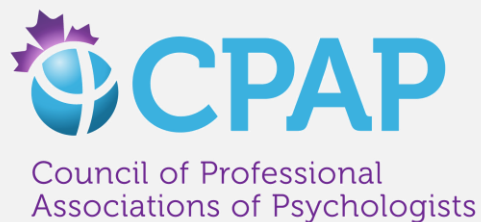
# Close to one-third think COVID-19 has negatively impacted ability to access mental health care: Quebec

Provincial Survey | Summary

Conducted by Nanos for 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 residents of Quebec's ability to access mental health care. This is Quebec provincial report one (1) of two (2). To follow are the key findings of residents from Quebec residents for report one of two.

## Accessing services provided by psychologists

Sixty one percent of respondents from Quebec think COVID-19 has had a negative (31%) or somewhat negative (30%) impact on accessing mental health care 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 respondents think COVID-19 has had a negative (31%) or somewhat negative (30%) impact on their ability to access mental health care provided by psychologists. More than one in ten think COVID-19 has had a positive (four per cent) or somewhat positive (9%) impact on this, and eight per cent think it has had no impact. Eighteen per cent are unsure.
- **Over nine in ten respondents 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.
- **Respondents who report accessing services from a psychologist since the COVID-19 pandemic more often report the service was provided through private insurance** – Just under six in ten respondents who report they accessed services from a psychologist since the COVID-19 pandemic report the service(s) was provided through private insurance (58%), while 15 per cent each report the service was provided by the public health system or out-of-pocket (27%).
- **Eight in ten respondents 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 who report they accessed services from a psychologist since the COVID-19 pandemic say the service was provided within a reasonable (43%) or somewhat reasonable (37%) period of time. Close to two in ten say it was provided in a somewhat unreasonable (15%) or unreasonable (three per cent) period of time, while three per cent are unsure.

# SUMMARY

Close to two thirds of respondents from Quebec say they are willing (32%) or somewhat willing (33%) to use technology to receive mental health care from a psychologist

- **Eight in ten respondents report they have not been assessed or treated by a psychologist in the past five years** – Seventy-nine per cent 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 eight 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 report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied (40%) or somewhat satisfied (37%) with the services provided, while under one in ten say they were somewhat dissatisfied (three per cent) or dissatisfied (five per cent). Fifteen per cent say they were neither satisfied nor dissatisfied, and one per cent are unsure.
- **Close to eight in ten respondents say they would prefer to receive psychological services face-to-face** – Seventy-eight per cent would prefer to receive psychological services face-to-face, followed by virtually (11%), by phone (three per cent), and eight per cent are unsure.

## Accessing services using technology

- **Close two thirds of respondents 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 (32%) or somewhat willing (33%) to use technology like telemedicine to receive mental health care provided by psychologists, while almost three in ten say they would be somewhat not willing (14%) or not willing (14%) to do this. Seven per cent are unsure.
- **Almost eight in ten respondents 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, 78 per cent of respondents say they have no concerns. This was followed by barriers to establishing good communication (six per cent), impersonal (four per cent), security/ hackers and privacy/confidentiality and prefer face-to-face (each three per cent).

# SUMMARY

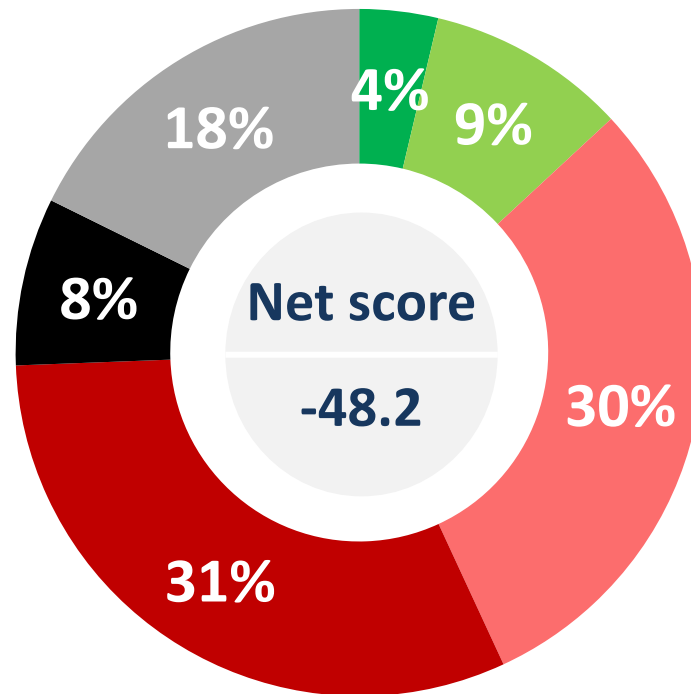
More than eight in ten respondents from Quebec say they would be willing (52%) or somewhat willing (31%) to have an in-person assessment by a psychologist if they needed one before a COVID-19 vaccine is available

- **A strong majority of respondents 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 (52%) or somewhat willing (31%) 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 nine per cent are unsure.

Nanos conducted an online survey of 454 residents of Quebec between September 25<sup>th</sup>, 2020 and October 2<sup>nd</sup>, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25<sup>th</sup>, 2020 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 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

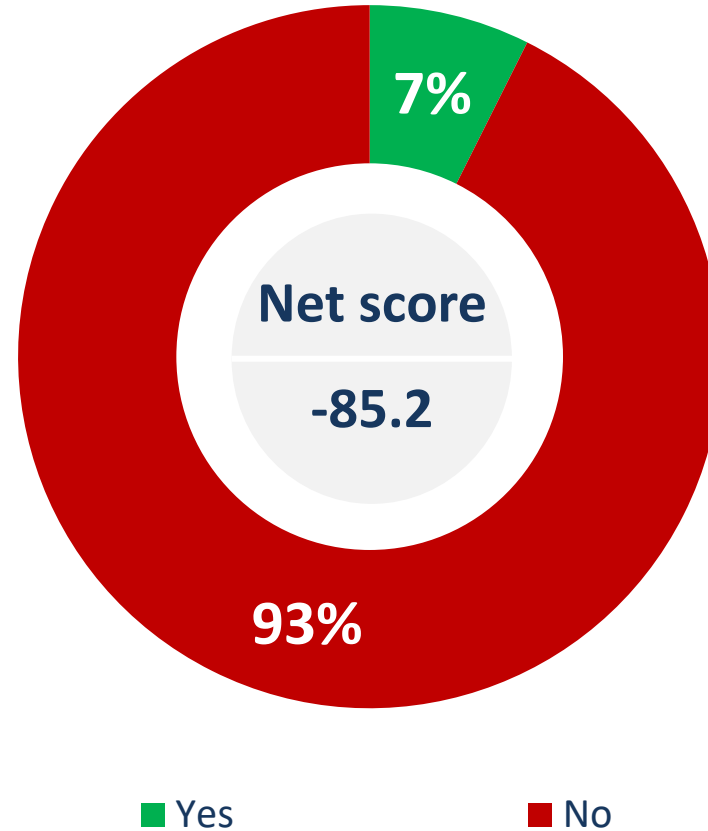


- Positive
- Somewhat positive
- Somewhat negative
- Negative
- No impact
- Don't know

**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.

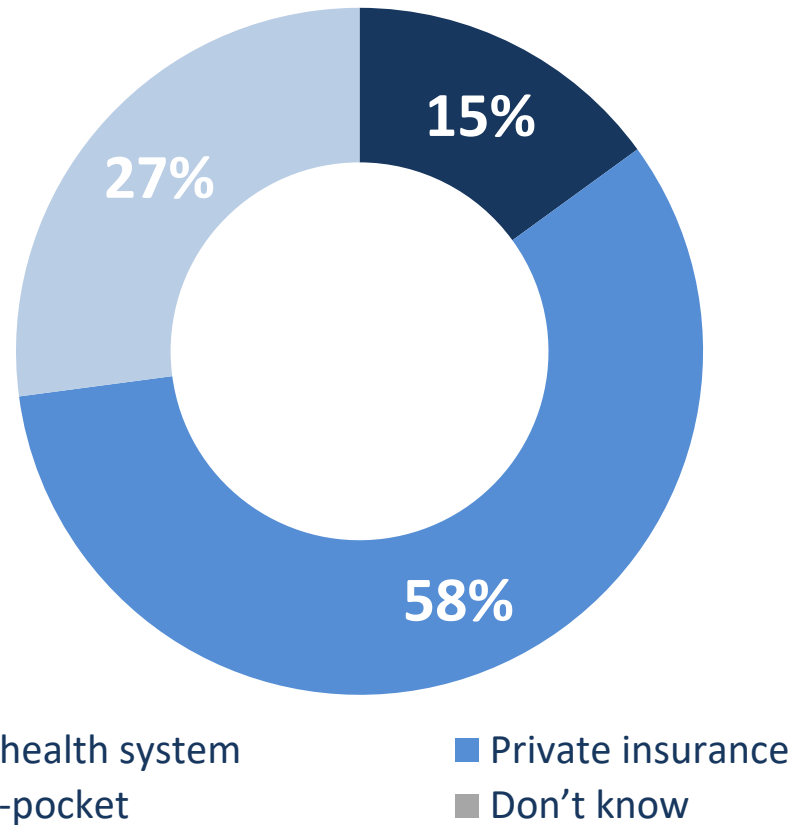
# Access to services from a psychologist since the pandemic



**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.

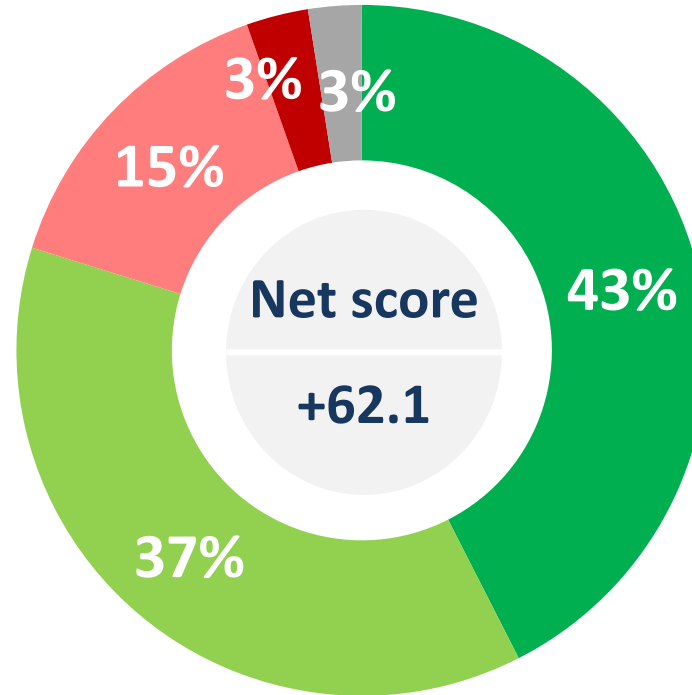
# Coverage of service accessed since the pandemic



**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.

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



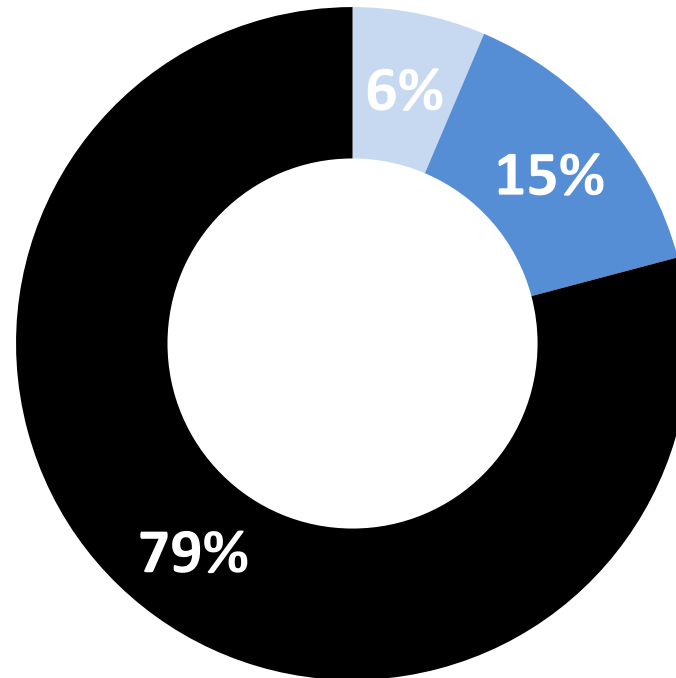
- Reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Unreasonable
- Don't know

\*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

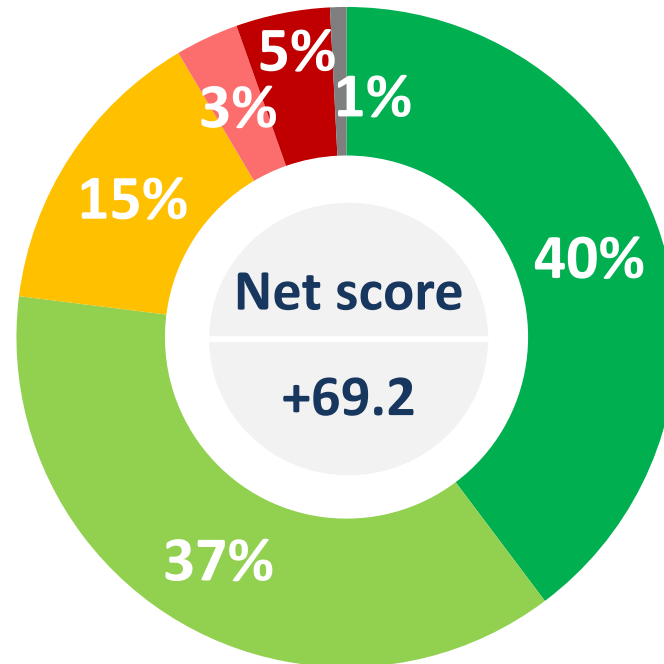


- Assessed but not treated
- Assessed and received treatment
- Have not been assessed

**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

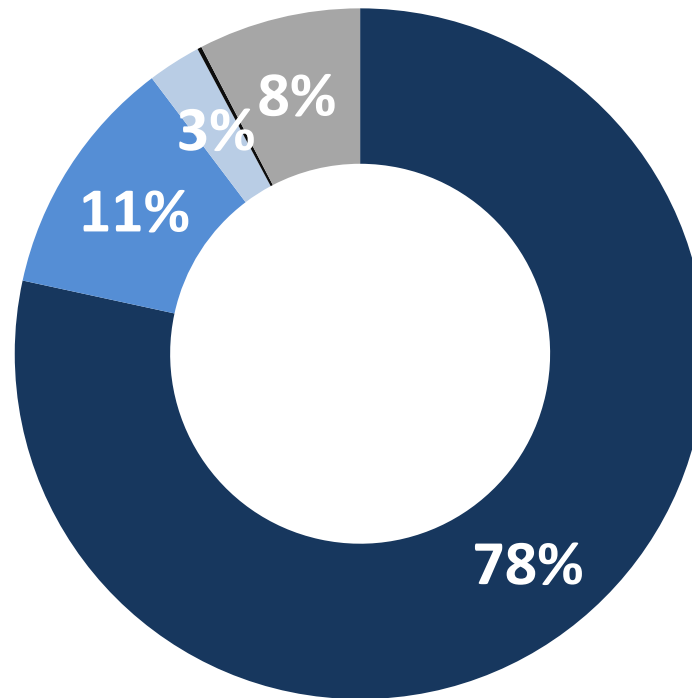


- Satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Dissatisfied
- Don't know

**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.

# Preference for ways to receive psychological services

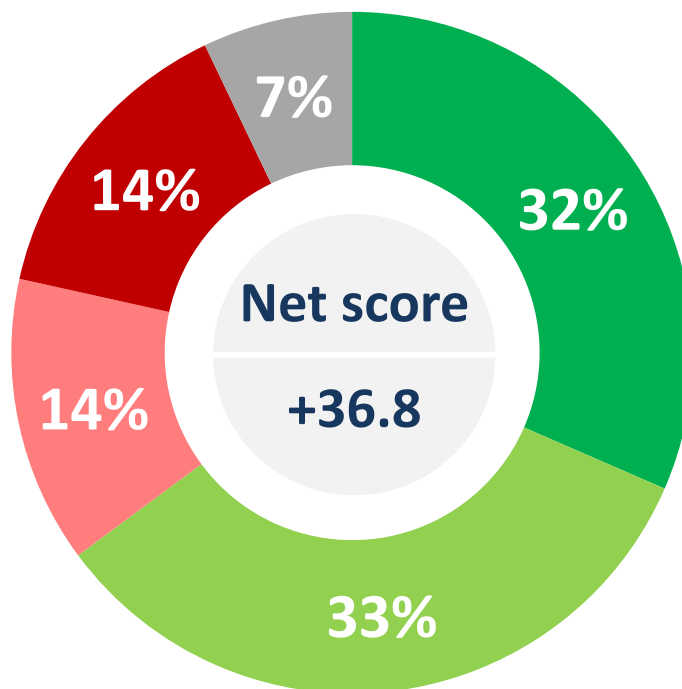


■ Face-to-face ■ Virtually ■ By phone ■ Other ■ Don't know

**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
- Somewhat not willing
- Not willing
- Don't know

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

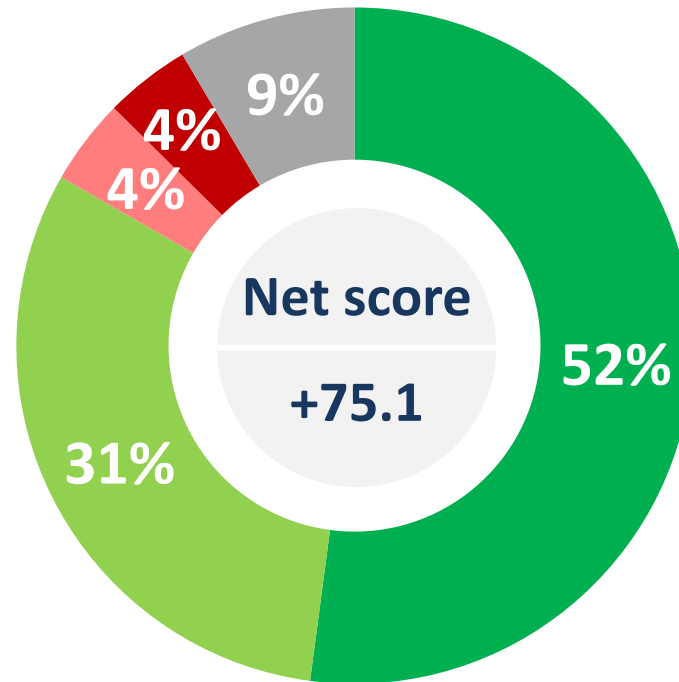
**QUESTION** – With physical/social distancing rules in place, are you willing, somewhat willing, somewhat not willing or not willing to use technology, like telemedicine, to receive mental health care provided by psychologists?

# Concerns using technology to receive mental health care

	Quebec (n=452)
Barriers to establishing good communication	6.2%
Impersonal	3.5%
Security/hackers	3.2%
Privacy/confidentiality	3.1%
Prefer face to face	3.1%
Challenges in using technology	1.0%
No concerns	77.6%

**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.

**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 454 residents of Quebec between September 25<sup>th</sup> and October 2<sup>nd</sup>, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, 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 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 Quebec 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).



# TECHNICAL NOTE

Element	Description
Research sponsor	Canadian Psychological Association and the Council of Professional Associations of Psychologists
Population and Final Sample Size	454 residents of Quebec as part of a larger national study of 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)	Residents of Quebec; 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). 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 the population.
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 Quebec 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.
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> .



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