Close to four in ten think COVID-19 has negatively impacted ability to access mental health care: Saskatchewan

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 Saskatchewan residents’ ability to access mental health care. This is Saskatchewan provincial report one (1) of two (2). To follow are the key findings for respondents from Saskatchewan 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 the ability of Canadians to access mental health care provided by psychologists** – More than six in ten respondents think COVID-19 has had a negative (38%) or somewhat negative (24%) 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 (11%) impact on this, and five per cent think it has had no impact.

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

- **More than eight in ten respondents report they have not been assessed or treated by a psychologist in the past five years** – Eighty-two per cent report that they have not been assessed or treated by a psychologist in the past five years, while 12 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 (n=34) say they were satisfied (35%) or somewhat satisfied (33%) with the services provided, while under two in ten say they were somewhat dissatisfied (eight per cent) or dissatisfied (five per cent). Fourteen per cent say they were neither satisfied nor dissatisfied, and four per cent are unsure.
A majority say they would prefer to receive psychological services face-to-face – Seventy-four per cent of Canadians would prefer to receive psychological services face-to-face, followed by virtually (12%), by phone (six per cent), and other (one per cent). Seven per cent are unsure.

Accessing services using technology

Two-thirds of respondents 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 (37%) or somewhat willing (30%) to use technology like telemedicine to receive mental health care provided by psychologists, while two in ten say they would be somewhat not willing (13%) or not willing (9%) to do this. Twelve per cent are unsure.

A majority of 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, 73 per cent of respondents say they have no concerns. This was followed by privacy/confidentiality (eight per cent), barriers to establishing good communication (six per cent), prefer face-to-face (five per cent), and security/hackers (three 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 – Close to nine in ten respondents 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 (65%) or somewhat willing (22%) to have the in-person assessment before a COVID-19 vaccine is available. Less than one in ten say they would be somewhat not willing (five per cent) or not willing (two per cent) to do this, and six per cent are unsure.

Nanos conducted a representative online survey of 202 residents of Saskatchewan between September 25th, 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?

- **Positive**: 38%
- **Somewhat positive**: 11%
- **Somewhat negative**: 18%
- **Negative**: 5%
- **No impact**: 4%
- **Don’t know**: 4%

Net score: -47.7

*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 Saskatchewan.
question - Have you accessed services from a psychologist since the COVID-19 pandemic?

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=202 residents of Saskatchewan.
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?

- **Assessed but not treated**: 82%
- **Assessed and received treatment**: 12%
- **Have not been assessed**: 6%

*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 Saskatchewan.
How would you rate the satisfaction with the service provided by the psychologist?

**Level of satisfactions with service provided by psychologist**

- Satisfied: 33%
- Somewhat satisfied: 8%
- Neither satisfied nor dissatisfied: 14%
- Somewhat dissatisfied: 5%
- Dissatisfied: 4%
- Don’t know: 5%

Net score: +54.3

*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=34 residents of Saskatchewan.
Preference for ways to receive psychological services

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

- Face-to-face: 74%
- Virtually: 12%
- By phone: 6%
- Other: 7%
- Don’t know: 1%

*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=200 residents of Saskatchewan.
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=201 residents of Saskatchewan.
### Concerns using technology to receive mental health care

<table>
<thead>
<tr>
<th>Concern</th>
<th>Saskatchewan (n=200)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy/confidentiality</td>
<td>7.7%</td>
</tr>
<tr>
<td>Barriers to establishing good communication</td>
<td>5.8%</td>
</tr>
<tr>
<td>Prefer face to face</td>
<td>5.1%</td>
</tr>
<tr>
<td>Security/hackers</td>
<td>3.1%</td>
</tr>
<tr>
<td>Impersonal</td>
<td>2.2%</td>
</tr>
<tr>
<td>Accuracy in assessment/diagnosis</td>
<td>1.5%</td>
</tr>
<tr>
<td>No concerns</td>
<td>72.8%</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=200 residents of Saskatchewan.
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=201 residents of Saskatchewan.
METHODOLOGY

- Diagnose Env
- Review Research
- Test Ideas
- Validate
- Winning Conditions
- Path Forward
Nanos conducted a representative online survey of 202 residents of Saskatchewan between September 25th, 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 the Saskatchewan 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

<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>202 residents of Saskatchewan, 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>Residents of Saskatchewan; 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>
</tbody>
</table>
| 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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<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 the Saskatchewan 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.</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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