

Strong majority want improved access to psychologists: Territories

Territorial Survey | Summary

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



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Nanos Research was retained by the Canadian Psychological Association and the Council of Professional Associations of Psychologists to conduct a study to gauge the impressions of residents from the Territories on issues related to mental health and the profession. This is report two (2) of two (2). To follow are the key findings for residents from the Territories for report two.

Role of psychologists

- **Respondents most frequently report having the most confidence in doctors when it comes to helping people with mental health problems** – Close to two in ten (17%, 18% in 2011) say they have the most confidence in doctors when it comes to helping people with mental health problems, followed by psychologists (15%, 25% in 2011), psychiatrists (14%, down from 36% in 2011), and counsellors (12%, 15% in 2011). One in ten say they have the most confidence in mental health professionals/a team of doctors.
- **More than eight in ten respondents think psychologists do something different than psychiatrists** – More than eight in ten think a psychologist does something different than a psychiatrist (82%), while fourteen per cent think they do the same thing. Four per cent are unsure.
- **More than three in four respondents think psychologists do something different than a counsellor** – More than three in four (78%) think a psychologist does something different than a counsellor, while more than two in ten (22%) think they do the same thing. One per cent are unsure.
- **Three in four of respondents think psychologists do something different than psychotherapists** – Three in four (75%) think a psychologist does something different than a psychotherapist, while under one in five (19%) think they do the same thing. Seven per cent are unsure.

Profession best able to care for mental health problems

- **Canadians are more likely to think psychiatrists are best able to care for people with depression** – Asked which profession they think is best able to care for people living with depression, close to four in ten (37%) say a psychiatrist, followed by a psychologist (27%), a counsellor (24%). One in ten say psychotherapist (10%).

Fifteen per cent of respondents from the Territories say they have the most confidence in psychologists when it comes to helping people with mental health problems than other professionals

SUMMARY

31% of respondents are more likely to think a psychologist is best able to care for people with anxiety than other professionals

- **Respondents are more likely to think a psychologist or psychiatrist is best able to care for people with anxiety than other professionals** – Asked which profession they think is best able to care for people living with anxiety, three in ten say a psychologist (31%) or a psychiatrist (30%), followed by one in four (25%) who say a counsellor, or a psychotherapist (11%).
- **Respondents are more frequently say a counsellor is best able to care for people with addictions** – Asked which profession they think is best able to care for people living with addictions, respondents most frequently say a counsellor (61%), followed by a psychiatrist (16%), a psychologist (14%), a psychotherapist (7%) and a doctor/nurse (2%).
- **Respondents are more likely to think a psychiatrist is best able to care for people living with dementia** - Asked which profession they think is best able to care for people living with dementia, over one in three say a psychiatrist (36%), followed by a psychotherapist (20%), a counsellor (16%), and a psychologist (15%).
- **Respondents are more likely to say a counsellor is best at taking care of people living with learning disabilities** – Asked which profession they think is best able to care for people living with learning disabilities/ADHD, one in three say a counsellor (32%), followed by over one in four (25%) who say a psychologist, and two in ten (19%) who say a psychiatrist or a psychotherapist (18%).
- **A counsellor is most frequently said to be the professional best able to care for someone with stress of being diagnosed with a disease** – Asked which profession they think is best able to care for people living with the stress of being diagnosed with a disease like cancer, more than one in two say a counsellor (55%), followed by a psychologist (21%), a psychiatrist (13%), and a psychotherapist (6%).

Six in ten residents from the Territories say psychologists are very effective or effective at helping people who are living with depression or anxiety

Effectiveness of psychologists helping people who are living with mental health problems

- **Respondents most frequently say psychologists are effective at helping people who are living with depression** – Over four in ten (44%) say psychologists are effective at helping people with depression, while under three in ten say they are somewhat effective (28%) and under two in ten say they are very effective (18%). Seven per cent say they are not effective at all and four per cent don't know.
- **Over four in ten respondents say psychologists are effective at helping people who are living with anxiety** – Over four in ten (43%) say psychologists are effective at helping people with anxiety, while under three in ten say they are somewhat effective (29%) and under two in ten say they are very effective (19%). Five per cent say they are not effective at all and five per cent don't know.
- **Opinions on the effectiveness of psychologists in helping people who are living with addictions remain consistent with 2011** – Four in ten say psychologists are somewhat effective (39%) or effective (36%), respectively, in helping people who are living with addictions, while more than one in ten (12%) say they are very effective and nine per cent say they are not effective at all. Four per cent don't know. These results are consistent with tracking from 2011.
- **Psychologists are most frequently seen as somewhat effective at helping people living with dementia** – Close to four in ten (38%) say psychologists are somewhat effective in helping people living with dementia, while over one in four (28%) say they are effective and under one in five say they are not effective (18%). Eight per cent say they are very effective and eight per cent don't know. These results are consistent with tracking from 2011.
- **Respondents most frequently say psychologists are somewhat effective in helping people who are living with learning disabilities** – Over four in ten say psychologists are somewhat effective (43%) or effective (34%), respectively, in helping people who are living with learning disabilities/ADHD, while one in ten (11%) say they are very effective and 8 per cent say they are not effective at all. Four per cent don't know. These results are consistent with tracking from 2011.

Seven in ten respondents say psychologists are very effective (43%) or effective (28% in diagnosing people living with depression)

- **Psychologists are most frequently seen as effective in helping people living with the stress of being diagnosed with a disease like cancer** – Over four in ten (41%) say they think psychologists are effective in helping people living with the stress of being diagnosed with a disease like cancer, while one in three (33%) say they are somewhat effective and under one in five (17%) say they are very effective. Eight per cent say they are not effective at all. Two per cent don't know. These results are consistent with tracking from 2011.

Effectiveness of psychologists diagnosing people who are living with mental health problems

- **Respondents most frequently say they think psychologists are effective in diagnosing people living with depression** – Over four in ten (43%) say they think psychologists are effective in diagnosing people living with depression, while close to three in ten say they are very effective (28%) and just over one in five say they are somewhat effective (23%). Three per cent say they are not effective at all and three per cent don't know.
- **Respondents most frequently say they think psychologists are effective in diagnosing people living with anxiety** – Four in ten (40%) say they think psychologists are effective in diagnosing people living with anxiety, while just under three in ten say they are very effective (27%) and one in four say they are somewhat effective (25%). Three per cent say they are not effective at all and five per cent don't know.
- **Four in ten respondents say psychologists are effective in diagnosing people living with addictions** – Four in ten (40%) say they think psychologists are effective in diagnosing people living with addictions, while three in ten say they are somewhat effective (31%) and two in ten say they are very effective (20%). Four per cent say they are not effective at all and five per cent don't know.
- **Respondents most frequently say psychologists are effective or somewhat effective in diagnosing people living with dementia** – One in three (33%) say psychologists are effective in diagnosing people living with dementia, while just under one in three (31%) say they are somewhat effective. Fourteen per cent say they very effective and thirteen per cent say they are not effective at all. Nine per cent don't know.

SUMMARY

A strong majority of respondents support (68%) or somewhat support (24%) improving access to psychologists through the publicly-funded health care system

- **Respondents most frequently say psychologists are effective or somewhat effective in diagnosing people living with learning disabilities/ADHD** – Just under four in ten (39%) say psychologists are effective or somewhat effective in diagnosing people living with dementia. One in ten say they are very effective (11%) and eight per cent say they are not effective at all. Four per cent don't know.
- **Respondents most frequently say they are confident in the care psychologists provide** – One in two respondents (51%) say they are confident in psychologists and the care they provide when it comes to mental health, while one in four (25%) say they are somewhat confident and over one in ten (13%) say they are very confident. Four per cent say they are not confident at all and seven per cent are unsure. These results are comparable with tracking from 2011.
- **Respondents are more likely to think that they can access the services of a psychologist in the publicly-funded health care system within a somewhat unreasonable or unreasonable period of time** – More than one in two say to the best of their knowledge Canadians are able to access the services of a psychologist in the publicly-funded health care system within a somewhat unreasonable (20%) or unreasonable (34%) period of time. Just over three in ten say services are accessible within a reasonable (seven per cent) or somewhat reasonable (25%) period of time, and 14 per cent are unsure.
- **A strong majority of respondents support or somewhat support improving access to psychologists through the publicly-funded health care system** – Over nine in ten support (68%) or somewhat support (24%) improving access to psychologists through the publicly-funded health care system, while three per cent oppose (one per cent) or oppose this (two per cent).

SUMMARY

Almost four in five respondents say it is a very good (39%) or good (40%) idea to provide greater access to psychologists through employer health benefit plans

- **Respondents more often report they can definitely or think they can access a psychologist through their employer's health benefit plan within a reasonable period of time** – Asked if they are, to the best of their knowledge, able to access a psychologist through their employer's health benefit plan within a reasonable period of time, more than one in two say yes, definitely (19%) or yes, I think so (37%). Twenty-one per cent say no, while 16 per cent report they are not employed, and seven per cent are unsure.
- **Eight in ten respondents say providing greater access to psychologists through employer health benefit plans is a very good or good idea** – A majority of respondents say it is a very good idea (39%) or good idea (40%) to provide greater access to psychologists through employer health benefit plans (e.g. more sessions, higher financial caps), while 11 per cent say it is an average idea. Less than one in ten say this is a poor idea (6%) or a very poor idea (2%), and three per cent are unsure.

Barriers to access

- **A majority of respondents say psychological services costing too much to pay by themselves is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – Over seven in ten say psychological services costing too much for them to pay themselves is a very significant (46%) or somewhat significant (26%) barrier to them deciding whether or not they should access a psychologist, which is consistent with the previous wave. **Just under** one in four say this is a somewhat not significant (eleven per cent) or not significant (thirteen per cent) barrier, and five per cent are unsure.
- **Two thirds of respondents say psychologists not being covered by their provincial or territorial health plan is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – Consistent with the previous wave of research, two thirds of respondents say psychologists not being covered by their provincial/ territorial health plan is a very significant (33%) or somewhat significant (24%) barrier to them deciding whether or not they should access a psychologist. Three in ten say this is a somewhat not significant (thirteen per cent) or not significant (seventeen per cent) barrier, and 13 per cent are unsure.

SUMMARY

Over seven in ten say the length of wait times being too long to see a psychologist is a very significant (41%) or significant (31%) barrier to access care

- **Just over six in ten respondents say psychological services not being covered by their employer's health benefit plan is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – A majority of respondents say psychological services not being covered by their employer's health benefit plan is a very significant (36%) or somewhat significant (25%) barrier to them deciding whether or not they should access a psychologist, consistent with the previous wave. One in three say this is a somewhat not significant (ten per cent) or not significant (23%) barrier, and seven per cent are unsure.
- **More than seven in ten respondents say the length of wait times to see a psychologist is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – Consistent with the previous wave of research, more than seven in ten respondents say the wait times to see a psychologist being too long is a very significant (41%) or somewhat significant (31%) barrier to them deciding whether or not they should access a psychologist. Under two in ten say this is a somewhat not significant (10%) or not significant (six per cent) barrier, and 12 per cent are unsure.
- **Respondents are divided on how significant preferring to deal with problems and disorders on their own is as a barrier when deciding whether to access a psychologist** – Close to six in ten say preferring to deal with these problems/disorders on their own is a very significant (18%) or somewhat significant (39%) barrier to them deciding whether or not they should access a psychologist, while four in ten say this is a somewhat not significant (18%) or not significant (22%) barrier. Three per cent are unsure. This is consistent with the previous wave of research.
- **Over half of respondents say not wanting others to know they are seeing a psychologist is not significant or somewhat not significant as a barrier when deciding whether to access a psychologist** – Respondents more often say not wanting others to know they are seeing a psychologist is not significant (35%) or somewhat not significant (21%) as a barrier to them deciding whether or not they should access a psychologist, consistent with the previous wave. Just over four in ten say this is a very significant (19%) or somewhat significant (24%) barrier, and one per cent are unsure.

Collaboration with health professionals

- **A strong majority say psychologists working collaboratively with other health professionals in primary care teams is a very good or good idea** – Over nine in ten say it is a very good idea (67%) or good idea (26%) for psychologists to work collaboratively with other health professionals, such as family physicians in primary care teams. Four per cent say this is an average idea, while less than one per cent think this is a poor idea or very poor idea (0.4%). Three per cent are unsure.

Nanos conducted an online survey of 156 residents from the Territories 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 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.

A strong majority of residents from the Territories say psychologists working collaboratively with other health professionals in primary care teams is a very good (67%) or good (26%) idea

Confidence in health professionals



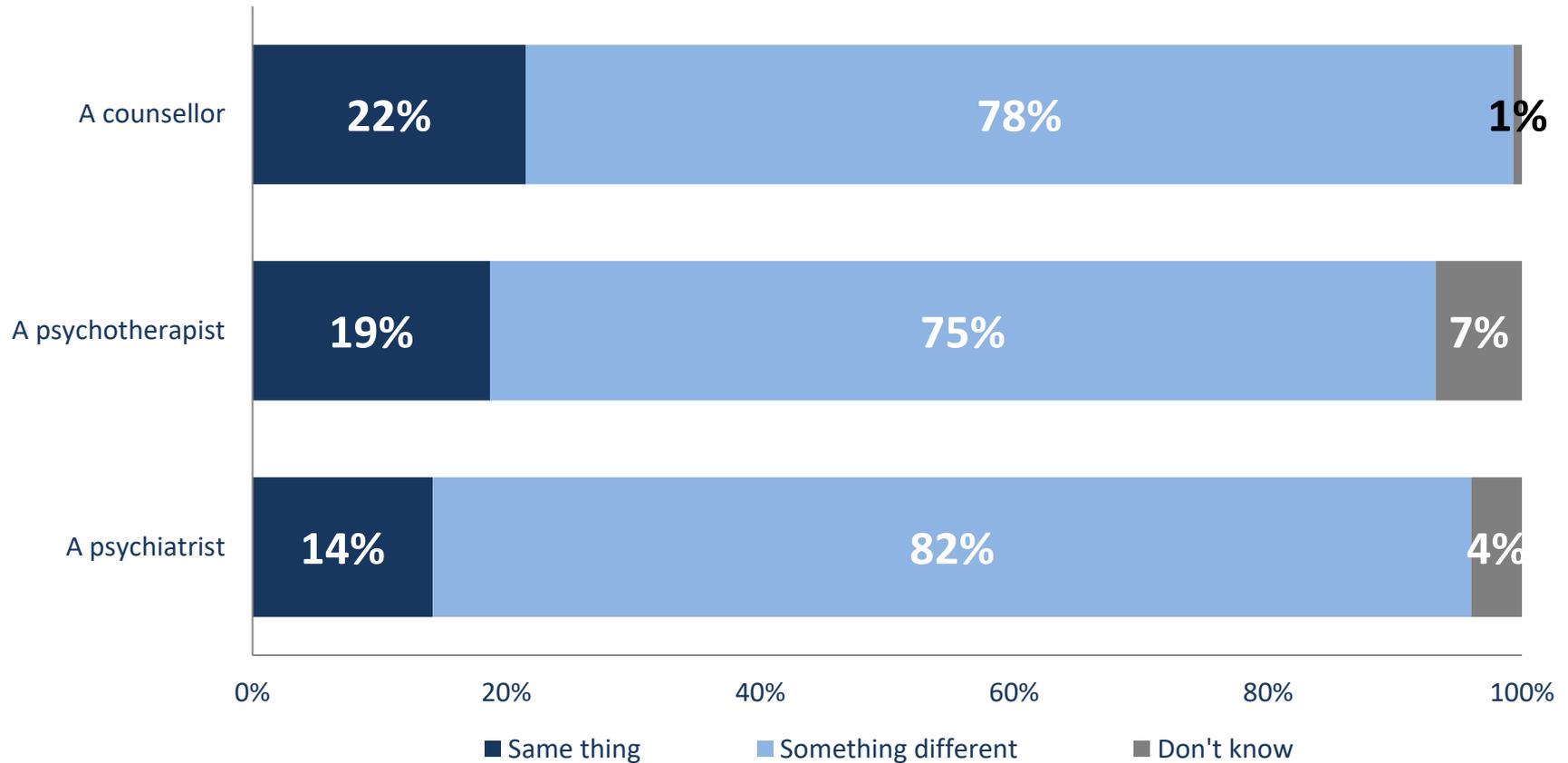
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Top mentions	2020 (n=151)	2011 (n=104)
Doctor	17%	18%
Psychologist	15%	25%
Psychiatrist	14%	36%
Counsellor	12%	15%
Mental health professionals/team of doctors	10%	NA
Unsure	9%	3%
Therapist	9%	NA

QUESTION – What health professional do you have the most confidence in, overall, when it comes to helping people with mental health problems? (open-ended)

Psychologists compared to other professionals



*Charts may not add up to 100 due to rounding

QUESTION – Do you think a psychologist does the same thing or something different as each of the following?
[RANDOMIZE]

Professional best able to care for people living with depression

Top Mentions	Territories (n=153)
Psychiatrist	37%
Psychologist	27%
Counsellor	24%
Psychotherapist	10%
Doctor/nurse	1%
Team of specialists/doctors	0.4%

QUESTION – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

Depression

Professional best able to care for people living with anxiety

Top Mentions	Territories (n=154)
Psychologist	31%
Psychiatrist	30%
Counsellor	25%
Psychotherapist	11%
Doctor/nurse	3%
Family/friends	0.4%

QUESTION – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

Anxiety

Professional best able to care for people living with addictions

Top Mentions	Territories (n=152)
Counsellor	61%
Psychiatrist	16%
Psychologist	14%
Psychotherapist	7%
Doctor/nurse	2%
Team of specialists/doctors	0.4%

QUESTION – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

Addictions

Professional best able to care for people living with dementia

Top Mentions

Territories
(n=152)

Psychiatrist	36%
Psychotherapist	20%
Counsellor	16%
Psychologist	15%
Specialists	6%
Doctor/nurse	6%

QUESTION – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

Dementia

Professional best able to care for people living with learning disabilities

Top Mentions	Territories (n=151)
Counsellor	32%
Psychologist	25%
Psychiatrist	19%
Psychotherapist	18%
Other	3%
Specialists	2%

QUESTION – Do you think a psychologist does the same thing or something different as each of the following?
[RANDOMIZE]

Learning disabilities/ADHD

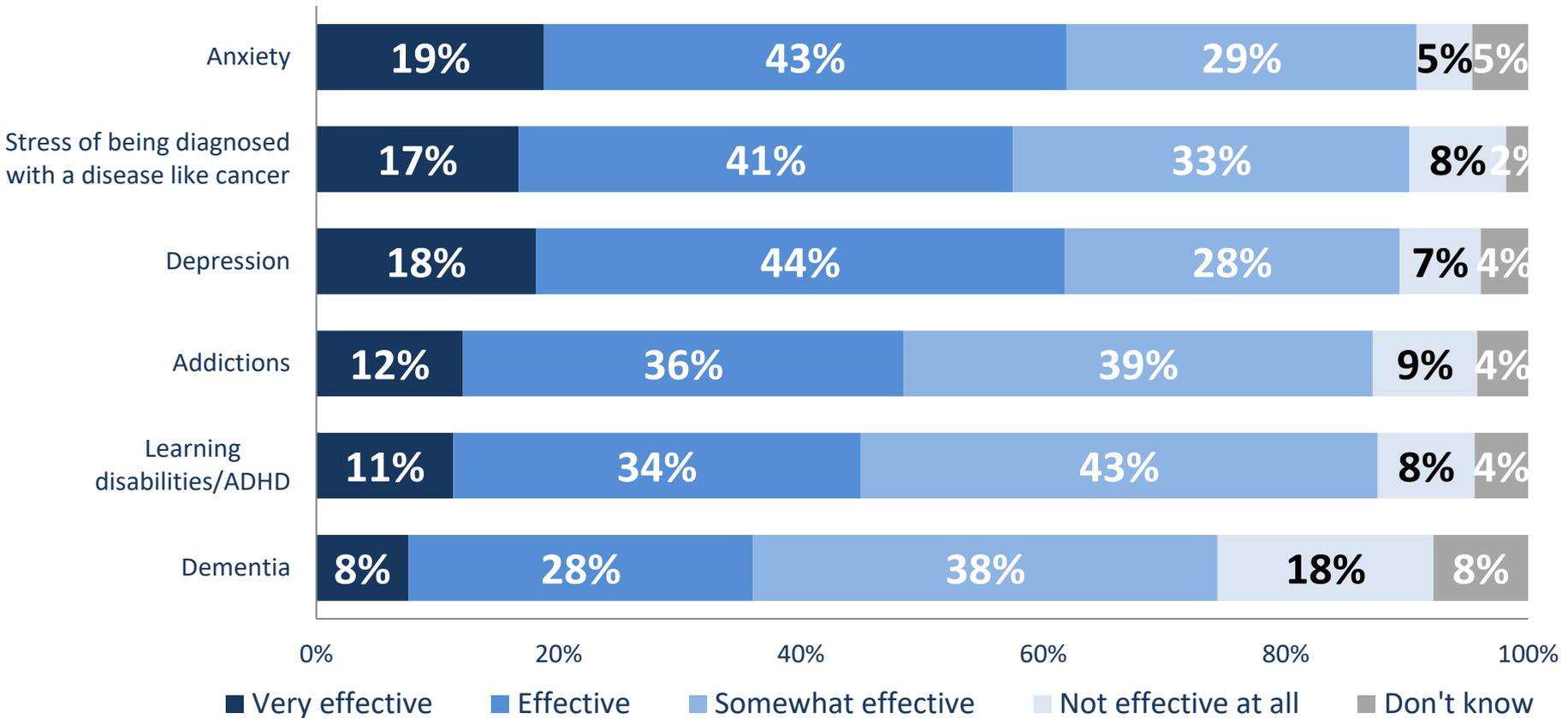
Professional best able to care for people living with stress of being diagnosed with a disease

Top Mentions	Territories (n=154)
Counsellor	55%
Psychologist	21%
Psychiatrist	13%
Psychotherapist	6%
Team of specialists/doctors	3%
Doctor/nurse	2%

QUESTION – Do you think a psychologist does the same thing or something different as each of the following?
[RANDOMIZE]

Stress of being diagnosed with a disease like cancer

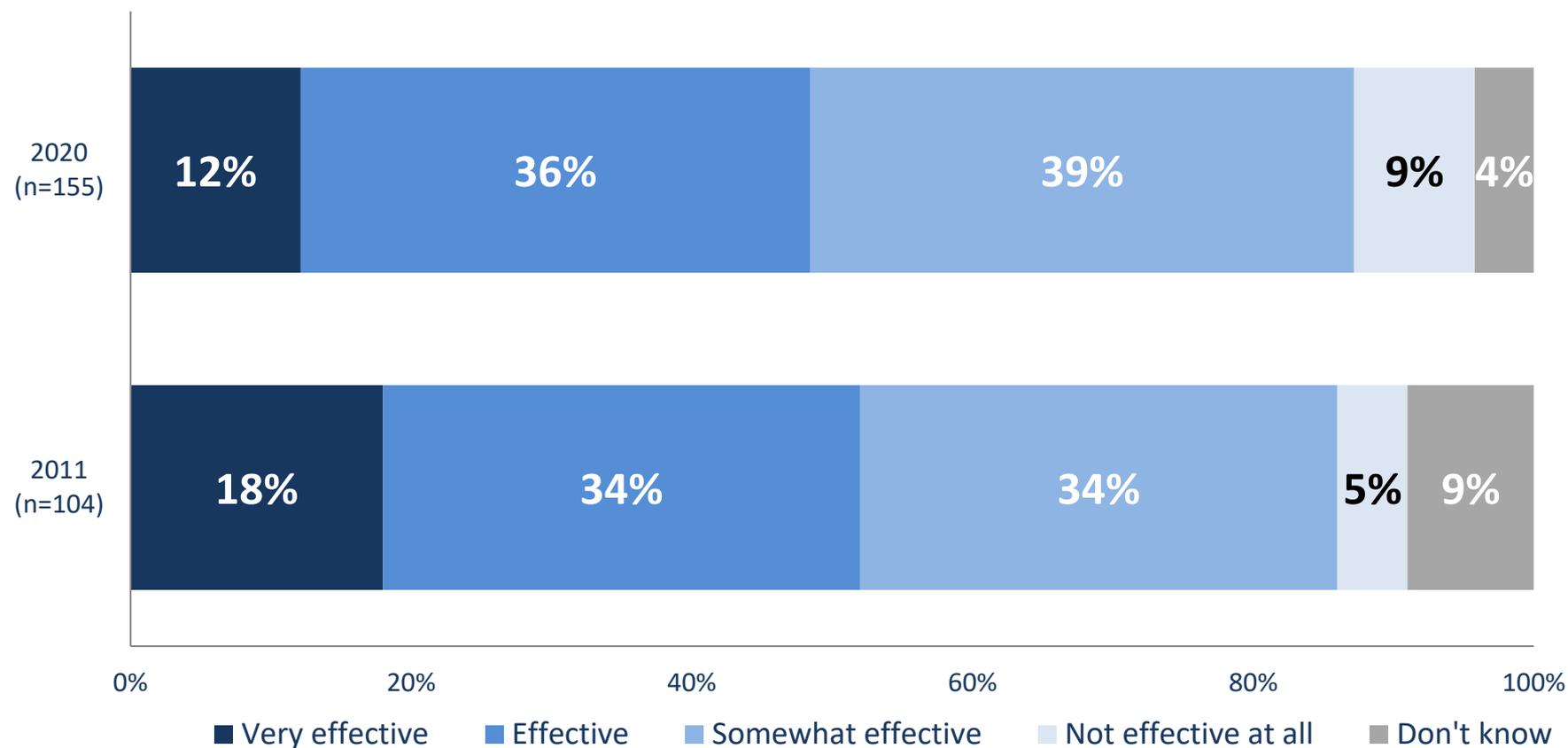
Effectiveness of psychologists in helping people



*Charts may not add up to 100 due to rounding

QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Effectiveness of psychologists in helping people coping with addictions - Tracking

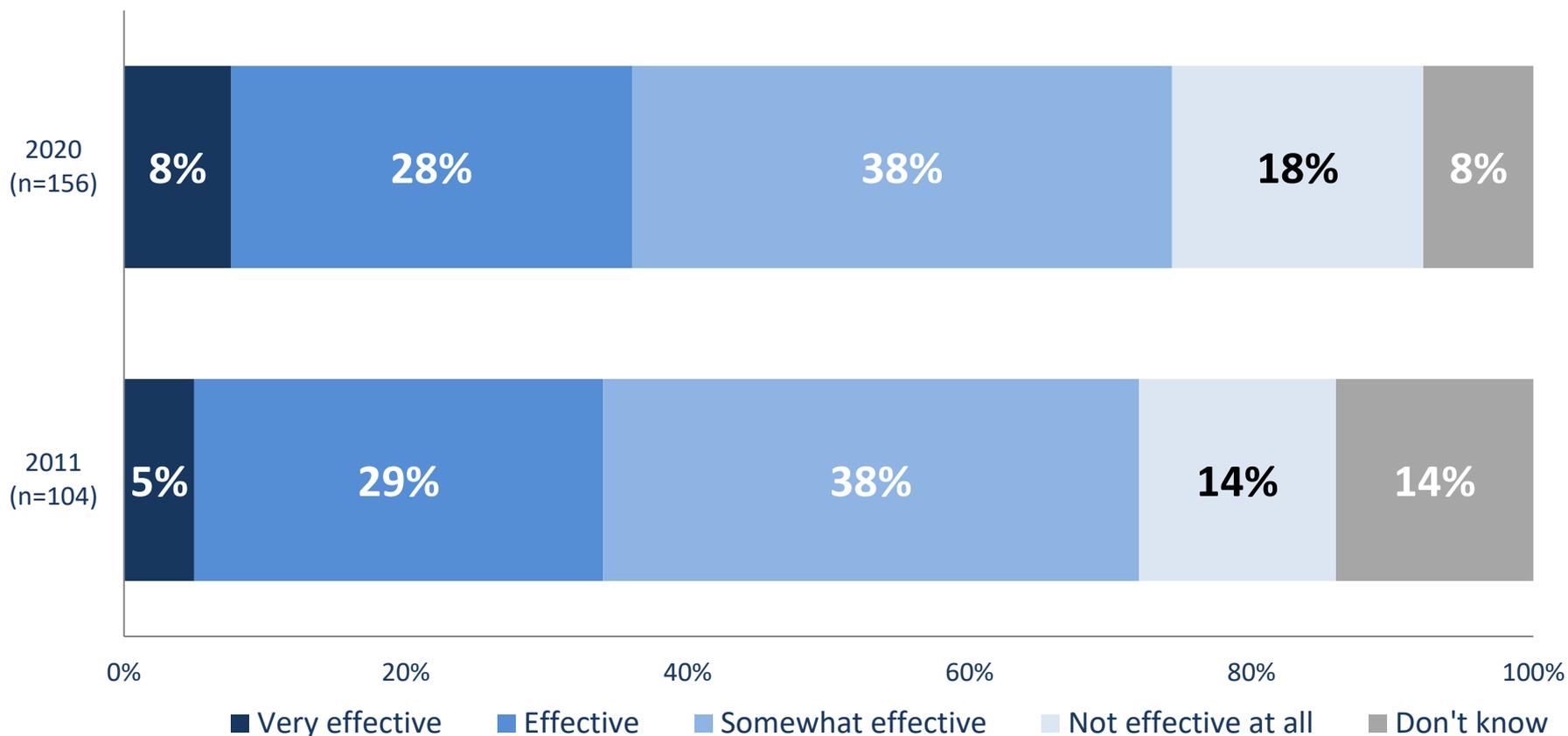


*Charts may not add up to 100 due to rounding

QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Addictions

Effectiveness of psychologists in helping people coping with dementia - Tracking

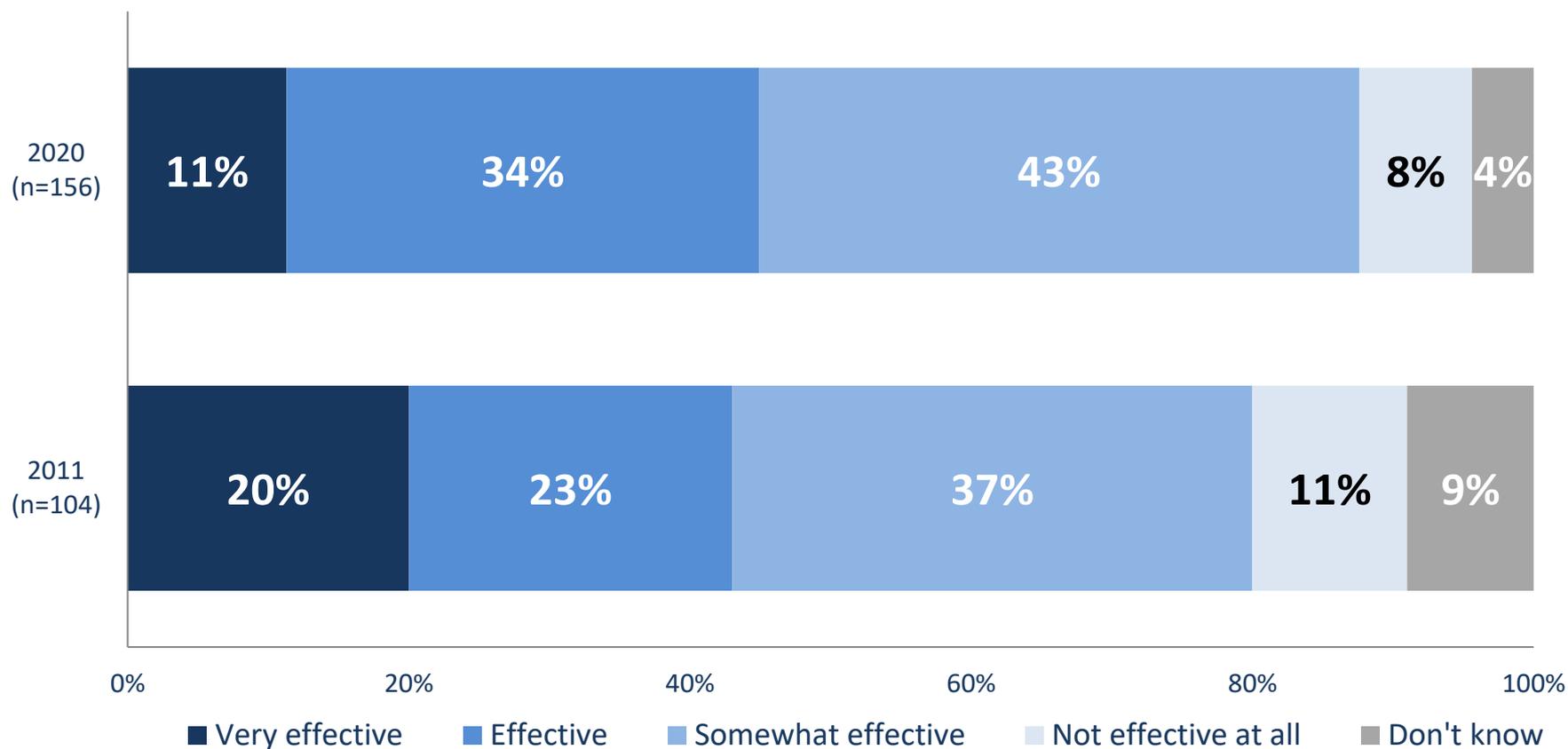


*Charts may not add up to 100 due to rounding

QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Dementia

Effectiveness of psychologists in helping people coping with learning disabilities - Tracking

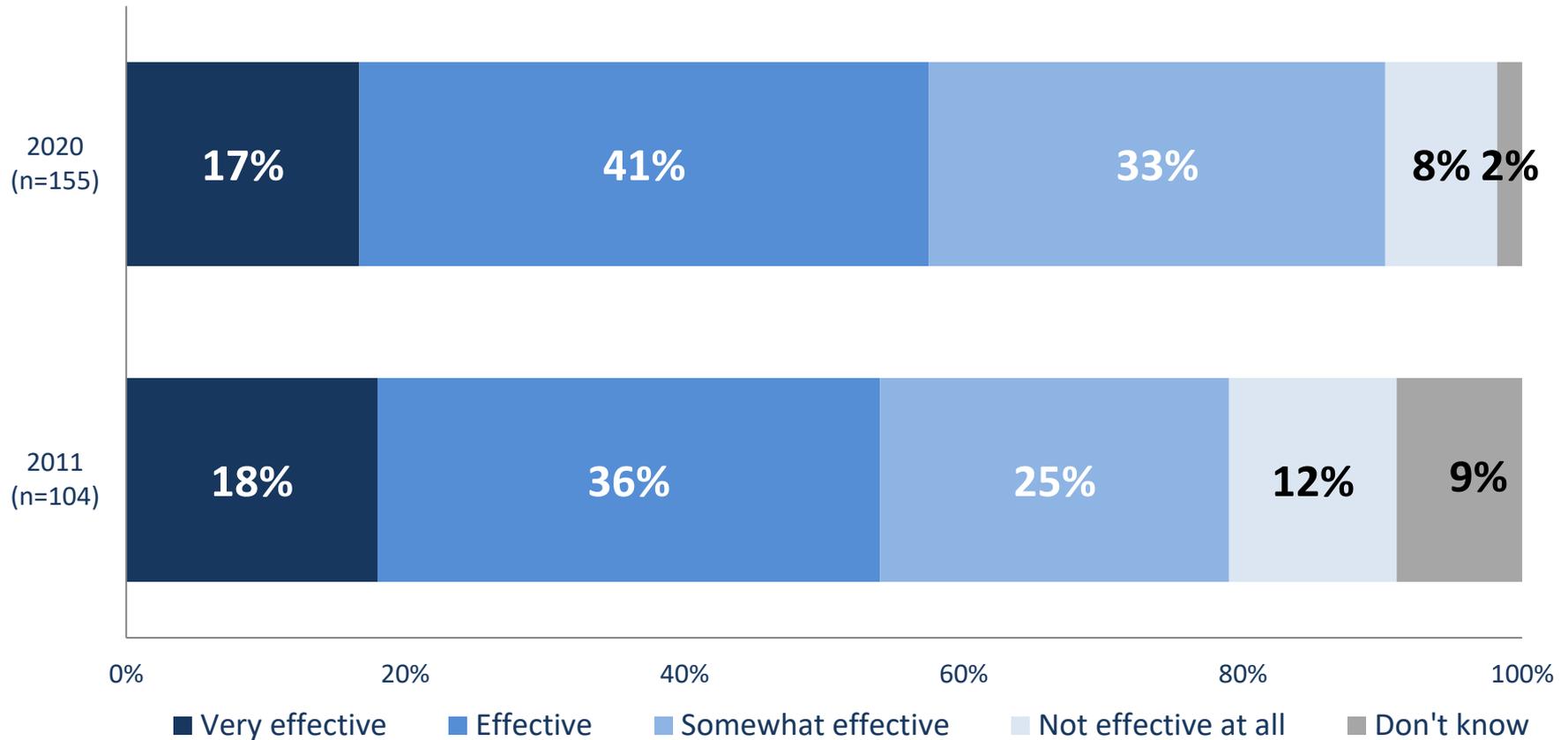


*Charts may not add up to 100 due to rounding

QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Learning disabilities/ADHD

Effectiveness of psychologists in helping people coping with the stress of being diagnosed with a disease - Tracking

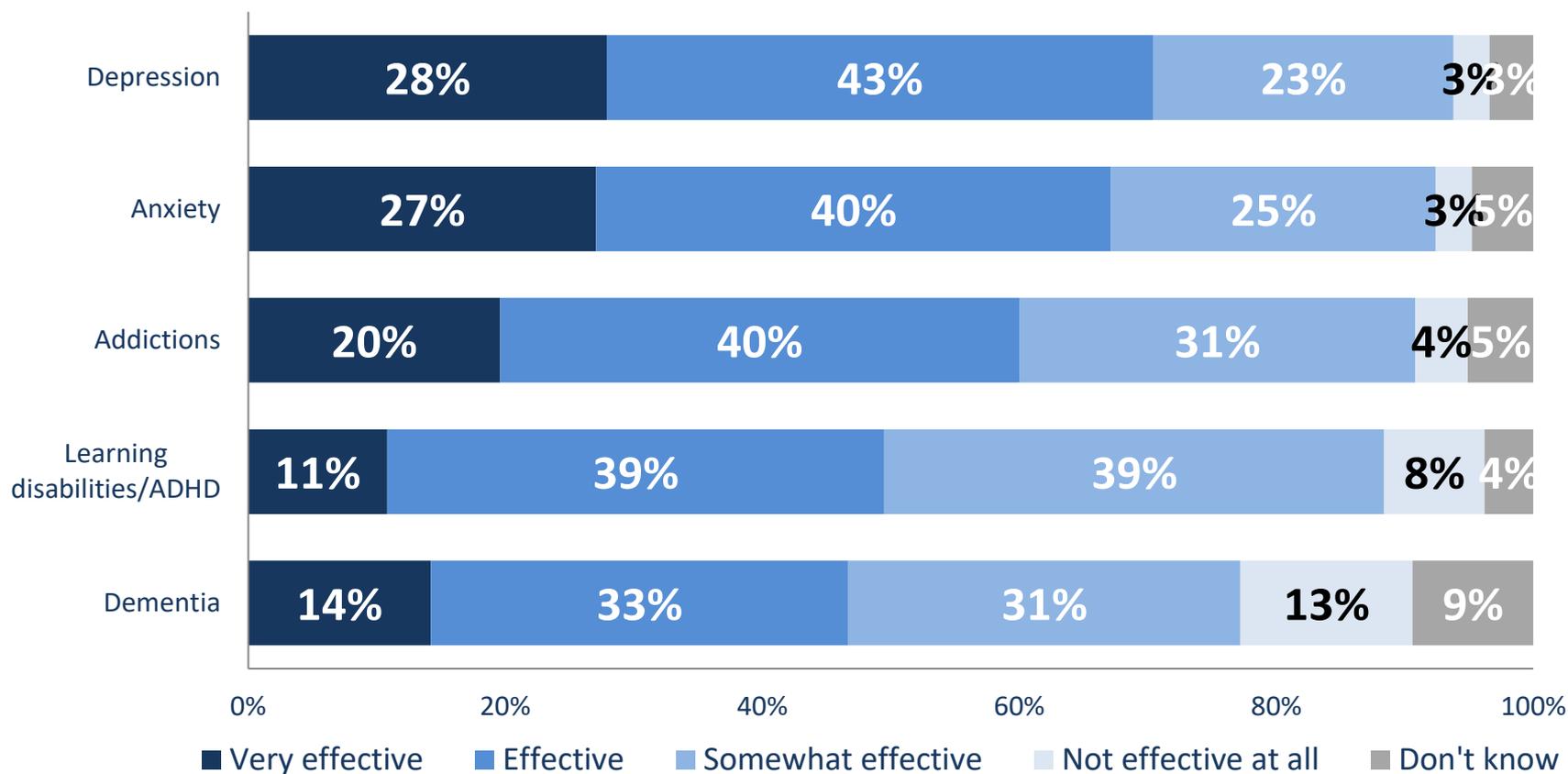


*Charts may not add up to 100 due to rounding

QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Stress of being diagnosed with a disease like cancer

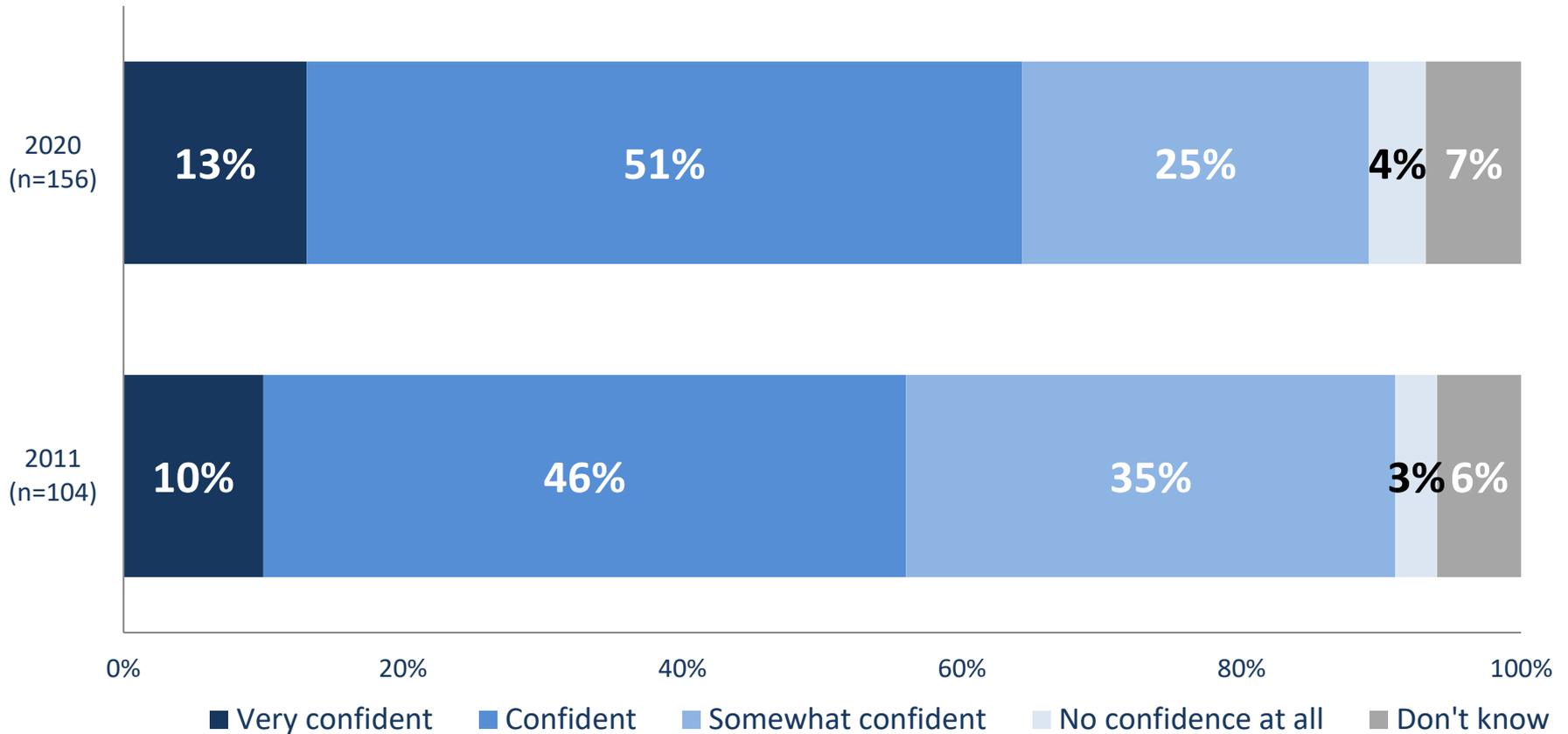
Effectiveness of psychologists in diagnosing people



*Charts may not add up to 100 due to rounding

QUESTION – How effective do you feel psychologists are in diagnosing people who are living with the following mental health problems or disorders? [RANDOMIZE]

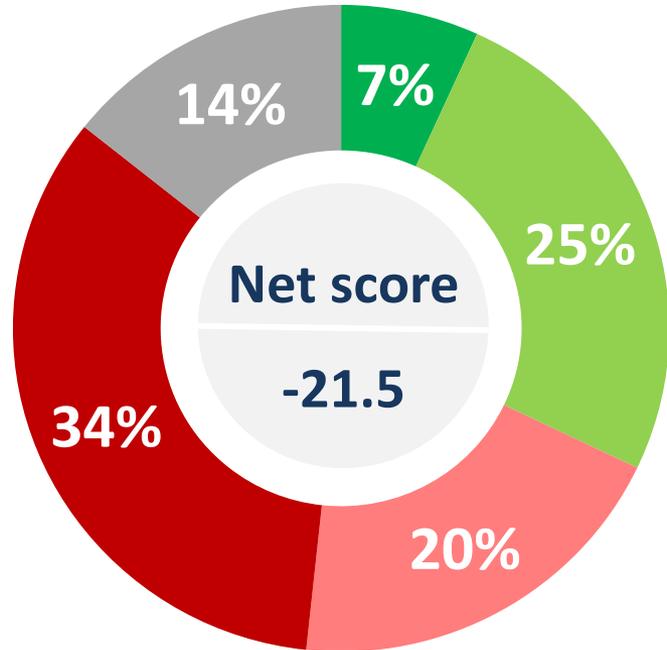
Confidence in psychologists and the care they provide



*Charts may not add up to 100 due to rounding

QUESTION – How much confidence do you have in psychologists and the care they provide when it comes to mental health?

Amount of time needed for Canadians to get access to psychological services in the publicly-funded health care system

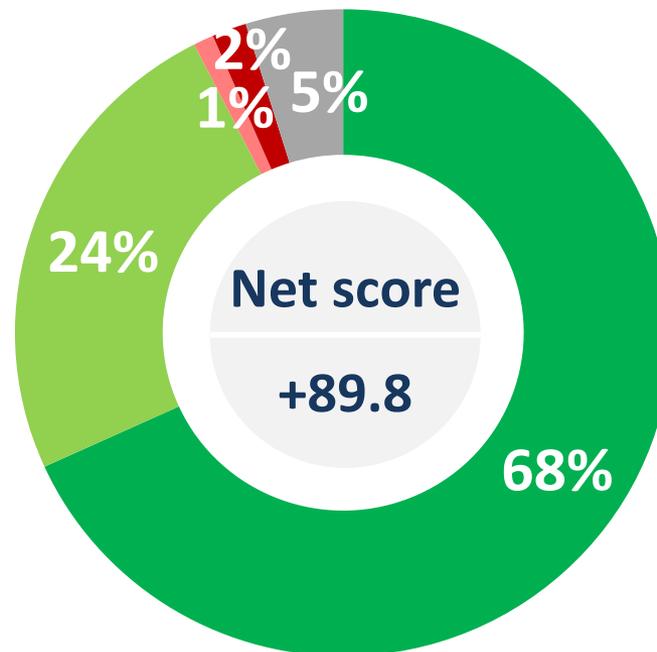


- Reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Unreasonable
- Don't know

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

QUESTION – To the best of your knowledge, are Canadians able to access the services of a psychologist in the publicly-funded health care system within a reasonable, somewhat reasonable, somewhat unreasonable, or unreasonable period of time?

Support for improving access to psychologists through the publicly-funded health care system

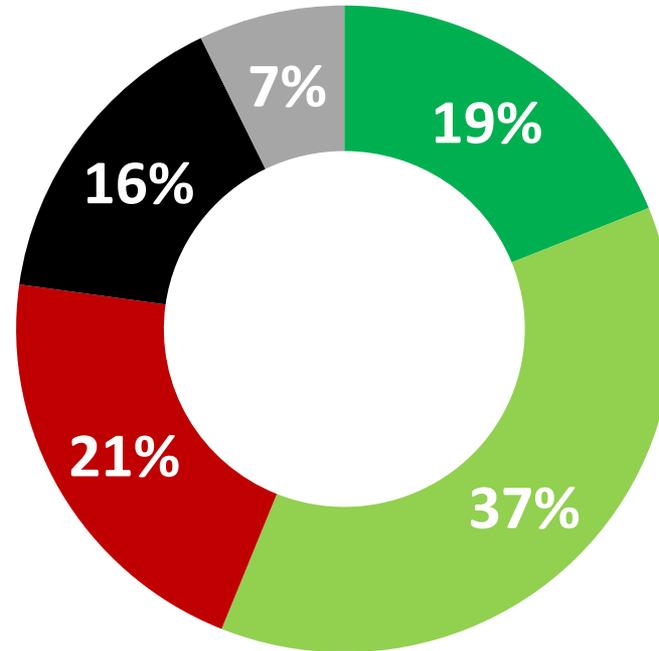


- Support
- Somewhat support
- Somewhat oppose
- Oppose
- Unsure

QUESTION – Do you support, somewhat support, somewhat oppose or oppose improving access to psychologists through the publicly-funded health care system?

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

Access to a psychologist through employer health benefit plan



■ Yes, definitely

■ No

■ Don't know

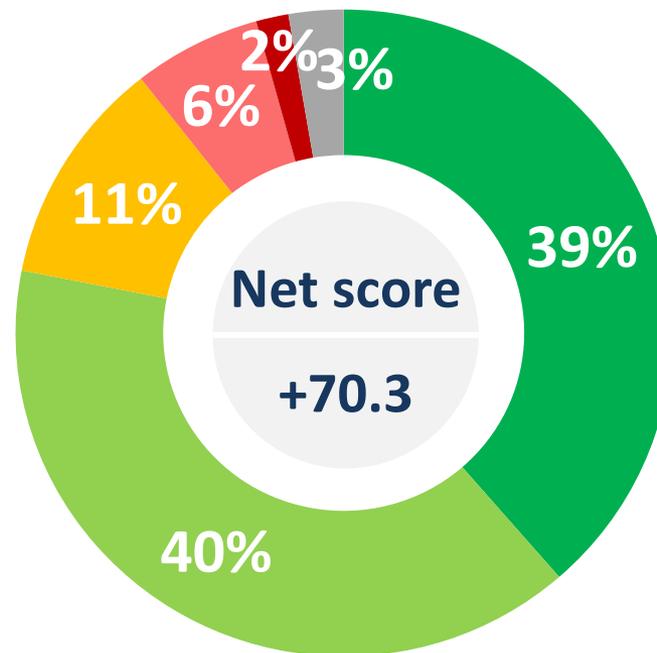
■ Yes, I think so

■ I am not employed

QUESTION – To the best of your knowledge, are you able to access a psychologist through your employer's health benefit plan within a reasonable period of time?

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

Providing greater access to psychologists through employer health benefit plans

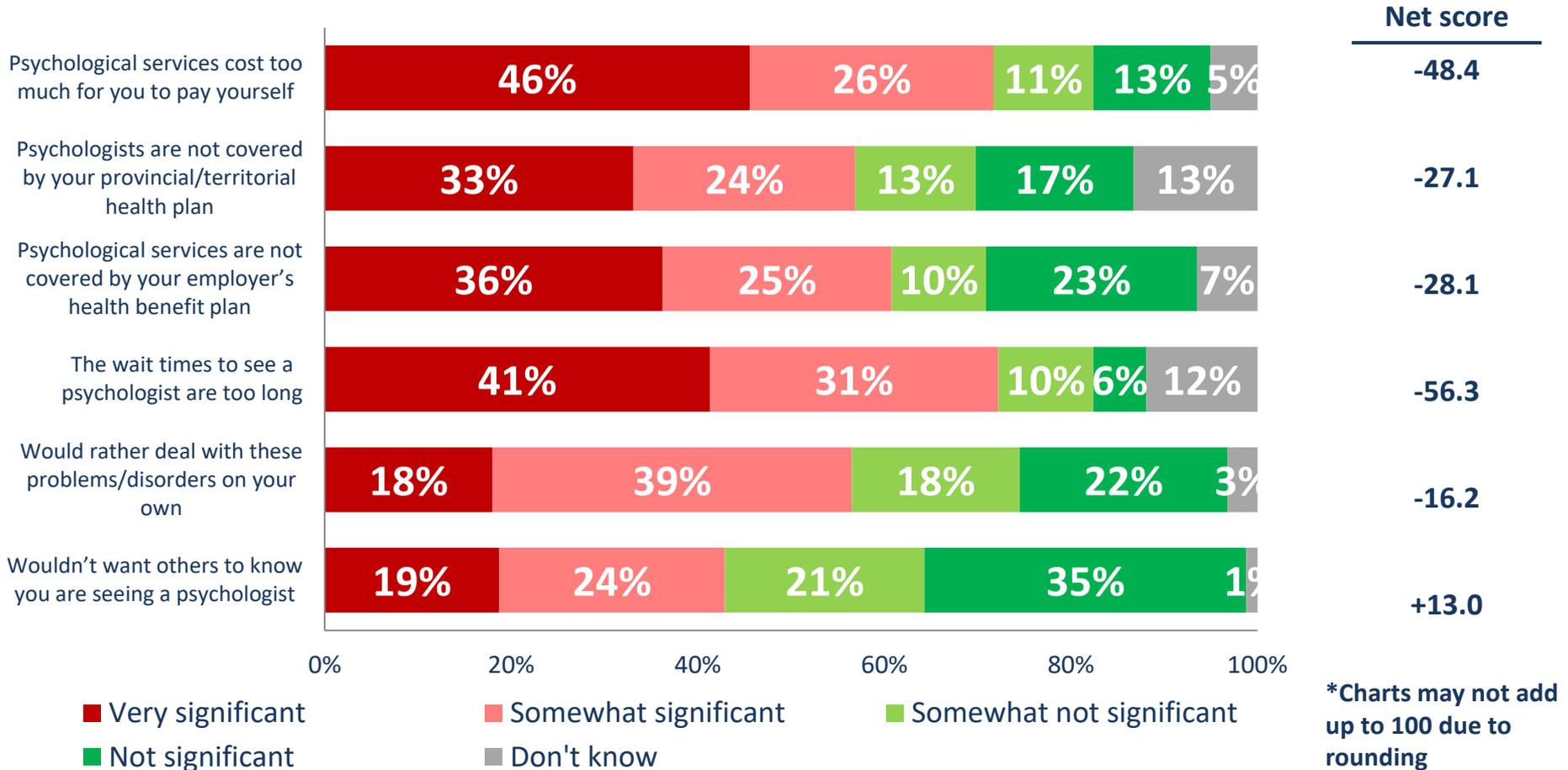


- Very good idea
- Good idea
- Average idea
- Poor idea
- Very poor idea
- Don't know

QUESTION – Is providing greater access to psychologists through employer health benefit plans (e.g., more sessions, higher financial caps) a very good idea, good idea, average idea, poor idea or a very poor idea?

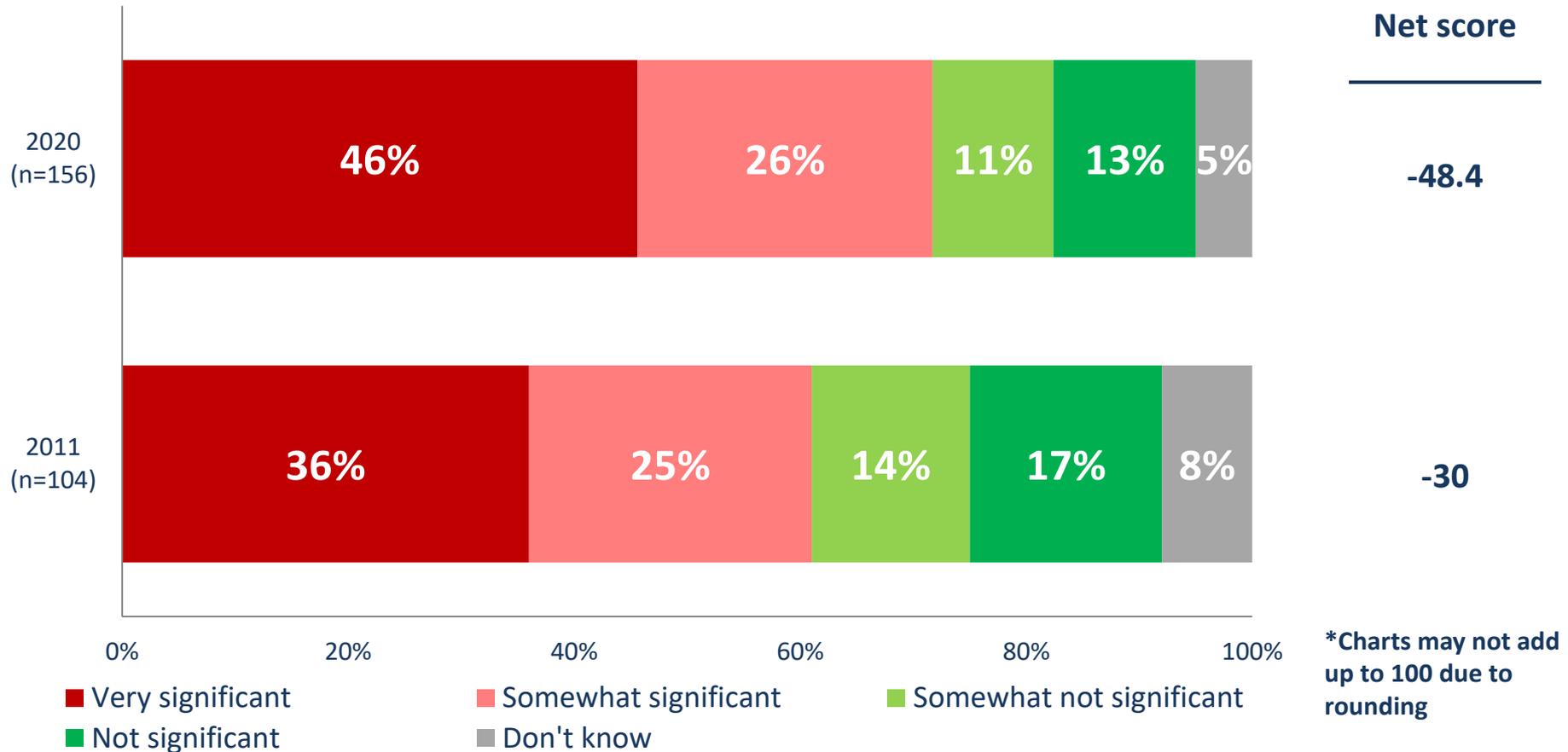
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Significance of barriers in deciding to access a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

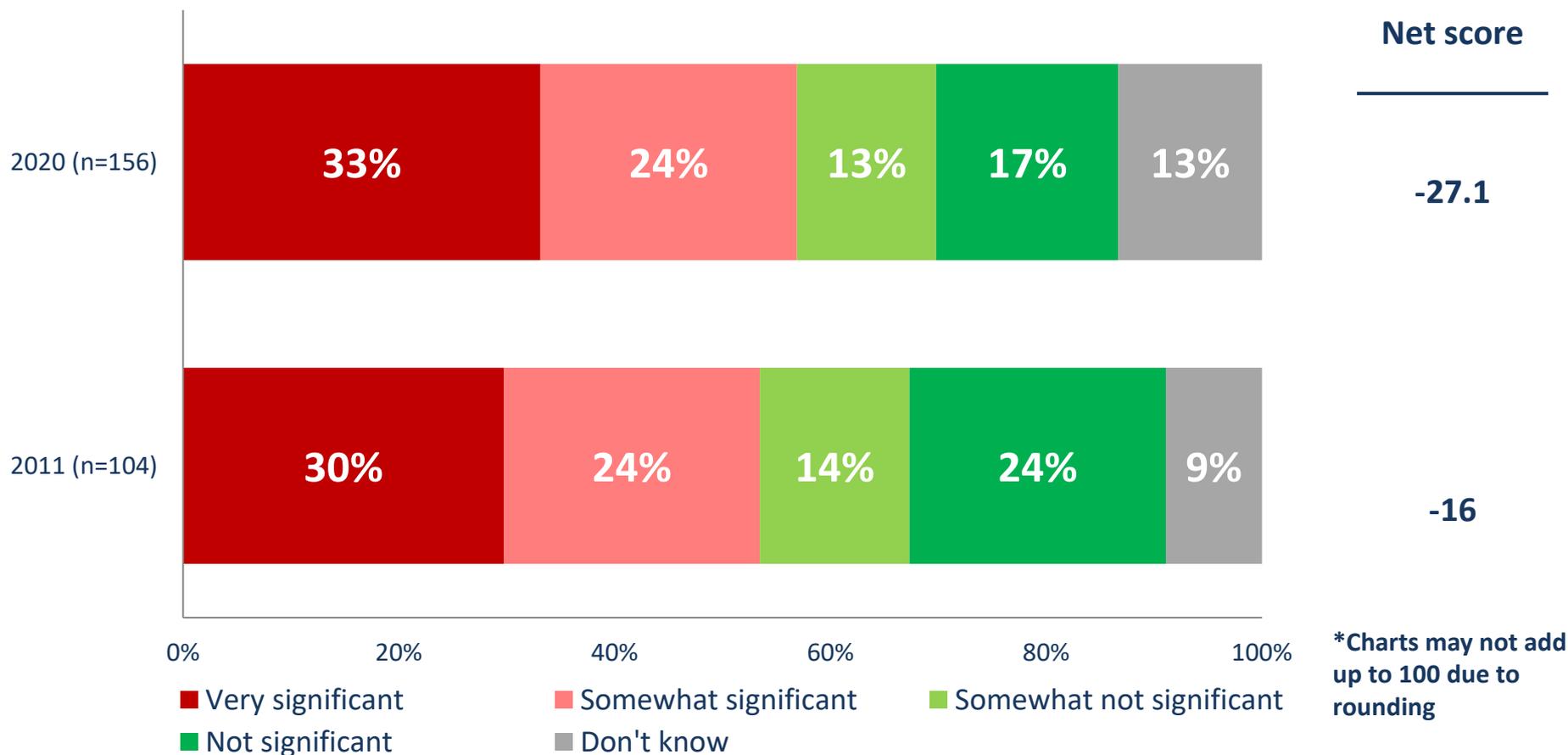
Significance of cost barriers in deciding to access a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Psychological services cost too much for you to pay yourself

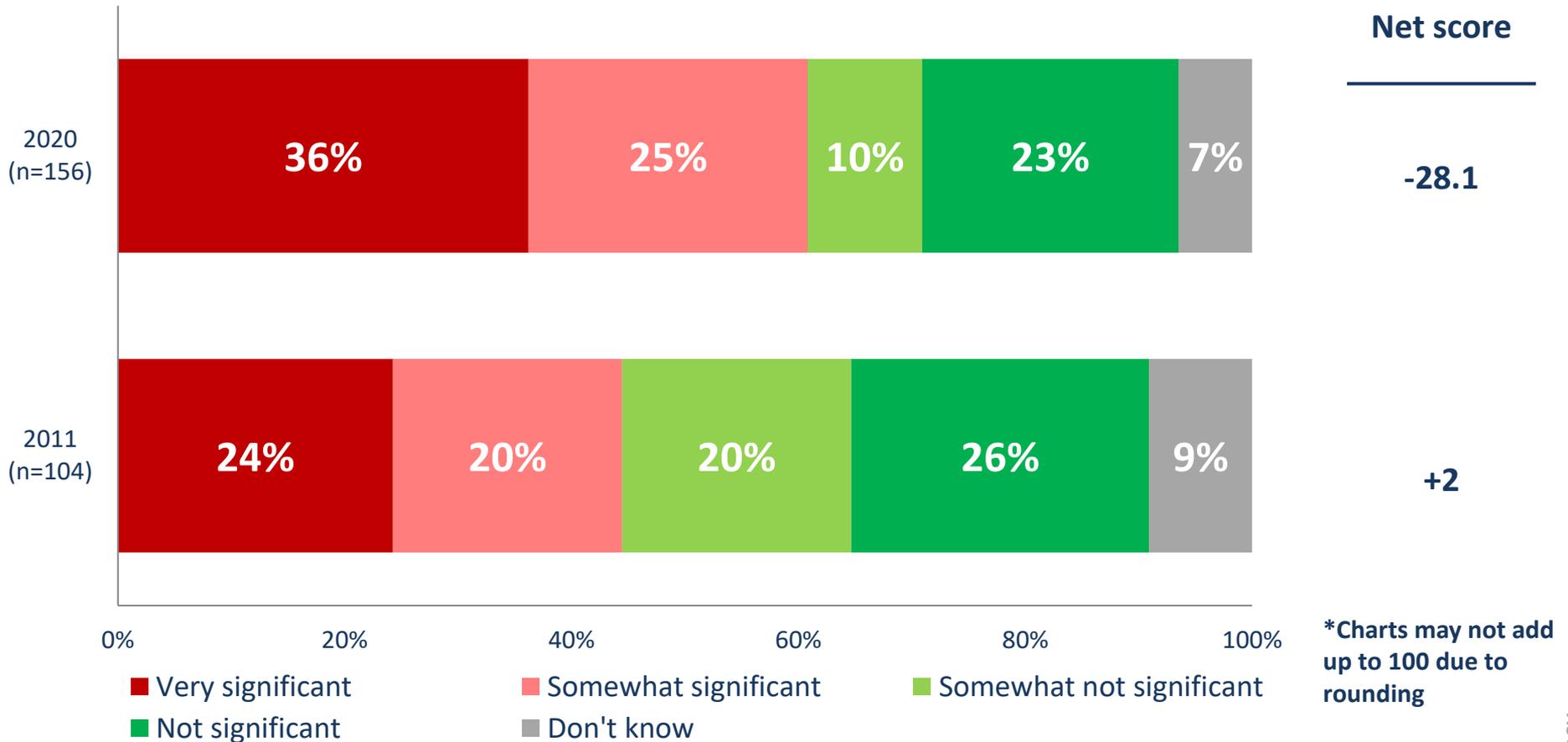
Significance of health plan coverage barriers in deciding to access a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Psychologists are not covered by your provincial/territorial health plan

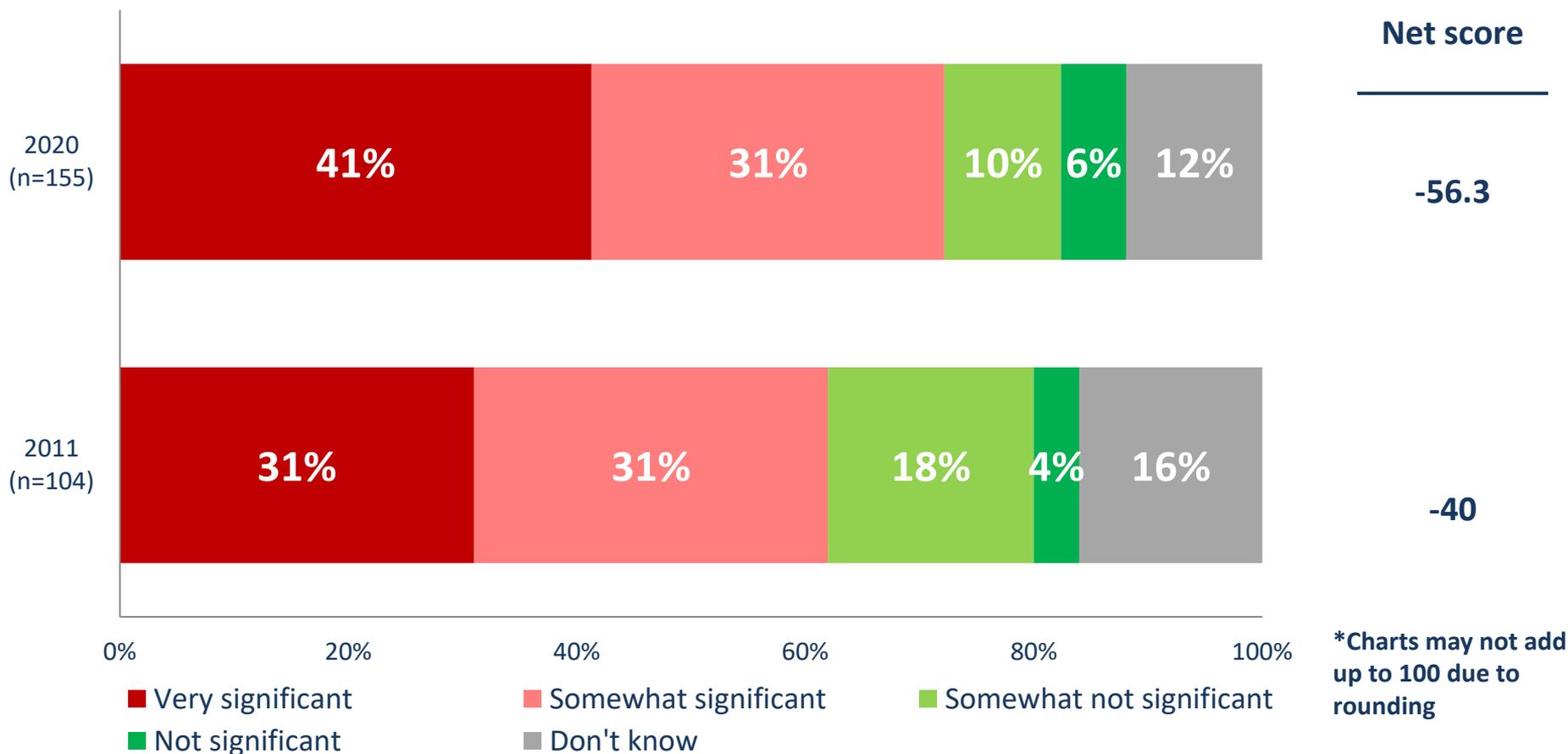
Significance of employer health benefit plan coverage barriers in deciding to access a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Psychological services are not covered by your employer’s health benefit plan

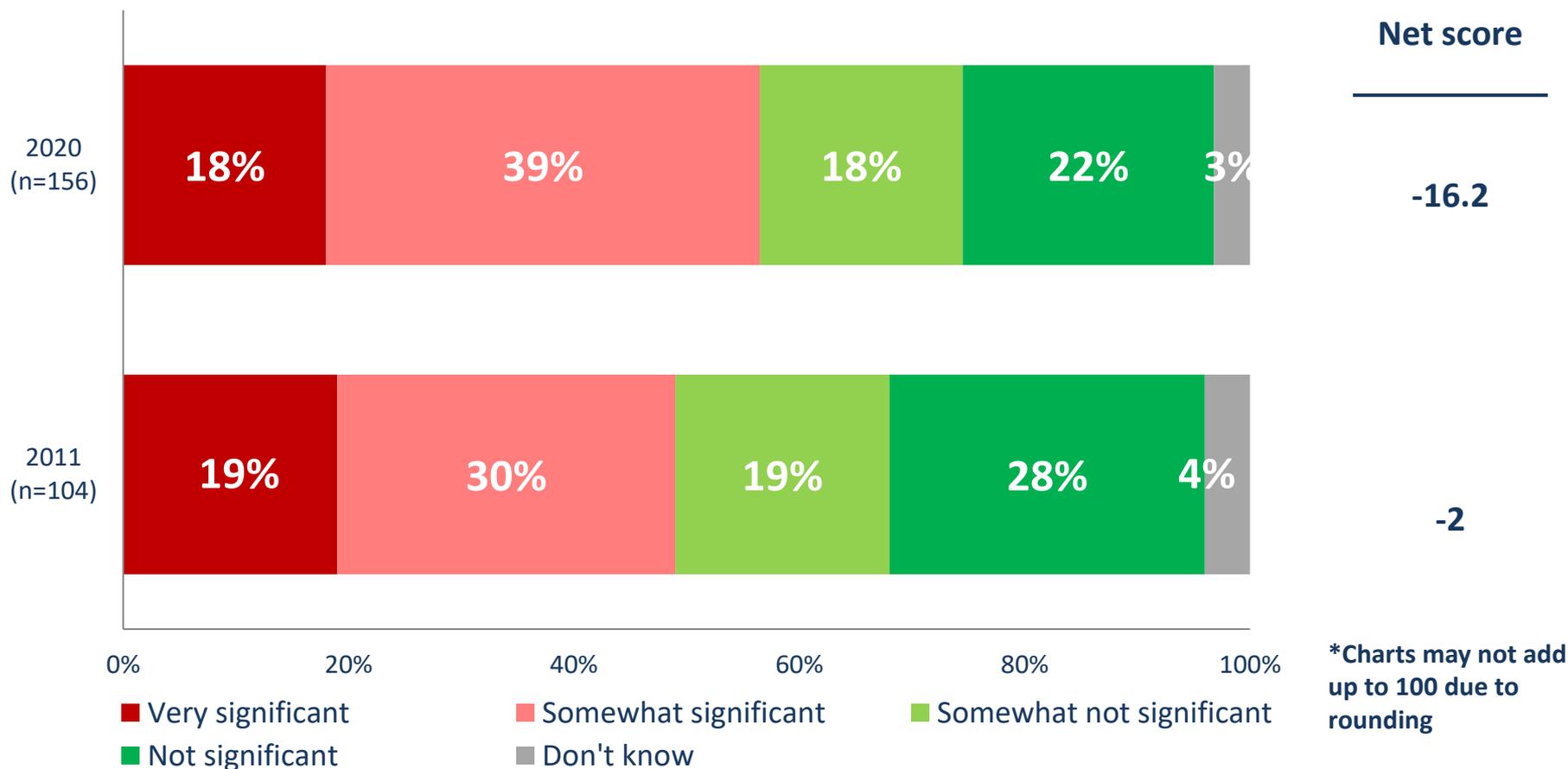
Significance of long wait times in deciding to access a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

The wait times to see a psychologist are too long

Significance of dealing with problems/disorders themselves in deciding to access a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Would rather deal with these problems/disorders on your own

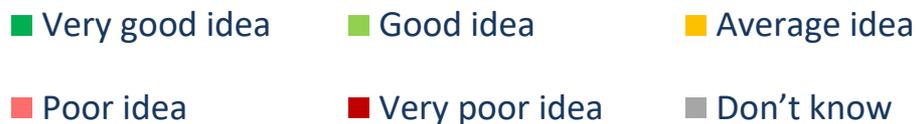
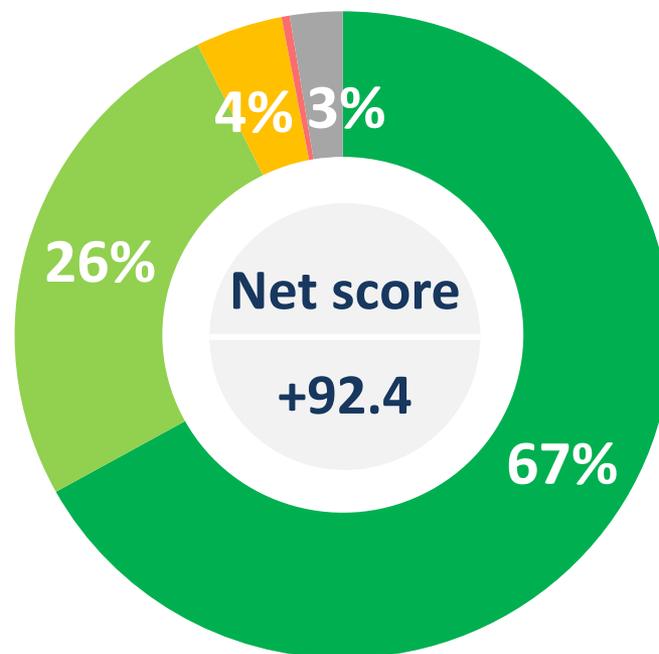
Significance of not wanting others to know they are seeing a psychologist



QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Wouldn't want others to know you are seeing a psychologist

Support for psychologists working collaboratively with health professionals



QUESTION – Are psychologists working collaboratively with other health professionals, such as family physicians in primary care teams a very good idea, good idea, average idea, poor idea or a very poor idea?

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

METHODOLOGY



Nanos conducted an online representative survey of 156 residents of the Territories 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.

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This is Territorial report two (2) of two (2).

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

TECHNICAL NOTE



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Element	Description
Research sponsor	Canadian Psychological Association and the Council of Professional Associations of Psychologists
Population and Final Sample Size	156 residents from the Territories 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 from the Territories; 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 th to October 2 nd , 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. https://canadianresearchinsightscouncil.ca/standards/

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 report two (2) of (2). This report contains questions 1 to 34 and report 1 contains questions 35 to 54 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. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.

METHODOLOGY - Previous wave



Survey of 156 residents of the Territories as part of a larger national survey of 2,832 Canadians conducted by EKOS in 2011 for the Canadian Psychological Association.



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