

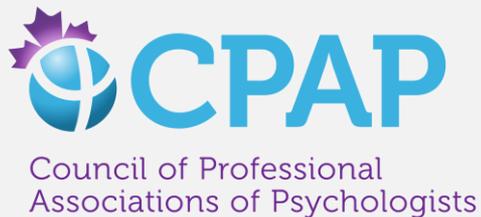
More than four in ten think COVID-19 has negatively impacted ability to access mental health care: Territories

Territorial 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 the Territories' ability to access mental health care. This is Territories report two (1) of two (2). To follow are the key findings for residents of the Territories for report one of two.

Accessing services provided by psychologists

Just over two thirds or residents from the Territories think COVID-19 has had a negative (43%) or somewhat negative (24%) impact on their ability to access mental health 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** – Two-thirds of respondents think COVID-19 has had a negative (43%) or somewhat negative (24%) impact on their ability to access mental health care provided by psychologists. One in ten think COVID-19 has had a positive or somewhat positive (five per cent each) impact on this, and three per cent think it has had no impact. Twenty per cent are unsure.
- **Over nine in ten respondents report they have not accessed services from a psychologist since the COVID-19 pandemic** – Ninety-eight per cent of residents from the Territories report they have not accessed services from a psychologist since the COVID-19 pandemic, while three 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-six per cent report they have not been assessed or treated by a psychologist in the past five years, while 11 per cent report they have been assessed and received treatment, and two per cent report they were assessed but not treated.
- **A strong majority of respondents say they would prefer to receive psychological services face-to-face** – Eighty-six per cent of respondents would prefer to receive psychological services face-to-face, followed by virtually (8%), by phone (two per cent), and other (two per cent). Three per cent are unsure.

A strong majority of residents from the Territories would be willing (82%) or somewhat willing (8%) to have an in-person assessment by a psychologist if they needed one before a COVID-19 vaccine is available

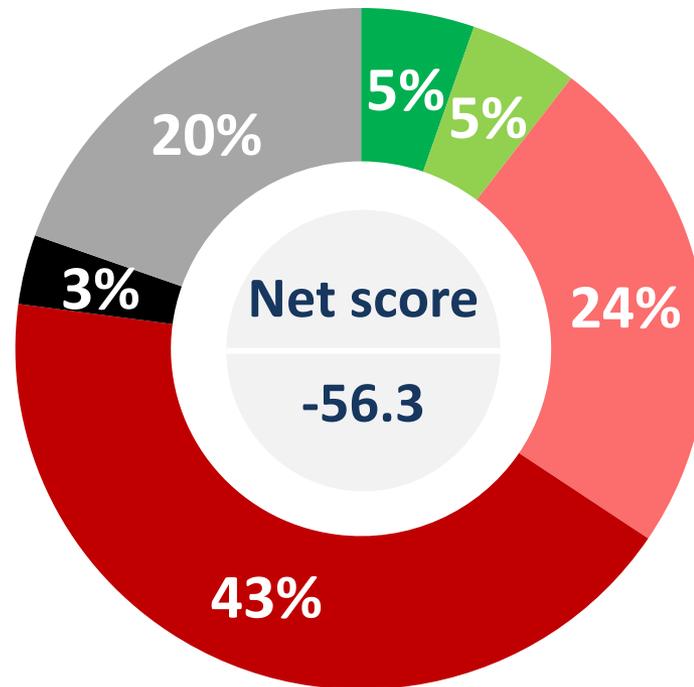
Accessing services using technology

- **A strong majority of respondents say they are willing or somewhat willing to use technology to receive mental health care from a psychologist** – A strong majority say that with social/physical distancing rules in place they are willing (46%) or somewhat willing (38%) to use technology like telemedicine to receive mental health care provided by psychologists, while more than one in ten say they would be somewhat not willing (4%) or not willing (9%) to do this. Three 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, 62 per cent of respondents say they have no concerns. This was followed by privacy/confidentiality (ten per cent), impersonal (seven per cent), barriers to establishing good communication (six per cent), and security/hackers and limited or unreliable internet access (each four 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** – 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 (82%) or somewhat willing (8%) to have the in-person assessment before a COVID-19 vaccine is available. Under one in ten say they would be somewhat not willing (three per cent) or not willing (four per cent) to do this, and 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.

Impact of COVID-19 on ability of Canadians to access mental health care provided by psychologists

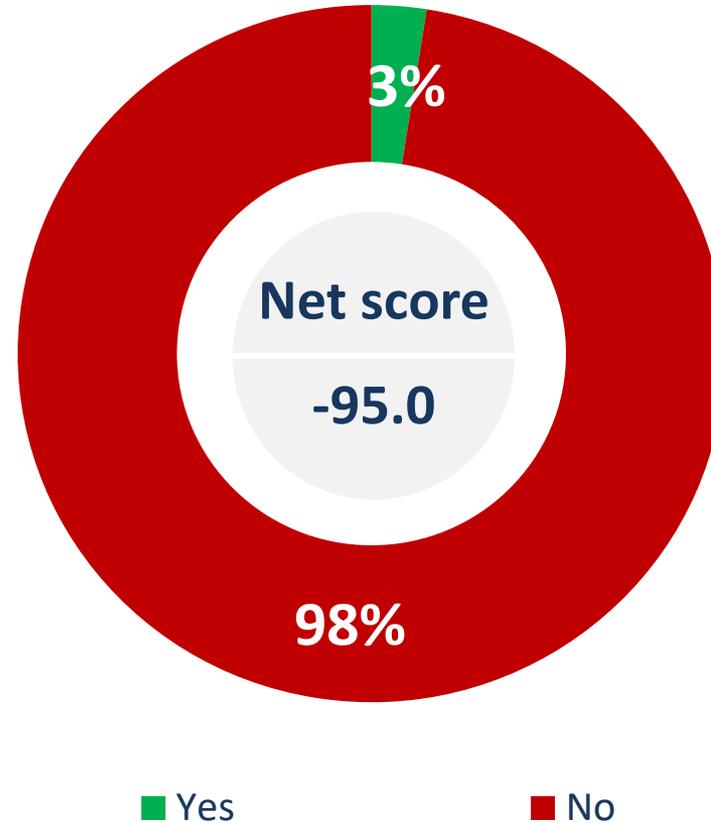


- Positive
- Somewhat positive
- Somewhat negative
- Negative
- No impact
- Don't know

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

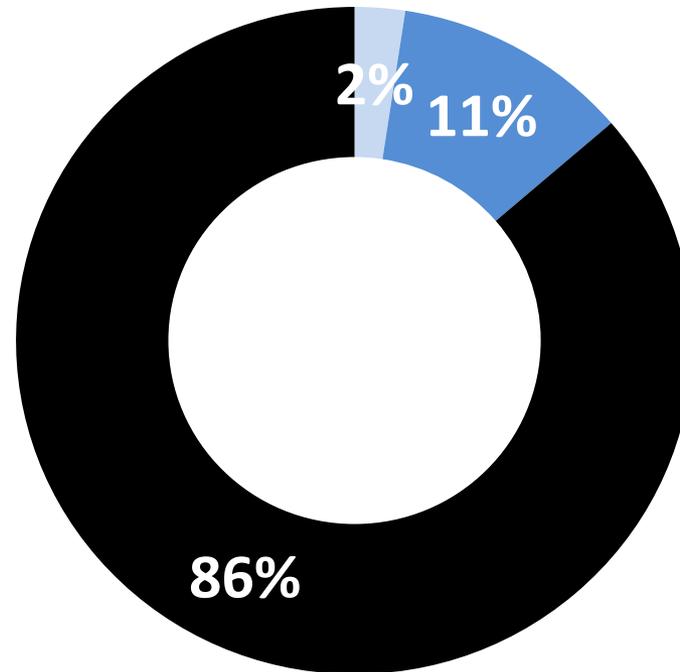


QUESTION – Have you accessed services from a psychologist since the COVID-19 pandemic?

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Assessed or treated by a psychologist in the past five years

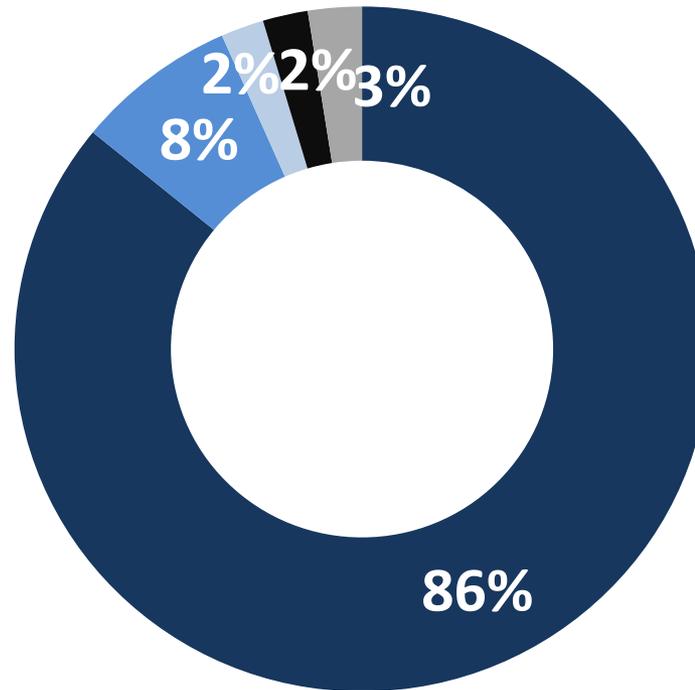


- Assessed but not treated
- Assessed and received treatment
- Have not been assessed

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.

Preference for ways to receive psychological services

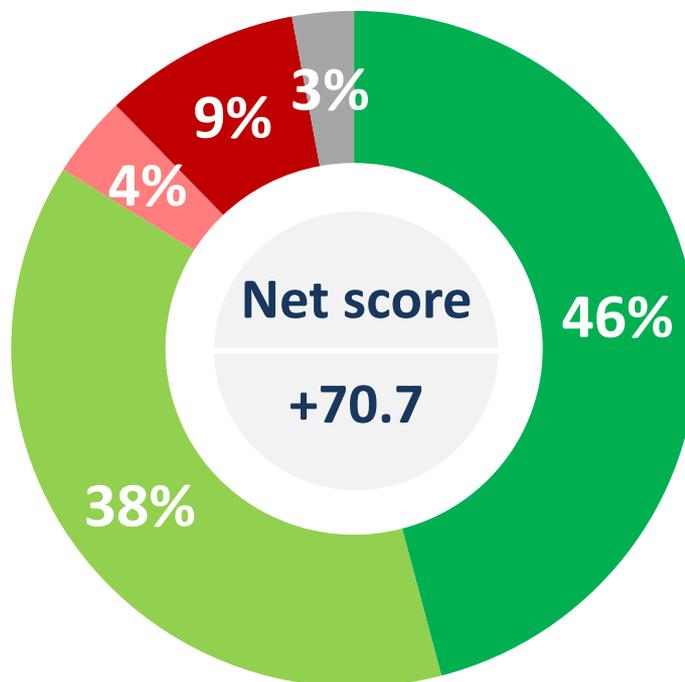


■ Face-to-face ■ Virtually ■ By phone ■ Other ■ Don't know

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.

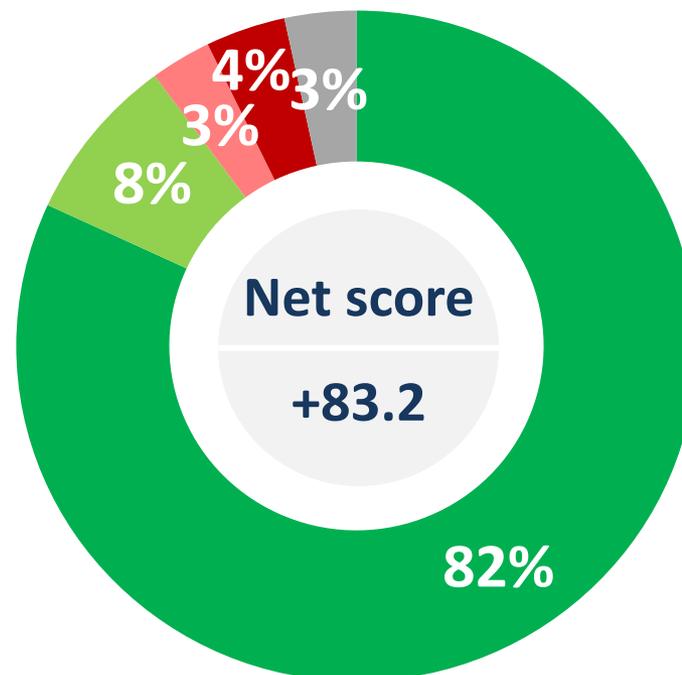
QUESTION – With physical/social distancing rules in place, are you willing, somewhat willing, somewhat not willing or not willing to use technology, like telemedicine, to receive mental health care provided by psychologists?

Concerns using technology to receive mental health care

	Territories (n=156)
Privacy/confidentiality	9.6%
Impersonal	7.0%
Barriers to establishing good communication	5.9%
Security/hackers	4.8%
Limited or unreliable internet access	4.6%
Prefer face-to-face	2.7%
No concerns	62.3%

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 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.

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 Territorial 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

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 Territorial report one (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. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com .



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