



Understanding the Mental Health of Canadians Through COVID-19 and Beyond: Poll #17



September 2023

Methodology

Methodology: This online survey was conducted among a sample of 3,819 adult Canadians. This was the seventeenth poll of this study (see below). Results between the polls are compared where applicable.

Weighting: National results have been weighted by the most current census data in terms of gender, age, & region to ensure the total sample is representative of the population as a whole.

National	Interview Dates	Number of Interviews	Margin of Error
Poll Thirteen	July 13 to 22, 2022	3,023	±1.8%
Poll Fourteen	October 21 to Nov 1, 2022	3,500	±1.7%
Poll Fifteen	Jan 23 to Feb 6, 2023	3,238	±1.7%
Poll Sixteen	Apr 21 to May 3, 2023	3,494	±1.7%
Poll Seventeen	July 27 to Aug 13, 2023	3,819	±1.6%

Poll Seventeen	Number of Interviews	Margin of Error
British Columbia	505	±4.4%
Alberta	505	±4.4%
Prairies	354	±5.2%
Ontario	1298	±2.7%
Quebec	853	±3.4%
Atlantic Canada	304	±5.6%

Poll 1 to 12 were collections of 1,800-4,100 respondents. This data remains available and a full methodology for these polls is available as needed.



Major Findings



Financial contribution from

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Major Findings

- Despite most respondents (72%) feeling confident that they would know where to get mental health care if they needed it, **most do not believe that their needs would be met** (only 32%) .
 - In the past year 39% of those who accessed mental health supports used **in-person services**, 31% accessed only virtual services, and 30% accessed both in-person and virtual services. **Respondents who used entirely in-person services are more likely to report being satisfied with their care (74%) compared** to virtual (63%) or hybrid (68%).
- **Financial concerns remain a major factor of negative mental health** among Canadians. Almost two-fifths (39%) of respondents feel the economic downturn is impacting their mental health. Those with lower income or who are in financial trouble are more likely to have high anxiety and depression and indicate signs of alcohol and cannabis dependency, are less able to handle their stress well and are less likely to say they feel happy.
 - Suicide ideation among Canadians experiencing financial challenges is extremely high with **41% reporting having thought about suicide in the last year.**
 - The impacts of inflation are affecting Canadians with **24% reporting having gone into debt** as a result. There is a correlation between having experiencing debt and high self-rated anxiety and depression, indications of alcohol and cannabis dependency and severe mental health symptoms.
 - Housing and food insecurity remains high with **23% of Canadians concerned about their ability to making rent or mortgage payments, and 37% struggling to adequately feed themselves or their families.** These numbers have increased slightly (3% and 2% respectively since Poll 16). Food and housing insecurity is tied to high levels of anxiety .

Major Findings

- There has been **an increase of 11%** (from 18% to 29%) in Canadians citing **an inability to pay** as a reason for not accessing mental health care despite needing it. This is among the top three reasons given for not seeking out care, others include preferring to manage yourself (30%) and not knowing where to get help (29%).
 - There has also been an increase in Canadians paying for mental health services out of pocket (from 23% in May 2023 to 30%) due to not having sufficient coverage through their benefits.
- **More than one quarter of Canadians (27%) are currently dealing with chronic pain.** Although more prevalent among older respondents (35%), more than one in seven (14%) younger Canadians (18-34 years old) also report currently experiencing chronic pain.
 - There are correlations between chronic pain and possible alcohol and cannabis dependency, burn out, anxiety, depression, and suicide ideation.
 - There are also ties between **housing and food insecurity** and those reporting chronic pain indicating being more likely to experience both and to be impacted by the economic downturn and impacts of inflation.
 - The most common ways of dealing with pain are over-the-counter pain killers (57%), non-pharmacological strategies (52%), and prescriptions(24%).



Results in Detail





Anxiety and Depression in Canada

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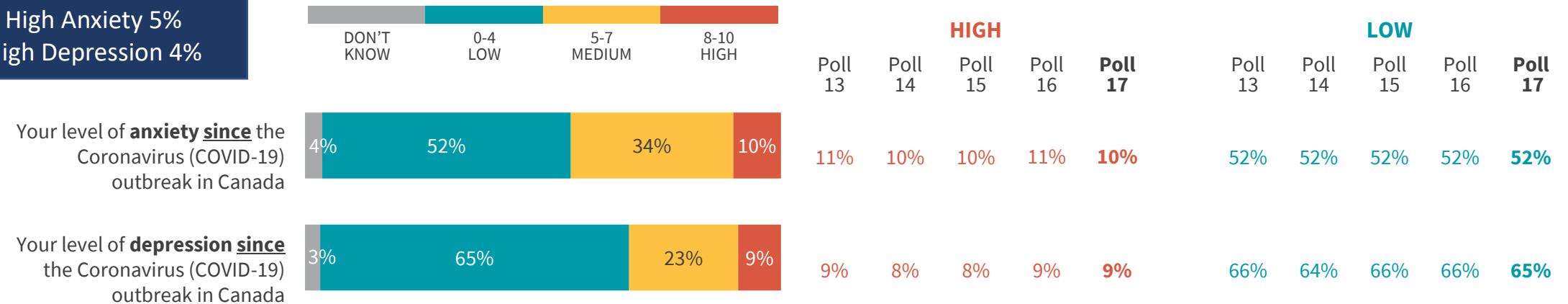
Santé
Canada

pollara
strategic insights

High self-rated anxiety and depression levels remain consistent

- A tenth of Canadians said they are experiencing high anxiety, which has remained consistent since the summer of 2022 and continues to be higher than before COVID-19.
 - Younger Canadians between 18 to 34 years old (15%), those with children under 9 (18%), students (13%) as well as those who are unemployed (21%) or experiencing financial trouble (32%); members of the 2SLGBTQIA+ community (21%), and those with a physical impairment (19%) tend to experience high levels of anxiety. Those who are experiencing or have experienced chronic pain (16% and 13%) have higher levels of anxiety.
- A similar percentage (9%) of Canadians said they are experiencing high depression, which is also consistent since the summer of 2022 and higher than before COVID-19.
 - Younger Canadians between 18 to 34 years old (13%), with children under 9 (14%), those who are unemployed (17%), have a low income (<30K, 17%) or financial troubles (25%), are a visible minority (14%), a member of the 2SLGBTQIA+ community (16%) are more likely to have high depression. Those dealing with chronic pain, either currently (14%) or in the past (12%) have higher levels of depression.

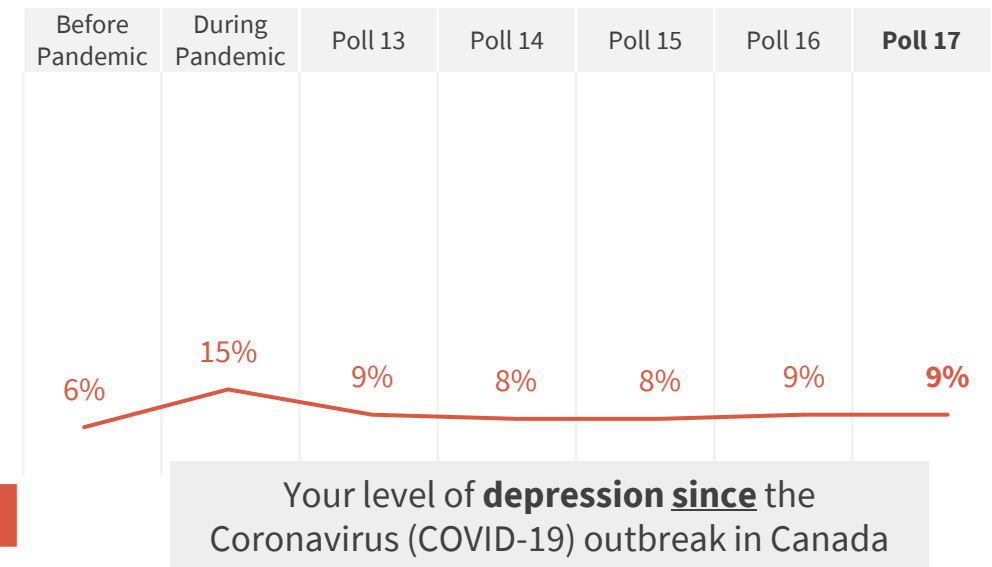
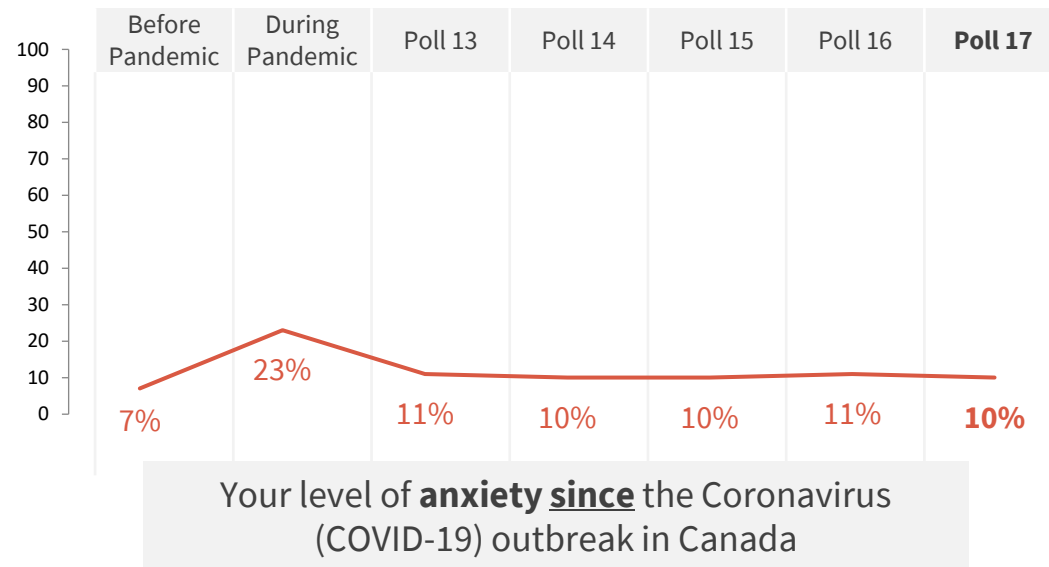
Poll 1: Before COVID-19
 High Anxiety 5%
 High Depression 4%



A2A. Please rate each of the following using the scale 0-10 where “10” is Extremely high and “0” is None.
 Base: (Total n= 3,819)

Polls 1-12 asked anxiety/depression levels since COVID.
 Poll 13-15 asked current level of anxiety/depression.

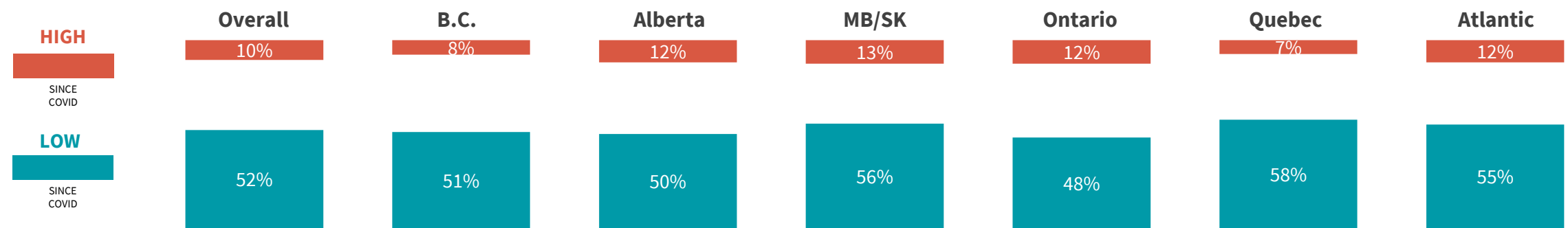
Levels of high anxiety and depression are not back to pre-pandemic numbers



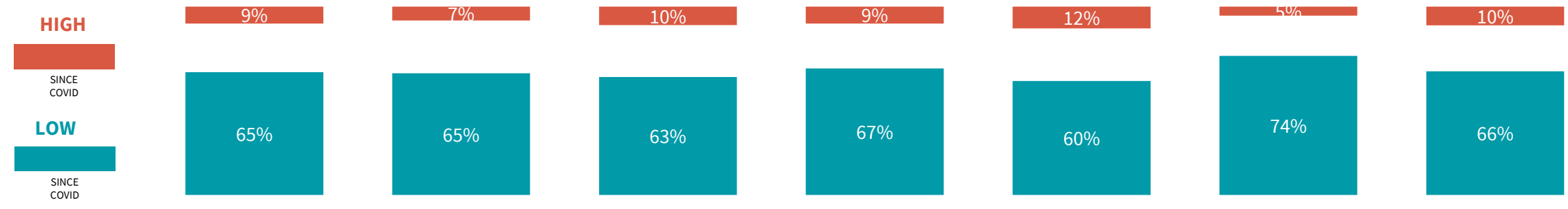
Polls 1-12 asked anxiety/depression levels since COVID.
Poll 13-15 asked current level of anxiety/depression.

Anxiety in Atlantic provinces has declined slightly, bringing it in line with other provinces.

ANXIETY DISORDER



DEPRESSION



Polls 1-12 asked anxiety/depression levels since COVID.
Poll 13 asked current level of anxiety/depression.

A2A. Please rate each of the following using the scale 0-10 where “10” is Extremely high and “0” is None. Base: (Total n= 3,819)
(High = Net 8-10, Low = 0-4)

Severe mental health symptoms among Canadians reporting a high level of anxiety or depression has remained consistent

- Through the Kessler-10 clinical screener, just over half of Canadians who rate their anxiety or depression high (8-10) are likely to have a severe mental health symptoms, consistent with last poll's finding.
- Among those who rate their anxiety or depression as moderate (5-7), almost two-in-five is likely to have symptoms of a moderate (20%) to severe (22%) mental health condition.
- Those who rate their anxiety or depression as high and are experiencing or have experienced chronic pain are more likely to have severe mental health symptoms (current 61% and past 60%).

Psychological Distress 1-5 Point Scale Items (All/Most) (None/Little)

Tired out for no good reason	32%	31%
That everything was an effort	28%	42%
Nervous	24%	34%
Depressed	21%	48%
Restless or fidgety	20%	48%
Worthless	18%	62%
Hopeless	17%	58%
So sad that nothing could cheer you up	13%	64%
So restless you could not sit still	11%	69%
So nervous that nothing could calm you down	9%	69%

Mental Health Scores Among Canadians With High And Moderate Anxiety Or Depression Since COVID

Moderate: 5-7

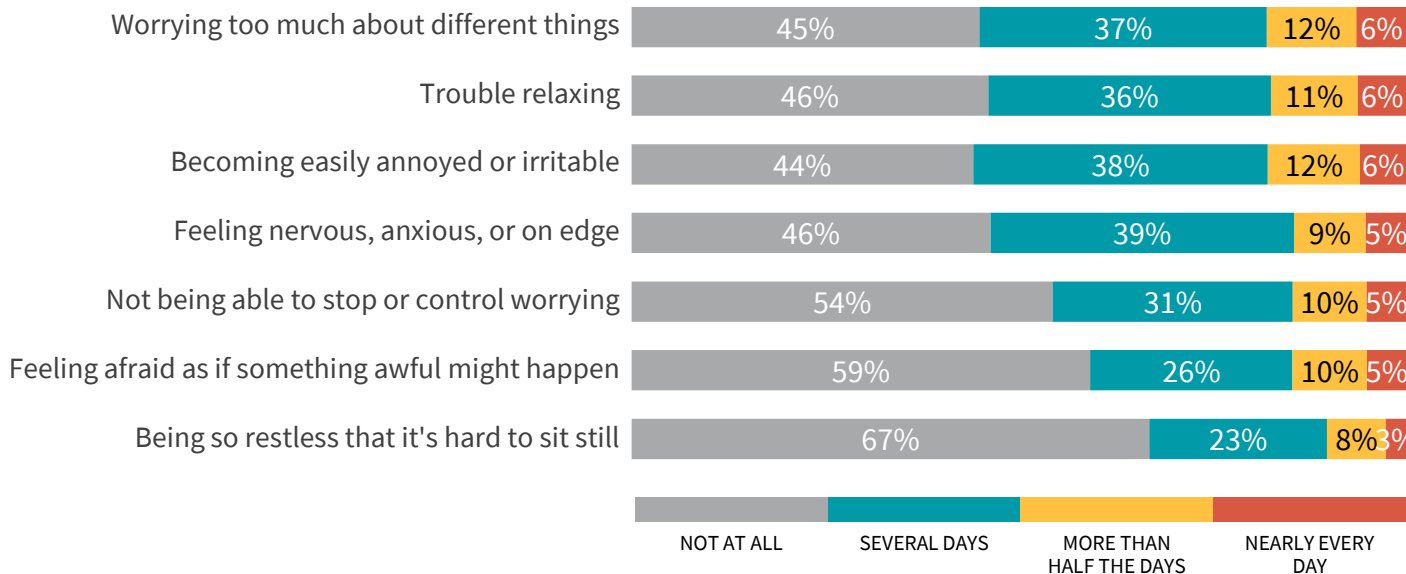
High: 8-10

POLL	POLL					
	17	16	15	14	13	
34%	11%	12%	11%	12%	12%	Likely to have no mental health symptoms (<20)
25%	15%	11%	14%	13%	13%	Likely to have mild mental health symptoms (20-24)
20%	19%	22%	24%	17%	21%	Likely to have moderate mental health symptoms (25-29)
22%	55%	55%	52%	58%	54%	Likely to have severe mental health symptoms (30-50)

A seventh of Canadians are likely to have moderate to severe symptoms of anxiety

- Through the General Anxiety Disorder -7 (GAD-7) screening test, 4% of Canadians have symptoms of severe anxiety and 10% have symptoms of moderate anxiety. Scores have remained consistent since this test was started in Poll 6.
- While younger Canadians (18-34) continue to be more likely to experience severe (6%) or moderate (15%) anxiety symptoms, this has seen a slight decrease since Poll 16.
- Those with lower incomes or who are experiencing financial trouble, have possible dependency on alcohol or cannabis, are currently dealing with chronic pain, or identify as 2SLGBTQIA+ are more likely to experience moderate to severe anxiety symptoms.

Psychological Distress Anxiety Frequency Scale Items



Mental Health Scores Among Canadians With Anxiety Since COVID-19

POLL					
17	16	15	14	13	
62%	62%	63%	64%	66%	Likely to have no anxiety symptoms (0-5)
24%	23%	23%	23%	20%	Likely to have a mild anxiety symptoms (6-10)
10%	10%	9%	9%	9%	Likely to have moderate anxiety symptoms (11-15)
4%	5%	5%	4%	5%	Likely to have severe anxiety symptoms (16-21)

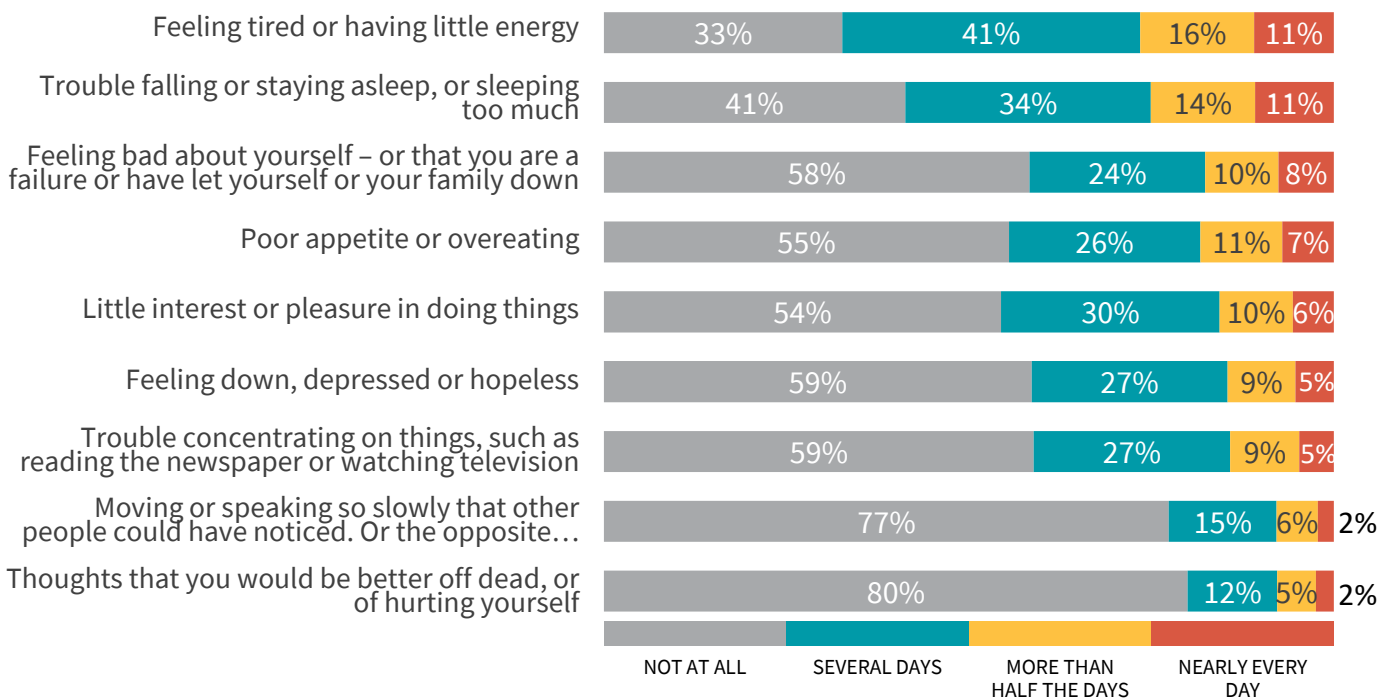
A10. In the past 2 weeks, how often have you been bothered by... Base: (Total n= 3,819)

A10T_1: Table 1 - Anxiety Attributes 1-7 Base: (Total n= 3,819)

The percentage of Canadians experiencing symptoms of moderately severe to severe depression has not changed

- Through the Patient Health Questionnaire-9 (PHQ-9) test, 23% of Canadians are likely to have symptoms of moderate to severe depression, with 4% having severe, 8% moderately severe, and 11% moderate depression symptoms. Results have remained consistent since the start of this test (Poll 6).
- Moderate to severe depression symptoms are highest among 18- to 34-year-olds (34%), those who are in financial trouble (63%) or who have a possible alcohol or cannabis dependency. Those who are suffering from chronic pain either currently (34%) or in the past (30%) are more likely to have symptoms of a moderate to severe depression disorder.

**Psychological Distress
Depression Frequency Scale Items**



Mental Health Scores Among Canadians With Depression Since COVID-19

POLL					
17	16	15	14	13	
54%	55%	54%	55%	58%	Likely to have no depression symptoms (0-4)
23%	23%	23%	23%	20%	Likely to have a mild depression symptoms (5-9)
11%	11%	12%	12%	11%	Likely to have moderate depression symptoms (10-14)
8%	7%	7%	7%	7%	Likely to have moderately severe depression symptoms (15-19)
4%	4%	4%	3%	4%	Likely to have severe depression symptoms (20-27)

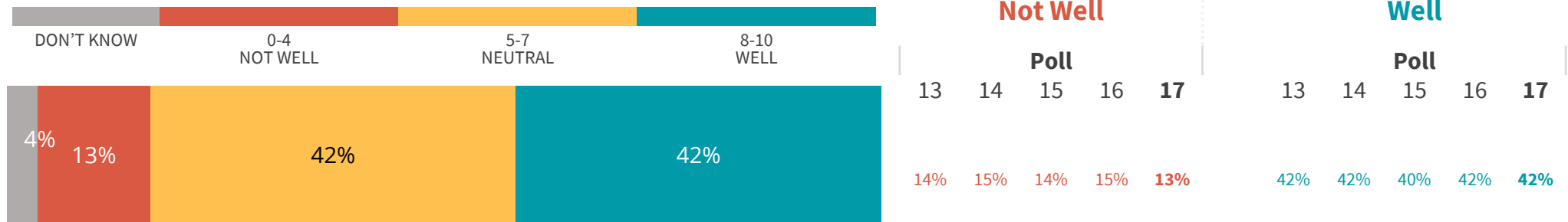
A10. In the past 2 weeks, how often have you been bothered by... Base: (Total n= 3,819)

A10T_2: Table 2 - Depression Attributes 8-16 Base: (Total n= 3,819)

One-in-seven Canadians are struggling to cope

- The number of Canadians saying they are not coping well has decreased slightly this poll from 15% to 13%. However, the number who sat they are coping well has remained consistent (42%).
- Canadians 18- 34 years (17%) are more likely to say they are not handling stress well.
- Other groups that are not handling stress well are those with symptom of a severe mental health disorder (38%); and those who are dealing with chronic pain (17%).

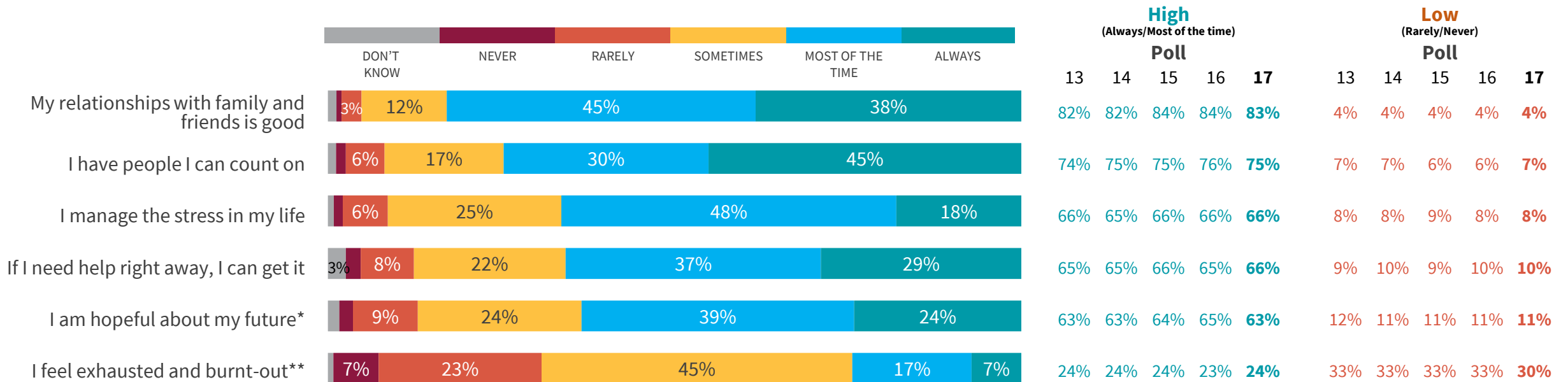
MANAGED FEELINGS OF STRESS, ANXIETY AND DEPRESSION



Since the Coronavirus (COVID-19) outbreak in Canada

Hopefulness and the ability to rely on others has seen little change since Poll 13

- While still high, hopefulness saw a slight decline in Poll 13 and has remained consistent since. Similarly, levels of having people to count on and the ability to get help if needed have remained consistent to this poll, after a drop in Poll 13.
- A quarter of people remain exhausted and burnt-out, a level that has not changed since this question was added in Poll 11. Burnout is less prevalent among those retired (9%). It is more of an issue for students, those who are unemployed (41%) as well as those working (28%). Additionally, those with a mental health diagnosis are more likely to be burnt out compared to those without any this diagnosis (36% vs. 12%). Those who have a possibly dependency on alcohol or are likely to have a cannabis disorder are more likely to experience burn out (48% and 52%).
- People in Quebec (76%) and those over 55 (70%) continue to feel most hopeful. Members of 2SLGBTQIA+ communities (44%) and those who are physically impaired (41%) are less likely to feel hopeful. Those who are experiencing or have experienced chronic pain are more likely to feel burnt out (35% and 27%), and are less hopeful about their future (56% and 59% vs. 68% with no pain)

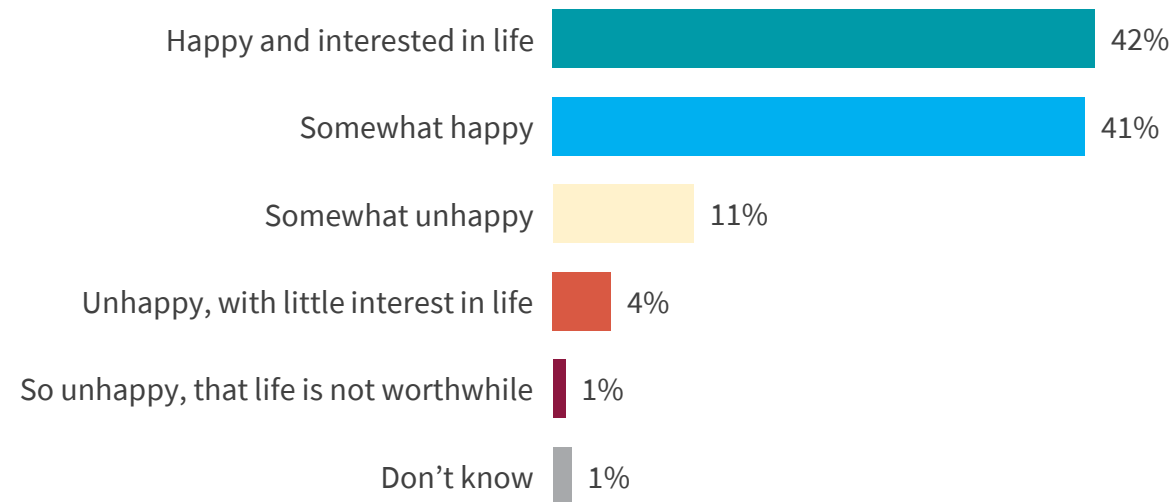


SCR20. Over the past 4 weeks of the COVID-19 pandemic, how often have each of the following statements been true for you? Base: (Total n= 3,819).

Data <2% not labelled. *W8 wording: I have been hopeful about my future. **Added in Poll 11.

Four-fifths of Canadians are happy

- Happiness among Canadians has not changed this poll, with 83% being generally happy and 42% happy and interested in life.
- Those in Quebec are more likely to be happy overall (89%), as are retired Canadians(90%), and those who are not living alone (84%),
- Those over the age of 54 (53%) and retired (56%) are more likely to be happy and interested in life than younger age groups, while those who are students (35%) or unemployed (29%) are least likely to be happy and interested in life.
- Not surprisingly, anxiety and particularly depression impact happiness. Two-fifths (41%) of those who rate their depression as high (9-10) say they are unhappy, with one-quarter (25%) saying that life is not worthwhile. Two-fifths of those rating their anxiety as high (9-10) say they are unhappy (44%), with one-fifth (21%) saying that life is not worthwhile.
- One-fifth of those who are currently (21%) or have suffered from chronic pain in the past (20%) are unhappy, and less than one-fifth of those with a possible alcohol or cannabis dependency are happy and interested in life (and 21% each).





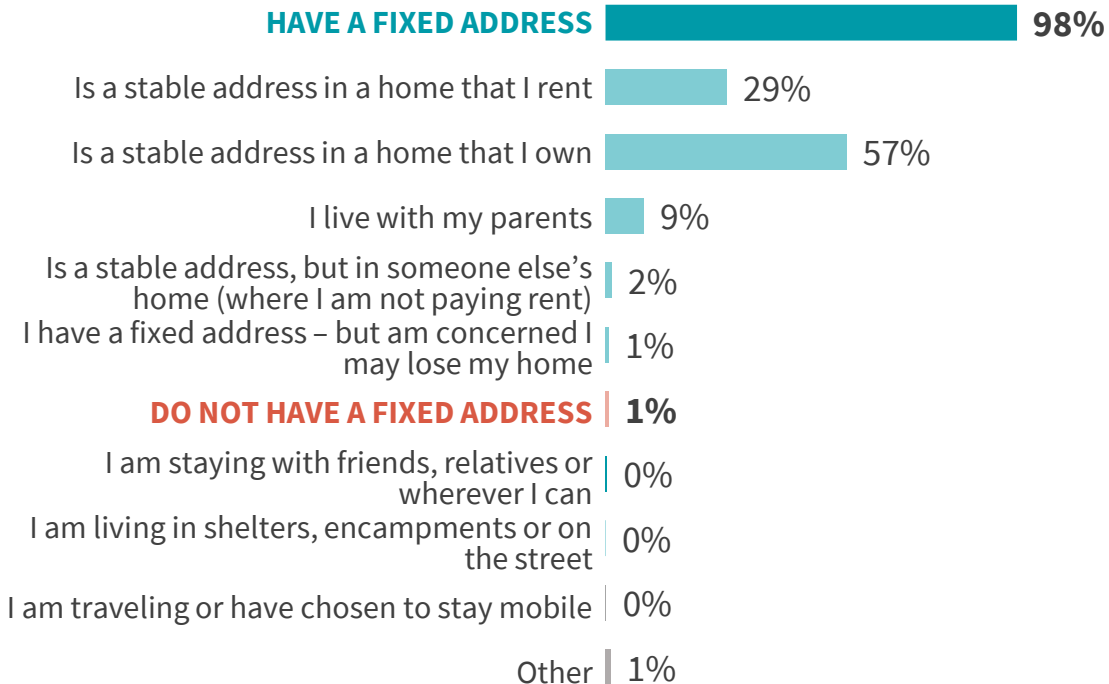
Impacts on Mental Health



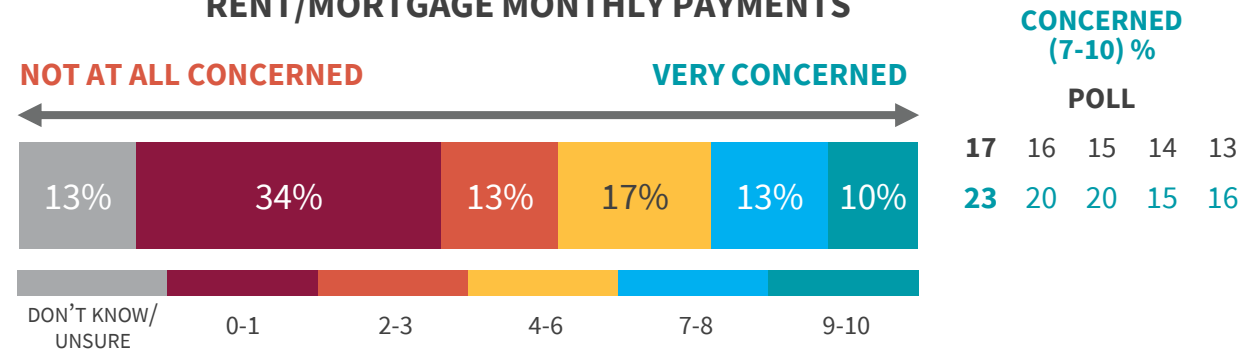
Housing concerns have increased this poll

- Rising prices and impacts of inflation (ie rising interest rates) are becoming more of an issue. 23% of Canadians are concerned about paying for their housing, an increase of 3% since the spring and 8% since last fall.

CURRENT HOUSING SITUATION



RENT/MORTGAGE MONTHLY PAYMENTS







A22A: Which of the following best describes your current housing situation? Base: (Total n= 3,819)

A22B: How concerned are you about your rent/mortgage being paid each month? Base: (Total n= 3,295, Poll 14: n=2,992, Poll 13: n=2,579)

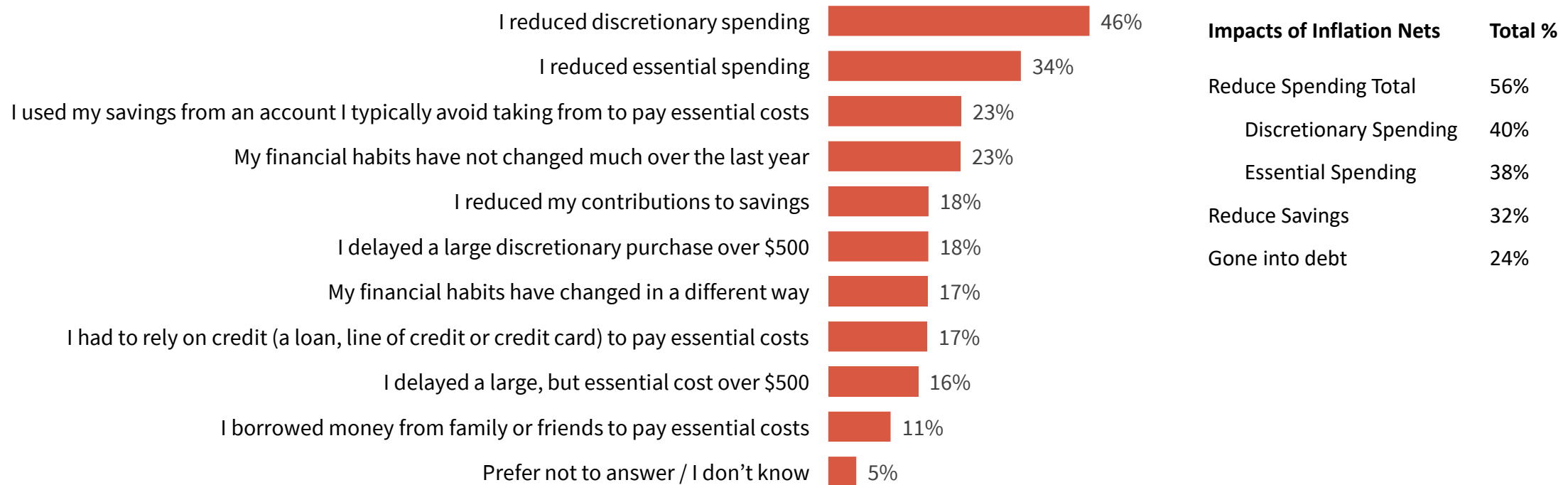
A third of Canadians continue to worry they can't afford healthy food for their family

- There has been no relief for those with food insecurities this poll, with 34% (a slight increase of 2%) continuing to worry that they cannot afford sufficient and healthy foods and 3% being dependent on food programs.
- Quebec is experiencing the lowest food insecurity, with 24% being concerned and 2% relying on food programs.
- **Profile of those with healthy food insecurity:** younger Canadians (18-34 46%, 35-54 41%), women (36%), those who have children under 9 (49%), unemployed (45%), racialized Canadians (41%) and those who currently have chronic pain (40%). While those with a physical impairment are more likely to have food insecurities compared to those who do not (42% vs 33%), this has declined significantly since Poll 16 (from 63%).
- Those experiencing high levels of anxiety or depression are significantly more likely to experience food insecurities (anxiety/depression rated 8-10, 53% and 56% respectively). Those with symptoms of a severe (60%) or moderate (55%) mental health disorder are also more likely to have food insecurity.

	FOOD INSECURITIES		POLL			
			16	15	14	13
I have no financial concerns about feeding myself and my family		59%	61%	60%	61%	63%
I'm concerned financially about sufficiently or adequately providing healthy food for my family		34%	32%	33%	32%	30%
I'm relying on one or more food programs (food bank, breakfast club etc.) to feed myself and my family		3%	3%	3%	3%	3%
Prefer not to answer		4%	4%	4%	4%	3%

One-quarter of Canadians have gone into debt due to inflation

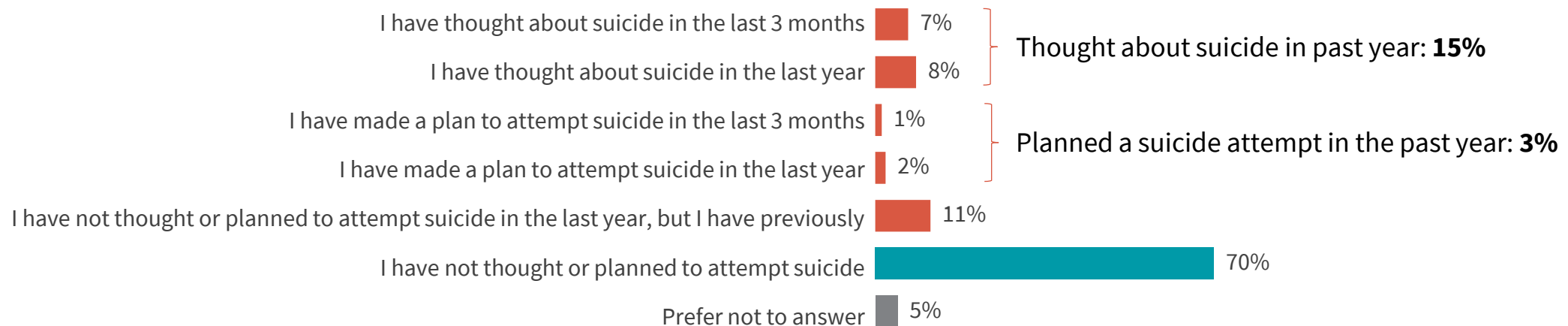
- Three-quarters of Canadians (77%) say that inflation has impacted their financial life in the past year, **an increase of 4%** since Poll 16. One-third (32%) have reduced their savings, either by dipping into their savings or by reducing their savings contributions. Almost one-quarter (24%) have increased their debt, either by relying on credit cards or borrowing money, and increase of 3% since last poll.
- Those in Quebec are least likely to have taken on debt (19%). Those who rate their anxiety and depression as very high (9-10) are more likely to have gone into debt (56% and 54% respectively), as are those likely to have symptoms of a severe mental disorder (54%) and who have possible alcohol or cannabis dependency (59% and 61%).



One-in-seven Canadians have thought about suicide in the past year

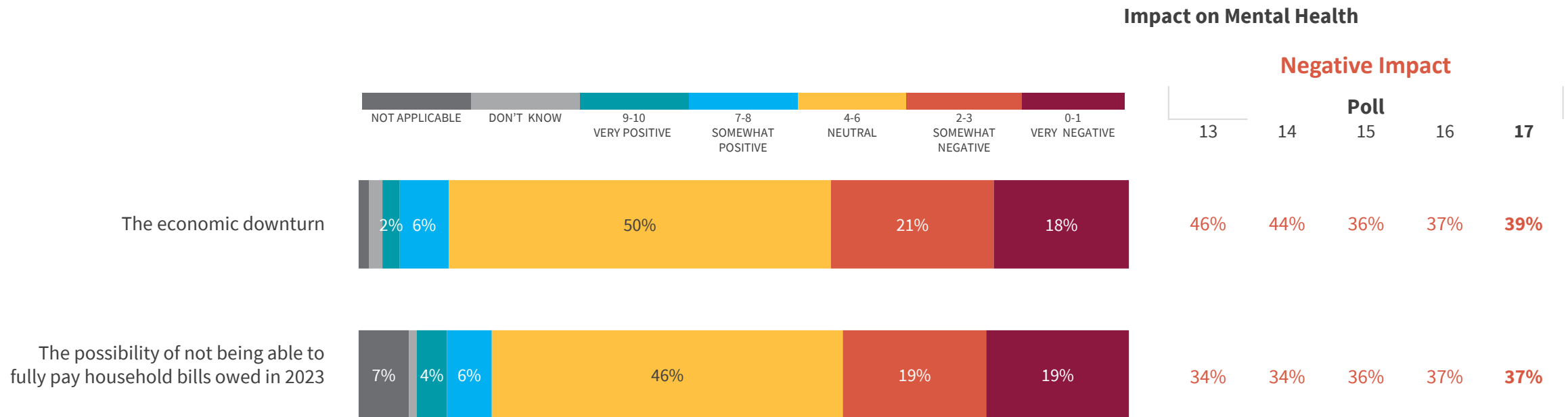
- Thoughts of suicide continue to be more predominant among younger people. These thoughts are particularly high among 16–17-year-olds (29%) and 18–34-year-olds (25%).
- Those with children under 9 are more likely to have thought of suicide in the past year (22%), and in 2SLGBTQIA+ communities, 32% have thought about suicide and 9% have made a plan in the past year.
- Financial instability is impacting suicide ideation, with those experiencing money problems being more likely to have considered it. Specifically, those **who are unemployed (24%), have an income below 30K (21%), have financial troubles (41%) or have gone into debt due to inflation (30%)** indicated having had suicidal thoughts in the past year.
- Those who rate their anxiety and depression as high (rated 9-10) have more thoughts of suicide. Half (54%) of those with high self-rated depression have thought of it in the past year and one-in-eight (17%) have planned an attempt in the past year. Of those rating their anxiety as high, 47% have thought about suicide in the past year and 18% have planned an attempt in the past year.

THOUGHTS RELATING TO SUICIDE



The negative impact of economic issues is gradually increasing

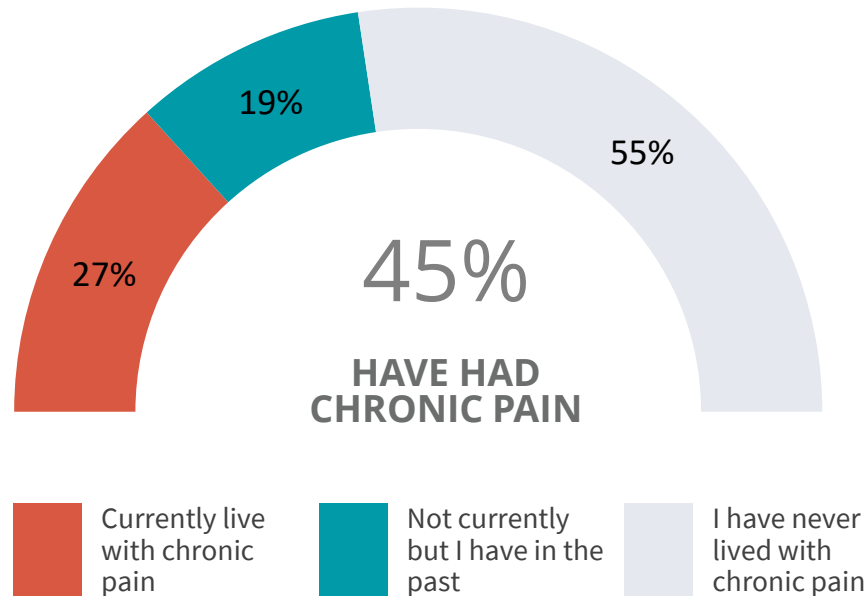
- Almost two-fifths (39%) have been negatively impacted by the economic downturn. This has seen a gradual increase the past two polls (+3) but is not back to the levels seen in Fall 2022. Just over one-third have been negatively impacted by the possibility that they will not be able to pay all their bills (37%).
- The financial conditions have had the most impact on younger Canadians (18-34 46% for both economic downturn and inability to pay bills). Those who are dealing with chronic pain (economic downturn 47%, in ability to pay bills 43%) and dealing with a physical impairment (economic downturn 53%, inability to pay bills 48%) are also more impacted by these financial conditions.
- Those who have high anxiety or depression (rated 8-10 economic downturn 56% each, inability to pay bills 57% and 56%) as well as those with symptoms of a severe mental health disorder (economic downturn 59%, inability to pay bill 57%) are most impacted by these financial conditions.



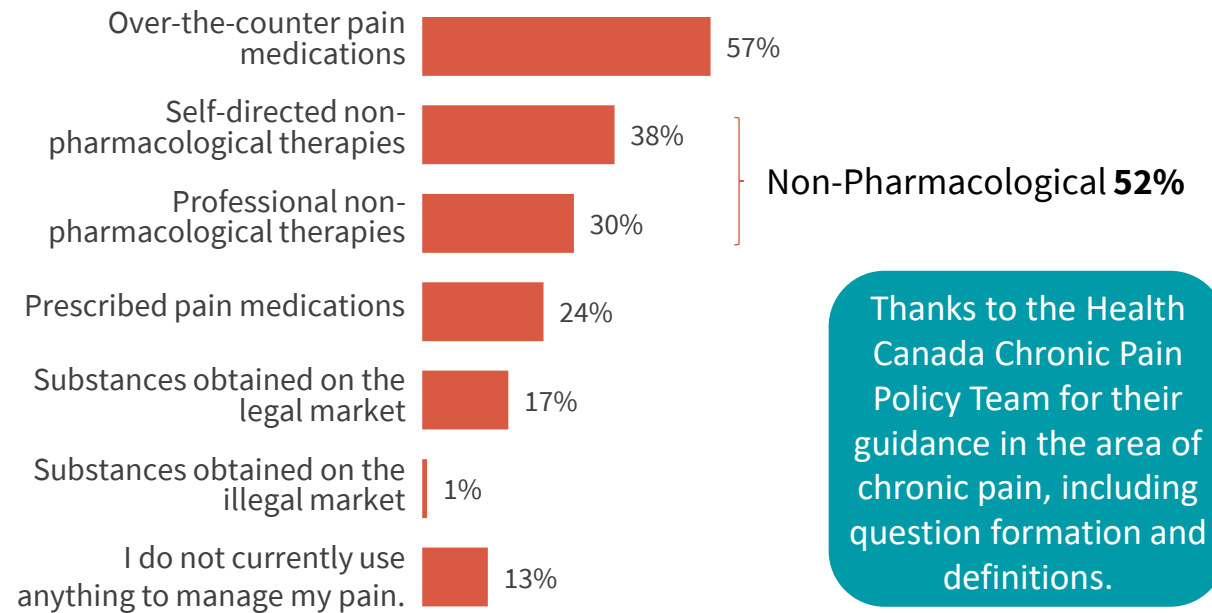
A3A. During the current Coronavirus (COVID-19) outbreak in Canada, please rate each of the following in terms of the impact they are currently having on your mental health, if any:
 Base: (Total n= 3,819),

More than one-quarter of Canadians are currently dealing with chronic pain

- Over one quarter of Canadians (27%) are dealing with chronic pain. While half depend on non-pharmacological methods (52%), slightly more use over-the-counter pain medications (57%), 24% use prescription pain medications and 17% depend on substances such as alcohol or cannabis.
- While chronic pain is more common among older Canadians (35% are currently suffering, 52% have ever suffered,), 9% of 16–17-year-olds and 14% of 18-34-year-olds are currently suffering. Current chronic pain is also more common among women (30%), frontline health care workers (29%), and those indicating hazardous cannabis disorders (45%). Those suffering from pain tend to have a lower income (under 50K 31%) and have financial concerns (32%) or troubles (43%).
- Those rating their anxiety or depression as high (9-10) are more likely to also be suffering chronic pain (46% and 43%), as are those with symptoms of a severe mental health disorders (41%).



STRATEGIES TO MANAGE CURRENT CHRONIC PAIN

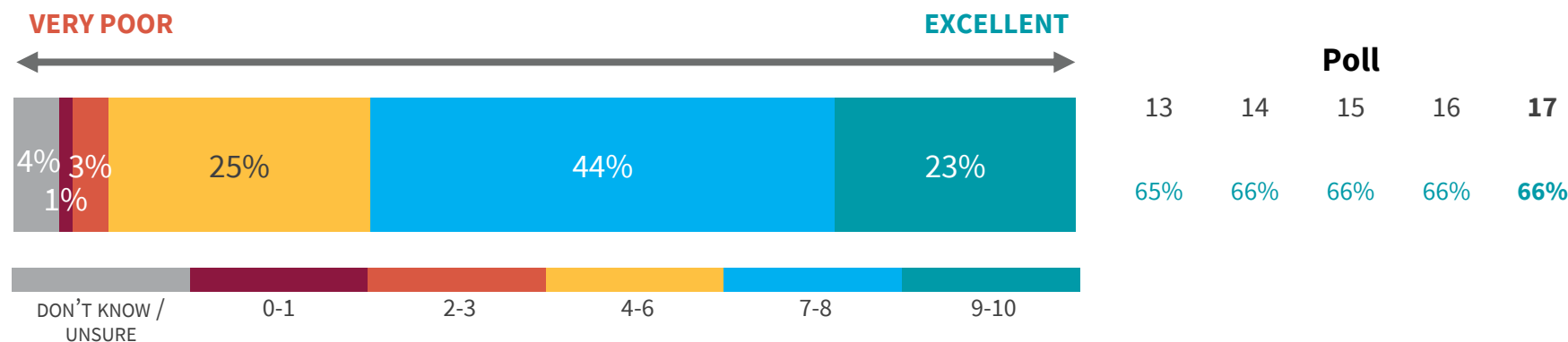


Thanks to the Health Canada Chronic Pain Policy Team for their guidance in the area of chronic pain, including question formation and definitions.

A10NEW1: Chronic pain is defined as pain that persists or recurs for more than 3 months. Which of the following describes you best? Base: (Total n= 3,819)
A10NEW2: What strategies do you use to manage your chronic pain. Base: (Total n= 1,708)

Confidence in the ability to recover from challenges has remained consistent

- Two-thirds of Canadians continue to feel somewhat confident about their ability to bounce back from challenges and unexpected trouble (such as COVID-19), 66% rate this 7 to 10, (when 10 means excellent). This has remained consistent since Poll 7.
- Younger Canadians below 55 years are not as positive (7-10 rating) about their ability to bounce back from these challenges as older Canadians (16-17: 55%, 18-34: 57%; 35-54: 61%; 55+: 79%).
- Members of 2SLGBTQIA+ communities continue to have a hard time bouncing back from the challenges and unexpected troubles (49%).
- People not diagnosed with any mental health disorder are significantly more positive (7-10) about bouncing back from the challenges they face (77%, consistent with the last poll) compared to those who are suffering from mental health condition (62%).





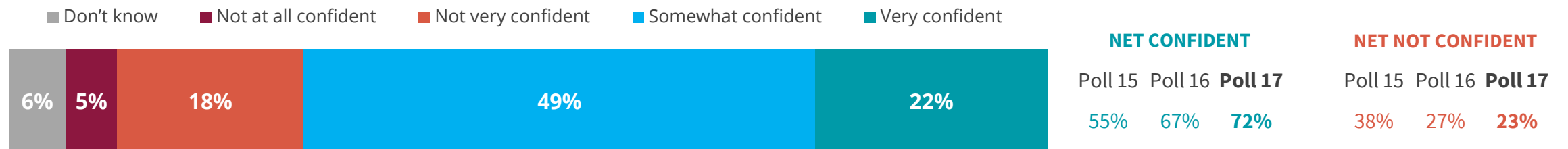
Mental Health Supports



Confidence in knowing where to get mental health supports continues its incline this poll

- More than seven-in-ten (72%) are somewhat (49%) or very (22%) confident they would know where to get mental health support for themselves or loved ones. This is an increase of 5% since Poll 16 and 17% since Poll 15.
- Those who have accessed mental health supports in the past year are more likely to feel very confident (31%), consistent with Poll 16 findings
- Those with a diagnosis are more likely to feel confident (74% +11), however those with ratings of high (8-10) anxiety are less confident in getting these supports (65%).
- Confidence is similar across all regions this poll.

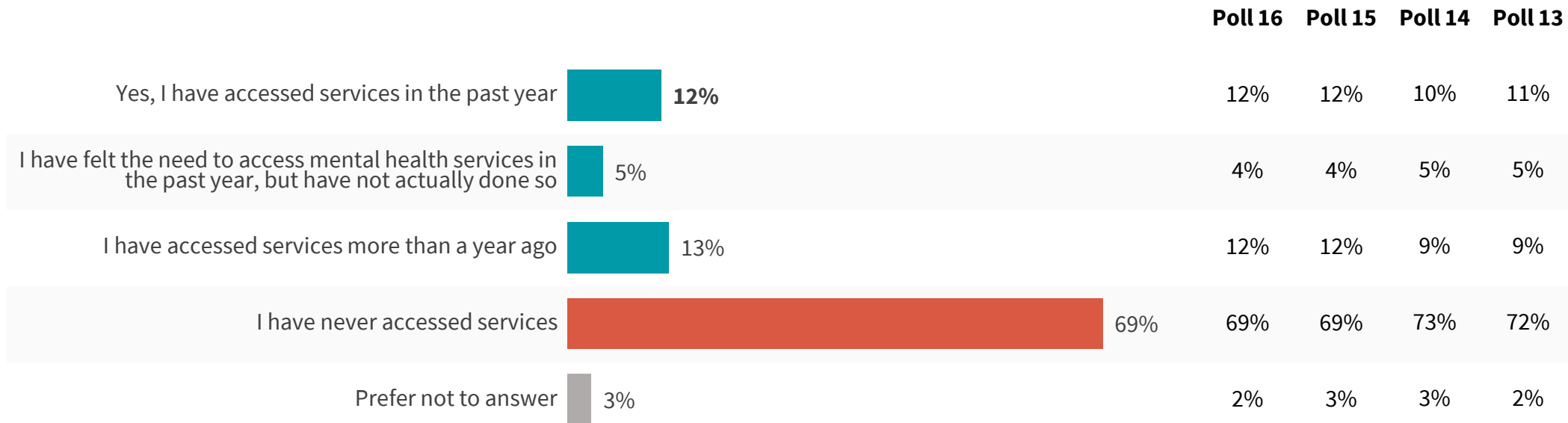
If you or someone in your immediate family or circle of friends needed mental health supports, how confident are you that you would know where to get them?



B25: *If you or someone in your immediate family or circle of friends needed mental health supports, how confident are you that you would know where to get them?*
 Base: (Total n= 3,819)

One-in-ten accessed mental health support in the last year, consistent with past polls

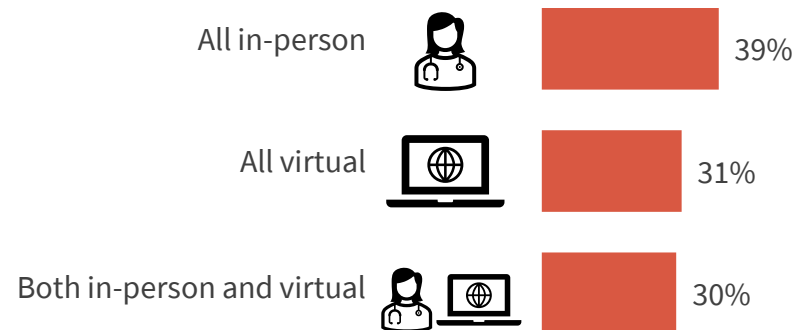
- One-in-ten (12%) reported accessing mental health services in the last year while 5% felt they needed support but didn't access it. 13% accessed services more than a year ago, with 3% doing between 1 and 2 years ago and 10% more than 2 years ago. Results have been consistent since Poll 13.
- Seven-in-ten (69%) reported they never accessed any mental health services.
- Younger (18-34: 19% , 35-54: 14% vs. 55+: 6%), women (14%), those who are unemployed (19%) or students (17%), members of 2SLGBTQIA+ community (25%), those with high anxiety (26%) and depression (25%); those with financial troubles (26% -8), those currently experiencing chronic pain (16%); and those who are dependent on cannabis (22%) or alcohol (24%) are more likely to have accessed the mental health services in the past year.



Canadians are accessing a mix of in-person and virtual mental health supports

- Those who have accessed mental health supports in the past year are split as to how these supports have been accessed. Almost two-fifths (39%) accessed only in-person supports, with three-in-ten accessing all their supports virtually (31%) or a mix of both (30%).
- Age has little impact on how mental health supports are accessed.
- Women are more likely than men to depend solely on virtual supports (35% vs. 22%), as are those who have not received a mental health diagnosis (45%).
- Those with children are more likely to access in-person supports (48%).
- Members of 2SLGBTQIA+ communities are more likely to have used a hybrid of support (45%) and are less likely to have depended solely on in-person (28%).
- Those who access supports through public health supports (43%) or free services (39%) are more likely to have a hybrid of virtual and in-person. Those who have paid for the services are more likely to have used virtual, and those who are more likely to have used their benefits are more likely to have had in-person support.

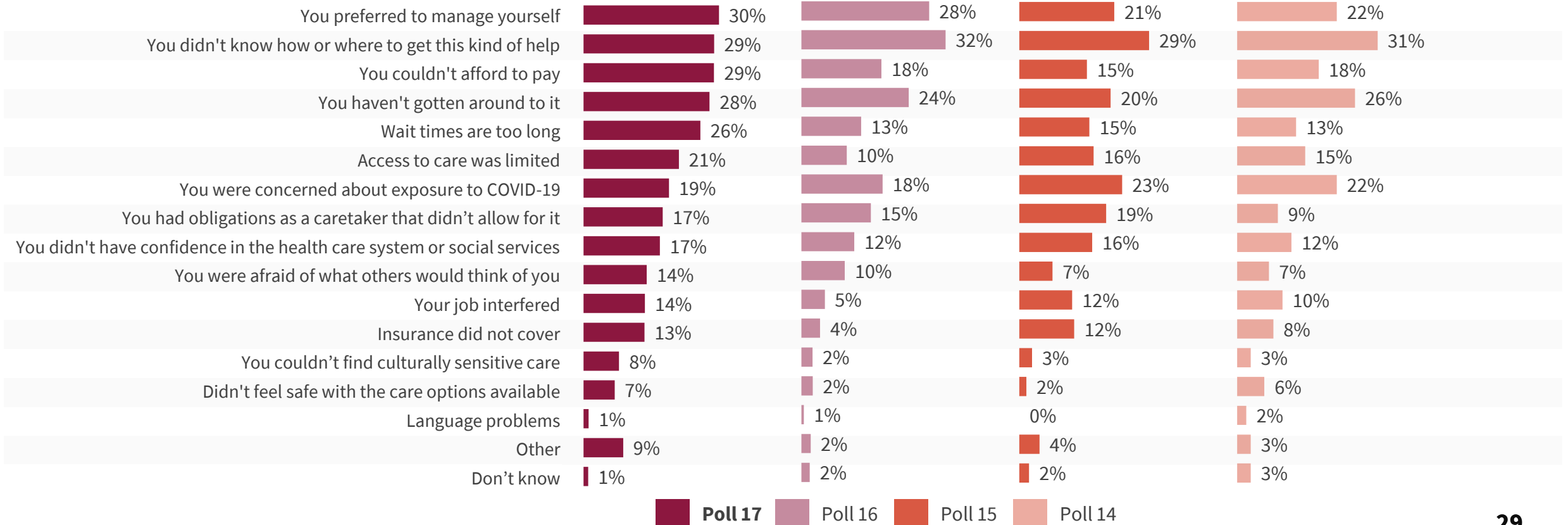
MENTAL HEALTH SUPPORTS



Those who have not accessed mental health care are more likely to cite finances as the reason

- Of those who felt they needed mental health support but didn't access it, almost one-in-three (29%) said they couldn't afford to pay for it. This is an increase of 11% from poll 16 and 14% from poll 15.
- One-in-three (30%) prefer to manage it themselves or don't know where they can get this kind of help (29%).

REASONS FOR NOT ACCESSING MENTAL HEALTH

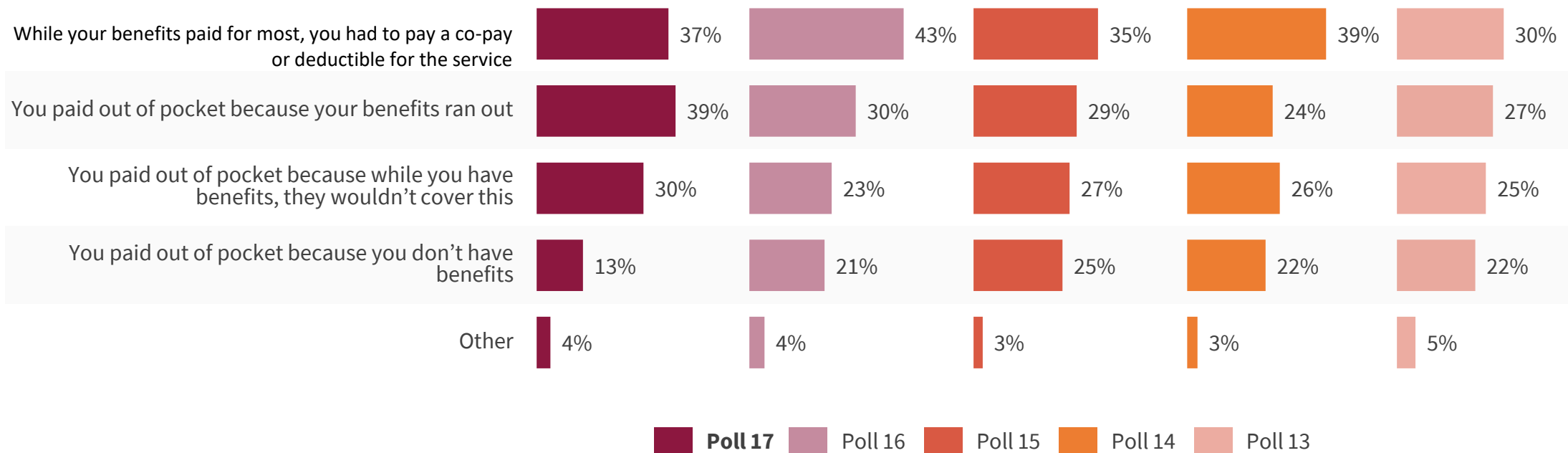


B12B. Why did you choose to not access the support of a mental health professional when you felt you needed it? The skip has changed due to removal of another question. Track to the same spot in merged data. Base: (Has felt the need to access mental health in the past year but have not actually done so Poll 17: n=171, Poll 16: n=146, Poll 15: n=105, Poll 14: n=167, Poll 13: n= 153)

An increasing number of Canadians are paying out of pocket because they did not have sufficient coverage

- The most frequently given reason for paying out of pocket was because benefits ran out (39%) an increase of 9% since poll 16. Additionally, paying because benefits wouldn't cover what they needed also increased this poll (30%).
- More than one-third (37%) said they had to pay a deductible.

REASONS FOR PAYMENT OUT OF POCKET



Only one third believe mental health supports are meeting Canadians needs

- One-third of Canadians believe the mental health supports available in this country are meeting people's needs. This remains consistent to last poll, after an increase of 8% in Poll 16.
- Those who have accessed supports in the past year are less likely to hold this belief compared to those who have not (26% vs. 33%).
- Residents of Quebec are most likely to feel that needs are being met (37%). Younger Canadians (particularly 16–17-year-olds, 55%) and racialized Canadians (38%).
- Those with a mental health diagnosis are less likely to say needs are being met (28%), as are those likely to have symptoms of a severe mental health disorder (25%). Those who are currently experiencing chronic pain are also less likely to believe this (27%).

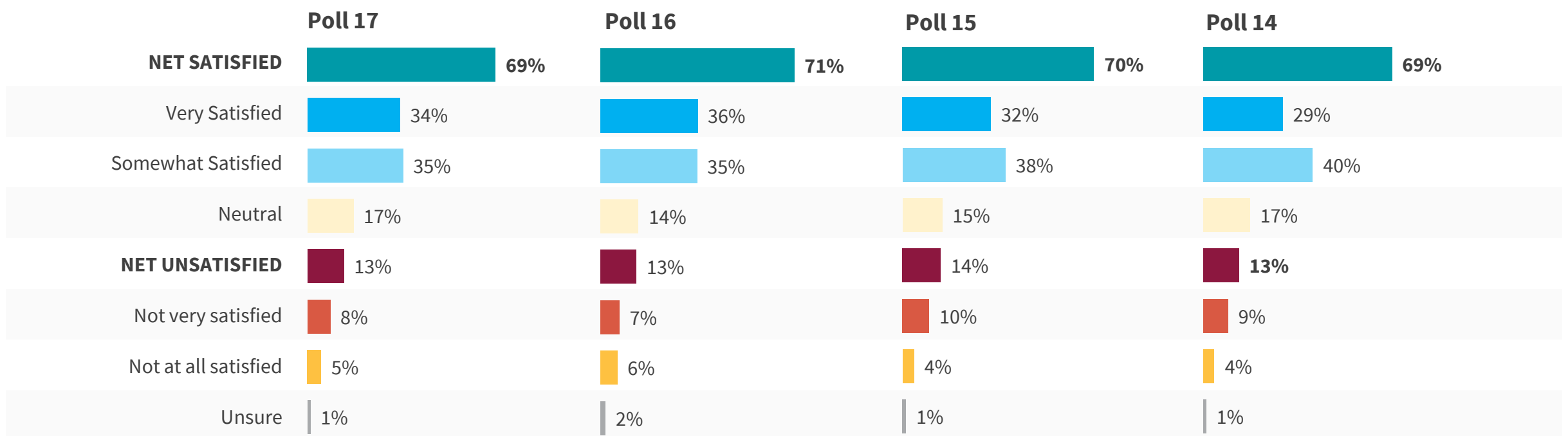
Do you believe the mental health supports available in Canada are meeting peoples' needs?



Most are satisfied with the support they have received in the past year

- Seven-in-ten who have received support in the past year are somewhat (35%) to very (34%) satisfied with it. Satisfaction has remained consistent with the last three polls.
- In-person supports garner higher satisfaction than virtual supports, with three-quarters (74%) of those who received solely in-person support being satisfied and almost two-fifths (38%) very satisfied, compared to only 63% of those who received all supports virtually being satisfied and one-quarter (25%) very satisfied. Of those who received both, two-thirds are satisfied (68%) and one-third are very satisfied (36%).

SATISFACTION WITH THE SUPPORT RECEIVED IN PAST YEAR





Lesli Martin, Senior Vice President, Pollara
Michael Cooper, Vice President, MHRC
Brittany Saab, Manager, Partnerships and Strategic Initiatives, MHRC

