2023 Social Work Week Poll

Survey Results

INNOVATIVE
RESEARCH GROUP

ONTARIO ASSOCIATION
OF SOCIAL WORKERS

Table of Contents

Methodology and Sample Distribution

These are the results of an online survey conducted between February 17th and 20th, 2023.

Method: This online survey was conducted using Lucid, a leading provider of online sample. Each survey is administered to a series of randomly selected samples from the panel and weighted to ensure that the overall sample's composition reflects that of the actual Ontario population according to Census data to provide results that are intended to approximate a probability sample.

Sample Size: n=1,265 Ontario citizens, 18 years or older. The results are weighted to n=1,000 based on Census data from Statistics Canada.

Field Dates: February 17th and 20th, 2023.

Weighting: Results are weighted by age, gender, and region to ensure that the overall sample's composition reflects that of the actual population according to Census data, in order to provide results that are intended to approximate a probability sample. Weighted and unweighted frequencies are reported in the table.

Margin of Error: This is a representative sample. However, since the online survey was not a random probability-based sample, a margin of error cannot be calculated. Statements about margins of sampling error or population estimates do not apply to most online panels.

Note: Graphs may not always total 100% due to rounding values rather than any error in data. Sums are added before rounding numbers.

	Unweighted (n)	Unweighted (%)	Weighted (n)	Weighted (%)
Men 18-34	187	14.8%	140	14.1%
Men 35-54	193	15.3%	154	15.5%
Men 55+	213	16.9%	189	18.9%
Women 18-34	193	15.3%	135	13.6%
Women 35-54	208	16.5%	165	16.5%
Women 55+	269	21.3%	214	21.5%
Centre Toronto	144	11.4%	105	10.5%
Outer Toronto	134	10.6%	98	9.8%
West Metro Belt	177	14.0%	136	13.6%
North/East Metro Belt	158	12.5%	127	12.7%
Southwest	134	10.6%	115	11.5%
South Central	193	15.3%	146	14.6%
East	149	11.8%	127	12.7%
Central	107	8.5%	86	8.6%
North	69	5.5%	60	6.0%

Key Findings

1 **Mental health condition**: Almost a quarter of Ontarians (24%) have been diagnosed with a mental health condition, while an additional 21% believe they have a condition but haven't been diagnosed. Younger respondents are more likely to report an undiagnosed mental condition, with 33% of those under the age of 35 expressing this belief.

2 **Access to mental health supports**: A majority (60%) of Ontarians who accessed mental health supports reported experiencing some level of frustration in their efforts to navigate the mental health system. Younger, undiagnosed and diagnosed respondents, as well as parents with children under 18, were the most likely to experience frustration.

3 **For those unable to access mental health supports**: Three in five Ontarians expressed that waitlists for mental health supports are too long, followed by the cost being too high, and that needing a referral from a doctor was a barrier. Young adults are more likely to report barriers to accessing mental health support, such as high cost and long waitlists.

4 **Seeking mental health guide**: 72% of respondents who have struggled to access mental health support or have considered accessing support but haven't yet tried, said they would be at least somewhat more likely to seek support if someone could guide them through the mental health system. Those who are undiagnosed, parents with children under 18 years old, and people aged 35-54 are most likely to express a willingness to seek support with guidance.

5 **Key Segment**: Young adults are more likely to report barriers to accessing mental health support, such as long waiting lists, high cost, or not knowing where to begin to find support. They are also more likely to say that their mental health has declined within the past year or that they have experienced a mental health crisis that required urgent care. Young women, in particular, are suffering, with two-thirds saying they are either living with an undiagnosed (34%) or diagnosed (32%) mental health condition.

Demographics

Demographics: *Respondent Profile*

Gender & Age

Men **Women**

48% 51%

<1%

Prefer to self-describe

M 18-34	14%
M 35-54	15%
M 55+	19%
W 18-34	14%
W 35-54	17%
W 55+	21%

Household Income

< $60k — 41%
$60 to $100k — 29%
> $100k — 24%

Children at Home*

Yes, under 18 years old — 25%
Yes, over 18 years old — 35%
Yes: *57%*
No — 42%

Education

High school or less — 25%
College/Trades — 32%
University or above — 43%

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Note: "Don't know" and "Prefer not to say" not shown. * Multiple mentions allowed; totals may exceed 100%.
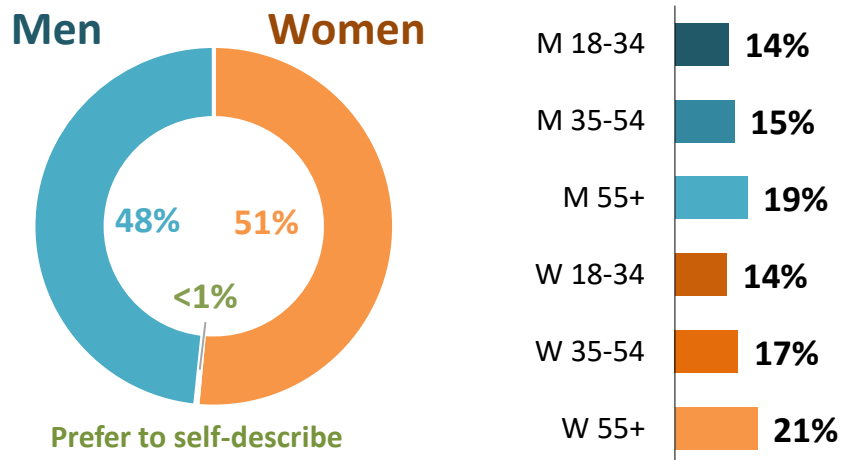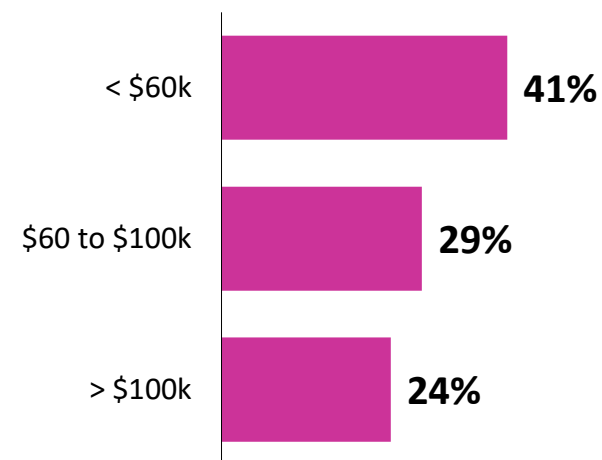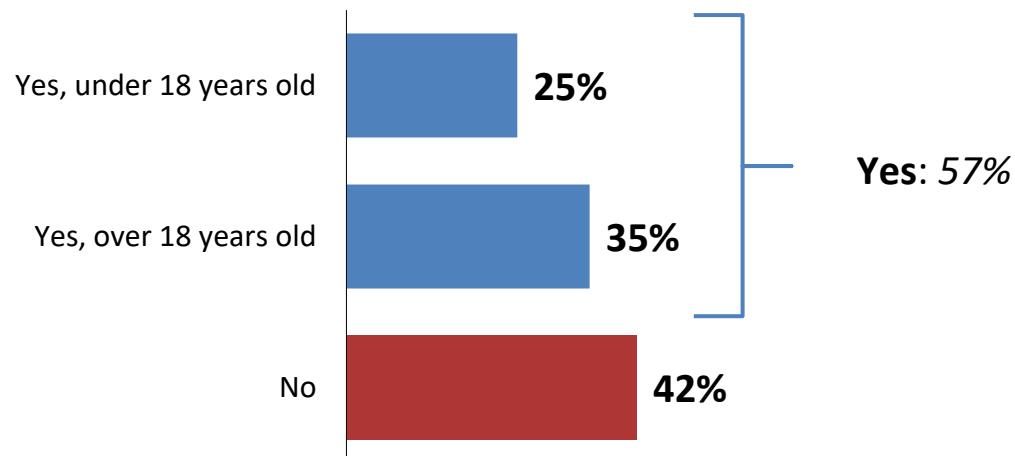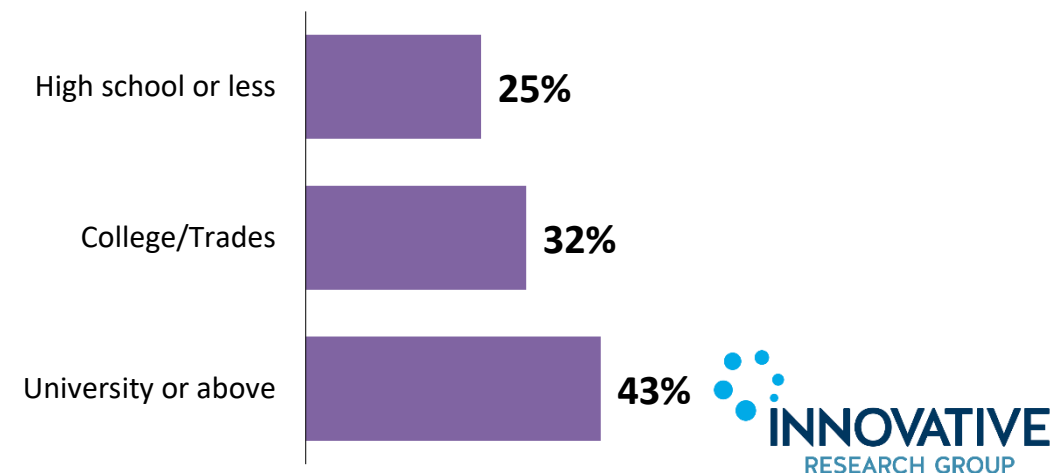
Demographics: *Respondent Profile*

Group Membership*

Indigenous (i.e. First Nations, Inuit, Métis) — **3%**

Racialized — **15%**

None of the above — **78%**

BIPOC: *18%*
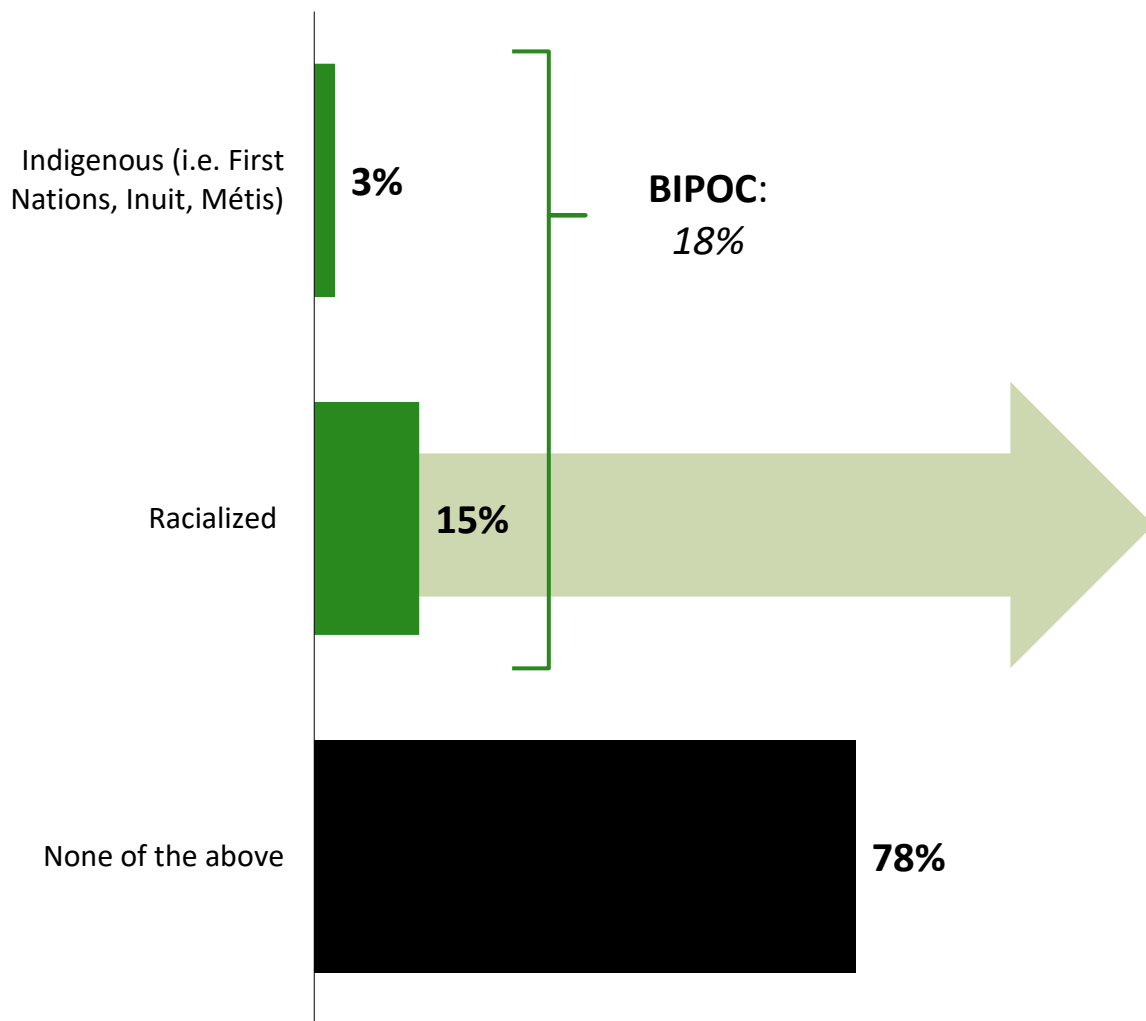
Racialized respondents identified as:

Black	**25%**
Chinese	**23%**
South Asian	**18%**
Southeast Asian	**6%**
Filipino	**5%**
Latin American	**4%**
Arab	**3%**
Japanese	**2%**
West Asian	**2%**
Korean	**2%**
Other	**7%**

Note: "Don't know" and "Prefer not to say" not shown. * Multiple mentions allowed; totals may exceed 100%.

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Regional Segmentation

15% South Central
13% East
12% South West
9% Central
6% North
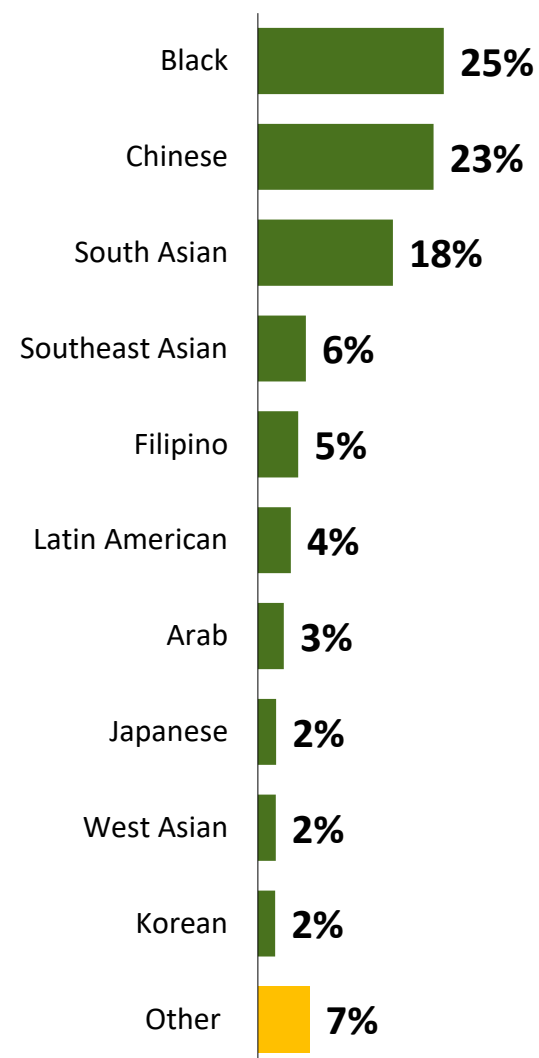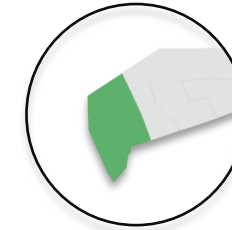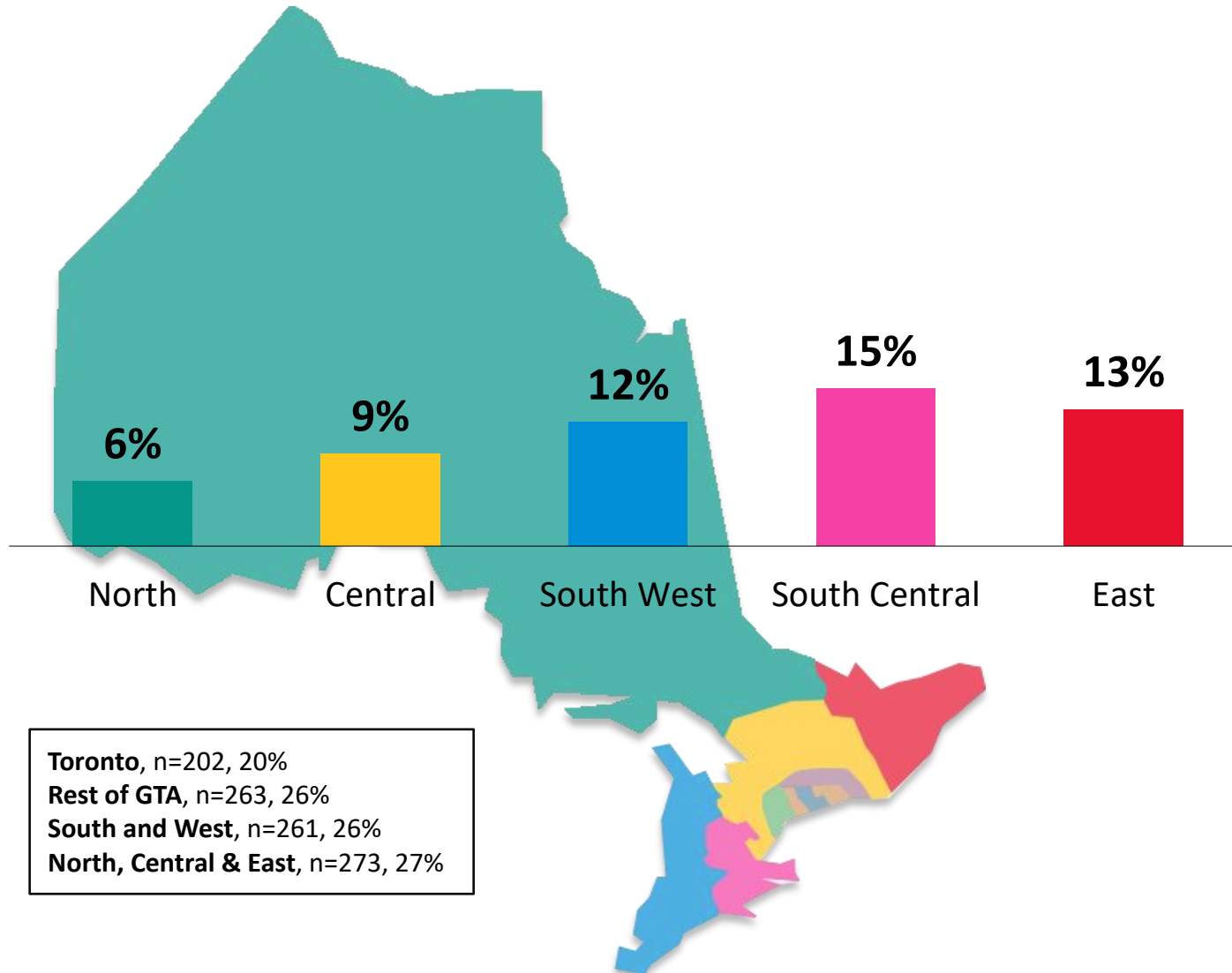
West Metro Belt
14%

Outer Toronto
10%
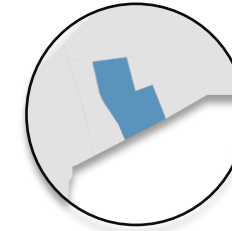
Centre Toronto
10%

North/ East Metro Belt
13%

Toronto, n=202, 20%
Rest of GTA, n=263, 26%
South and West, n=261, 26%
North, Central & East, n=273, 27%

Respondents are first categorized into 9 Ontario regions based on their postal codes. To have a more meaningful analysis, the 9 regions are further combined into 4 regions: Toronto (Outer Toronto + Centre Toronto), Rest of GTA (the Metro Belts), South/West (South West + South Central), and North/East (East + Central + North).

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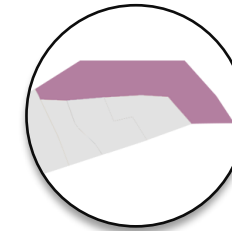
Mental Health Status: 1-in-4 (24%) have a mental health condition that was diagnosed, while 47% think they don't have any

Q Which of the following best describe your mental health status:
[asked of all respondents; n=1,000]

24% Diagnosed

47%	**21%**	**19%**	**4%**	**8%**
I don't think I have any mental health condition	I think I have a mental health condition but it has not be diagnosed by a medical professional	I have a mental health condition that was diagnosed by a medical professional before the start of COVID	I have a mental health condition that was diagnosed by a medical professional after the start of COVID	Don't know

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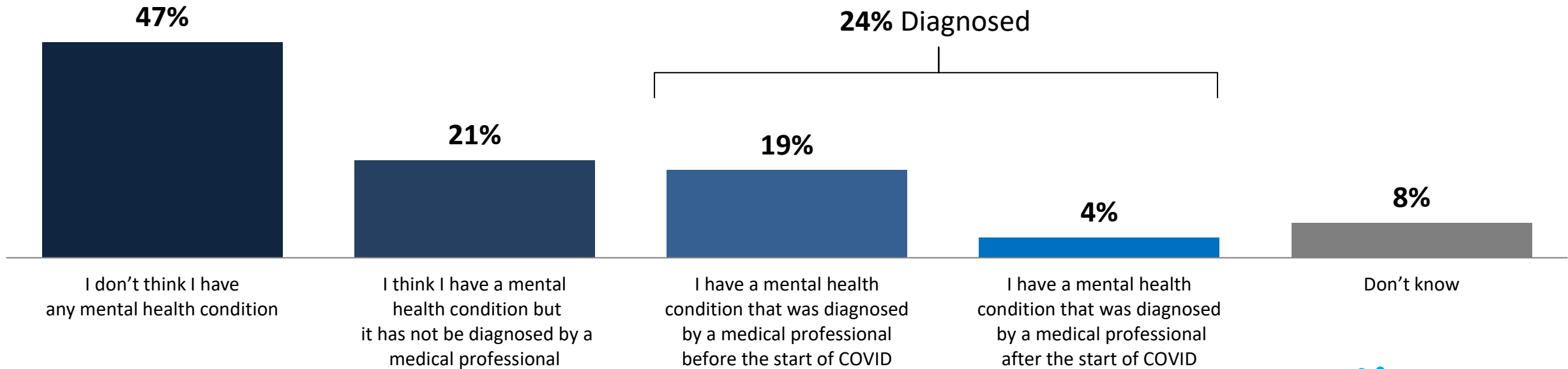
Mental Health Status by Segmentation: Younger respondents are most likely to say that they have an undiagnosed mental condition

Q Which of the following best describe your mental health status:
[asked of all respondents; n=1,000]

	Total	Age-Gender									Have Children		
		M 18-34	W 18-34	18-34	M 35-54	W 35-54	35-54	M 55+	W 55+	55+	Yes, under 18 years old	Yes, over 18 years old	No
I don't think I have any mental health condition	47%	39%	27%	34%	40%	38%	39%	67%	59%	63%	37%	56%	46%
I think I have a mental health condition but it has not be diagnosed by a medical professional	21%	34%	34%	33%	27%	25%	26%	10%	9%	9%	29%	15%	22%
I have a mental health condition that was diagnosed by a medical professional before the start of COVID	19%	17%	25%	21%	18%	24%	21%	13%	19%	16%	22%	17%	20%
I have a mental health condition that was diagnosed by a medical professional after the start of COVID	4%	7%	7%	7%	4%	5%	4%	3%	3%	3%	6%	3%	5%
Don't know	8%	3%	7%	5%	11%	7%	9%	7%	9%	8%	7%	9%	7%

Note: Values in red show a difference of >5% points.

Mental Health Status by Segmentation: Those with a lower income are more likely to say they have been diagnosed

Q Which of the following best describe your mental health status:
[asked of all respondents; n=1,000]

	Total	Region				Income		
		Toronto	**Rest of GTA**	**South & West**	**North, Central & East**	**< $60k**	**$60k to $100k**	**> $100k**
I don't think I have any mental health condition	**47%**	**49%**	**52%**	**43%**	**46%**	**47%**	**44%**	**50%**
I think I have a mental health condition but it has not be diagnosed by a medical professional	**21%**	**23%**	**23%**	**24%**	**15%**	**19%**	**28%**	**19%**
I have a mental health condition that was diagnosed by a medical professional before the start of COVID	**19%**	**14%**	**15%**	**20%**	**26%**	**24%**	**16%**	**18%**
I have a mental health condition that was diagnosed by a medical professional after the start of COVID	**4%**	**4%**	**4%**	**6%**	**4%**	**3%**	**5%**	**4%**
Don't know	**8%**	**10%**	**5%**	**7%**	**8%**	**7%**	**7%**	**9%**

Note: Values in red show a difference of >5% points.

Mental Health Supports: Almost 1-in-3 have experienced accessing mental health supports and a quarter have considered doing so

Q Have you ever accessed mental health supports, tried to access supports, or thought about accessing them for yourself or someone you know in the past year?
[asked of all respondents; n=1,000]

31%	10%	23%	35%
I have accessed mental health supports in the past year for myself, or helped someone I know do so	I have tried to access mental health supports for myself or someone I know in the past year, but was unable to do so	I have thought about accessing mental health supports, but have not tried to do so in the past year	I have never accessed mental health supports or thought about doing so

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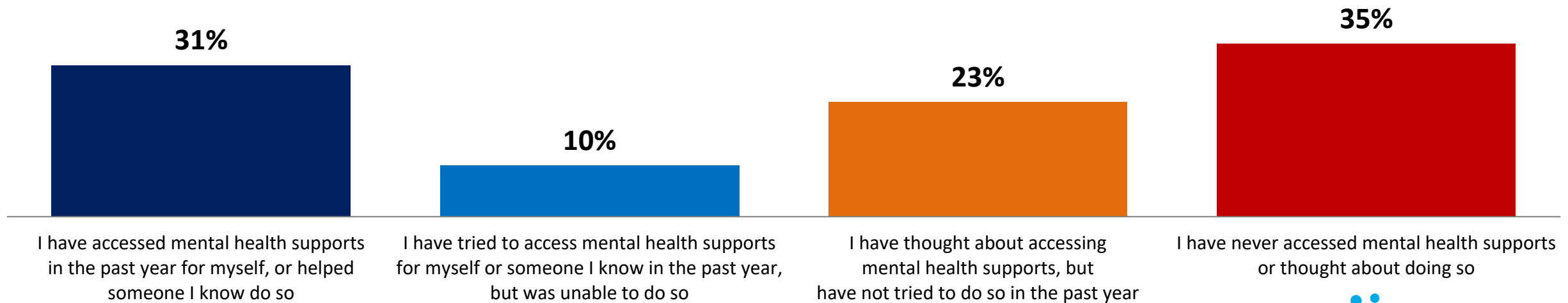
Mental Health Supports by Segmentation: Younger respondents & those who have been diagnosed are more likely to have accessed support

Q Have you ever accessed mental health supports, tried to access supports, or thought about accessing them for yourself or someone you know in the past year?
[asked of all respondents; n=1,000]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
I have accessed mental health supports in the past year for myself, or helped someone I know do so	31%	43%	32%	20%	44%	36%	19%	38%	24%	33%	18%	30%	62%
I have tried to access mental health supports for myself or someone I know in the past year, but was unable to do so	10%	15%	12%	5%	20%	11%	5%	17%	7%	9%	5%	21%	13%
I have thought about accessing mental health supports, but have not tried to do so in the past year	23%	24%	26%	18%	26%	27%	22%	23%	21%	26%	18%	40%	17%
I have never accessed mental health supports or thought about doing so	35%	18%	30%	58%	10%	26%	54%	22%	48%	32%	59%	10%	9%

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Note: Values in red show a difference of >5% points.

Mental Health Supports by Segmentation: Those who have a higher income are more likely to have accessed mental health supports

Q Have you ever accessed mental health supports, tried to access supports, or thought about accessing them for yourself or someone you know in the past year?
[asked of all respondents; n=1,000]

	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
I have accessed mental health supports in the past year for myself, or helped someone I know do so	31%	28%	31%	31%	33%	27%	33%	**37%**
I have tried to access mental health supports for myself or someone I know in the past year, but was unable to do so	10%	10%	11%	10%	10%	11%	12%	8%
I have thought about accessing mental health supports, but have not tried to do so in the past year	23%	27%	20%	25%	22%	23%	23%	25%
I have never accessed mental health supports or thought about doing so	35%	35%	38%	34%	34%	38%	32%	29%

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Note: Values in red show a difference of >5% points.

Accessing Mental Health Supports: Of those who have accessed mental health supports, only 36% said that it was very easy

Q Which of the following statements would best describe your experience with accessing mental health supports:
[asked of all respondents who have accessed mental health supports; n=309]

36%	**41%**	**18%**	**6%**
I was able to get the mental health supports I needed very easily	I was able to get the mental health supports I needed somewhat easily	I found it somewhat difficult to access mental health supports	I found it very difficult to access mental health supports

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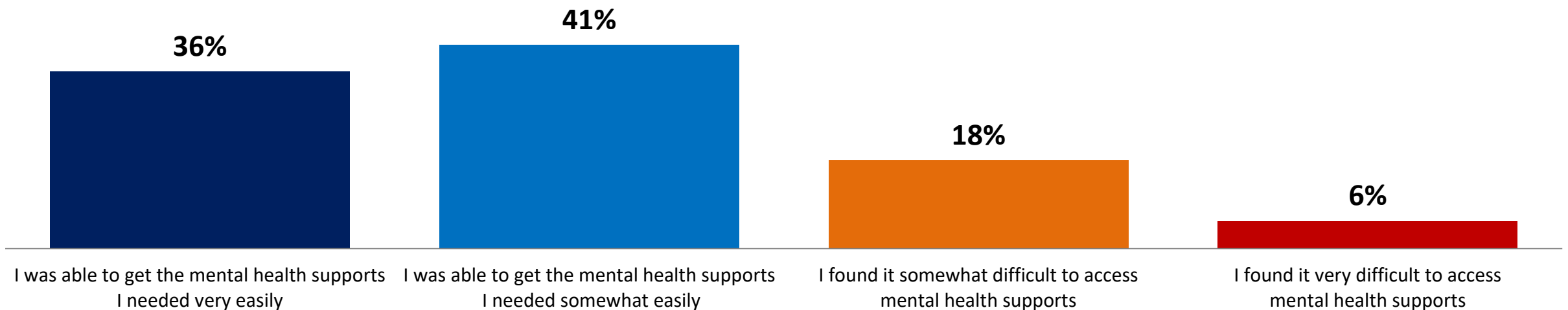
Accessing Mental Health Supports: Women (18-54) found it harder to access mental health support compared to men

Q Which of the following statements would best describe your experience with accessing mental health supports:
[asked of all respondents who have accessed mental health supports; n=309]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
I was able to get the mental health supports I needed very easily	36%	35%	41%	43%	30%	35%	32%	30%	37%	39%	38%	22%	40%
I was able to get the mental health supports I needed somewhat easily	41%	45%	44%	45%	39%	34%	41%	47%	41%	38%	41%	59%	33%
I found it somewhat difficult to access mental health supports	18%	16%	10%	10%	25%	24%	17%	17%	16%	18%	15%	18%	20%
I found it very difficult to access mental health supports	6%	4%	5%	2%	6%	7%	10%	6%	6%	5%	6%	1%	7%

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Note: Values in red show a difference of >5% points.

Accessing Mental Health Supports: Rural residents have a harder time accessing mental health supports than GTA residents

Q Which of the following statements would best describe your experience with accessing mental health supports:
[asked of all respondents who have accessed mental health supports; n=309]

	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
I was able to get the mental health supports I needed very easily	36%	42%	40%	25%	38%	41%	34%	34%
I was able to get the mental health supports I needed somewhat easily	41%	36%	42%	47%	37%	34%	46%	45%
I found it somewhat difficult to access mental health supports	18%	18%	14%	20%	20%	18%	14%	18%
I found it very difficult to access mental health supports	6%	4%	5%	8%	5%	7%	5%	3%

Note: Values in red show a difference of >5% points.

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Navigating Mental Health Supports: More than half of those who accessed mental health supports experienced at least some frustration

Q Which of the following statements best describes your experience with navigating the mental health support system:
[asked of all respondents who have at least tried to access mental health supports; n=413]

60% Experienced some Frustration

41%

47%

13%

I felt pleased with the process of accessing mental health support

I experienced some frustration while navigating the system of mental health supports

I found the process of accessing mental health supports to be extremely frustrating
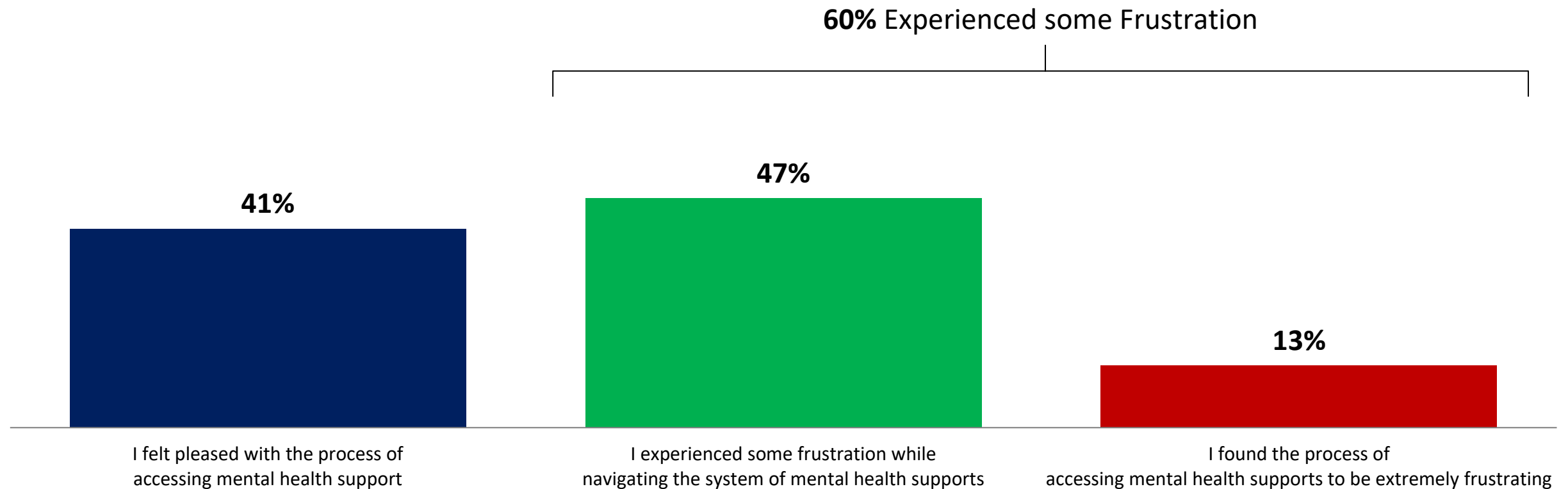
Navigating Mental Health Supports by Segmentation: Younger and undiagnosed respondents are more likely to experience some frustration

Q Which of the following statements best describes your experience with navigating the mental health support system:
[asked of all respondents who have at least tried to access mental health supports; n=413]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
I felt pleased with the process of accessing mental health support	41%	38%	47%	63%	28%	37%	41%	31%	46%	44%	52%	36%	36%
I experienced some frustration while navigating the system of mental health supports	47%	53%	41%	29%	57%	49%	42%	54%	42%	44%	40%	56%	46%
I found the process of accessing mental health supports to be extremely frustrating	13%	9%	12%	8%	16%	14%	17%	15%	13%	12%	8%	7%	18%

	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
I felt pleased with the process of accessing mental health support	41%	46%	45%	32%	40%	39%	42%	41%
I experienced some frustration while navigating the system of mental health supports	47%	42%	46%	50%	48%	44%	51%	46%
I found the process of accessing mental health supports to be extremely frustrating	13%	12%	9%	18%	12%	17%	7%	12%

Unable to Access Mental Health Supports: 3-in-5 (60%) expressed that the waitlists for mental health supports were too long

Q Which of the following statements would best describe your experience trying to access mental health supports, while not being able to do so? *Please select all that apply*.

[asked of all respondents who have tried to access mental health supports but was unable to do so; n=104]

The waitlists were too long to get support — **60%**

The cost was too high to get support — **38%**

I would have needed a referral from my family doctor to get support — **33%**

The system was too confusing to navigate and get support — **26%**

I would have needed a diagnosis to get support — **14%**

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Note: Multiple mentions allowed; totals may exceed 100%.
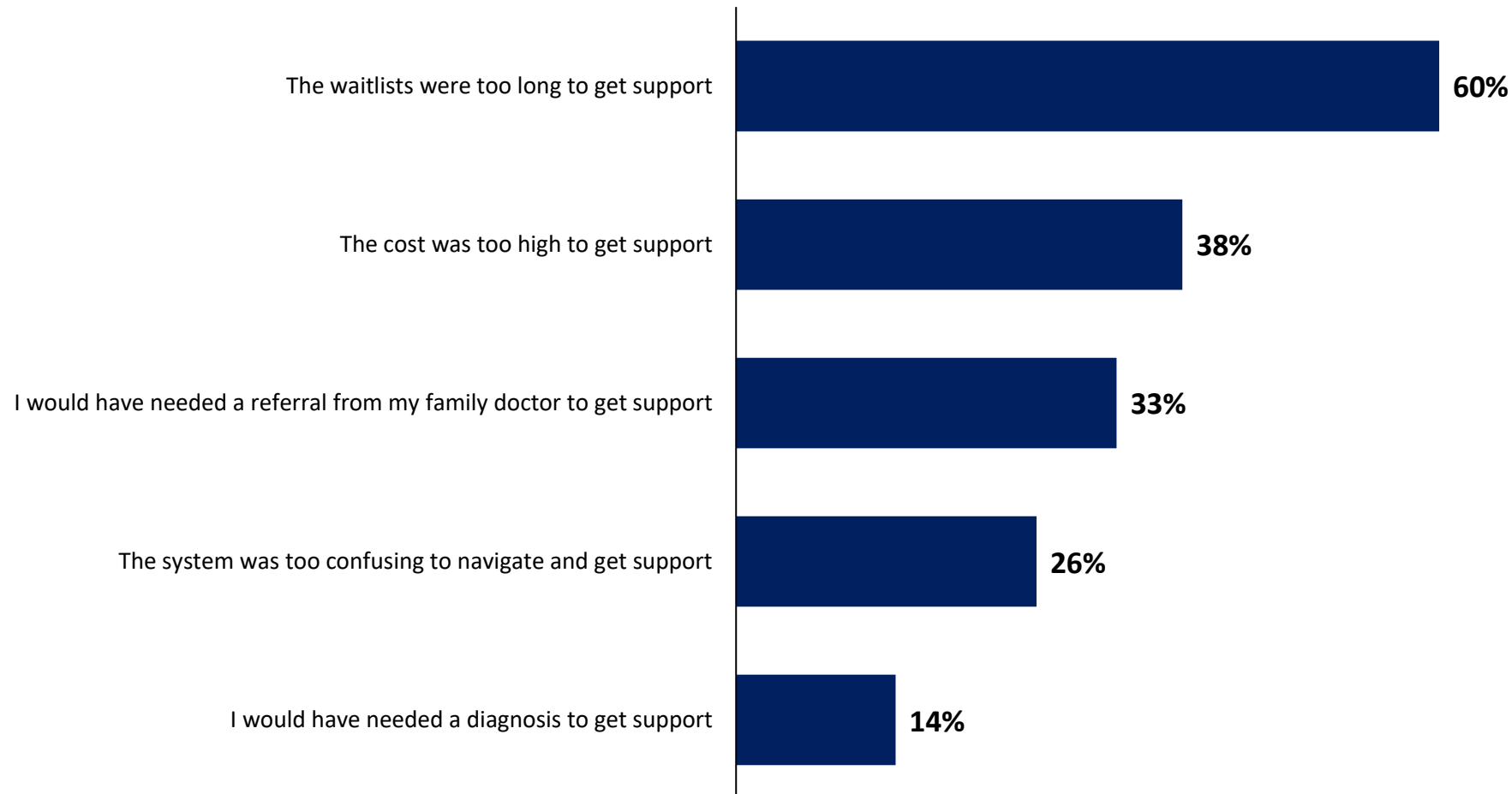
Unable to Access Mental Health Supports by Segmentation: Older women and younger men are more likely to say waitlists are too long

Q Which of the following statements would best describe your experience trying to access mental health supports, while not being able to do so? *Please select all that apply.*
[asked of all respondents who have tried to access mental health supports but was unable to do so; n=104]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
The waitlists were too long to get support	60%	65%	51%	50%	64%	53%	77%	58%	61%	64%	62%	55%	66%
The cost was too high to get support	38%	47%	43%	9%	48%	31%	24%	37%	39%	40%	32%	38%	50%
I would have needed a referral from my family doctor to get support	33%	23%	26%	39%	29%	51%	31%	40%	38%	19%	33%	33%	29%
The system was too confusing to navigate and get support	26%	26%	17%	51%	40%	12%	7%	25%	25%	29%	21%	24%	30%
I would have needed a diagnosis to get support	14%	18%	4%	18%	13%	20%	8%	14%	17%	11%	21%	13%	10%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Unable to Access Mental Health Supports by Segmentation: Waitlists are key concern across all groups

Q Which of the following statements would best describe your experience trying to access mental health supports, while not being able to do so? *Please select all that apply.*
[asked of all respondents who have tried to access mental health supports but was unable to do so; n=104]

	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
The waitlists were too long to get support	60%	61%	57%	63%	61%	60%	63%	50%
The cost was too high to get support	38%	35%	38%	40%	39%	41%	36%	35%
I would have needed a referral from my family doctor to get support	33%	40%	18%	41%	34%	37%	31%	24%
The system was too confusing to navigate and get support	26%	35%	25%	20%	26%	25%	19%	44%
I would have needed a diagnosis to get support	14%	27%	10%	15%	6%	14%	8%	19%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Thought about Accessing: 3-in-10 of those thinking about accessing supports didn't know where to begin, or thought costs were too high

Q Which of the following statements would best describe why you thought about accessing mental health supports, but did not try to access them in the end: *Please select all that apply.*

[asked of all respondents who have thought about accessing mental health supports but have not tried to do so; n=234]

Statement	%
I did not think my issues were severe enough to receive support	49%
I did not know where to begin to try to find support	30%
I think the cost would be too high to get support	30%
I think the waitlists would be too long to get support	24%
The system seems too confusing to navigate and get support	18%

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Note: Multiple mentions allowed; totals may exceed 100%.

Thought about Accessing by Segmentation: Young adults (18-34) are most likely to say that they don't know where to find support

Q Which of the following statements would best describe why you thought about accessing mental health supports, but did not try to access them in the end: *Please select all that apply.*

[asked of all respondents who have thought about accessing mental health supports but have not tried to do so; n=234]

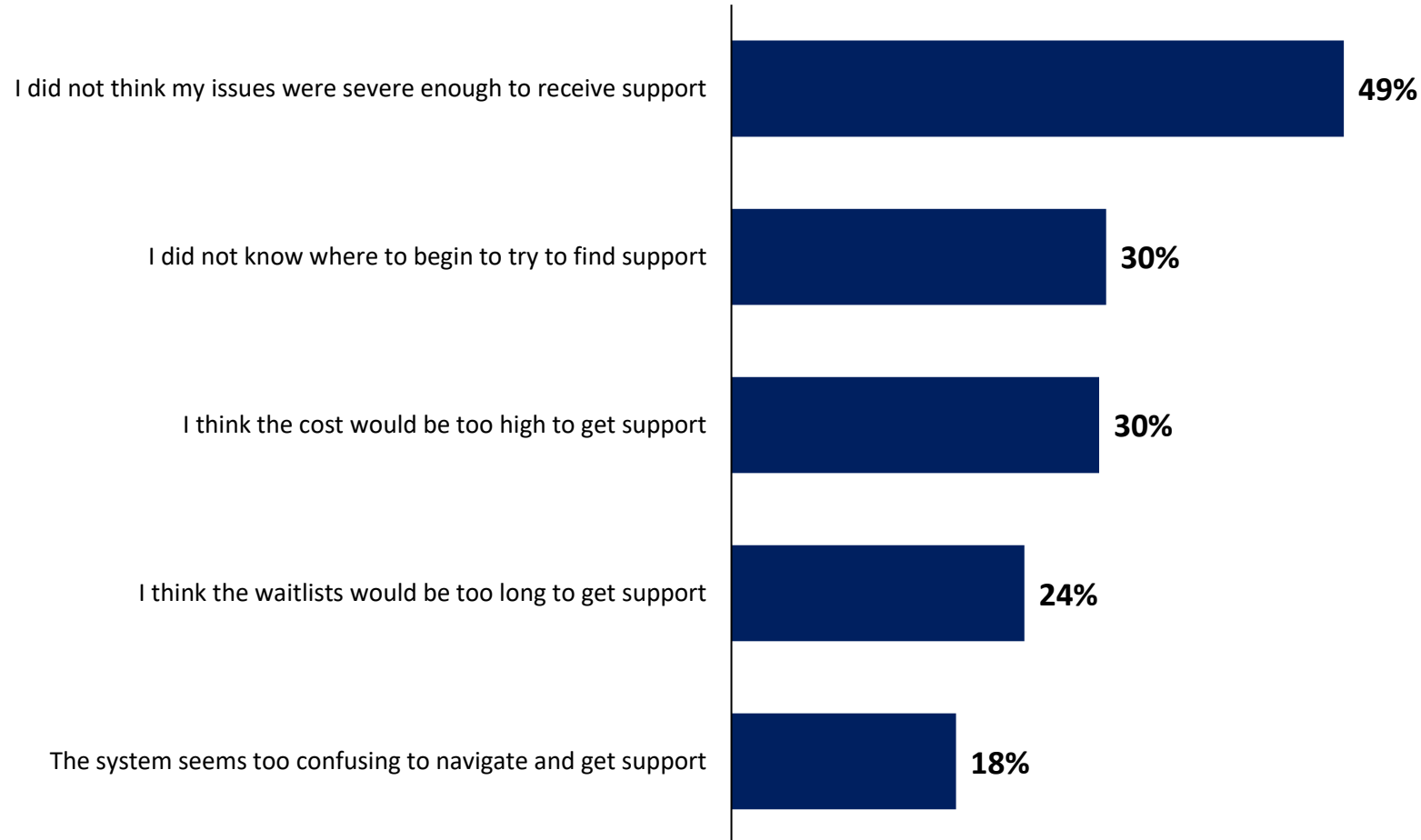|	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
I did not think my issues were severe enough to receive support	49%	40%	**57%**	43%	51%	46%	**55%**	44%	47%	53%	53%	48%	44%
I did not know where to begin to try to find support	30%	**43%**	24%	18%	**40%**	**42%**	17%	**38%**	22%	31%	23%	**44%**	16%
I think the cost would be too high to get support	30%	22%	32%	27%	**37%**	**36%**	24%	**35%**	25%	30%	29%	28%	32%
I think the waitlists would be too long to get support	24%	21%	22%	23%	**29%**	28%	20%	25%	24%	23%	15%	23%	**40%**
The system seems too confusing to navigate and get support	18%	14%	22%	16%	15%	**27%**	14%	21%	17%	16%	13%	22%	20%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Thought about Accessing by Segmentation: GTA residents are most likely to say that they don't know where to find support

Q Which of the following statements would best describe why you thought about accessing mental health supports, but did not try to access them in the end: *Please select all that apply.*

[asked of all respondents who have thought about accessing mental health supports but have not tried to do so; n=234]

	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
I did not think my issues were severe enough to receive support	49%	47%	47%	50%	52%	52%	45%	46%
I did not know where to begin to try to find support	30%	35%	36%	26%	25%	26%	32%	34%
I think the cost would be too high to get support	30%	28%	32%	24%	34%	28%	37%	24%
I think the waitlists would be too long to get support	24%	20%	24%	22%	27%	23%	27%	23%
The system seems too confusing to navigate and get support	18%	22%	24%	15%	12%	20%	15%	20%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Likelihood of Seeking Mental Health Supports: 72% would be at least somewhat likely to seek mental health supports with guidance

Q If someone could help guide you through the mental health system, would you be more likely to seek mental health supports?
[asked of all respondents who have tried to access mental health supports but was unable to do so & have thought about accessing mental health supports but have not tried to do so; n=338]

72% Somewhat Likely to Seek

30%	42%	15%	6%	7%
I would be a lot more likely to seek mental health supports if someone could help guide me through the system.	I would be somewhat more likely to seek mental health supports if someone could help guide me through the system.	I don't think it would make a real difference if someone could help guide me through the system.	I wouldn't be more likely to seek mental health supports if someone could help guide me through the system.	Don't know
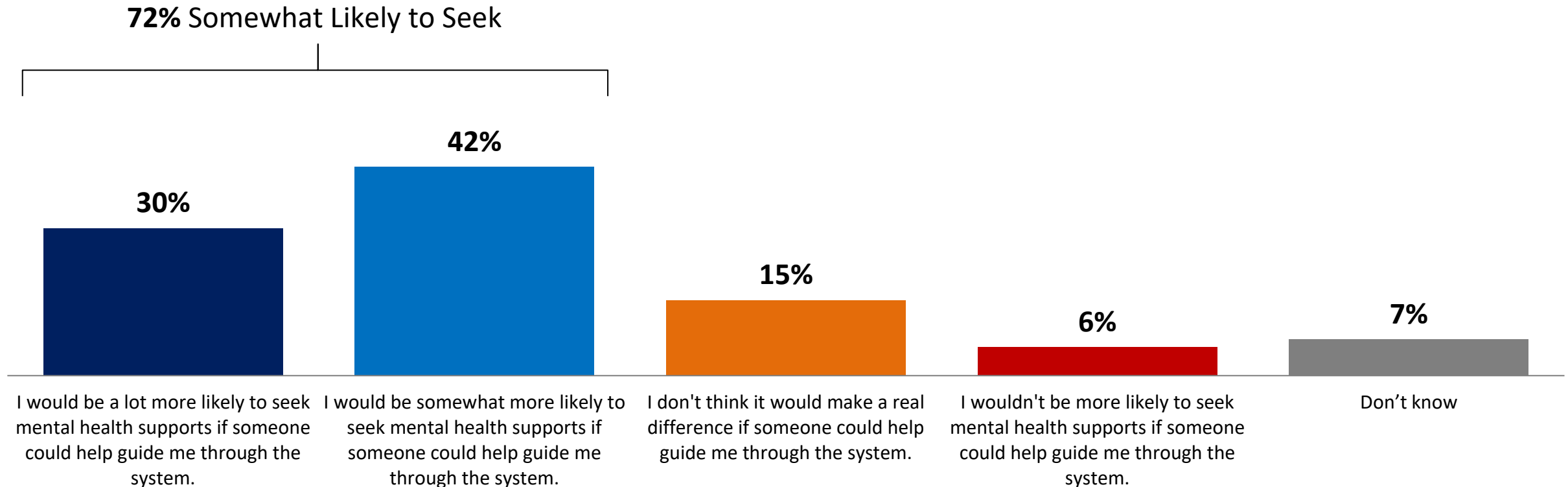
Likelihood of Seeking Mental Health Supports by Segmentation: People 35-54 are at least somewhat more inclined to seek support via a guide

Q If someone could help guide you through the mental health system, would you be more likely to seek mental health supports?
[asked of all respondents who have tried to access mental health supports but was unable to do so & have thought about accessing mental health supports but have not tried to do so; n=338]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
I would be a lot more likely to seek mental health supports if someone could help guide me through the system.	30%	29%	30%	28%	33%	36%	23%	32%	31%	28%	20%	38%	31%
I would be somewhat more likely to seek mental health supports if someone could help guide me through the system.	42%	45%	51%	37%	44%	43%	32%	49%	37%	41%	46%	45%	33%
I don't think it would make a real difference if someone could help guide me through the system.	15%	18%	12%	21%	16%	12%	14%	12%	14%	18%	15%	10%	20%
I wouldn't be more likely to seek mental health supports if someone could help guide me through the system.	6%	7%	7%	10%	3%	5%	4%	6%	6%	6%	7%	4%	7%
Don't know	7%	2%	--	5%	5%	4%	27%	2%	12%	7%	12%	3%	9%

Note: Values in red show a difference of >5% points.

Likelihood of Seeking Mental Health Supports by Segmentation: Those with a low income would be a lot more likely to seek support via a guide

Q If someone could help guide you through the mental health system, would you be more likely to seek mental health supports?
[asked of all respondents who have tried to access mental health supports but was unable to do so & have thought about accessing mental health supports but have not tried to do so; n=338]

	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
I would be a lot more likely to seek mental health supports if someone could help guide me through the system.	30%	29%	30%	30%	30%	35%	26%	26%
I would be somewhat more likely to seek mental health supports if someone could help guide me through the system.	42%	51%	38%	42%	38%	35%	49%	48%
I don't think it would make a real difference if someone could help guide me through the system.	15%	10%	18%	17%	16%	17%	14%	15%
I wouldn't be more likely to seek mental health supports if someone could help guide me through the system.	6%	8%	5%	3%	7%	5%	4%	8%
Don't know	7%	3%	9%	8%	8%	8%	7%	4%

Note: Values in red show a difference of >5% points.

Length of Receiving Mental Health Support: 3-in-4 (72%) have tried to access supports in the last 6 months; highest among men 18-34

Q If you tried to access mental health supports in the past year (12 months), how long did it take to receive the mental health support you were looking for?
[asked of all respondents who have at least tried to access mental health supports; 2023: n=413; 2022: n=292]

1 month
- 32% (2023)
- 28% (2022)

2-3 months
- 24% (2023)
- 23% (2022)

3-6 months
- 16% (2023)
- 16% (2022)

Less than 6 months
2023: **72%**
2022: **67%**

6 months to 1 year
- 12% (2023)
- 13% (2022)

1-2 years
- 3% (2023)
- 4% (2022)

2 years or more
- 4% (2023)
- 5% (2022)

6 months+
2023: **19%**
2022: **22%**

None of these – I did not try to access mental health supports*
- 5% (2023)

Don't know
- 4% (2023)
- 13% (2022)

■ 2023
■ 2022

Note: *This response option was a new addition this wave.

Segmentation
Those who received care in less than 6 months

Age-Gender
- M 18-34: **79%**
- M 35-54: **75%**
- M 55+: **67%**
- W 18-34: **71%**
- W 35-54: **70%**
- W 55+: **65%**

Have Children
- Yes, under 18 years old: **73%**
- Yes, over 18 years old: **65%**
- No: **74%**

Mental Health Status
- No mental health conditions: **75%**
- Undiagnosed: **77%**
- Diagnosed: **67%**

Region
- Toronto: **71%**
- Rest of GTA: **74%**
- South/West: **72%**
- North/East: **70%**

Income
- < $60k: **64%**
- $60k to $100k: **76%**
- > $100k: **79%**

Confidence in Where to Get Support: 7-in-10 (68%) are confident in finding support; higher among men and those with an income $100k+

Q How confident are you that you would know where to turn to get support if you or someone you love was experiencing a mental health crisis right now?
[asked of all respondents; n=1,000]

68% Confident

29% Not confident

Very confident	Somewhat confident	Not very confident	Not confident at all	Don't know
22%	**45%**	**22%**	**7%**	**3%**
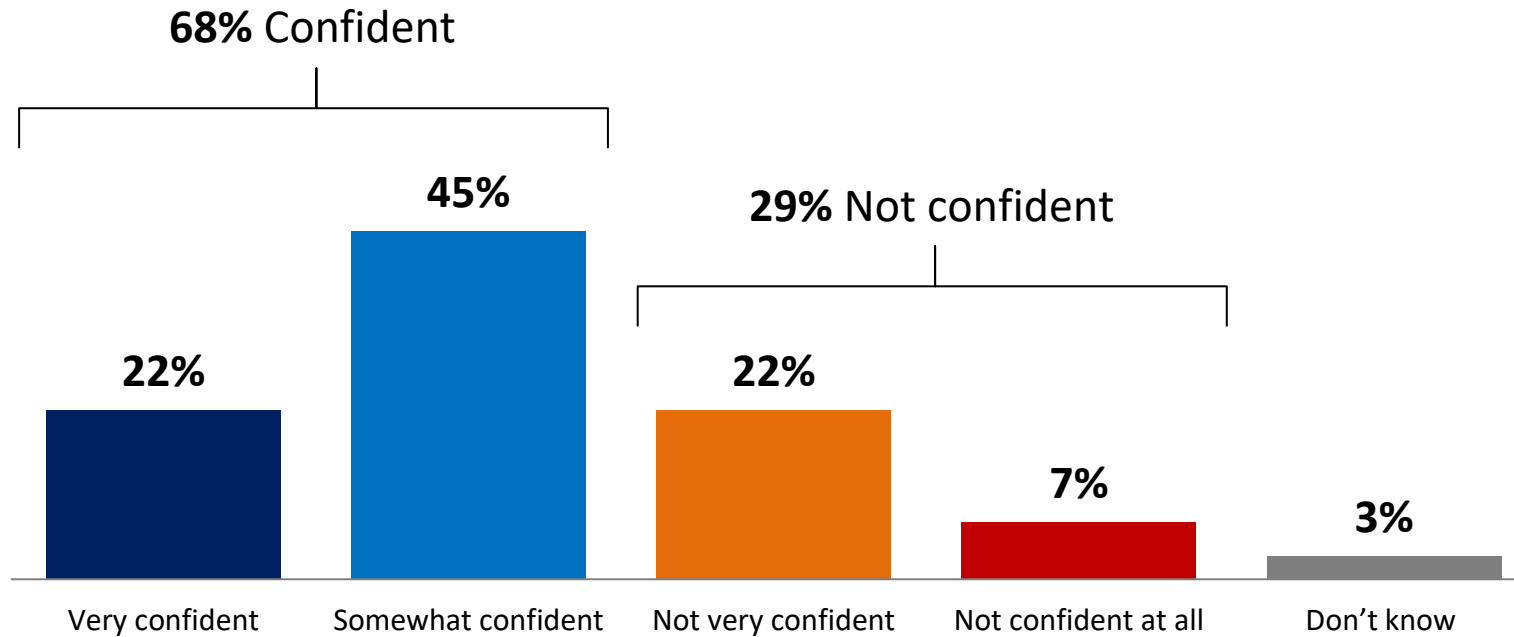
Segmentation
Those who say that they are confident

Age-Gender
- M 18-34 — **70%**
- M 35-54 — **73%**
- M 55+ — **68%**
- W 18-34 — **63%**
- W 35-54 — **66%**
- W 55+ — **65%**

Have Children
- Yes, under 18 years old — **66%**
- Yes, over 18 years old — **68%**
- No — **68%**

Mental Health Status
- No mental health conditions — **73%**
- Undiagnosed — **57%**
- Diagnosed — **70%**

Region
- Toronto — **69%**
- Rest of GTA — **66%**
- South/West — **71%**
- North/East — **64%**

Income
- < $60k — **66%**
- $60k to $100k — **67%**
- > $100k — **72%**
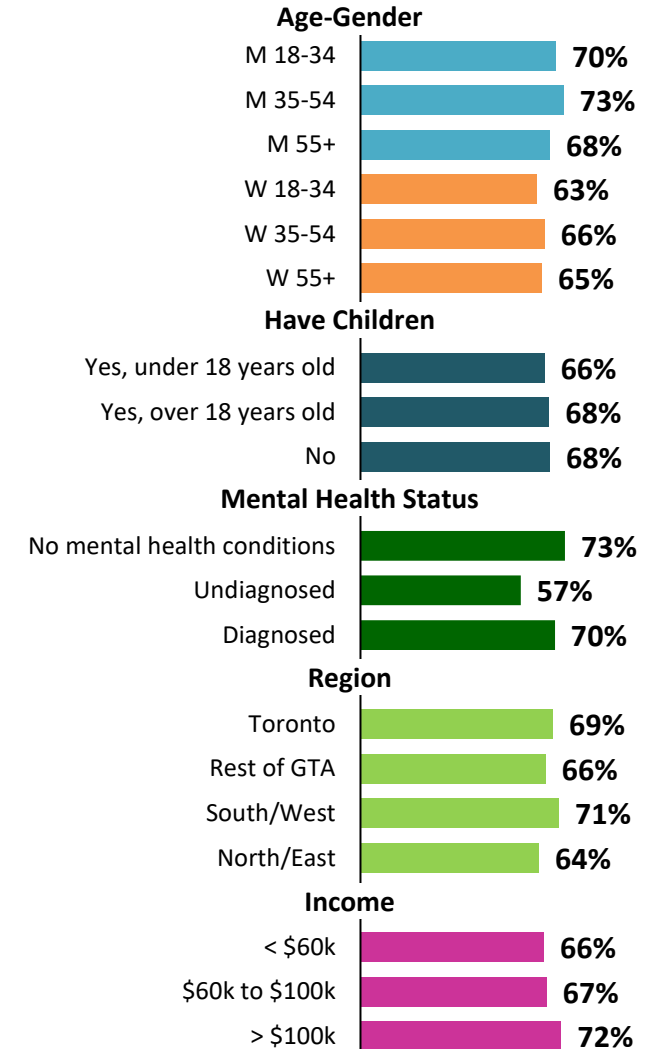
Need/Crisis

Insight on Mental Health Status: One quarter (25%) would say that their mental health has declined overall within the past year

Q Which of the following is true of your mental health status within the past year?
Please select all that apply.
[asked of all respondents; n=1,000]

Category	Percentage
My mental health has remained the same	45%
My mental health has declined overall	25%
My mental health has improved	21%
I am unsure if my mental health has declined or improved	11%
I experienced a mental health crisis that required urgent care	8%
My use of substances (drugs/alcohol) has increased	2%

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Note: Multiple mentions allowed; totals may exceed 100%.
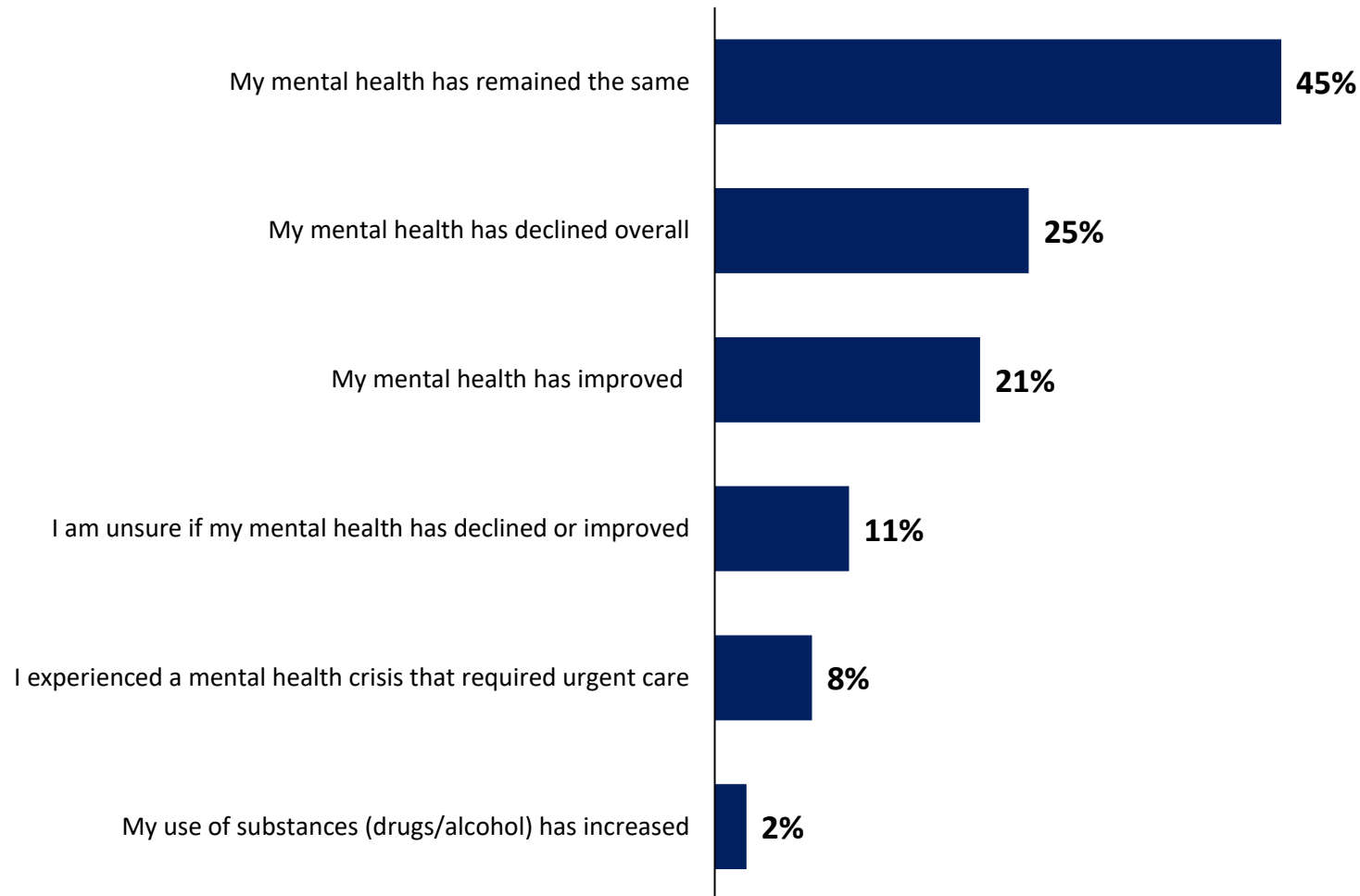
Mental Health Status Insight by Segmentation: Young adults are more likely to report a decline in MH or have experienced a crisis

Q Which of the following is true of your mental health status within the past year?
Please select all that apply.
[asked of all respondents; n=1,000]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
My mental health has remained the same	45%	27%	35%	**68%**	26%	39%	**60%**	37%	**57%**	39%	**64%**	24%	26%
My mental health has declined overall	25%	**38%**	28%	11%	**41%**	**30%**	12%	**33%**	17%	26%	9%	**45%**	**38%**
My mental health has improved	21%	**30%**	24%	13%	25%	20%	18%	21%	18%	24%	20%	20%	**27%**
I am unsure if my mental health has declined or improved	11%	10%	13%	10%	9%	11%	11%	13%	12%	9%	8%	12%	8%
I experienced a mental health crisis that required urgent care	8%	**13%**	7%	3%	**15%**	8%	3%	7%	6%	10%	3%	8%	**18%**
My use of substances (drugs/alcohol) has increased	2%	6%	2%	1%	3%	3%	1%	1%	2%	4%	<1%	5%	4%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Mental Health Status Insight by Segmentation: Respondents with greater income level were more likely to experience improved MH

Q Which of the following is true of your mental health status within the past year?
Please select all that apply.
[asked of all respondents; n=1,000]

	Total	Region				Income		
		Toronto	**Rest of GTA**	**South & West**	**North, Central & East**	**< $60k**	**$60k to $100k**	**> $100k**
My mental health has remained the same	45%	46%	47%	41%	46%	45%	43%	44%
My mental health has declined overall	25%	22%	22%	28%	26%	23%	29%	24%
My mental health has improved	21%	20%	22%	22%	19%	21%	18%	**26%**
I am unsure if my mental health has declined or improved	11%	13%	10%	11%	10%	11%	12%	8%
I experienced a mental health crisis that required urgent care	8%	10%	9%	7%	5%	8%	8%	6%
My use of substances (drugs/alcohol) has increased	2%	2%	2%	3%	3%	4%	1%	2%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Insight on Declining Mental Health: Responses are split, those who plan to seek support soon has increased by 13-points since last year

Q If your mental health has declined overall, please select what best describes you:
[asked of all respondents who said that their mental health has declined overall; 2023: n=248; 2022: n=281]

2023
| 25% | 24% | 25% | 25% |

2022
| 39% | 11% | 29% | 21% |
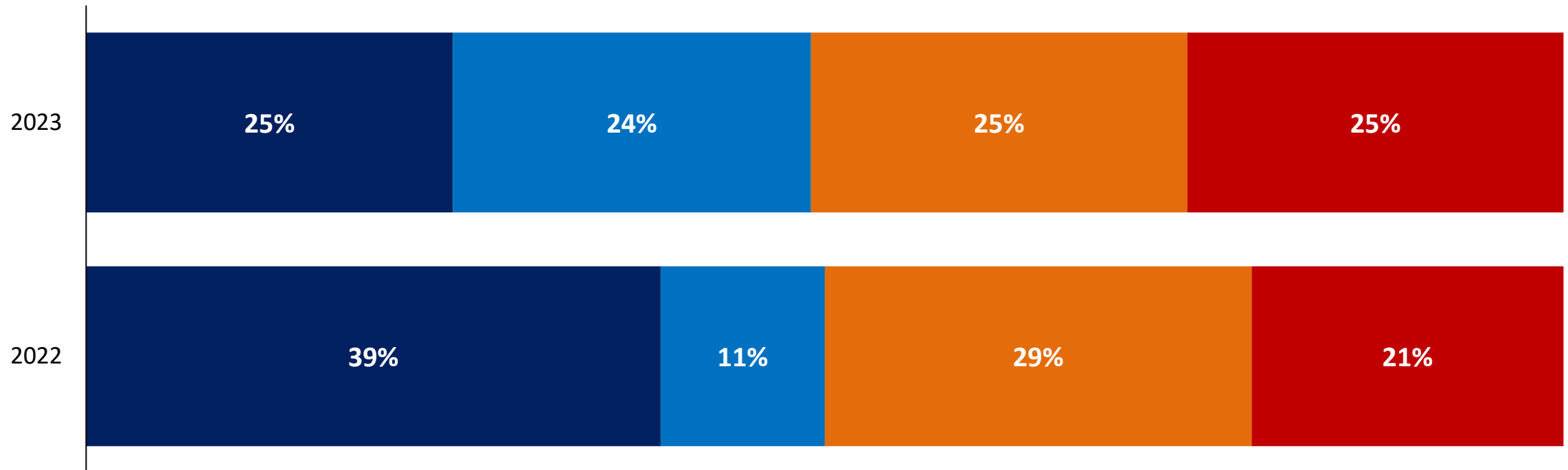
- ■ But I am not in need of support
- ■ And I plan to seek support soon
- ■ And I have sought support from a mental health professional
- ■ And I would like support, but one or more barriers are/have been in the way

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Note: 'Don't know' omitted for 2022.

Insight on Declining Mental Health by Segmentation: Men are more likely to plan to seek support, women more likely to report barriers

Q If your mental health has declined overall, please select what best describes you:
[asked of all respondents who said that their mental health has declined overall; 2023: n=248]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
But I am not in need of support	25%	19%	22%	47%	21%	23%	35%	18%	28%	27%	57%	20%	14%
And I plan to seek support soon	24%	34%	33%	8%	25%	21%	9%	26%	31%	19%	19%	37%	15%
And I have sought support from a mental health professional	25%	25%	25%	9%	24%	35%	26%	31%	20%	25%	11%	14%	46%
And I would like support, but one or more barriers are/have been in the way	25%	22%	20%	35%	30%	22%	30%	25%	21%	29%	13%	30%	25%

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Note: Values in red show a difference of >5% points.

Insight on Declining Mental Health by Segmentation: Those with a lower income are more likely to state barriers have been in the way

Q If your mental health has declined overall, please select what best describes you:
[asked of all respondents who said that their mental health has declined overall; 2023: n=248]

	Total	Region				Income		
		Toronto	**Rest of GTA**	**South & West**	**North, Central & East**	**< $60k**	**$60k to $100k**	**> $100k**
But I am not in need of support	**25%**	**21%**	**23%**	**25%**	**28%**	**21%**	**26%**	**30%**
And I plan to seek support soon	**24%**	**35%**	**26%**	**27%**	**13%**	**18%**	**26%**	**30%**
And I have sought support from a mental health professional	**25%**	**19%**	**21%**	**28%**	**31%**	**30%**	**24%**	**23%**
And I would like support, but one or more barriers are/have been in the way	**25%**	**25%**	**30%**	**19%**	**28%**	**31%**	**24%**	**17%**

Note: Values in red show a difference of >5% points.

Access

Where To Go for Support: 3-in-5 (57%) would say that they would turn to their family doctor to get support if they are experiencing a MH crisis

Q If you were experiencing a mental health crisis and needed care, where would you turn to get support? *Please select all that apply.*
[asked of all respondents; n=1,000]

Category	Percentage
Family doctor	57%
Community-based service	29%
Emergency department	20%
Private service provider/practitioner	15%
Family Health Team	12%
Elsewhere	5%
Don't know	9%

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Note: Multiple mentions allowed; totals may exceed 100%.
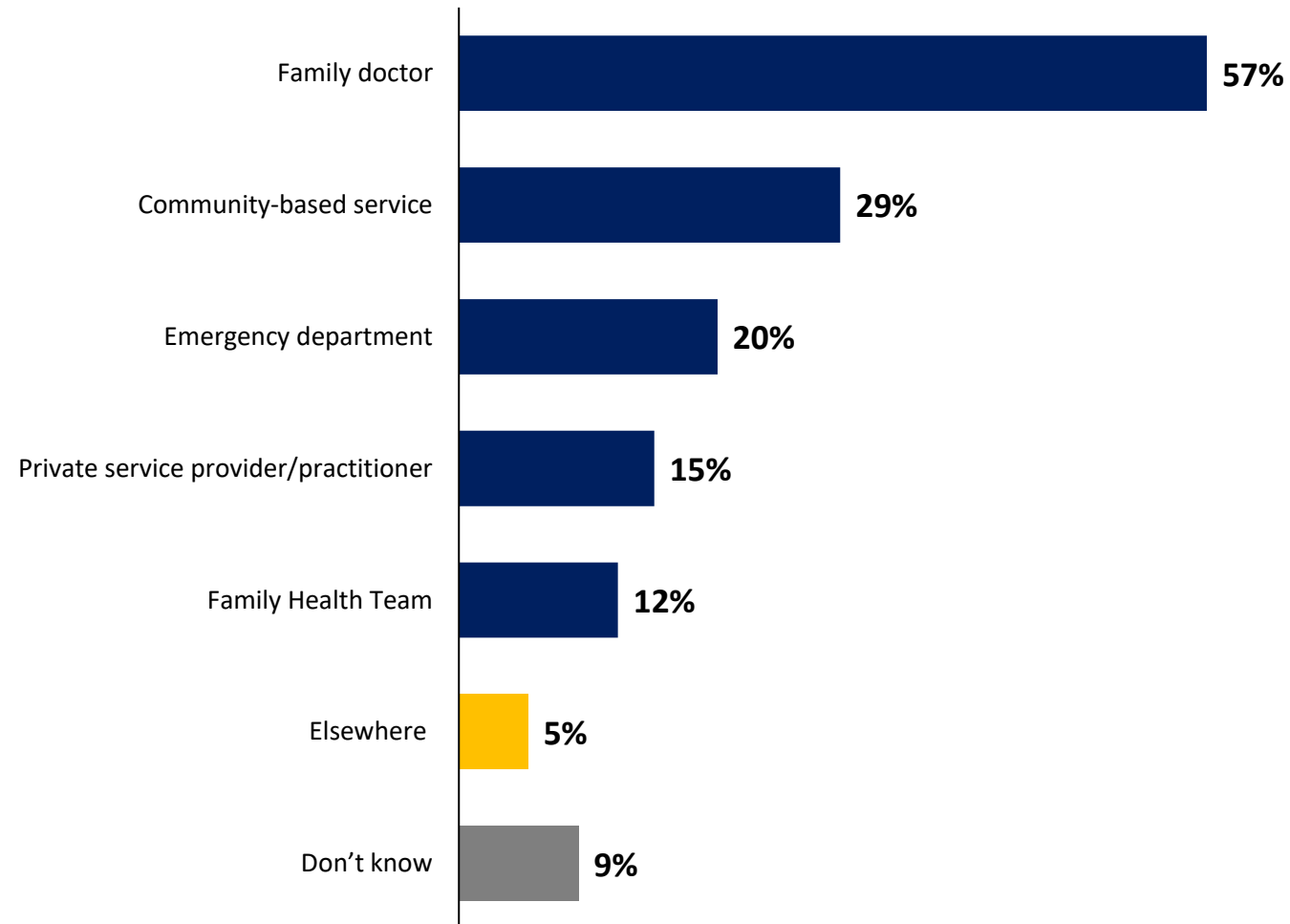
Where To Go for Support by Segmentation: Respondents 55+ and those who have children are more likely to seek help from family doctor

Q If you were experiencing a mental health crisis and needed care, where would you turn to get support? *Please select all that apply.*
[asked of all respondents; n=1,000]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
Family doctor	57%	43%	61%	66%	45%	60%	63%	64%	66%	47%	60%	54%	59%
Community-based service	29%	33%	25%	32%	32%	29%	27%	28%	29%	30%	28%	27%	37%
Emergency department	20%	19%	20%	22%	21%	19%	18%	21%	20%	19%	18%	15%	29%
Private service provider/practitioner	15%	15%	17%	9%	23%	16%	13%	19%	12%	16%	13%	19%	13%
Family Health Team	12%	12%	9%	9%	15%	15%	14%	15%	14%	10%	10%	11%	18%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Where To Go for Support by Segmentation: Those with an income of < $60k are more likely to seek help from a community-based service

Q If you were experiencing a mental health crisis and needed care, where would you turn to get support? *Please select all that apply.*
[asked of all respondents; n=1,000]

	Total	Region				Income		
		Toronto	**Rest of GTA**	**South & West**	**North, Central & East**	**< $60k**	**$60k to $100k**	**> $100k**
Family doctor	57%	57%	60%	59%	54%	56%	58%	61%
Community-based service	29%	28%	30%	30%	30%	**34%**	25%	26%
Emergency department	20%	18%	19%	20%	22%	18%	19%	22%
Private service provider/practitioner	15%	16%	19%	15%	11%	11%	19%	18%
Family Health Team	12%	10%	10%	13%	15%	11%	13%	13%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Mental Health Attitudes: Highest agreement on the importance for MH[43] providers to have a wide range of background/experience

Q Do you agree or disagree with the following statements?
[asked of all respondents; n=1,000]

Total Agreement

It is important for mental health providers to have a wide range of backgrounds and experiences, including but not limited to diverse racial, ethnic, and cultural backgrounds, diverse gender identities, and diverse professional and personal experiences

Strongly agree 50% | Somewhat agree 32% | Neutral 13% | 2%

82%

Social workers are essential to Ontarian's mental health recovery

41% | 36% | 16% | 3% 3%

77%

It is difficult to access a diagnosis for a mental health condition in Ontario

18% | 32% | 26% | 9% | 4% | 10%

50%

- ■ Strongly agree
- ■ Somewhat agree
- ■ Neutral
- ■ Somewhat disagree
- ■ Strongly disagree
- ■ Don't know

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Desired for Mental Health Provider Diversity by Segmentation: Women 55+, and those with children 18+ have the highest agreement

Q Do you agree or disagree with the following statements? *It is important for mental health providers to have a wide range of backgrounds and experiences, including but not limited to diverse racial, ethnic, and cultural backgrounds, diverse gender identities, and diverse professional and personal experiences.*
[asked of all respondents; n=1,000]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
Strongly agree	50%	44%	43%	45%	57%	53%	58%	45%	53%	51%	51%	45%	55%
Somewhat agree	32%	29%	36%	38%	28%	30%	27%	35%	31%	30%	33%	36%	26%
Neutral	13%	19%	12%	12%	10%	11%	12%	14%	11%	13%	11%	15%	12%
Somewhat disagree	2%	3%	5%	1%	3%	2%	<1%	3%	2%	2%	2%	3%	3%
Strongly disagree	1%	1%	1%	1%	<1%	2%	1%	1%	0%	1%	1%	1%	2%
Don't know	2%	3%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%
Agree	**82%**	**73%**	**80%**	**83%**	**85%**	**83%**	**85%**	**80%**	**85%**	**81%**	**84%**	**80%**	**81%**
Disagree	**3%**	**4%**	**6%**	**3%**	**3%**	**3%**	**1%**	**4%**	**2%**	**4%**	**2%**	**4%**	**5%**

Desired for Mental Health Provider Diversity by Segmentation: Strong agreement across all demographics

Q Do you agree or disagree with the following statements? *It is important for mental health providers to have a wide range of backgrounds and experiences, including but not limited to diverse racial, ethnic, and cultural backgrounds, diverse gender identities, and diverse professional and personal experiences.*
[asked of all respondents; n=1,000]

	Total	Region				Income			BIPOC
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k	Indigenous & Racialized
Strongly agree	50%	53%	48%	49%	53%	52%	49%	49%	55%
Somewhat agree	32%	30%	32%	33%	30%	28%	35%	36%	30%
Neutral	13%	12%	16%	12%	11%	14%	12%	11%	11%
Somewhat disagree	2%	3%	2%	3%	3%	2%	3%	1%	3%
Strongly disagree	1%	1%	1%	2%	<1%	1%	--	2%	--
Don't know	2%	2%	1%	1%	3%	2%	1%	2%	1%
Agree	**82%**	**83%**	**80%**	**82%**	**83%**	**81%**	**84%**	**85%**	**85%**
Disagree	**3%**	**3%**	**3%**	**4%**	**3%**	**4%**	**3%**	**3%**	**3%**

Social Workers are Essential by Segmentation: Women 55+ and those with a diagnosis have the highest agreement

Q Do you agree or disagree with the following statements? *Social workers are essential to Ontario's mental health recovery.*
[asked of all respondents; n=1,000]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
Strongly agree	41%	41%	34%	39%	45%	40%	46%	37%	43%	41%	42%	34%	49%
Somewhat agree	36%	39%	40%	38%	32%	32%	33%	37%	37%	34%	36%	41%	31%
Neutral	16%	15%	17%	13%	16%	19%	14%	19%	13%	16%	14%	18%	13%
Somewhat disagree	3%	3%	4%	2%	3%	3%	2%	4%	2%	3%	3%	4%	3%
Strongly disagree	1%	<1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	3%
Don't know	3%	2%	3%	5%	3%	3%	4%	2%	4%	4%	4%	3%	1%
Agree	**77%**	**79%**	**75%**	**78%**	**77%**	**72%**	**79%**	**74%**	**80%**	**76%**	**78%**	**75%**	**80%**
Disagree	**4%**	**4%**	**5%**	**5%**	**4%**	**5%**	**3%**	**5%**	**3%**	**5%**	**3%**	**5%**	**6%**

Social Workers are Essential by Segmentation: Strong agreement across all demographics

Q Do you agree or disagree with the following statements? *Social workers are essential to Ontarian's mental health recovery.*
[asked of all respondents; n=1,000]

	Total	Region				Income			BIPOC
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k	Indigenous & Racialized
Strongly agree	41%	42%	38%	43%	42%	45%	36%	42%	42%
Somewhat agree	36%	36%	34%	37%	36%	32%	39%	40%	36%
Neutral	16%	16%	19%	13%	15%	16%	16%	12%	16%
Somewhat disagree	3%	2%	4%	2%	2%	2%	4%	2%	2%
Strongly disagree	1%	1%	1%	2%	2%	2%	1%	2%	2%
Don't know	3%	3%	3%	3%	4%	3%	4%	2%	2%
Agree	**77%**	**78%**	**72%**	**80%**	**78%**	**76%**	**75%**	**82%**	**78%**
Disagree	**4%**	**3%**	**6%**	**4%**	**4%**	**4%**	**5%**	**4%**	**4%**

Diagnosis Difficulties by Segmentation: Those who are diagnosed, undiagnosed, and women 18-34 have the highest agreement

Q Do you agree or disagree with the following statements? *It is difficult to access a diagnosis for a mental health condition in Ontario.*
[asked of all respondents; n=1,000]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
Strongly agree	18%	17%	16%	14%	24%	24%	16%	21%	20%	15%	12%	19%	29%
Somewhat agree	32%	39%	36%	25%	37%	32%	29%	36%	28%	34%	28%	43%	31%
Neutral	26%	25%	28%	29%	26%	25%	24%	27%	25%	26%	29%	23%	24%
Somewhat disagree	9%	10%	11%	11%	3%	8%	12%	8%	10%	10%	12%	7%	8%
Strongly disagree	4%	2%	3%	6%	4%	2%	4%	4%	3%	4%	3%	2%	5%
Don't know	10%	6%	7%	15%	6%	10%	15%	5%	14%	10%	15%	5%	3%
Agree	**50%**	**56%**	**51%**	**39%**	**61%**	**56%**	**45%**	**56%**	**48%**	**49%**	**40%**	**62%**	**60%**
Disagree	**13%**	**13%**	**14%**	**17%**	**7%**	**9%**	**16%**	**12%**	**13%**	**14%**	**15%**	**9%**	**13%**

Diagnosis Difficulties by Segmentation: Moderate agreement across all demographics

Q Do you agree or disagree with the following statements? *It is difficult to access a diagnosis for a mental health condition in Ontario.*
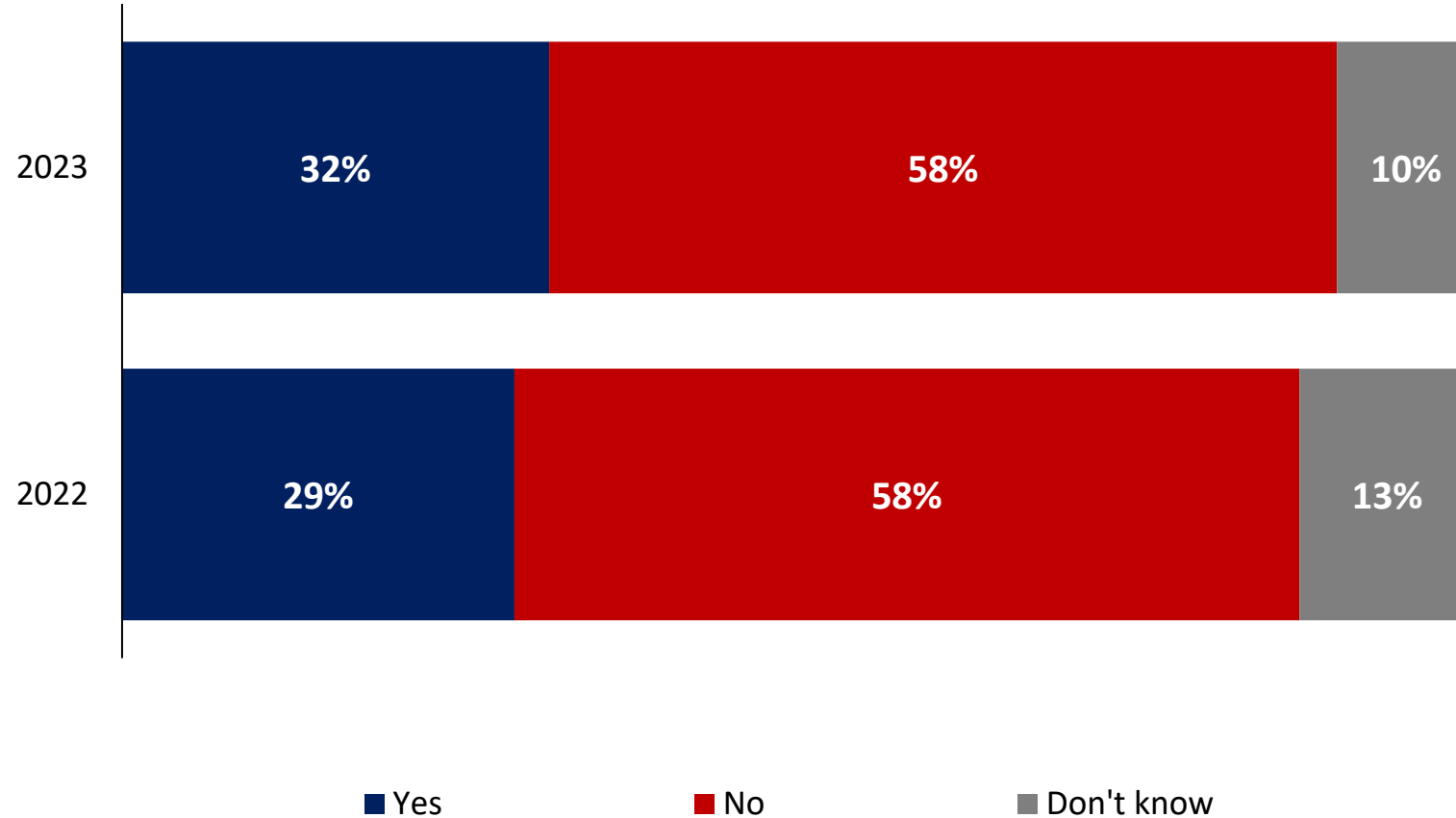[asked of all respondents; n=1,000]

	Total	Region				Income			BIPOC
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k	Indigenous & Racialized
Strongly agree	18%	17%	13%	21%	21%	19%	19%	17%	18%
Somewhat agree	32%	32%	32%	33%	32%	31%	33%	36%	35%
Neutral	26%	25%	31%	25%	25%	25%	26%	25%	25%
Somewhat disagree	9%	11%	11%	8%	8%	10%	8%	9%	8%
Strongly disagree	4%	3%	4%	5%	2%	5%	2%	4%	4%
Don't know	10%	12%	10%	9%	11%	10%	12%	9%	11%
Agree	50%	49%	45%	54%	53%	50%	52%	53%	53%
Disagree	13%	14%	15%	13%	11%	15%	10%	13%	11%

Awareness of Social Workers: 3-in-5 (58%) say they aren't aware social workers are the largest providers; highest among older respondents
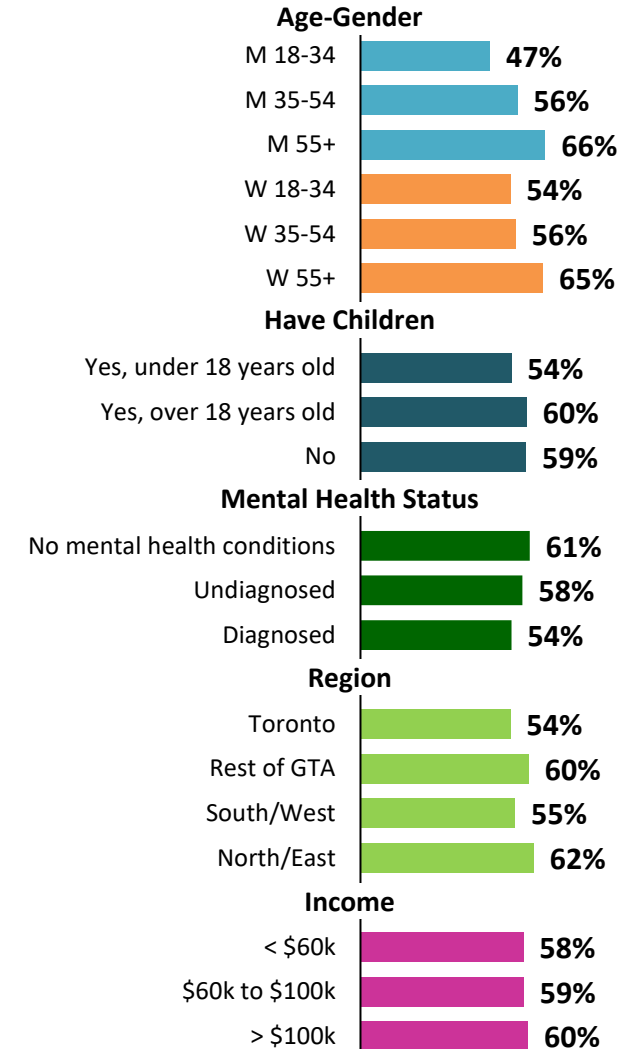
Q Are you aware that social workers are the largest providers of mental health services in Ontario?
[asked of all respondents; 2022: n=1,000; 2023: n=1,000]

Year	Yes	No	Don't know
2023	32%	58%	10%
2022	29%	58%	13%

Legend: ■ Yes ■ No ■ Don't know

Segmentation
Those who say no

Age-Gender
- M 18-34: 47%
- M 35-54: 56%
- M 55+: 66%
- W 18-34: 54%
- W 35-54: 56%
- W 55+: 65%

Have Children
- Yes, under 18 years old: 54%
- Yes, over 18 years old: 60%
- No: 59%

Mental Health Status
- No mental health conditions: 61%
- Undiagnosed: 58%
- Diagnosed: 54%

Region
- Toronto: 54%
- Rest of GTA: 60%
- South/West: 55%
- North/East: 62%

Income
- < $60k: 58%
- $60k to $100k: 59%
- > $100k: 60%

Employee Mental Health

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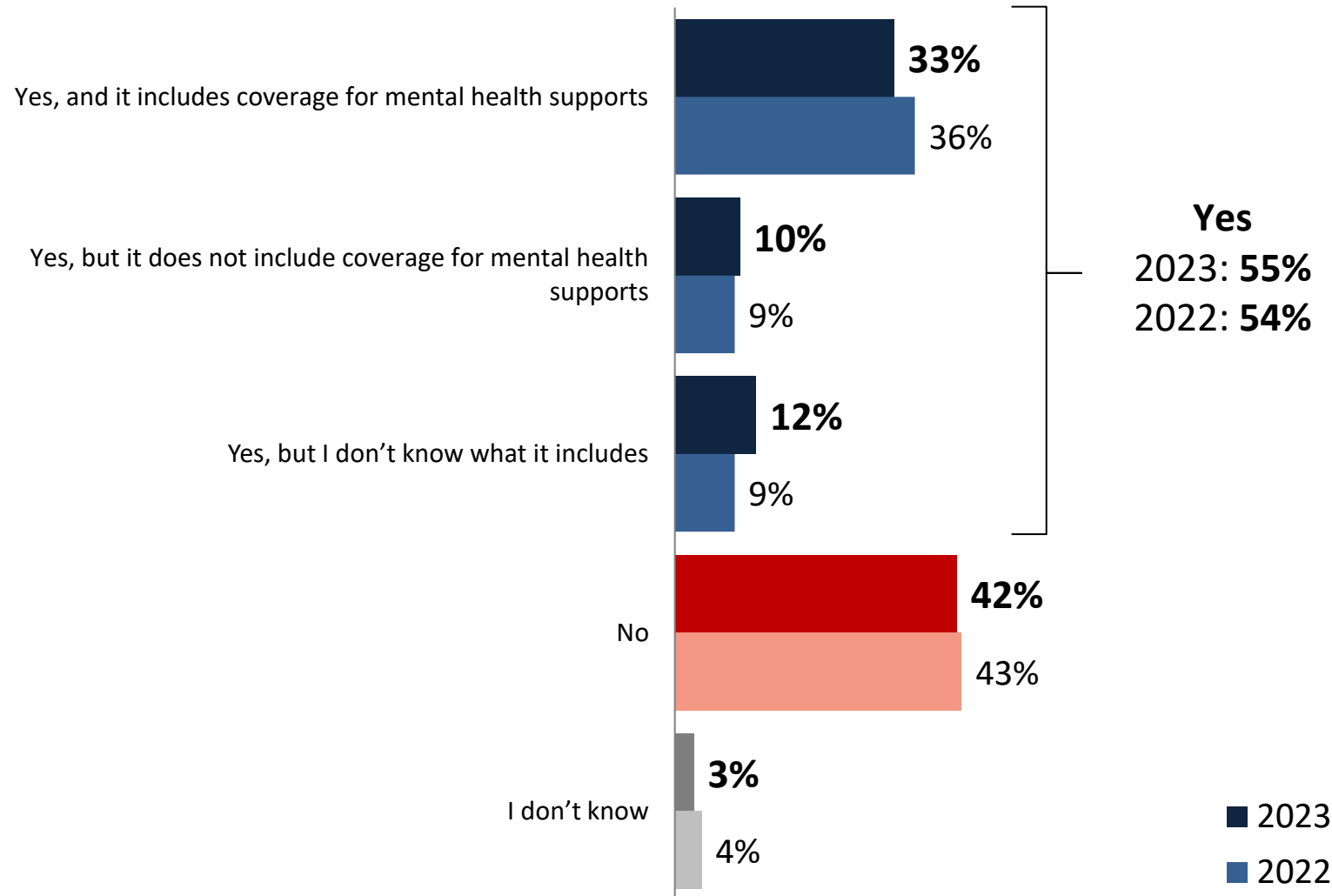
Access to An Employee Benefits Plan: Over half (55%) have access to an employee benefit plan; highest among those with an income $100k+
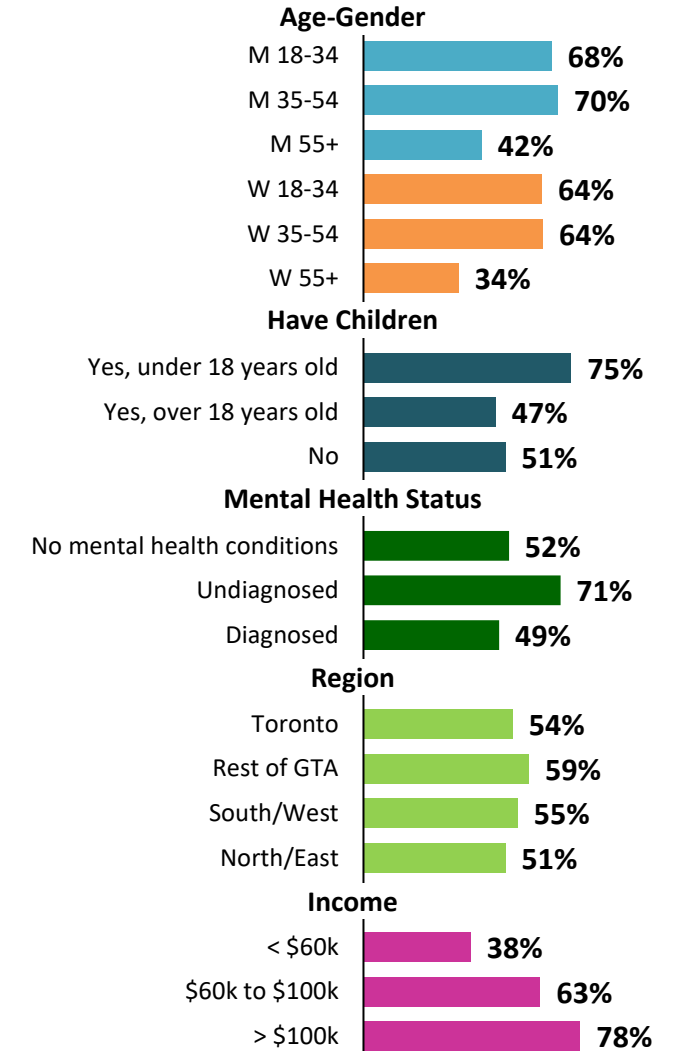
Q Do you have access to an employee benefits plan?
[asked of all respondents; 2023: n=1,000; 2022: n=1,000]

Yes, and it includes coverage for mental health supports
- **33%** (2023)
- 36% (2022)

Yes, but it does not include coverage for mental health supports
- **10%** (2023)
- 9% (2022)

Yes, but I don't know what it includes
- **12%** (2023)
- 9% (2022)

No
- **42%** (2023)
- 43% (2022)

I don't know
- **3%** (2023)
- 4% (2022)

Yes
2023: **55%**
2022: **54%**

■ 2023
■ 2022

Segmentation
Those who say yes

Age-Gender
- M 18-34: **68%**
- M 35-54: **70%**
- M 55+: **42%**
- W 18-34: **64%**
- W 35-54: **64%**
- W 55+: **34%**

Have Children
- Yes, under 18 years old: **75%**
- Yes, over 18 years old: **47%**
- No: **51%**

Mental Health Status
- No mental health conditions: **52%**
- Undiagnosed: **71%**
- Diagnosed: **49%**

Region
- Toronto: **54%**
- Rest of GTA: **59%**
- South/West: **55%**
- North/East: **51%**

Income
- < $60k: **38%**
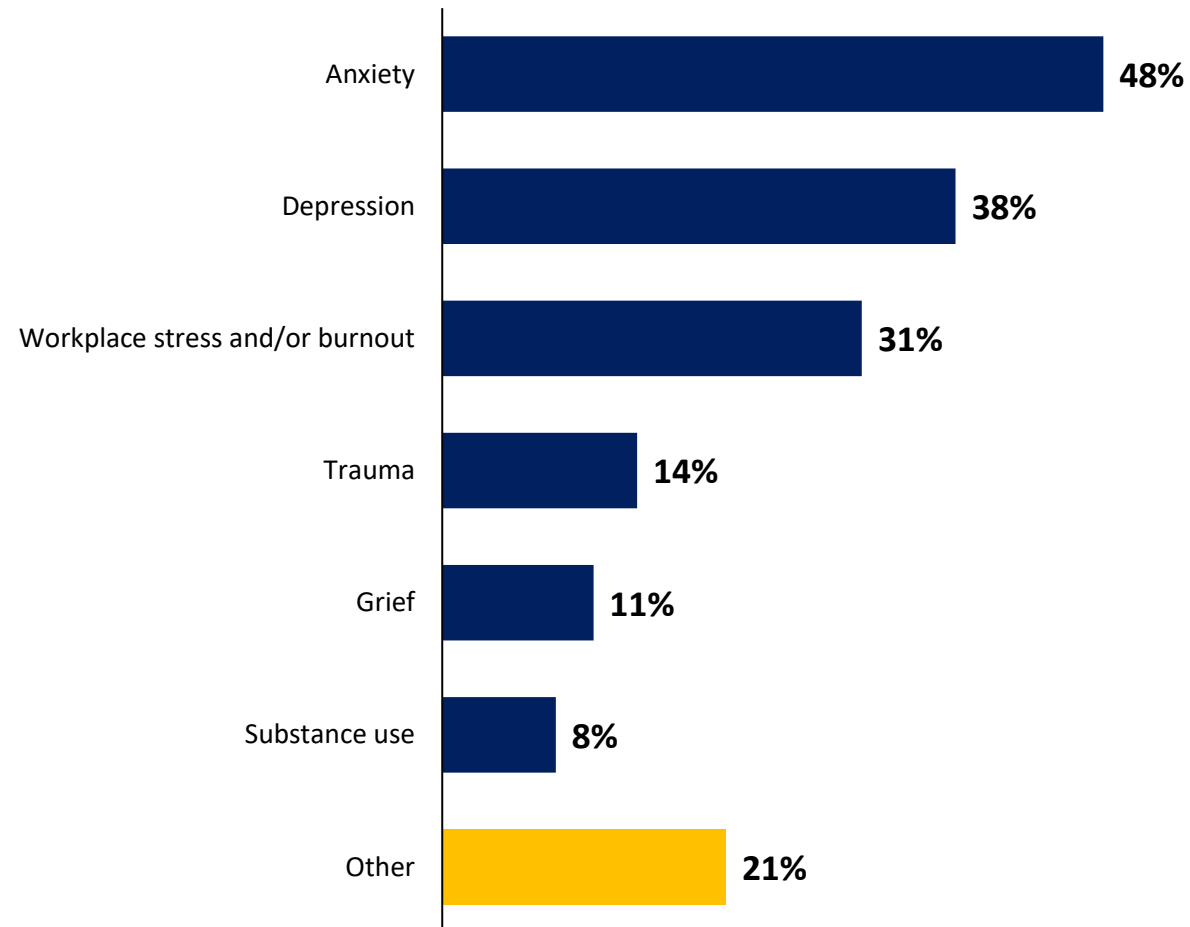- $60k to $100k: **63%**
- > $100k: **78%**

Primary Reason for Mental Health Support: Anxiety was the top reason for respondents to use mental health support through their benefits

Q If you or your dependents have attempted to make use of mental health supports through your employee benefit plan in the last year, what was your primary reason for doing so?
Please select all that apply.
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]

Reason	Percentage
Anxiety	48%
Depression	38%
Workplace stress and/or burnout	31%
Trauma	14%
Grief	11%
Substance use	8%
Other	21%

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Note: Multiple mentions allowed; totals may exceed 100%.

Primary Reason for Mental Health Support: Those who are diagnosed, undiagnosed and respondents 18-54 are more likely to cite anxiety

Q If you or your dependents have attempted to make use of mental health supports through your employee benefit plan in the last year, what was your primary reason for doing so?
Please select all that apply.
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
Anxiety	48%	53%	50%	32%	56%	60%	30%	55%	45%	46%	30%	65%	72%
Depression	38%	52%	40%	15%	43%	44%	23%	45%	31%	38%	22%	46%	66%
Workplace stress and/or burnout	31%	29%	35%	23%	43%	33%	16%	36%	23%	33%	29%	33%	31%
Trauma	14%	20%	11%	11%	19%	17%	7%	20%	10%	12%	12%	12%	23%
Grief	11%	14%	8%	6%	16%	15%	5%	12%	9%	11%	8%	10%	20%
Substance use	8%	18%	10%	--	8%	9%	4%	10%	6%	10%	4%	13%	15%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Primary Reason for Mental Health Support: Those with an income <$60k & residing in North, Central & East more likely to cite anxiety

Q If you or your dependents have attempted to make use of mental health supports through your employee benefit plan in the last year, what was your primary reason for doing so?
Please select all that apply.
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]

|	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
Anxiety	48%	36%	47%	52%	**55%**	52%	47%	49%
Depression	38%	35%	32%	33%	**49%**	36%	34%	41%
Workplace stress and/or burnout	31%	**41%**	32%	27%	26%	30%	27%	33%
Trauma	14%	12%	14%	15%	16%	13%	15%	14%
Grief	11%	15%	13%	9%	9%	15%	9%	9%
Substance use	8%	7%	12%	8%	6%	**16%**	7%	7%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Amount of Sessions: Majority are unsure of the amount of sessions they did; 30% have had sessions with their mental health care provider

Q If you or your dependents made use of mental health supports through your employee benefits plan in the last year, on average how many sessions with your mental health care provider did you or your dependent require?
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]
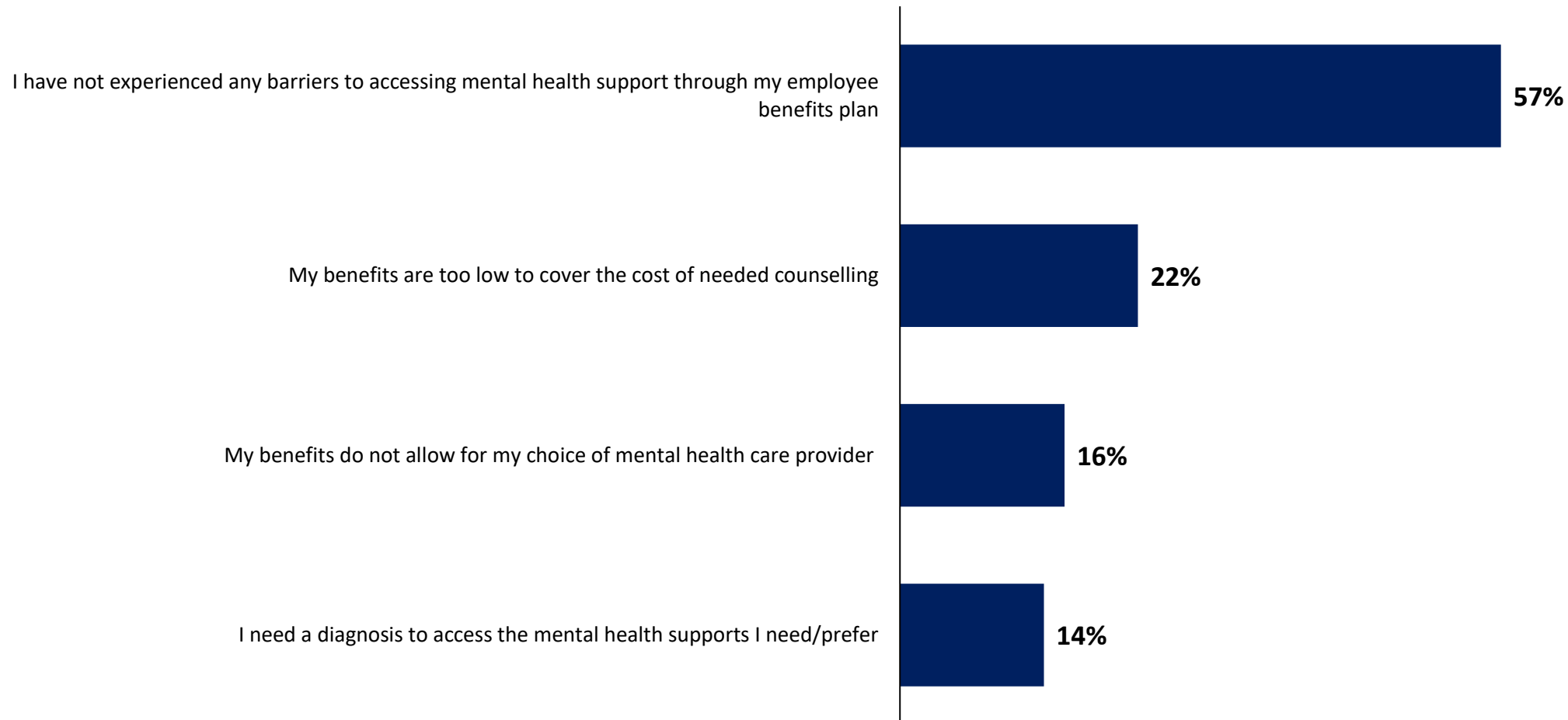
30% Have had sessions

1-4	5-9	10+	None	Don't know
13%	10%	7%	11%	59%
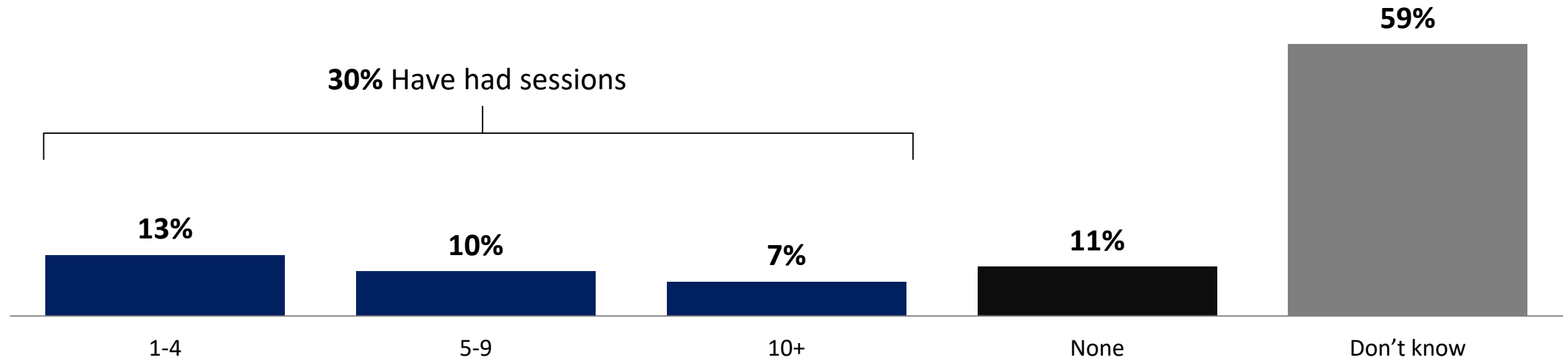
Barriers in Getting Access: The majority (57%) have not experienced any barriers; 22% cite that their benefits are too low to cover the cost

Q Have you experienced any of the following barriers in accessing mental health support through your employee benefits plan?
Please select all that apply.
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]

I have not experienced any barriers to accessing mental health support through my employee benefits plan	57%
My benefits are too low to cover the cost of needed counselling	22%
My benefits do not allow for my choice of mental health care provider	16%
I need a diagnosis to access the mental health supports I need/prefer	14%

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Note: Multiple mentions allowed; totals may exceed 100%.

Barriers in Getting Access: Young adults are more likely to say that benefits are too low or do not allow the choice of MH provider

Q Have you experienced any of the following barriers in accessing mental health support through your employee benefits plan?
Please select all that apply.
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]

	Total	Age-Gender						Have Children			Mental Health Status		
		M 18-34	M 35-54	M 55+	W 18-34	W 35-54	W 55+	Yes, under 18 years old	Yes, over 18 years old	No	No mental health condition	Undiagnosed	Diagnosed
I have not experienced any barriers to accessing mental health support through my employee benefits plan	57%	39%	59%	**89%**	35%	56%	**68%**	52%	**67%**	55%	**75%**	27%	50%
My benefits are too low to cover the cost of needed counselling	22%	**38%**	18%	2%	**28%**	25%	23%	21%	17%	26%	16%	**35%**	24%
My benefits do not allow for my choice of mental health care provider	16%	**22%**	18%	4%	**27%**	14%	5%	22%	9%	15%	10%	25%	21%
I need a diagnosis to access the mental health supports I need/prefer	14%	**21%**	13%	6%	17%	15%	7%	18%	12%	10%	8%	**22%**	14%

Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

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Barriers in Getting Access: As income increases, the likelihood of not experiencing barriers to access mental health support increases as well

Q Have you experienced any of the following barriers in accessing mental health support through your employee benefits plan?
Please select all that apply.
[asked of all respondents who have access to employee benefits plan that includes coverage for mental health supports; n=329]
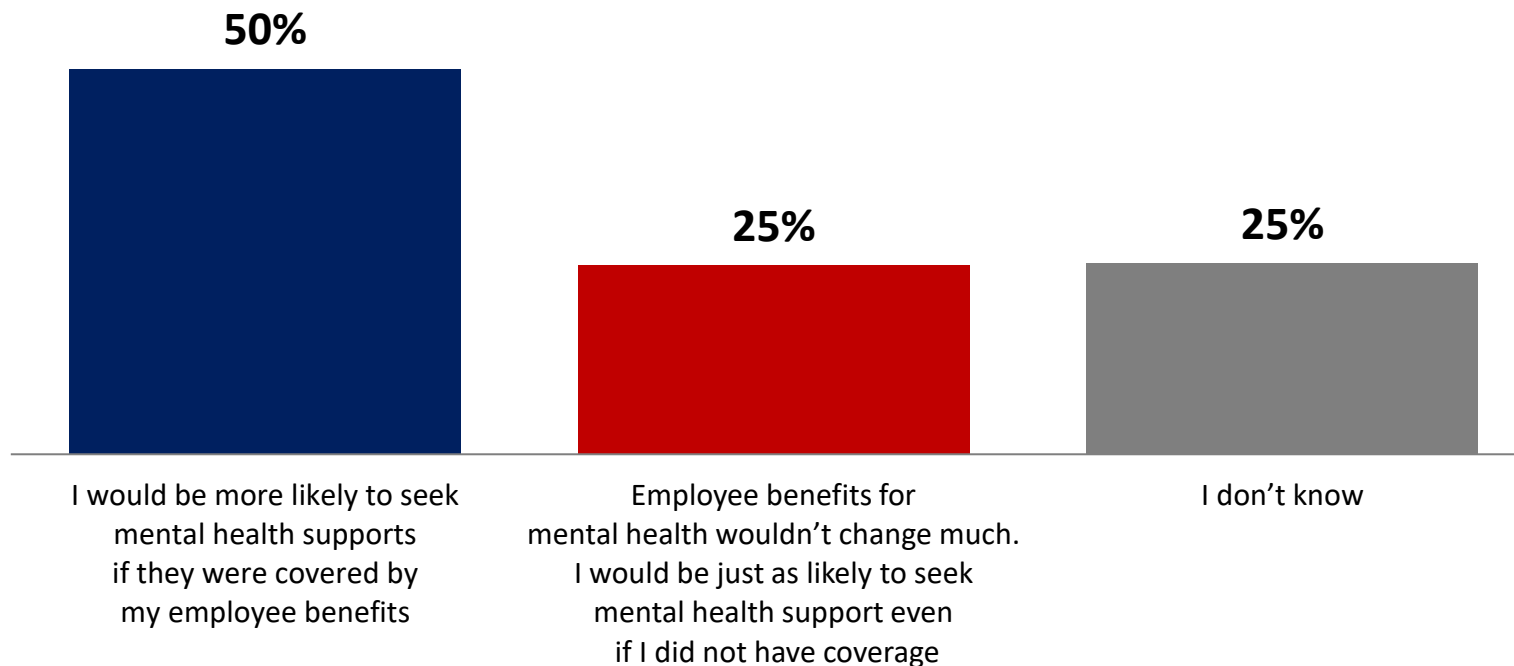
	Total	Region				Income		
		Toronto	Rest of GTA	South & West	North, Central & East	< $60k	$60k to $100k	> $100k
I have not experienced any barriers to accessing mental health support through my employee benefits plan	57%	61%	55%	55%	57%	45%	51%	**69%**
My benefits are too low to cover the cost of needed counselling	22%	21%	22%	22%	23%	25%	26%	16%
My benefits do not allow for my choice of mental health care provider	16%	14%	18%	13%	17%	**23%**	18%	10%
I need a diagnosis to access the mental health supports I need/prefer	14%	13%	11%	16%	15%	12%	18%	12%

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Note: Multiple mentions allowed; totals may exceed 100%. Values in red show a difference of >5% points.

Employee Benefits Coverage: Half would be more likely to access MH supports if they were covered; highest among younger respondents
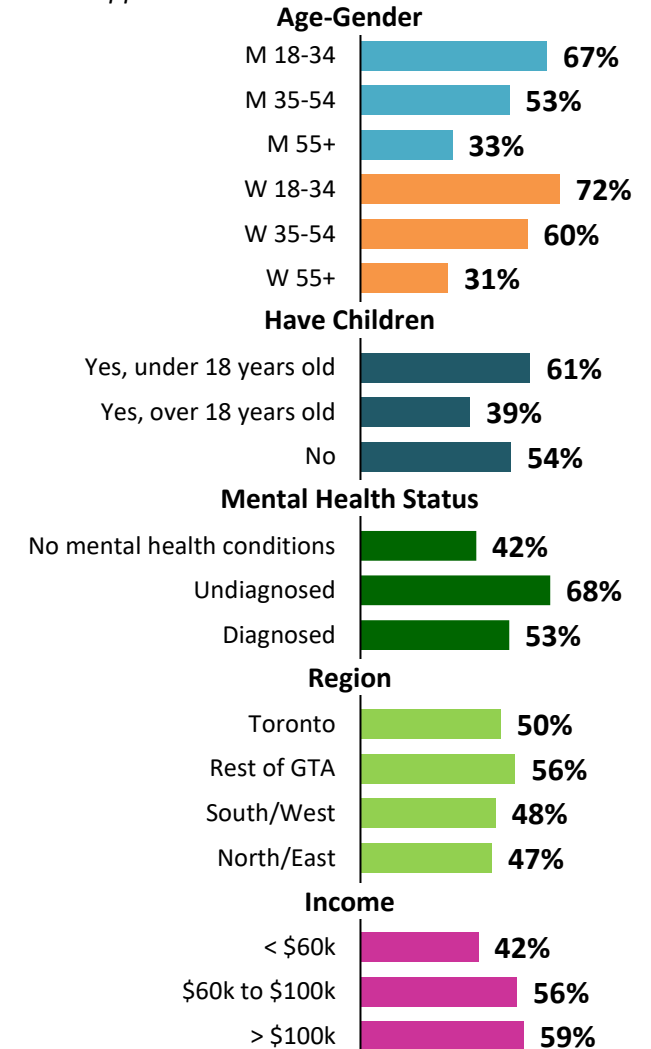
Q Would you be more likely to access mental health supports if your employer covered the cost?
[asked of all respondents; n=1,000]

50%
I would be more likely to seek mental health supports if they were covered by my employee benefits

25%
Employee benefits for mental health wouldn't change much. I would be just as likely to seek mental health support even if I did not have coverage

25%
I don't know

Segmentation
Those who say they would be more likely to seek mental health supports

Age-Gender
M 18-34	67%
M 35-54	53%
M 55+	33%
W 18-34	72%
W 35-54	60%
W 55+	31%

Have Children
Yes, under 18 years old	61%
Yes, over 18 years old	39%
No	54%

Mental Health Status
No mental health conditions	42%
Undiagnosed	68%
Diagnosed	53%

Region
Toronto	50%
Rest of GTA	56%
South/West	48%
North/East	47%

Income
< $60k	42%
$60k to $100k	56%
> $100k	59%

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