

Calgary



# Mental Health of Calgarians

Report

June 2024

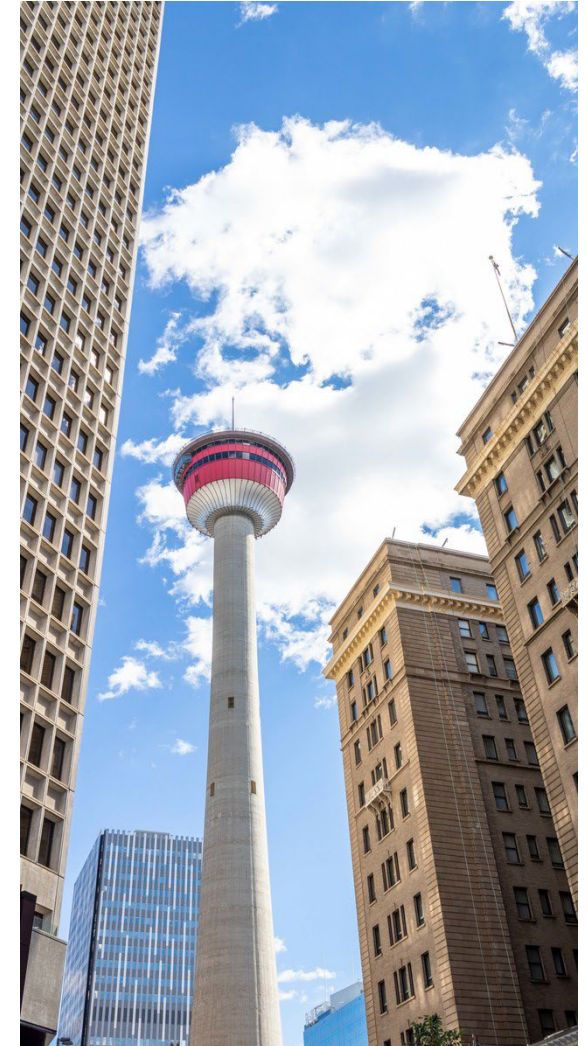
Prepared by:



**ADVANIS**

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# Background and methodology

## Background

In March 2021, City Council endorsed Calgary's Mental Health and Addiction Strategy, a community-led cross-sector initiative designed to create hope and strengthen support for people, families and communities living with mental health and addiction in Calgary. As a part of the strategy, The City of Calgary is dedicated to understanding the mental health needs of Calgarians. Since there is minimal data collected on mental health and addiction at the municipal level, a gap exists in understanding the mental health status and needs of Calgarians, and whether Calgarians are able to access the right support at the right time. The survey is intended to help address this information gap.

## Methodology

The telephone survey was initially pre-tested on March 27, 2024. Survey revisions were then implemented and the survey was subsequently conducted by Advanis from April 3<sup>rd</sup> to May 6<sup>th</sup>, 2024 with 1002 Calgarians. The average time to complete the survey was 19.2 minutes.

The survey was completed using numbers from both landlines (n=179, 18%) and cell phones (n=823, 82%) to obtain a random and statistically representative sample of Calgarians.

The margin of error (MOE) for the total sample of n=1002 is  $\pm 3.1$  percentage points, 19 times out of 20 (though larger among subgroups of the total).

To ensure the data was gathered from a representative group of Calgarians, sample quotas were set by age, gender, and city quadrant of the general population aged 18 and older.

Data were weighted based on the latest federal census for age, gender, city quadrant, newcomer status, and race. The weighting efficiency was 81.9%. Although the results are weighted, sample sizes for each question represent the number of actual respondents (i.e., unweighted n).

Some charts and tables do not add to 100% due to rounding.

Note: Throughout this report, "mental health" is used in place of "mental health and addiction" for brevity.

# Highlights at a glance

## Mental health needs

## Effect on daily life



**58%**

of Calgarians have felt they needed mental health care at some point in their life

**Of these 58%...**

**70%**

felt they needed mental health care within the past 12 months



**55%**

have had a mental health concern that lasted for 6 months or longer



**38%**

who have needed mental health care say their mental health always or often interferes with their life

## Access

## Support



**42%**

who have needed mental health care say they tried to access mental health services



**49%**

of Calgarians are satisfied with mental health programs and services in Calgary



**31%**

who have tried to access mental health services say their mental health needs were fully met by the support they accessed



**83%**

who have needed mental health care say they connected with someone about their concerns



**82%**

who tried to access mental health services say it was helpful



**39%**

who have needed mental health care rate their concerns as more extreme



**24%**

of Calgarians rated their overall health as fair or poor



**33%**

of Calgarians rated their mental health as fair or poor

## Mental health experiences



# Key findings

## Improved mental health supports are needed among Calgarians.

- Only about half of Calgarians are satisfied with mental health programs and services in Calgary (19% don't know).
- Two-thirds know someone who has sought support and half of those have helped someone (usually a friend or family member).
- Calgarians will first do online searches or go to a family doctor to access information on mental health programs and services.

## A sizeable group of Calgarians need help, which they are not always able to access.

- One-third of Calgarians' mental health is currently fair or poor (and one-quarter are in fair to poor overall health). Of note, those aged 18 to 34 years old, persons with disabilities and those who identify as 2SLGBTQIA+ are more likely to self-report their mental health as fair to poor.
- Over half of Calgarians have felt they needed mental health care in the past, and 70% of those felt they needed it in the past year.
- Among those who have needed mental health care, two-in-five have experienced more extreme mental health concerns and two-in-five have also frequently had their concern interfere with their life.
- Most who needed care are connecting with others (typically doctors or other professionals) regarding their concerns and are finding care helpful, but less than half are doing more than just discussing their concerns.
- Among those who did try to access additional support, about two-in-five had trouble accessing supports, often experience a personal or social barrier including ongoing personal issues, work schedules, and past trauma.
- Other challenges experienced during Calgarians' mental health journey include long wait times, a lack of resources, and issues related to availability for timing and scheduling.

# Key findings

## Mental health stigma is still an issue for some.

- Calgarians generally agree that people with emotional problems need support to resolve their issues; however, only about half of Calgarians feel comfortable discussing their mental health concerns.
- One quarter of Calgarians believe that mental health problems will go away on their own, and nearly half believe that personal and emotional troubles are likely to work themselves out on their own.

## Some Calgarians struggle with day-to-day life.

- More than one-in-ten Calgarians rate their ability to handle day-to-day life as only fair or poor.
- Almost one-in-five have not participated in any physical activity in the past week and among those who do activities, most spend an hour or less per session.



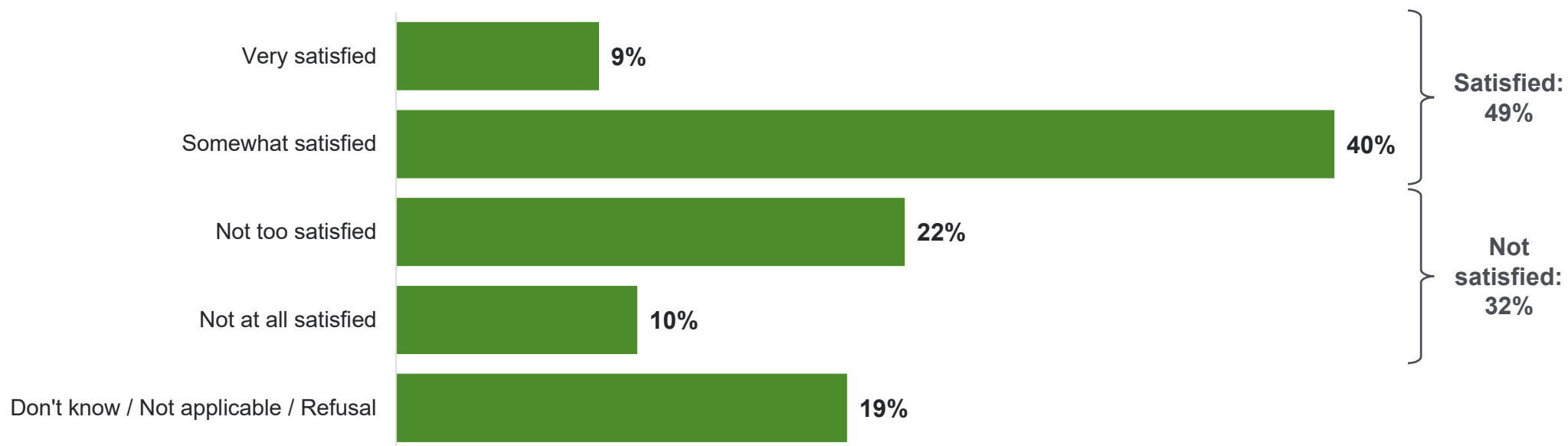
# Detailed Findings

## Mental Health Supports in Calgary

# Satisfaction with mental health programs and services

While about one-half (49%) of Calgarians are satisfied with mental health programs and services in Calgary, only about one-in-ten (9%) are very satisfied. One-third (32%) are not satisfied with The City's programs and services while about one-in-five (19%) are not sure.

**Satisfaction with mental health and addiction programs and services in Calgary**



P1. Based on your personal experience, how satisfied are you with mental health and addiction programs and services in Calgary?

Base: All respondents (n=1002)

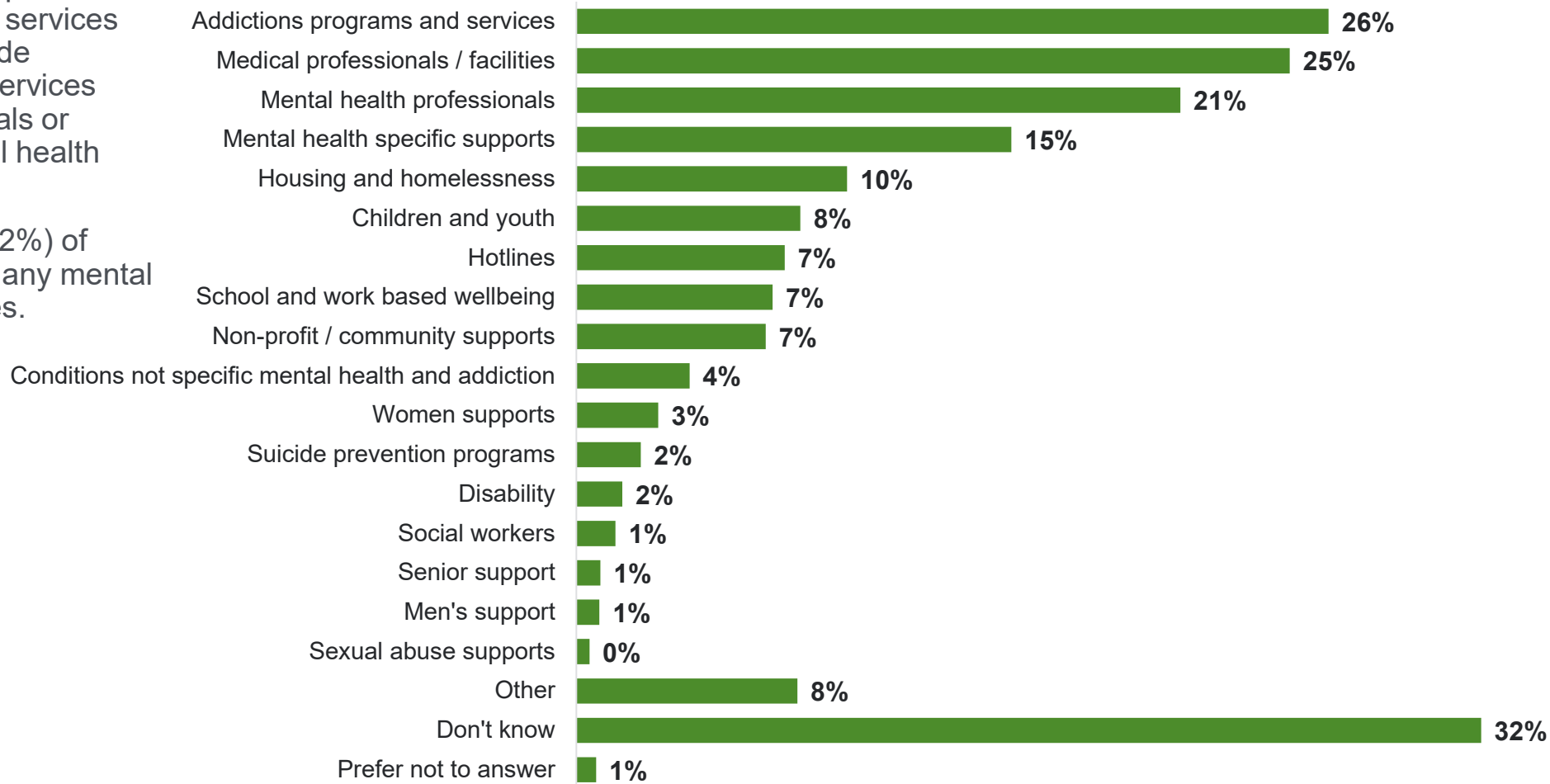


# Known types of mental health programs and services

The top three mentioned types of mental health programs or services known by Calgarians include addictions programs and services (26%), medical professionals or facilities (25%), and mental health professionals (21%).

Of note, about one-third (32%) of Calgarians do not know of any mental health programs or services.

## Unaided types of mental health programs and services known

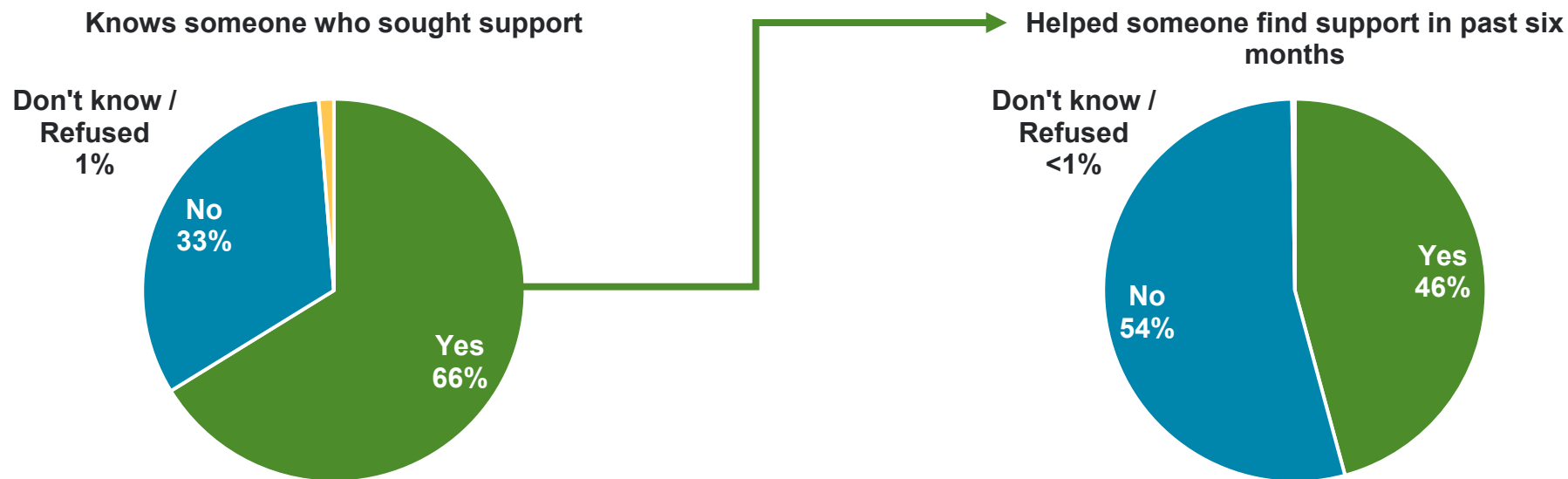


P5. Can you please tell me the types of mental health and addiction programs and services you know of?

Base: All respondents (n = 1002)

# Others finding mental health support

Two-thirds (66%) of Calgarians know someone who has sought mental health support in Calgary. Among those, nearly one-half (46%) have helped someone find support in the past six months.



H1. Not counting yourself, do you know someone who has sought support for mental health or addiction concerns in Calgary?

Base: All respondents (n=1002)

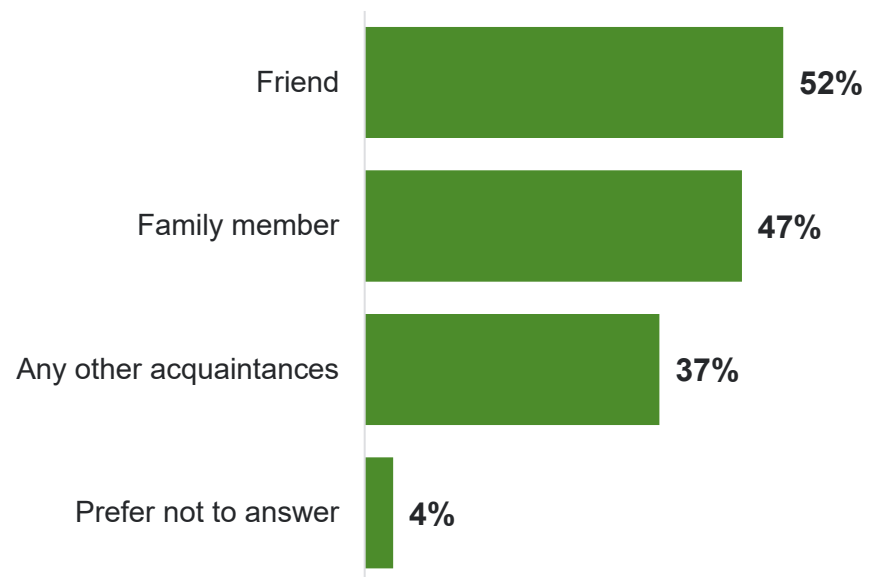
H2. In the past 6 months have you personally helped someone find support for mental health or addiction concerns in Calgary?

Base: Know someone who has sought support (n=691)

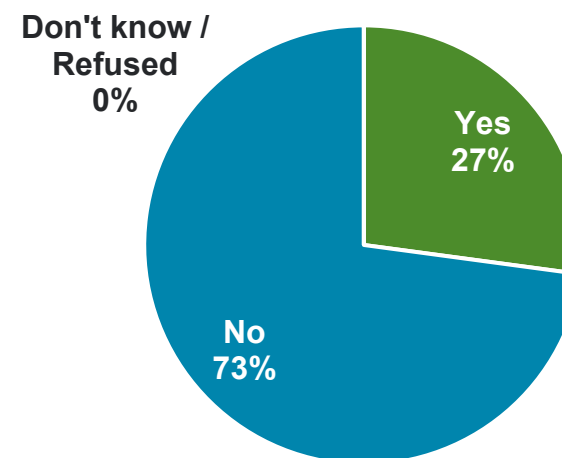
## Who was helped

Among Calgarians who have helped someone find mental health support, about one-half (52%) have helped a friend and/or a family member (47%) in the last six months. Among Calgarians who know someone who has sought help in Calgary, about one-quarter (27%) have helped a minor find support.

### Who they helped find mental health support



### Have helped someone under 18 find mental health support



H3a. Was the person or people you helped find support for a mental health or addiction concern a...?

Base: Have helped someone find support (n=304)

H3b. Have you helped find support for mental health or addiction concerns for someone who is under 18 years of age?

Base: Know someone who has sought support (n=691)

# Where Calgarians go first for information

To measure where people would go first if they needed information on mental health programs or services, a Best Object Scaling (BOS) approach was used:

- Survey respondents were told of various types of programs and services and asked to select the one they felt they would go to first. This process was repeated several times using different program/service combinations, and each time the respondent was required to make a discriminating choice amongst them (see images below).
- Results were then aggregated across all respondents. The explicit trade-offs made by participants are used to reveal a statistically valid scale we can then use to measure relative project preference.

Org1BOS\_a - For the next set of questions, please think about the steps you would take to access professional mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

Suppose you needed to **access information** on mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

FIRST TIME ASKING THIS QUESTION: Which of the  
SUBSEQUENT TIMES ASKING THIS QUESTION: Suppose you needed to **access information** on mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

Org1BOSBalancedVersion: 3  
card: 1

- ☐ 1\_\_ Family doctor
- ☐ 2\_\_ Online search engine (ex. Google)
- ☐ 3\_\_ Neither of these

Org1BOS\_b - For the next set of questions, please think about the steps you would take to access professional mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

FIRST TIME ASKING THIS QUESTION: Which of the  
SUBSEQUENT TIMES ASKING THIS QUESTION: Suppose you needed to **access information** on mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

Org1BOSBalancedVersion: 3  
card: 2

- ☐ 1\_\_ 811 Health Link
- ☐ 2\_\_ Social media
- ☐ 3\_\_ Neither of these

Org1BOS\_c - For the next set of questions, please think about the steps you would take to access professional mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

Suppose you needed to **access information** on mental health or addiction programs or services in Calgary.

FIRST TIME ASKING THIS QUESTION: Which of the these would you go first to **access information**?  
SUBSEQUENT TIMES ASKING THIS QUESTION: And which of the these would you go first to **access information**?

Org1BOSBalancedVersion: 3  
card: 3

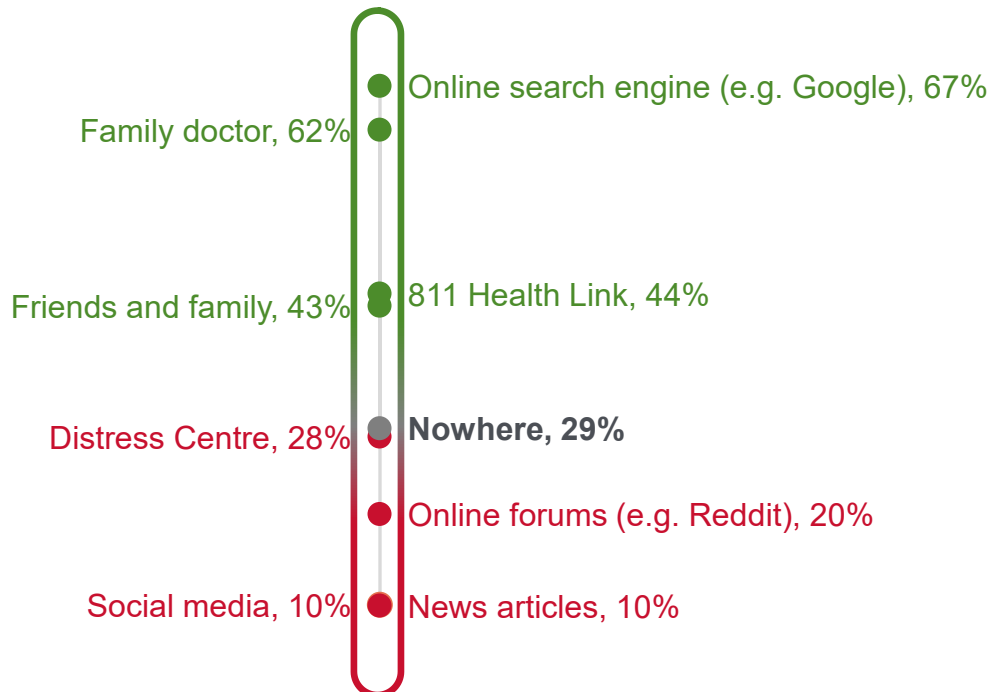
- ☐ 1\_\_ Distress Centre
- ☐ 2\_\_ Online forums (ex. Reddit)
- ☐ 3\_\_ Neither of these



# Where Calgarians would go first for information

When Calgarians first wish to get information on mental health programs and services, they are most likely to first turn to either an online search engine or family doctor (about 1.5 times more likely than turning to friends of family or 811 Health Link). In fact, they are more likely to not search out information than to first access a distress centre or online forums and they are about 3 times more likely to do nothing than turn to social media or news articles.

## Where Calgarians would go first to access information on mental health programs and services

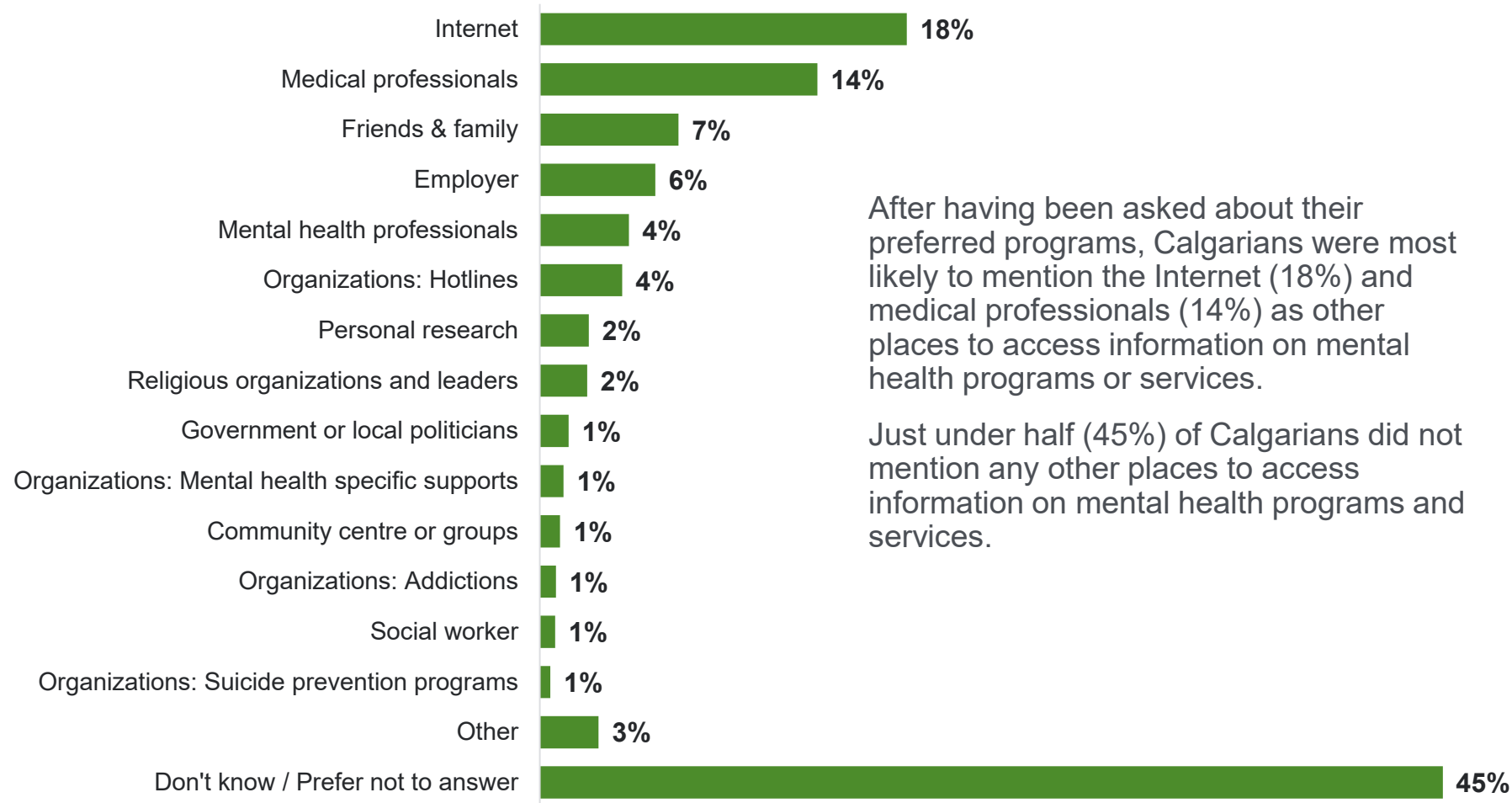


ORG1bos. Suppose you needed to access information on mental health or addiction programs or services in Calgary. Which of the these would you go first to access information?

Base: Valid respondents (n=974)

# Other places to access information

## Other places to access information on mental health programs or services

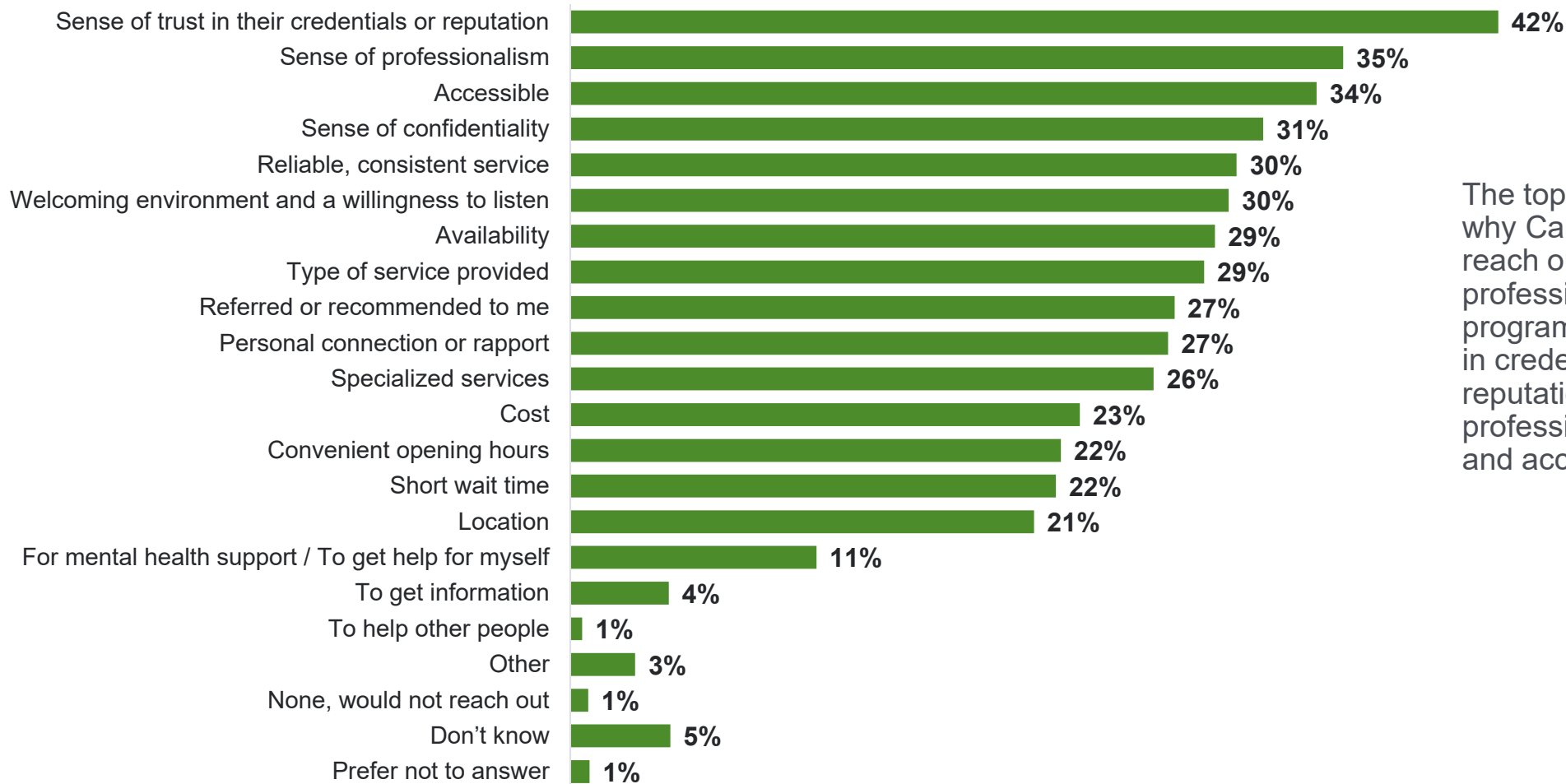


Org1BOSOther. Is there anywhere else you would go to access information on mental health or addiction programs or services?

Base: Valid respondents (n = 974)

# Why they would contact specific professionals/programs

## Why people would reach out to specific professionals or programs



The top three reasons why Calgarians would reach out to specific professionals or programs include: trust in credentials or reputation (42%); professionalism (35%); and accessibility (34%).

Org3. And why do you think you would reach out to these professionals or programs?  
Base: All respondents (n = 1002)

# Segment differences overview

Compared to all other Calgarians ...

***Females (n=498) ...***

- Are more likely to be unsatisfied with mental health and addictions programs in Calgary (35%).





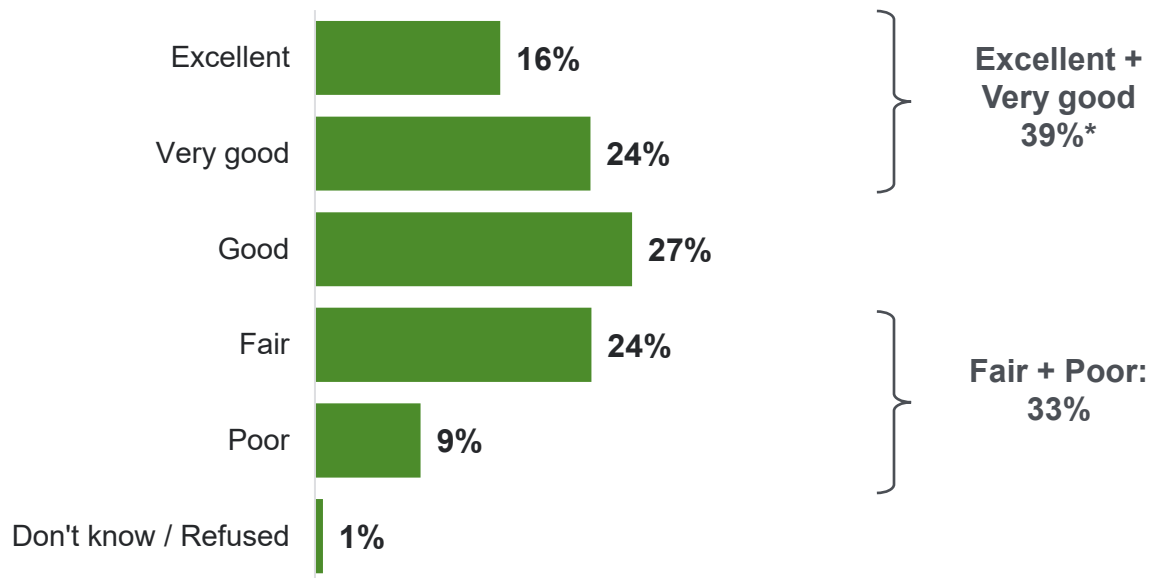
# Detailed Findings

## Mental Health of Calgarians

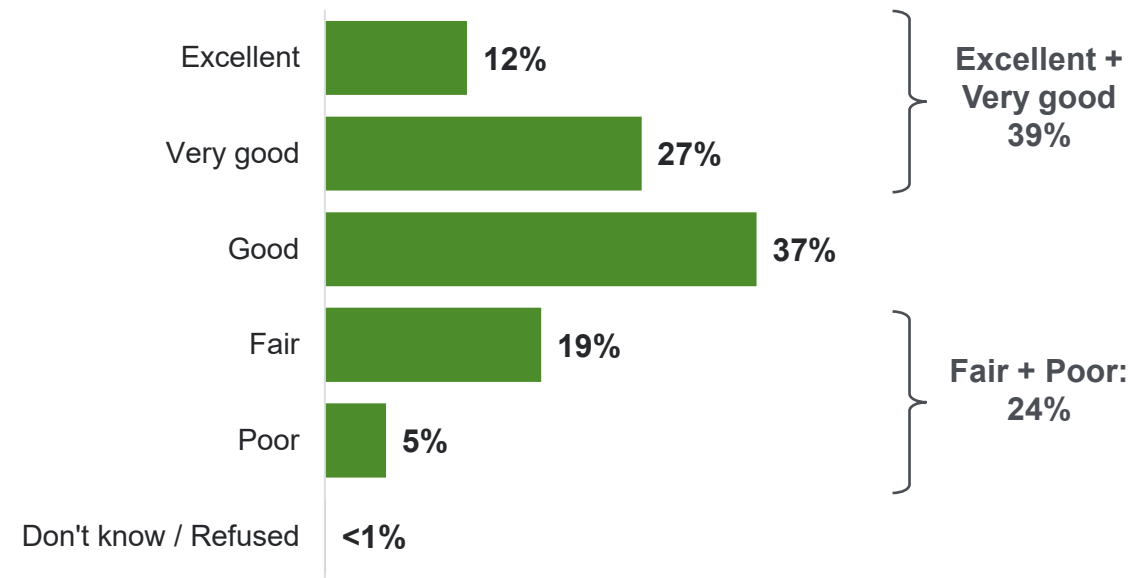
# Health of Calgarians

Two-fifths (39%) of Calgarians self-report that their mental health was either excellent or very good in the last month. Similarly, two-fifths (39%) self-report their overall health was excellent or very good in the last month as well. On the other hand, while only one-quarter (24%) of Calgarians report that their overall health is either fair or poor, one-third (33%) report that their mental health is fair or poor.

**Mental health in the last month\***



**Overall health in the last month**

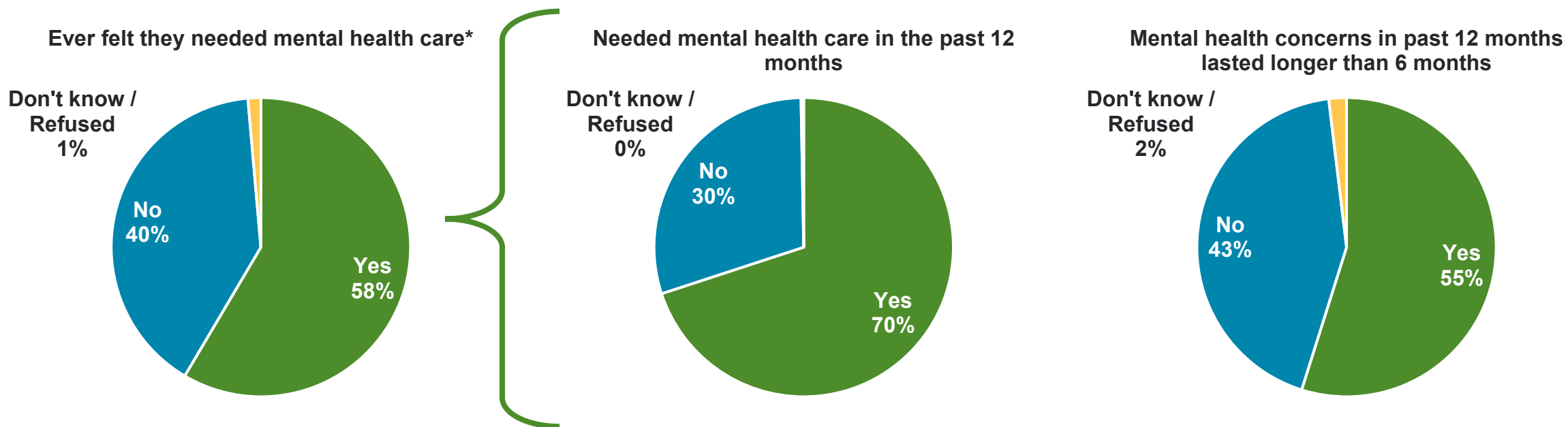


Health1. In the last month, how has your mental health been? /  
Health2. And in the last month, how is your health overall?  
Base: All respondents (n=1002)

\*Rounding

# Incidence of mental health care needs

Almost three-fifths (58%) of Calgarians report they have ever felt the need for mental health care. Among those Calgarians, seven-in-ten (70%) needed mental health care in the past 12 months and over five-in-ten (55%) reported their concerns lasted longer than six months.



PE1a. Was there ever a time when you felt that you needed mental health or addiction care, whether or not you received it?

Base: All respondents (n=1002)

PE1b. And during the past 12 months, was there ever a time when you felt that you needed mental health or addiction care, whether or not you received it? /

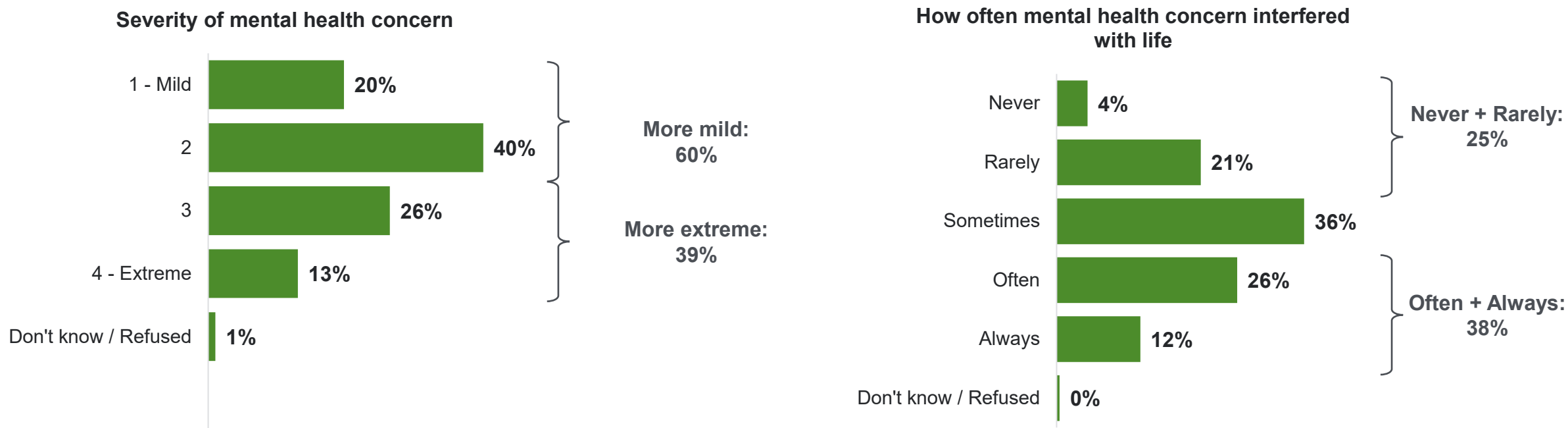
PELength. Of the mental health or addiction concerns you have [had / had in the past 12 months], have any lasted longer than six months?

Base: Have needed mental health care (n=588)

\*Rounding

# Severity of mental health concerns

Among Calgarians who have needed mental health care, two-fifths (39%) reported that their mental health concern was more extreme. A similar proportion (38%) reported that their mental health concern often or always interfered with their work, social life, or personal relationships.



PESeverity1. How severe would you say the mental health or addiction concerns you have [had / had in the past 12 months] have been? /

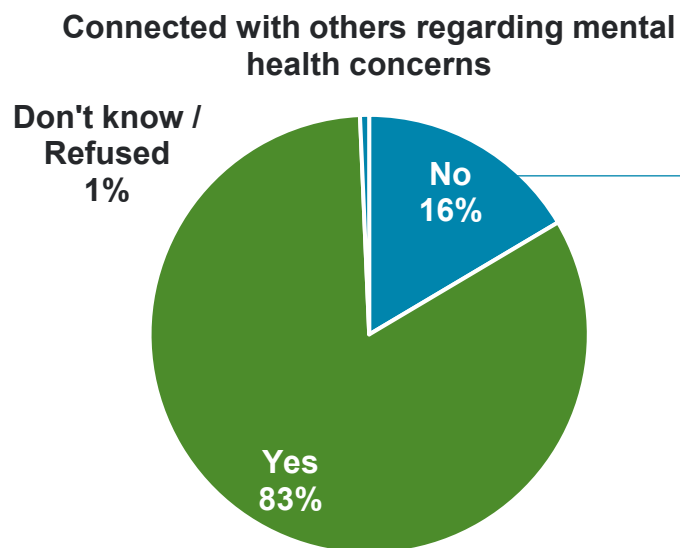
PESeverity2. How often would you say that the mental health or addiction concerns you have [had / had in the past 12 months] has interfered with either your work, your social life, or your personal relationships?

Base: Have needed mental health care (n=588)



# Connecting with others regarding mental health concerns

Most (83%) Calgarians who have needed mental health care have connected with someone regarding their concerns. Reasons for not having done so include a lack of accessible resources, an inability to identify when support is needed, and lack of confidence in handling the issues independently.



“It's pretty hard to get a hold of gambling addiction counsellors in this province. The AGLC support system isn't great, especially in the City of Calgary.”

“When it happened 12 years ago, I didn't really know I was experiencing a mental health episode, so I didn't know to seek treatment. I thought about it recently, and if I had known what those terms were, then I would have sought help; but at the time I had no idea.”

PE3. Have you connected with anyone regarding your mental health or addiction concerns? Base: Have needed mental health care (n=588)

PE3no. Why haven't you connected with anyone about your mental health or addiction concerns? Base: Have not connected with anyone about mental health care (n=95)

# Who people connect with regarding mental health concerns

Most Calgarians who have connected with someone about their mental health concerns are connecting with either a medical doctor or another professional. Additionally, most find these professionals to be the most helpful.

Who people have connected with regarding mental health concerns		Who was most helpful
Other professionals (besides medical doctor)	50%	35%
Medical doctor	43%	22%
Family	29%	11%
Friends	26%	10%
Mental health/addiction program or service	13%	8%
Online forums or online support groups	4%	1%
Medical or crisis centre	3%	3%
Co-worker	3%	<1%
Someone from a religious community	1%	1%
Telephone helpline or hotline	1%	1%
Other acquaintance	1%	1%
Other	1%	1%
None of the above	<1%	<1%
Prefer not to answer	1%	1%
		Don't know 3%

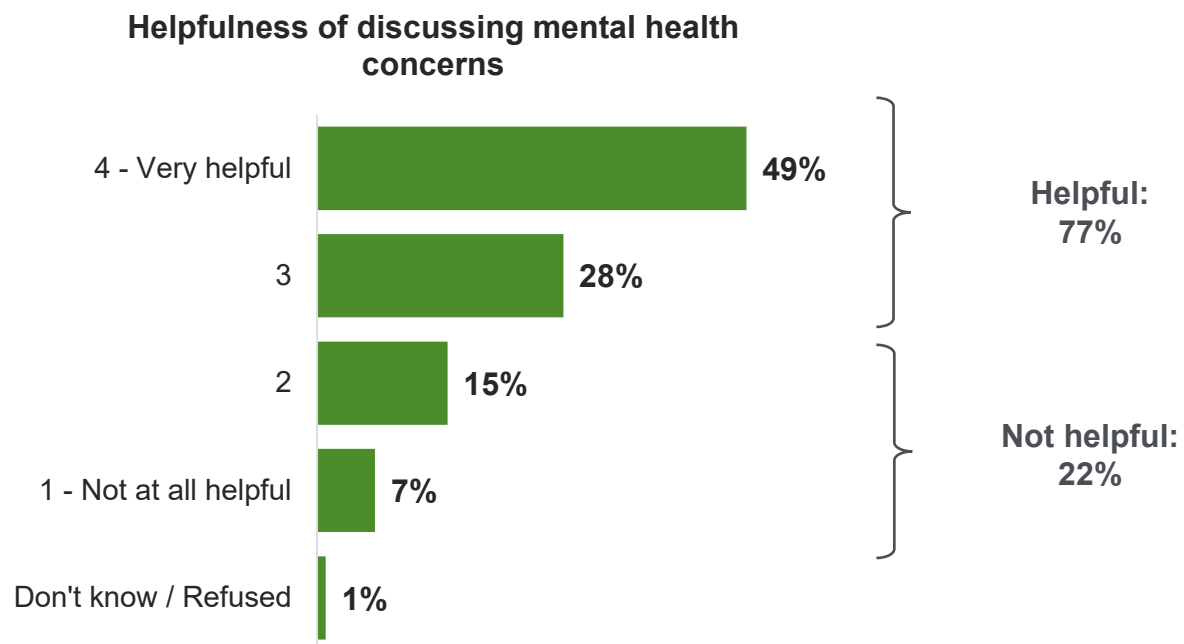
PE4a. Who have you connected with regarding your mental health or addiction concerns? /

PE4b. And which did you feel was the most helpful to connect with?

Base: Have connected with someone about mental health care (n = 490)

# Helpfulness of discussing mental health concerns

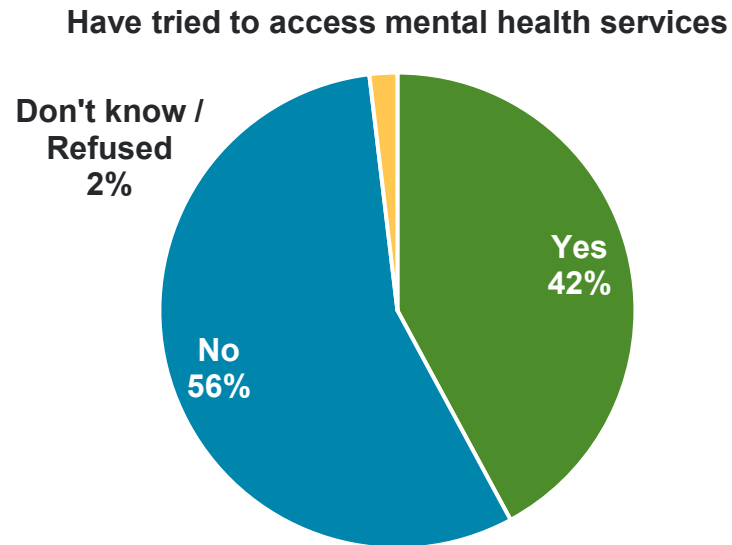
Most (77%) Calgarians who have connected with at least one person regarding their mental health concern do find discussing their concern helpful.



PE5. How helpful did you find discussing your mental health or addiction concern with (your / a) [PE4a / PE4b resource].  
Base: Have connected with at least one person regarding their mental health (n=460)

# Incidence of accessing mental health services

Among Calgarians who have needed mental health care, about two out of five (42%) have tried to access services or supports beyond just discussing their concerns.



PE6. Other than discussing your mental health or addiction concerns, have you tried to access any services or support to try to help address the mental health or addiction concerns that you [experienced / experienced over the past 12 months]? Base: Have needed mental health care (n=588)



# Reasons Calgarians do not access services

## Why some Calgarians did not try to access services\*

## Main reason

The top five reasons why Calgarians did not try to access services despite needing them are: preferring to manage concerns themselves (17%); feeling they didn't need it or it wasn't necessary (15%); having previously addressed concerns by a health professional (11%); an inability to afford the cost of the service (11%); or not knowing how or where to access support (10%).

Preferred to manage themselves	17%	12%
Didn't need to / wasn't necessary	15%	13%
Concerns were addressed by a health professional	11%	10%
Couldn't afford to pay	11%	8%
Didn't know how or where to get this kind of help	10%	5%
Relied on family and/or friends	7%	5%
Concerns were addressed elsewhere	7%	7%
Didn't feel ready to seek help	6%	6%
Concerns were mild	5%	4%
Haven't gotten around to it	5%	4%
Job interfered	5%	4%
Didn't have confidence in health care system or social services	3%	2%
Help was not readily available	3%	1%
Didn't think they knew how to help	3%	2%
Other	7%	6%
Don't know	1%	2%
Prefer not to answer	2%	2%

PE6no. What are the reasons you didn't try to access any services or support to address your mental health or addiction concern? /

PE6notop. And which of those reasons is the main reason why you didn't try to access any services or support to address your mental health or addiction concern?

Base: Have not tried to access mental health services (n = 332)

\*Reasons <3% not shown

# Services Calgarians tried to access

Among Calgarians who have tried to access mental health services, four-fifths (80%) tried to access professional counselling or therapy with many (42%) feeling this was the most helpful.

Also, just over one-half (54%) tried to access medical treatment and one-fifth (19%) found this service to be most helpful among all the services they tried to access.

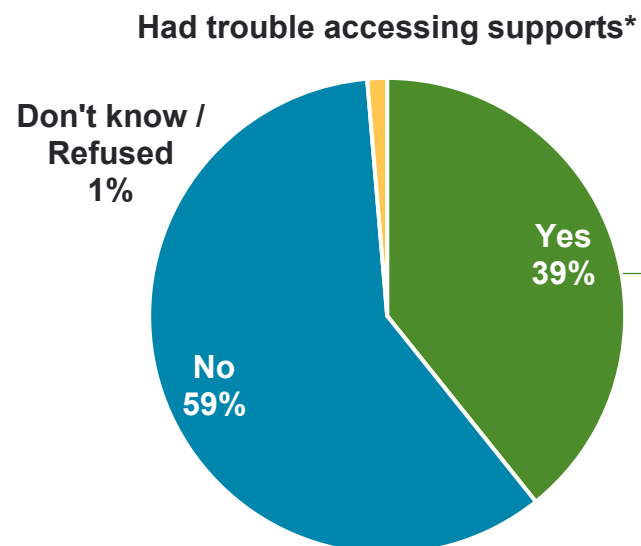
Services Calgarians tried to access		Most helpful
Professional counseling or therapy	80%	42%
Medical treatment	54%	19%
Virtual supports	35%	5%
Wellness programs	33%	4%
Educational programs	33%	2%
Peer support services	33%	6%
Employment and vocational support services	22%	3%
Help hotlines	22%	1%
Crisis intervention services	16%	2%
Rehabilitation programs	10%	1%
Prevention programs	8%	0%
Housing programs	6%	1%
Culturally safe care	5%	0%
Any other programs or services	15%	8%
None of the above	1%	1%
Don't know	0%	3%
Prefer not to answer	0%	2%

PE7. Without getting into the specifics of your mental health or addiction concern, can you please tell me which of the following services and supports you tried to access to address your concern? / PE9a. And which of the supports you accessed was the most helpful?

Base: Have tried to access mental health services (n = 243)

# Trouble accessing supports

Among Calgarians who have tried to access mental health services, two-fifths (39%) have had trouble accessing supports. Issues encountered when trying to access supports include a lack of information about available supports, high cost, and long wait times.



“There's quite a bit involved to get services through AHS health professionals, it's not a simple process.”

“There was a cost barrier to psychotherapy. Everyone is very busy, so it hard to get in.”

“Trying to get information specific to what I was looking for– sometimes you get passed around a lot.”

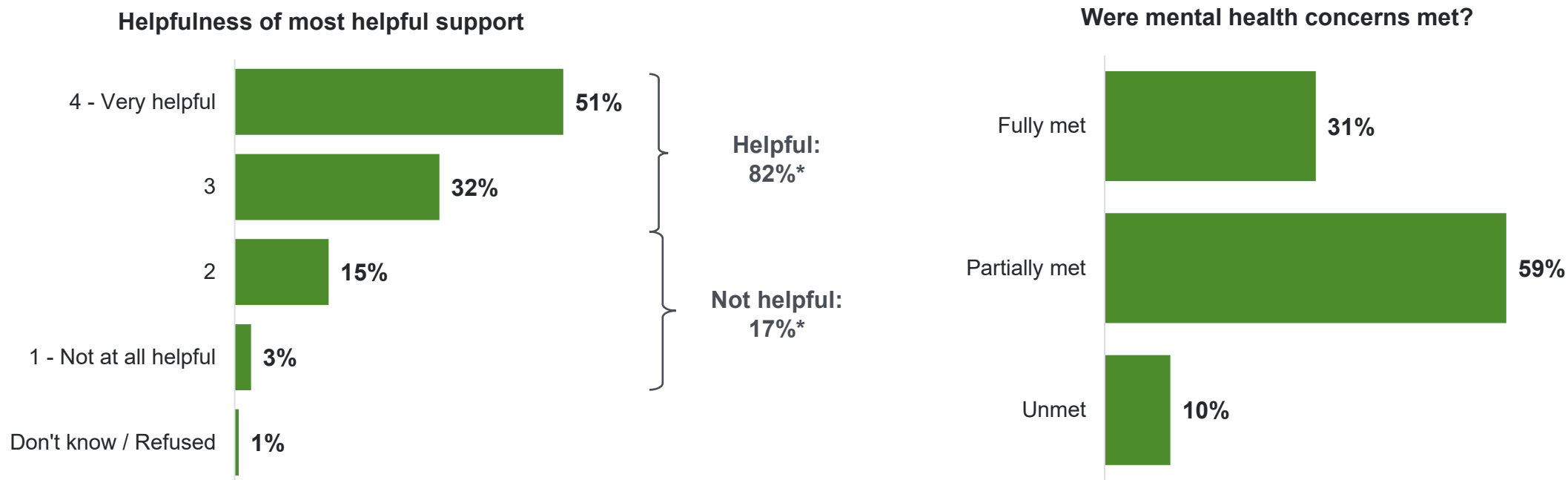
PE8a. Were there any supports you had trouble accessing? Base: Have tried to access mental health services (n=243)

PE8b. What issues did you encounter when you tried to access those supports? Base: Have had trouble accessing mental health services (n=94)

\*Rounding

# Helpfulness of support

Among Calgarians who accessed and found a support most helpful, four-fifths (82%) found accessing that service was helpful. Among Calgarians who tried to access mental health services, just under one-third (31%) reported their needs were fully met while one-in-ten (10%) reported that their needs were unmet. The remaining (59%) had their needs partially met.



PE9b. How helpful was accessing [PE7 support]?

Base: Have tried to access a mental health services and found one most helpful (n=227)

PE13. Overall, to what extent do you feel your mental health or addiction care needs were met?

Base: Have tried to access a mental health services (n=243)

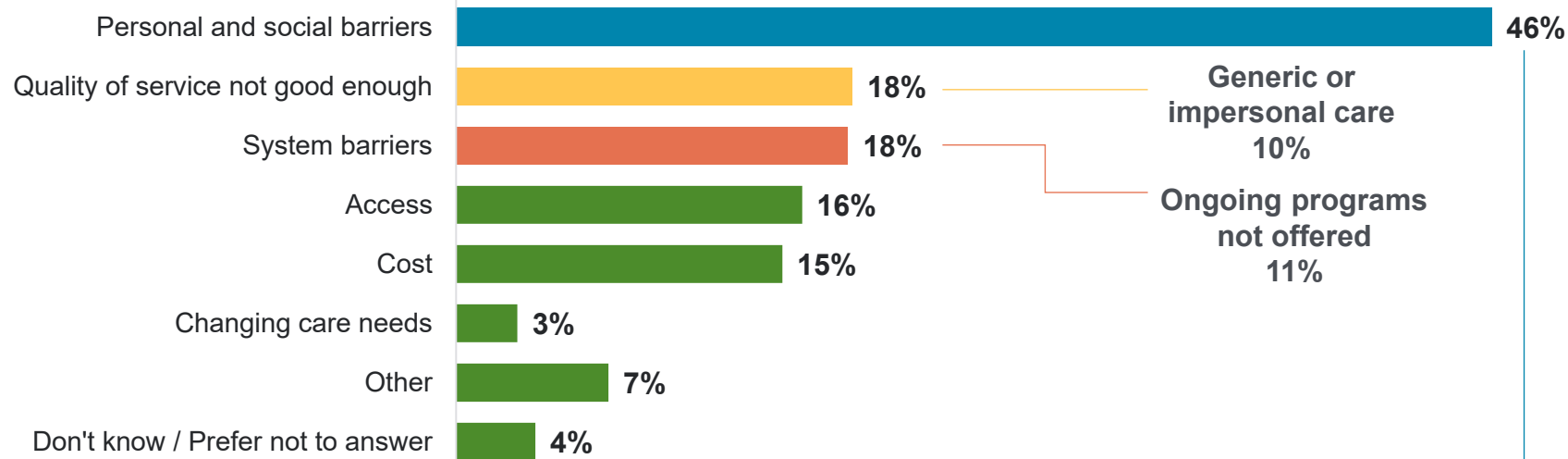
\*Rounding

# Why needs are not fully met

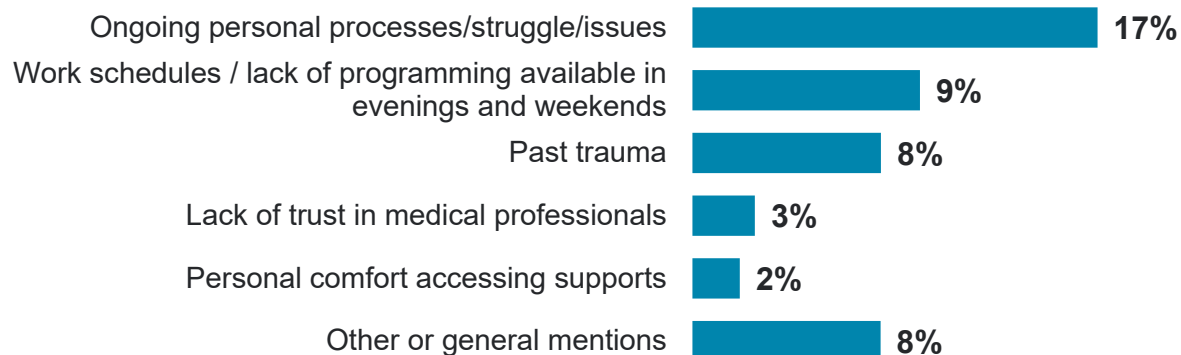
Calgarians whose mental health care needs were not fully met after trying to access services most often mentioned personal and social barriers as the reason (46%).

The top personal and social barriers mentioned include ongoing personal processes / struggles / issues (17%), a lack of programming available in the evenings and weekends (9%), and past trauma (8%).

## Why needs are left unmet or only partially met



## What personal barriers and social barriers cause needs to be left unmet or only partially met



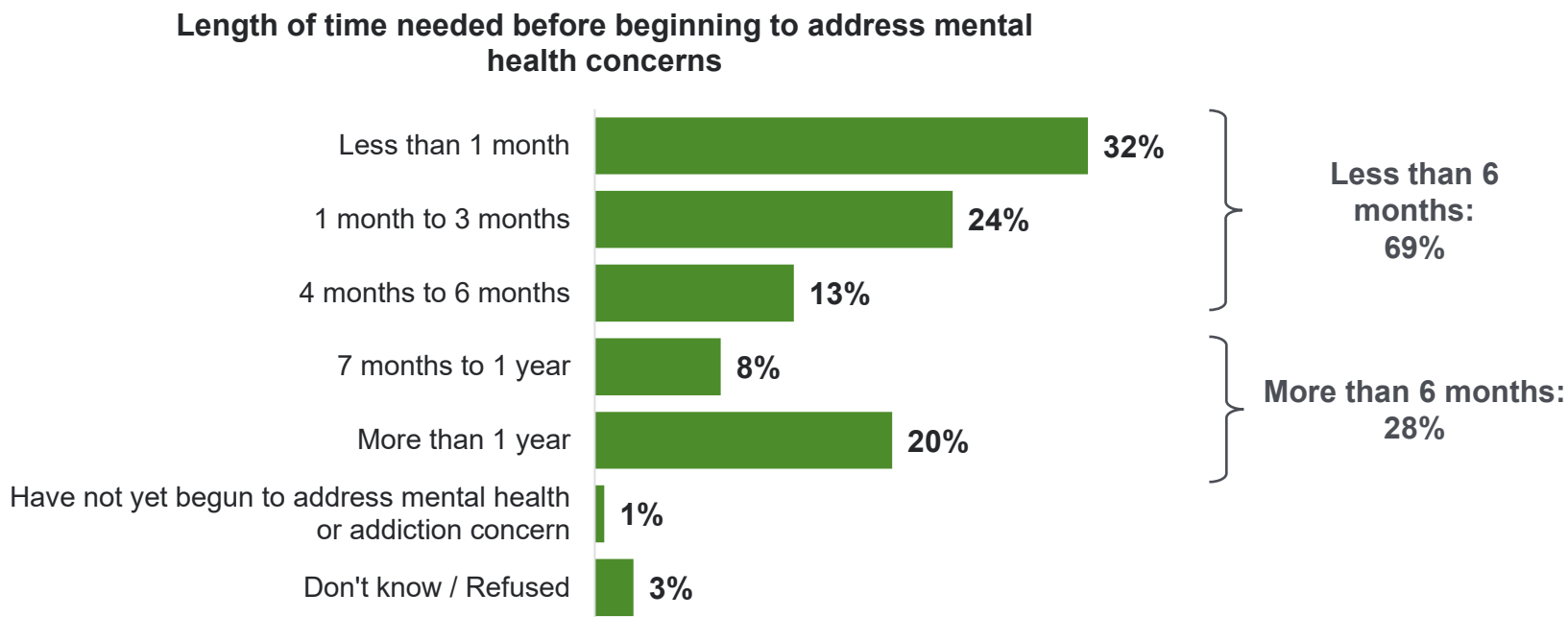
PE13why. Why do you feel your mental health or addiction care needs were left [unmet / partially met]?

Base: Needs partially met or unmet (n = 110)



# How long to begin addressing mental health concerns

One-third (32%) of Calgarians who tried to access services began to address their mental health concerns within one month of starting their search for mental health services or supports. Just over one-quarter (28%) waited more than six months before beginning to address their concerns.



PE12. Approximately how long did it take from when you started to search for services or supports until you were able to begin to address your mental health or addiction concerns?

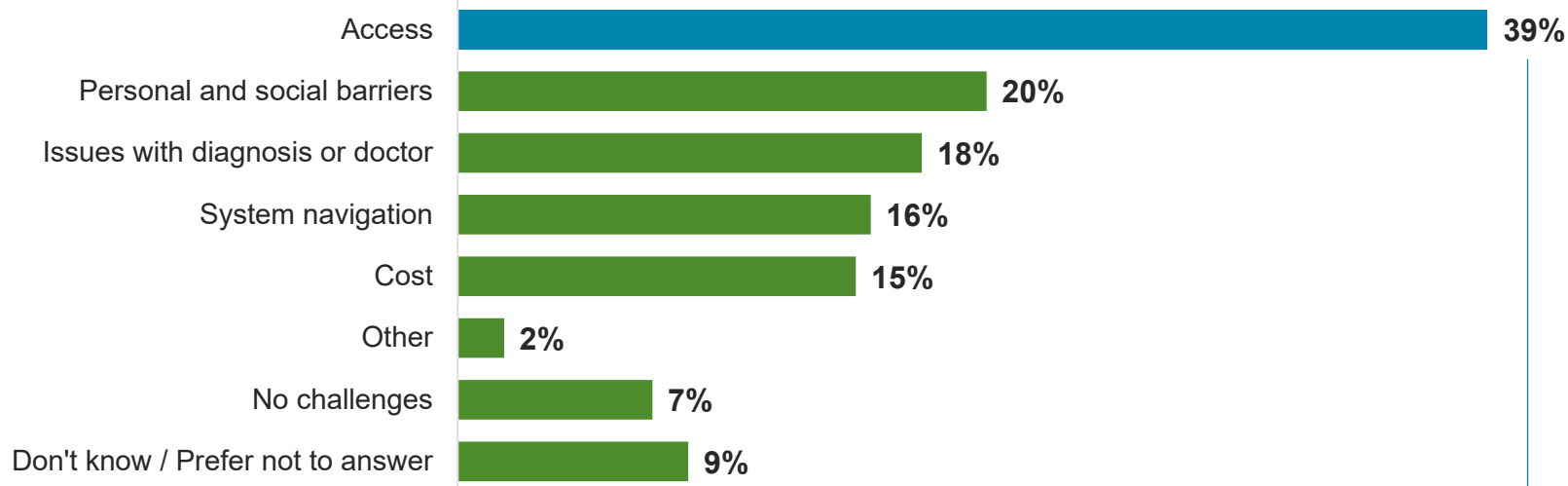
Base: Have tried to access mental health services (n=243)

# Challenges experienced

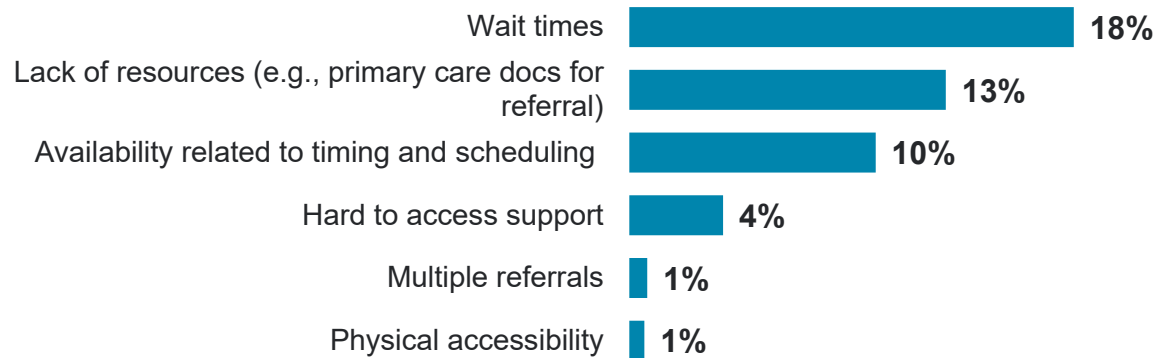
Access issues (39%) were the most mentioned challenge experienced by Calgarians who tried to access mental health services.

Specific challenges related to access include wait times (18%), a lack of resources (13%), and unavailability related to timing or scheduling (10%).

## Challenges experienced trying to address mental health concerns



## Access related challenges experienced trying to address mental health concerns



PE15. What challenges or difficulties, if any, did you experience when trying to address your mental health or addiction concerns?

Base: Have tried to access mental health services (n = 224)

# Segment differences overview

Compared to all other Calgarians ...

***Those identifying as LGBTQ2SIA+ (n=78) ...***

- Are more likely to self-report their mental health to be poor or fair (55%).
- Are more likely to rate the severity of their mental health concern as more extreme (90%).
- Are more likely to feel their mental health concerns have interfered with their life (91%).
- Are more likely to feel that mental health concerns have always or often interfered with their work, social life, or personal relationships (51%).

***Those with disabilities (physical disabilities n=162, cognitive disabilities n=98) ...***

- Are more likely to rate their mental health as poor or fair (48% with physical disabilities, and 64% with cognitive disabilities).
- Are more likely to rate their overall health as poor or fair (both 57%).
- Are more likely to feel the need for mental health or additional care (69% with physical disabilities, and 85% with cognitive disabilities).
- Are more likely to say their concerns lasted longer than 6 months (70% with physical disabilities, and 74% with cognitive disabilities).
- Are more likely to rate the severity of their concerns as more extreme (60% with physical disabilities, and 53% with cognitive disabilities).
- Are more likely to say their concerns have interfered with their work, social life, or relationships (58% with physical disabilities, and 63% with cognitive disabilities).

# Segment differences overview

Compared to all other Calgarians ...

***Those in households with income less than \$60,000 (n=219) ...***

- Are more likely to self-report their overall health to be poor or fair (34%).
- Are more likely to rate the severity of their mental health concern as more extreme (59%).
- Are more likely to feel their mental health concern have interfered with their life (52%).

***Females (n=498) ...***

- Are more likely to self-report their overall health to be poor or fair (27%).
- Are more likely to feel they ever needed mental health care (68%).
- Are more likely to feel they have needed mental health care in the past 12 months (73%).

# Segment differences overview

Compared to all other Calgarians ...

## **18 to 34-year-olds (*n*=205) ...**

- Are more likely to self-report their mental health to be poor or fair (49%).
- Are more likely to self-report their overall health to be poor or fair (35%).
- Are more likely to feel they ever needed mental health care (70%).
- Are more likely to feel they needed mental health care in the past 12 months (87%).

## **Racialized residents (*n*=262) ...**

- Are less likely to feel they ever needed mental health care (48%).
- Are less likely to have mental health concerns that have lasted longer than six months (45%).

## **Newcomers to Canada (*n*=72) ...**

- Are less likely to self-report their mental health to be poor or fair (19%).
- Are less likely to self-report their overall health to be poor or fair (11%).
- Are less likely to feel they ever needed mental health care (34%).





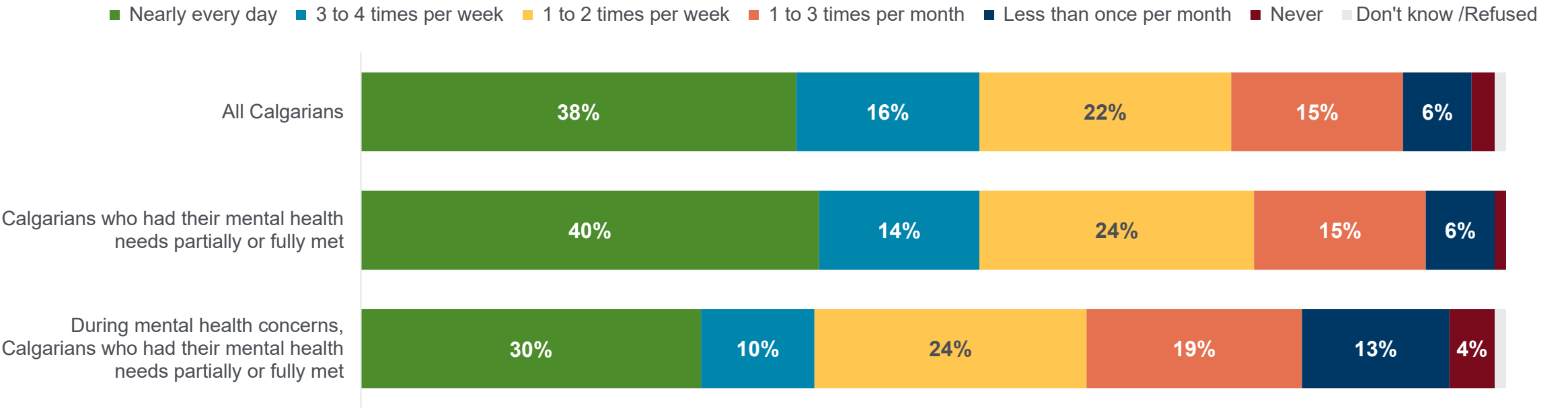
# Detailed Findings

## Social Connectivity

# Connections Calgarians have with the people they care about

About two-fifths (38%) of Calgarians are currently visiting people they care about every day and nearly all visit someone they care about at least once a month (91%). In contrast, while experiencing mental health concerns, Calgarians who have tried to access services and who have had at least some of their needs met, visited the people they cared less often (only 30% visited nearly every day and 83% at least once a month).

How often Calgarians visit people they care about



SC1\_a. Visit with the people you care about in your life? : On average, how often do you currently... Base: All respondents (n=1002); Base: tried to access services and had mental health needs fully or partially met (n=219)

SC2\_a. At the time you were experiencing the mental health or addiction concerns you [had / had in the past 12 months], how often were you visiting with the people you care about in your life? Base: tried to access services and had mental health needs fully or partially met (n=219)

\*Rounding

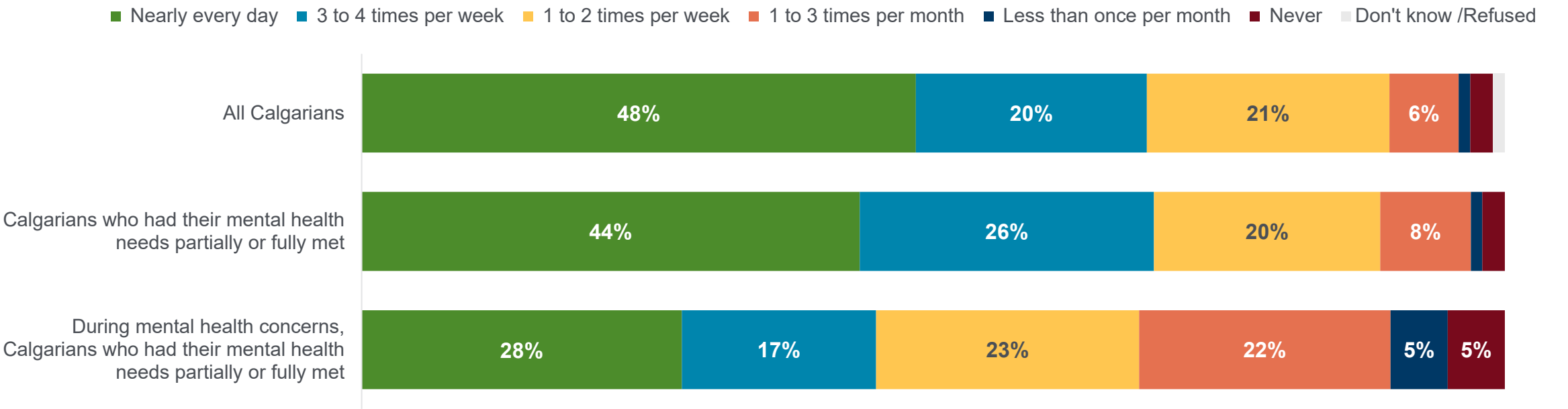
Data labels <4% not shown

# Connections Calgarians have with the outdoors

About one-half (48%) of Calgarians are spending time outdoors nearly every day and two-thirds (68%) spending time outdoors at least three times per week.

While experiencing mental health concerns, Calgarians who have tried to access services and who have had at least some of their needs met, spent much less time outdoors; only 28% spent time outside nearly every day and 45% spent time outdoors at least 3 times a week.

How often Calgarians spend time outdoors



SC1\_b. Spend time outdoors? : On average, how often do you currently... Base: All respondents (n=1002); Base: tried to access services and had mental health needs fully or partially met (n=219)

SC2\_b. At the time you were experiencing the mental health or addiction concerns you [had / had in the past 12 months], how often were you Spending time outdoors? Base: tried to access services and had mental health needs fully or partially met (n=219)

\*Rounding

Data labels <4% not shown

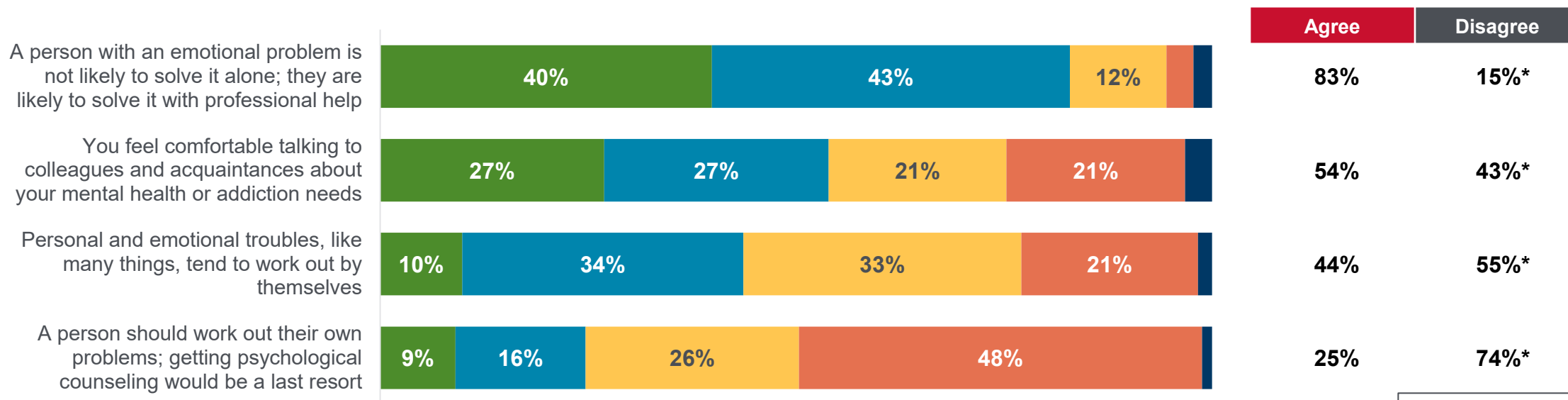
# Mental health stigma

Just over four-fifths (83%) of Calgarians agree that a person with an emotional problem is not likely to solve it alone. However, only about one-half (54%) feel comfortable talking to their colleagues and acquaintances about their mental health needs.

In addition, 44% agree that personal and emotional troubles tend to work out by themselves and 25% agree that a person should try to work out their own problems.

## Stigma related to addressing mental health

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know / Refusal



Stigma. Please tell me if you strongly disagree, somewhat disagree, somewhat agree, or strongly agree with the following statements.  
Base: All respondents (n=1002)

\*Rounding

Data labels <4% not shown





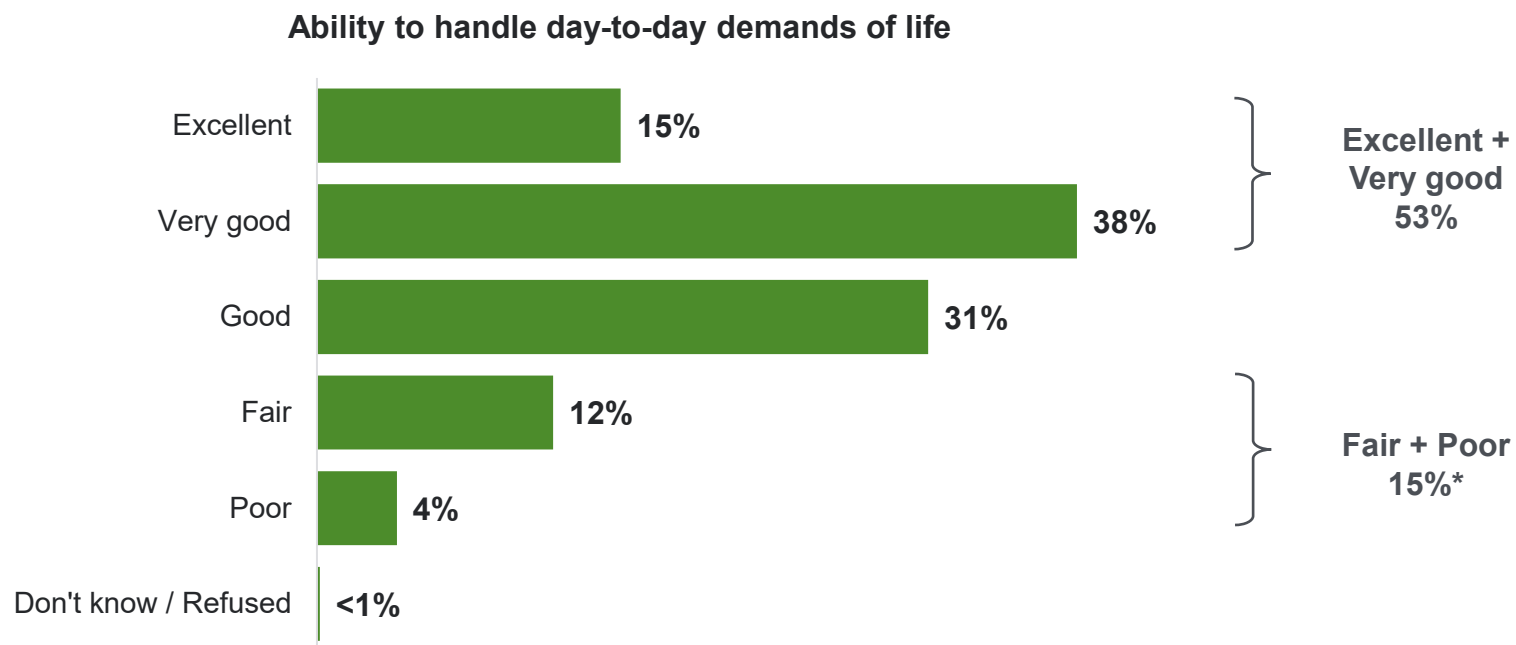
# Detailed Findings

## Day-to-day life



# Ability to handle day-to-day demands of life

Over one-half (53%) of Calgarians would rate their ability to handle the day-to-day demands of life as very good (38%) or excellent (15%).



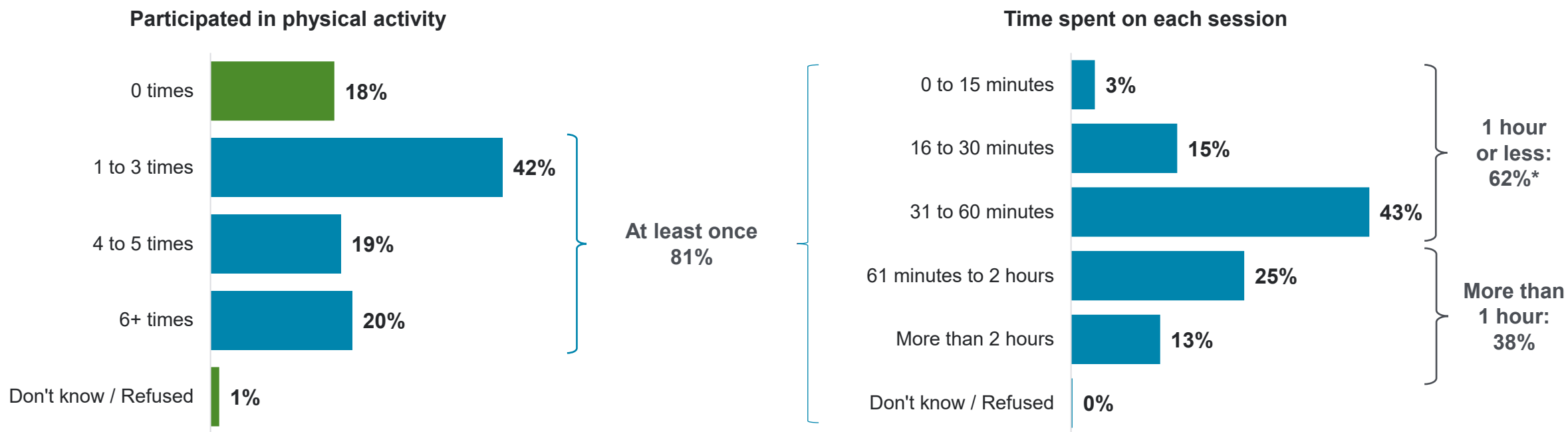
A11. In general, how would you rate your ability to handle the day-to-day demands in your life, for example, handling work, family and volunteer responsibilities?

Base: All respondents (n=1002)

\*Rounding

# Participation in physical activities

Almost one-fifth (18%) of Calgarians have not participated in moderate or vigorous physical activity in the past 7 days. Among those who have participated in at least one physical activity in the past 7 days, just slightly more than one-third (38%) spend more than one hour per session.



AL2. In the past 7 days, how many times did you participate in moderate or vigorous physical activity?

Base: All respondents (n=1002)

AI3. And about how much time did you spend [doing the physical activity / on each occasion]?

Base: Have participated in at least one physical activity in the past week (n=835)

\*Rounding

# Segment differences overview

Compared to all other Calgarians, those more likely to rate their ability to handle day-to-day demands as poor or fair include...

- **Individuals with disabilities** (34% with physical disabilities, and 43% with cognitive disabilities) (physical disabilities n=162, cognitive disabilities n=98)
- **Individuals in households with income less than \$60,000** (26%) (n=219)
- **18 to 34-year-olds** (24%) (n=205)



# Differences by sub-groups

# Segment differences

Any statistical differences between demographic groups are indicated with arrows to indicate where a group is statistically higher or lower than all other segments combined.

- To illustrate, the statistical tests performed when comparing three groups are as follows:



- This approach identifies differences between one group and everyone else who is not part of that group. To illustrate using the example below, 55+ year olds are significantly less likely to believe that people in Calgary are very welcoming and friendly compared everyone who is not part of that group (i.e., those aged 18 to 54).
- Note that we cannot conclude that this sentiment is lower for those who are 55+ years old when compared 18-to-34-years-old or 35-to-54-years-old individually (which may not be true).

	Age group		
	18-34 (n=82)	35-54 (n=185)	55+ (n=234)
People in Calgary are very welcoming and friendly (% agree)	51%	56%	43% ↓



# Segment differences

	Age Group			Gender		LGBTQ2SIA+	
	18-34	35-54	55+	Male	Female	Yes	No
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	54%	50%	<b>42%</b> ↓	49%	49%	56%	48%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	30%	30%	36%	<b>28%</b> ↓	<b>35%</b> ↑	39%	31%
[NET Poor + Fair] Mental health self-assessment	<b>49%</b> ↑	31%	<b>20%</b> ↓	31%	34%	<b>55%</b> ↑	<b>31%</b> ↓
[NET Poor + Fair] Overall health self-assessment	<b>35%</b> ↑	<b>19%</b> ↓	<b>19%</b> ↓	<b>20%</b> ↓	<b>27%</b> ↑	31%	23%
[Yes] Felt that they needed mental health or addiction care	<b>70%</b> ↑	60%	<b>47%</b> ↓	<b>48%</b> ↓	<b>68%</b> ↑	<b>90%</b> ↑	<b>55%</b> ↓
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	<b>24%</b> ↑	15%	<b>9%</b> ↓	15%	15%	26%	15%
Base: All respondents (n=1002)	(n=205)	(n=394)	(n=403)	(n=492)	(n=498)	(n=78)	(n=915)
[Yes] Felt that they needed mental health or addiction care in the past 12 months	<b>87%</b> ↑	70%	<b>48%</b> ↓	<b>64%</b> ↓	<b>73%</b> ↑	<b>91%</b> ↑	<b>67%</b> ↓
[Yes] Mental health or addiction concerns have lasted longer than six months	59%	52%	53%	55%	54%	57%	55%
[NET More extreme] Severity of mental health or addiction concerns	42%	37%	39%	40%	38%	49%	38%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	44%	37%	32%	37%	38%	<b>51%</b> ↑	<b>36%</b> ↓
Base: Have needed mental health care (n=588)	(n=141)	(n=252)	(n=195)	(n=246)	(n=332)	(n=69)	(n=513)
[Unmet] Feel their mental health or addiction care needs were	12%	10%	6%	13%	8%	11% *	10%
[Partially met] Feel their mental health or addiction care needs were	62%	61%	51%	55%	60%	68% *	58%
[Fully met] Feel their mental health or addiction care needs were	26%	29%	<b>43%</b> ↑	33%	32%	21% *	33%
Base: Have tried to access mental health services (n=243)	(n=67)	(n=100)	(n=76)	(n=88)	(n=148)	(n=35)	(n=204)

\*Caution, small base (<=50)

Base: See chart for bases by cell.

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**





# Segment differences

	Quadrant				Household Income		
	Southwest	Southeast	Northwest	Northeast	Less than \$60,000	\$60,000 to just under \$150,000	\$150,000 and over
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	48%	44%	50%	55%	53%	47%	48%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	33%	36%	30%	29%	32%	35%	29%
[NET Poor + Fair] Mental health self-assessment	35%	36%	28%	32%	39%	34%	<b>28%</b> ↓
[NET Poor + Fair] Overall health self-assessment	24%	25%	20%	28%	<b>34%</b> ↑	21%	20%
[Yes] Felt that they needed mental health or addiction care	<b>66%</b> ↑	60%	<b>53%</b> ↓	54%	58%	61%	59%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	<b>11%</b> ↓	16%	18%	20%	<b>26%</b> ↑	14%	<b>10%</b> ↓
Base: All respondents (n=1002)	(n=300)	(n=227)	(n=300)	(n=175)	(n=219)	(n=402)	(n=262)
[Yes] Felt that they needed mental health or addiction care in the past 12 months	73%	68%	69%	69%	73%	70%	68%
[Yes] Mental health or addiction concerns have lasted longer than six months	52%	56%	55%	59%	62%	51%	56%
[NET More extreme] Severity of mental health or addiction concerns	35%	43%	36%	46%	<b>59%</b> ↑	<b>34%</b> ↓	33%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	37%	42%	34%	42%	<b>52%</b> ↑	35%	<b>28%</b> ↓
Base: Have needed mental health care (n=588)	(n=200)	(n=135)	(n=158)	(n=95)	(n=126)	(n=247)	(n=157)
[Unmet] Feel their mental health or addiction care needs were	12%	9%	11%	7% *	11%	8%	10%
[Partially met] Feel their mental health or addiction care needs were	54%	48%	66%	73% *	62%	63%	57%
[Fully met] Feel their mental health or addiction care needs were	34%	43%	23%	21% *	27%	29%	33%
Base: Have tried to access mental health services (n=243)	(n=83)	(n=56)	(n=59)	(n=45)	(n=67)	(n=96)	(n=57)

\*Caution, small base (<=50)

Base: See chart for bases by segment; bases vary by row.

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**

# Segment differences

	Origins			Race		
	Newcomer (arrived in the past 5 years)	Arrived in Canada more than 5 years ago	Born in Canada	Indigenous	Racialized	Non-indigenous / non-racialized
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	42%	48%	50%	49% *	47%	50%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	<b>18%</b> ↓	<b>27%</b> ↓	<b>36%</b> ↑	44% *	<b>28%</b> ↓	34%
[NET Poor + Fair] Mental health self-assessment	<b>19%</b> ↓	30%	<b>36%</b> ↑	<b>55%</b> ↑ *	31%	33%
[NET Poor + Fair] Overall health self-assessment	<b>11%</b> ↓	22%	26%	<b>54%</b> ↑ *	23%	22%
[Yes] Felt that they needed mental health or addiction care	<b>34%</b> ↓	<b>48%</b> ↓	<b>67%</b> ↑	<b>83%</b> ↑ *	<b>48%</b> ↓	<b>65%</b> ↑
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	12%	16%	17%	14% *	19%	14%
Base: All respondents (n=1002)	(n=72)	(n=241)	(n=686)	(n=42)	(n=262)	(n=694)
[Yes] Felt that they needed mental health or addiction care in the past 12 months	70% *	70%	70%	79% *	76%	<b>66%</b> ↓
[Yes] Mental health or addiction concerns have lasted longer than six months	20% *	49%	<b>59%</b> ↑	66% *	<b>45%</b> ↓	<b>59%</b> ↑
[NET More extreme] Severity of mental health or addiction concerns	32% *	45%	37%	45% *	42%	38%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	30% *	37%	39%	49% *	37%	38%
Base: Have needed mental health care (n=588)	(n=23)	(n=111)	(n=454)	(n=35)	(n=116)	(n=435)
[Unmet] Feel their mental health or addiction care needs were	40% *	4% *	10%	12% *	9% *	10%
[Partially met] Feel their mental health or addiction care needs were	16% *	71% *	57%	62% *	66% *	55%
[Fully met] Feel their mental health or addiction care needs were	43% *	25% *	32%	27% *	25% *	35%
Base: Have tried to access mental health services (n=243)	(n=8)	(n=40)	(n=195)	(n=15)	(n=42)	(n=186)

\*Caution, small base (<=50)

Base: See chart for bases by segment; bases vary by row.

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**

# Segment differences

	Overall Health in the Last Month		Mental Health in the Last Month		Physical Disability		Cognitive Disability	
	NET Excellent + Very good	NET Poor + Fair	NET Excellent + Very good	NET Poor + Fair	Yes	No	Yes	No
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	48%	54%	51%	45%	54%	48%	52%	48%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	<b>28%</b> ↓	35%	<b>24%</b> ↓	<b>42%</b> ↑	38%	31%	39%	31%
[NET Poor + Fair] Mental health self-assessment	<b>9%</b> ↓	<b>73%</b> ↑	0%	100%	<b>48%</b> ↑	<b>30%</b> ↓	<b>64%</b> ↑	<b>29%</b> ↓
[NET Poor + Fair] Overall health self-assessment	0%	100%	<b>8%</b> ↓	<b>53%</b> ↑	<b>57%</b> ↑	<b>18%</b> ↓	<b>57%</b> ↑	<b>20%</b> ↓
[Yes] Felt that they needed mental health or addiction care	<b>45%</b> ↓	<b>74%</b> ↑	<b>37%</b> ↓	<b>80%</b> ↑	<b>69%</b> ↑	<b>57%</b> ↓	<b>85%</b> ↑	<b>55%</b> ↓
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	<b>6%</b> ↓	<b>36%</b> ↑	<b>3%</b> ↓	<b>33%</b> ↑	<b>34%</b> ↑	<b>13%</b> ↓	<b>43%</b> ↑	<b>12%</b> ↓
Base: All respondents (n=1002)	(n=401)	(n=218)	(n=411)	(n=303)	(n=162)	(n=838)	(n=98)	(n=892)
[Yes] Felt that they needed mental health or addiction care in the past 12 months	<b>58%</b> ↓	<b>82%</b> ↑	<b>40%</b> ↓	<b>89%</b> ↑	75%	69%	<b>95%</b> ↑	<b>65%</b> ↓
[Yes] Mental health or addiction concerns have lasted longer than six months	<b>46%</b> ↓	<b>67%</b> ↑	<b>34%</b> ↓	<b>65%</b> ↑	<b>70%</b> ↑	<b>52%</b> ↓	<b>74%</b> ↑	<b>51%</b> ↓
[NET More extreme] Severity of mental health or addiction concerns	36%	44%	<b>28%</b> ↓	<b>51%</b> ↑	<b>60%</b> ↑	<b>35%</b> ↓	<b>53%</b> ↑	<b>36%</b> ↓
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	<b>32%</b> ↓	<b>51%</b> ↑	<b>24%</b> ↓	<b>54%</b> ↑	<b>58%</b> ↑	<b>34%</b> ↓	<b>63%</b> ↑	<b>33%</b> ↓
Base: Have needed mental health care (n=588)	(n=190)	(n=163)	(n=153)	(n=250)	(n=109)	(n=477)	(n=80)	(n=498)
[Unmet] Feel their mental health or addiction care needs were	5%	9%	<b>2%</b> ↓*	13%	7%	11%	9% *	10%
[Partially met] Feel their mental health or addiction care needs were	<b>46%</b> ↓	63%	<b>40%</b> ↓*	<b>67%</b> ↑	67%	57%	54% *	61%
[Fully met] Feel their mental health or addiction care needs were	<b>49%</b> ↑	28%	<b>58%</b> ↑*	<b>19%</b> ↓	26%	32%	37% *	29%
Base: Have tried to access mental health services (n=243)	(n=60)	(n=88)	(n=46)	(n=129)	(n=62)	(n=180)	(n=46)	(n=191)

\*Caution, small base (<=50)

Base: See chart for bases by segment; bases vary by row.

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**

# Segment differences

	Concerns Lasting Longer than 6 Months		Severity of Concern		Frequency of Concern	
	Yes	No	NET More mild	NET More extreme	NET Never + Rarely	NET Always + Often
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	48%	51%	50%	48%	49%	48%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	<b>43% ↑</b>	<b>31% ↓</b>	35%	43%	32%	42%
[NET Poor + Fair] Mental health self-assessment	<b>53% ↑</b>	<b>33% ↓</b>	<b>36% ↓</b>	<b>58% ↑</b>	<b>21% ↓</b>	<b>63% ↑</b>
[NET Poor + Fair] Overall health self-assessment	<b>37% ↑</b>	<b>21% ↓</b>	28%	33%	<b>19% ↓</b>	<b>40% ↑</b>
[Yes] Felt that they needed mental health or addiction care	100%	100%	100%	100%	100%	100%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	<b>30% ↑</b>	<b>15% ↓</b>	<b>17% ↓</b>	<b>33% ↑</b>	<b>9% ↓</b>	<b>40% ↑</b>
Base: All respondents (n=1002)	(n=326)	(n=252)	(n=358)	(n=225)	(n=156)	(n=221)
[Yes] Felt that they needed mental health or addiction care in the past 12 months	<b>74% ↑</b>	<b>64% ↓</b>	68%	73%	<b>48% ↓</b>	<b>83% ↑</b>
[Yes] Mental health or addiction concerns have lasted longer than six months	100%	<1%	<b>42% ↓</b>	<b>75% ↑</b>	<b>31% ↓</b>	<b>78% ↑</b>
[NET More extreme] Severity of mental health or addiction concerns	<b>54% ↑</b>	<b>22% ↓</b>	<1%	100%	<b>12% ↓</b>	<b>65% ↑</b>
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	<b>54% ↑</b>	<b>18% ↓</b>	<b>22% ↓</b>	<b>63% ↑</b>	<1%	100%
Base: Have needed mental health care (n=588)	(n=326)	(n=252)	(n=358)	(n=225)	(n=156)	(n=221)
[Unmet] Feel their mental health or addiction care needs were	12%	5%	<b>5% ↓</b>	<b>14% ↑</b>	5% *	<b>14% ↑</b>
[Partially met] Feel their mental health or addiction care needs were	64%	50%	55%	64%	<b>39% ↓*</b>	<b>68% ↑</b>
[Fully met] Feel their mental health or addiction care needs were	<b>24% ↓</b>	<b>45% ↑</b>	<b>40% ↑</b>	<b>22% ↓</b>	<b>56% ↑*</b>	<b>18% ↓</b>
Base: Have tried to access mental health services (n=243)	(n=162)	(n=75)	(n=123)	(n=117)	(n=39)	(n=117)

\*Caution, small base (<=50)

Base: See chart for bases by segment; bases vary by row.

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**

# Segment differences

	Visits with people they care about			Spends time outdoors		
	Nearly every day	1 to 4 times per week	Less than 1 to 3 times per month	Nearly every day	1 to 4 times per week	Less than 1 to 3 times per month
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	46%	51%	48%	<b>45% ↓</b>	53%	50%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	35%	30%	29%	34%	29%	34%
[NET Poor + Fair] Mental health self-assessment	<b>27% ↓</b>	32%	<b>44% ↑</b>	<b>30% ↓</b>	33%	<b>50% ↑</b>
[NET Poor + Fair] Overall health self-assessment	<b>19% ↓</b>	23%	<b>33% ↑</b>	<b>20% ↓</b>	25%	<b>40% ↑</b>
[Yes] Felt that they needed mental health or addiction care	57%	59%	60%	<b>54% ↓</b>	<b>63% ↑</b>	64%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	<b>10% ↓</b>	18%	<b>24% ↑</b>	<b>12% ↓</b>	15%	<b>39% ↑</b>
Base: All respondents (n=1002)	(n=406)	(n=374)	(n=215)	(n=516)	(n=394)	(n=77)
[Yes] Felt that they needed mental health or addiction care in the past 12 months	67%	70%	76%	68%	70%	<b>82% ↑*</b>
[Yes] Mental health or addiction concerns have lasted longer than six months	52%	60%	52%	52%	56%	63% *
[NET More extreme] Severity of mental health or addiction concerns	<b>26% ↓</b>	43%	<b>55% ↑</b>	36%	39%	<b>55% ↑*</b>
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	<b>28% ↓</b>	39%	<b>53% ↑</b>	39%	34%	<b>56% ↑*</b>
Base: Have needed mental health care (n=588)	(n=235)	(n=223)	(n=127)	(n=287)	(n=244)	(n=50)
[Unmet] Feel their mental health or addiction care needs were	7%	10%	14%	6%	<b>5% ↓</b>	34% *
[Partially met] Feel their mental health or addiction care needs were	53%	66%	58%	60%	64%	45% *
[Fully met] Feel their mental health or addiction care needs were	<b>40% ↑</b>	24%	28%	33%	32%	22% *
Base: Have tried to access mental health services (n=243)	(n=95)	(n=93)	(n=55)	(n=111)	(n=101)	(n=29)

\*Caution, small base (<=50)

Base: See chart for bases by segment; bases vary by row.

↑ Statistically higher than the result of **all other segments combined**  
 ↓ Statistically lower than the result of **all other segments combined**





## Respondent profile

# Respondent profile

Age	Weighted %	Unweighted %
18 to 19	2%	2%
20 to 24	5%	4%
25 to 34	22%	15%
35 to 44	18%	19%
45 to 54	19%	20%
55 to 64	14%	17%
65 to 74	11%	14%
75 and older	8%	9%

Gender	Weighted %	Unweighted %
Male	49%	49%
Female	50%	50%
Non-binary	1%	1%
Prefer to self-describe	<1%	<1%
Prefer not to answer	<1%	<1%

Quadrant	Weighted %	Unweighted %
Southwest	28%	30%
Southeast	24%	23%
Northwest	28%	30%
Northeast	20%	17%

Origins	Weighted %	Unweighted %
Newcomer (arrived in the past 5 years)	6%	7%
Arrived in Canada more than 5 years ago	33%	24%
Born in Canada	60%	68%
Prefer not to answer	<1%	<1%

Race	Weighted %	Unweighted %
Indigenous	4%	4%
Racialized	41%	26%
Non-indigenous / non-racialized	55%	69%
Don't know / Prefer not to answer	<1%	<1%

Base: All respondents (n=1002)



# Respondent profile

Ethnicity	Weighted %
White	56%
South Asian	12%
Chinese	4%
Black	6%
Filipino	3%
Arab	2%
Latin American	4%
Southeast Asian	5%
West Asian	2%
Korean	<1%
Japanese	1%
Indigenous	4%
Canadian	2%
Other	3%
Prefer not to answer	2%

Physical disability	Weighted %
Yes	15%
No	85%
Prefer not to answer	<1%

Cognitive disability	Weighted %
Yes	11%
No	88%
Prefer not to answer	1%

2SLGBTQIA+	Weighted %
Yes	9%
No	90%
Prefer not to answer	1%

Base: All respondents (n=1002)

# Respondent profile

Education	Weighted %
Less than a High School diploma or equivalent	3%
High school or equivalent	18%
Registered Apprenticeship / trades certificate or diploma	5%
College, CEGEP, or other non-university certificate or diploma	20%
University certificate or diploma below Bachelor's level	5%
Bachelor's degree	30%
Post graduate degree above bachelor's level	19%
Prefer not to answer	<1%

Residency in Calgary	Weighted %
1 year or less	2%
2 to 5 years	8%
6 to 10 years	10%
11 or more years	65%
Whole life	15%
Prefer not to answer	<1%

Household Income	Weighted %
Less than \$30,000	9%
\$30,000 to just under \$60,000	13%
\$60,000 to just under \$90,000	17%
\$90,000 to just under \$150,000	25%
\$150,000 or more	25%
Don't Know	3%
Prefer not to answer	8%

Members of Household	Weighted %
Just themselves	17%
2 members	28%
3 to 4 members	41%
5 or more members	15%
Prefer not to answer	1%

Base: All respondents (n=1002)



# Questionnaire

# Questionnaire

## Mental Health of Calgarians Survey

### The City of Calgary

Generated on 2024-05-17 at 14:16:36 MT



#### Int0

Hello, I'm \_\_\_\_\_ with Advanis, calling on behalf of The City of Calgary. We are conducting a study about mental health supports in Calgary and would like to include your input. Are you 18 years of age or older and do you currently live in Calgary?

*IF ASKED: The survey will take approximately 15 to 20 minutes.*

*IF NEEDED: While there is good information on the state of mental health of Canadians and access to services, there is a lack of local information. Your response will help inform and improve the provision of mental health or addiction support in Calgary.*

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No, getting an adult *(Show if is landline (phonetype = 1))*  
☐ <sub>3</sub> No, refusal  
☐ <sub>4</sub> No, callback  
☐ <sub>5</sub> No, under 18 *(Show if is wireless (phonetype = 2))*  
☐ <sub>6</sub> No, does not live in Calgary

#### Int0b *Show if getting person (Int0 = 2)*

Hello, I'm \_\_\_\_\_ with Advanis, calling on behalf of The City of Calgary. We are conducting a study about life in Calgary and would like to include your input. Are you 18 years of age or older and do you currently live in Calgary?

*IF ASKED: The survey will take approximately 15 to 20 minutes.*

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No, refusal  
☐ <sub>3</sub> No, callback  
☐ <sub>4</sub> No, under 18 *(Show if is wireless (phonetype = 2))*  
☐ <sub>5</sub> No, does not live in Calgary

1

**NCInt** *Show if Not Calgary ((Int0 = 6) OR (Int0b = 5) OR (Int0under35 = 6) OR (inbound1 = 6))*

Unfortunately, we need to speak with residents of Calgary. Thank you for your time. Good-bye.

**T4** *Show if Under 18 ((Int0 = 5) OR (Int0b = 4) OR (inbound1 = 5))*

Unfortunately, we need to speak with individuals 19 or older. Thank you for your time. Good-bye.

**T13** *Show if int0under35 not 18 to 34 (Int0under35 = 5)*

Unfortunately, we need to speak with individuals who are 18 to 34 years old. Thank you for your time. Good-bye.

## SCREENERS

### QS7

**Great!** Your participation is voluntary, and this call may be recorded for quality control purposes. The survey will take approximately 15 to 20 minutes and your responses will remain confidential, and you will not be personally identified. Any personal information collected in this survey is done so under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and will be used solely for informing and understanding the provision of mental health supports in Calgary. This project also has been registered with the Canadian Research Insights Council.

If you have questions about the collection or use of your information, you can contact a City of Calgary Research Coordinator. Would you like me to provide you with their contact information?

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No  
☐ <sub>3</sub> Refusal  
☐ <sub>4</sub> Call back later

### QS7info *Show if QS7 Yes (QS7 = 1)*

You can contact a City of Calgary Research Coordinator via phone, email, or regular mail and mention the "Mental Health of Calgarians Survey". What contact information would you prefer?

**If phone:** 403-268-2141

**If email:** research@calgary.ca

**If mail:** Research Coordinator, The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

**T1** *Show if QS7 Refusal (QS7 = 3)*

Thank you for your time. Good-bye.

### QSEX

**DO NOT ASK; RECORD GENDER**

- ☐ <sub>1</sub> Male  
☐ <sub>2</sub> Female

2

# Questionnaire

## QS4

Can you please tell me how old you are?

**IF REFUSED, ASK:** Which of the following age groups do you belong to? Just stop me when I get to your age group.

- ☐ <sub>1</sub> 18 to 19
- ☐ <sub>2</sub> 20 to 24
- ☐ <sub>3</sub> 25 to 34
- ☐ <sub>4</sub> 35 to 44
- ☐ <sub>5</sub> 45 to 54
- ☐ <sub>6</sub> 55 to 64
- ☐ <sub>7</sub> 65 to 74
- ☐ <sub>8</sub> 75 and older
- ☐ <sub>99</sub> **[DO NOT READ]** Prefer not to say

**T5** *Show if int1 ref (QS4 = 99)*

Unfortunately we need to confirm your age to continue. Thank you for your time. Good-bye.

## QS1

Can you tell me which quadrant of the city you live in?

- ☐ <sub>1</sub> Southwest
- ☐ <sub>2</sub> Southeast
- ☐ <sub>3</sub> Northwest
- ☐ <sub>4</sub> Northeast
- ☐ <sub>99</sub> **[DO NOT READ]** Prefer not to say
- ☐ <sub>97</sub> **[DO NOT READ]** Does not live in Calgary

**T6** *Show if Qs1 DK Ref (QS1 = 99)*

Unfortunately we need to confirm what part of The City you live in to continue. Thank you for your time. Good-bye.

**T8** *Show if Qs1 Outside Calgary (QS1 = 97)*

Unfortunately we only need to speak with people who live in Calgary. Thank you for your time. Good-bye.

## BornInCan

We want to make sure our research is reflective of all Calgarians. Were you born in Canada?

- ☐ <sub>1</sub> **DO NOT READ LIST**
- ☐ <sub>2</sub> Yes
- ☐ <sub>3</sub> No
- ☐ <sub>99</sub> Prefer not to answer

**Newcomer** *Show if Not born in Canada (BornInCan = 2)*

How recently did you arrive in Canada?

- ☐ <sub>1</sub> Within the past five years
- ☐ <sub>2</sub> More than five years ago
- ☐ <sub>99</sub> **[DO NOT READ]** Prefer not to answer

**QBNewcomer** *Show if Newcomer quota block (((Newcomer = 1) AND (Is\_newcomer = closed))) OR (NOT (Newcomer = 1) AND (Not\_a\_newcomer = closed)))*

Thank you for your interest. Unfortunately we already have enough people similar to yourself. Thank you for your time. Good-bye.



# Questionnaire

## MAIN SURVEY

### MHIntro

According to the World Health Organization, mental health is a state of well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community. Mental health is complex and is experienced differently from one person to the next. Mental health care is diverse and includes informal care, such as speaking with family and friends, community care, such as peer support groups and community agencies, and professional care such as from a licensed therapist or doctor.

In this study, we are hoping to better understand the general state of Calgarians' mental health and their access to mental health or addiction programs and services. Please keep in mind that there are no right or wrong answers and you are free to refuse to answer any question. However, we ask that you please answer honestly as your answers will remain anonymous and only be reported out on aggregate.

## Section Perceptions

### P1

First, I would like to gauge your perception of mental health and addiction programs and services in Calgary.

Based on your personal experience, how satisfied are you with mental health and addiction programs and services in Calgary? Would you say you are...

- ☐ 1 Not at all satisfied  
☐ 2 Not too satisfied  
☐ 3 Somewhat satisfied  
☐ 4 Very satisfied  
☐ 98 **DO NOT READ** Don't know  
☐ 97 **DO NOT READ** Does not apply to me  
☐ 99 **DO NOT READ** Prefer not to answer

### P5

Can you please tell me the types of mental health and addiction programs and services you know of?

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- ☐ 48 Prefer not to answer  
☐ 49 Don't know

5

## Helping Others Access Programs

### H1

Now I would like to understand to what extent you may have helped others with their mental health or addiction concerns.

Not counting yourself, do you know someone who has sought support for mental health or addiction concerns in Calgary?

#### DO NOT READ LIST

- ☐ 1 Yes  
☐ 2 No  
☐ 98 Don't know  
☐ 99 Prefer not to answer

### H2 *Show if knows someone who has sought support (H1 = 1)*

In the past 6 months have you personally helped someone find support for mental health or addiction concerns in Calgary?

#### DO NOT READ LIST

- ☐ 1 Yes  
☐ 2 No  
☐ 98 Don't know  
☐ 99 Prefer not to answer

### H3a *Show if has helped someone find support (H2 = 1)*

Was the person or people you helped find support for a mental health or addiction concern a...

*Select all that apply*

- ☐ 1 Family member?  
☐ 2 Friend?  
☐ 3 Any other acquaintances **if needed:** for example, a work colleague  
☐ 99 **DO NOT READ** Prefer not to answer *(Exclusive)*

### H3b *Show if knows someone who has sought support (H1 = 1)*

Have you helped find support for mental health or addiction concerns for someone who is under 18 years of age?

#### DO NOT READ LIST

- ☐ 1 Yes  
☐ 2 No  
☐ 98 Don't know  
☐ 99 Prefer not to answer

6

# Questionnaire

## Organization

### Org1BOS

For the next set of questions, please think about the steps you would take to access professional mental health or addiction support. Even if you have not had to access these programs or services, please answer as if you needed to.

Suppose you needed to **access information** on mental health or addiction programs or services in Calgary.

Which of the these would you go first to **access information**?

And which of the these would you go first to **access information**?

Items to show:

1. Family doctor
2. 811 Health Link
3. Distress Centre
4. Online search engine (ex. Google)
5. Friends and family
6. Online forums (ex. Reddit)
7. Social media
8. News articles

- ☐ <sub>1</sub> [ITEM X]  
☐ <sub>2</sub> Or [ITEM Y]  
☐ <sub>3</sub> [DO NOT READ] Neither  
☐ <sub>4</sub> [DO NOT READ] Don't know  
☐ <sub>5</sub> [DO NOT READ] Prefer not to answer

And which of the these would you go first to **access information**?

- ☐ <sub>1</sub> [ITEM X]  
☐ <sub>2</sub> Or [ITEM Y]  
☐ <sub>3</sub> [DO NOT READ] Neither  
☐ <sub>4</sub> [DO NOT READ] Don't know  
☐ <sub>5</sub> [DO NOT READ] Prefer not to answer

And which of the these would you go first to **access information**?

- ☐ <sub>1</sub> [ITEM X]  
☐ <sub>2</sub> Or [ITEM Y]  
☐ <sub>3</sub> [DO NOT READ] Neither  
☐ <sub>4</sub> [DO NOT READ] Don't know  
☐ <sub>5</sub> [DO NOT READ] Prefer not to answer

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And which of the these would you go first to **access information**?

- ☐ <sub>1</sub> [ITEM X]  
☐ <sub>2</sub> Or [ITEM Y]  
☐ <sub>3</sub> [DO NOT READ] Neither  
☐ <sub>4</sub> [DO NOT READ] Don't know  
☐ <sub>5</sub> [DO NOT READ] Prefer not to answer

### Org3

And why do you think you would reach out to these professionals or programs?

*Select all that apply*

- ☐ <sub>1</sub> Accessible  
☐ <sub>2</sub> Availability  
☐ <sub>3</sub> Convenient opening hours  
☐ <sub>4</sub> Cost  
☐ <sub>5</sub> Location  
☐ <sub>6</sub> Personal connection or rapport  
☐ <sub>7</sub> Referred or recommended to me  
☐ <sub>8</sub> Reliable, consistent service  
☐ <sub>9</sub> Sense of confidentiality  
☐ <sub>10</sub> Sense of professionalism  
☐ <sub>11</sub> Sense of trust in their credentials or reputation  
☐ <sub>12</sub> Short wait time  
☐ <sub>13</sub> Specialized services  
☐ <sub>14</sub> Type of service provided  
☐ <sub>15</sub> Welcoming environment and a willingness to listen  
☐ <sub>96</sub> Other, please specify: \_\_\_\_\_  
☐ <sub>98</sub> DO NOT READ Don't know (Exclusive)  
☐ <sub>99</sub> DO NOT READ Prefer not to answer (Exclusive)

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# Questionnaire

## Org1BOSOther

Is there anywhere else you would go to access information on mental health or addiction programs or services?

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- ☐ .01 Prefer not to answer  
☐ .09 No where else

9

## Personal Experience

### PEIntroA

The Centre for Addiction and Mental Health reports that half of Canadians will have, or have had, a mental illness by the time they are 40. We would like to ask some general questions about your personal experience dealing with mental health or addiction concerns. As a reminder, there are no right or wrong answers and you can always let us know if there is a question you do not want to answer.

### Health1

In the last month, how has your mental health been? Would you say...

- ☐ 1 Poor  
☐ 2 Fair  
☐ 3 Good  
☐ 4 Very good  
☐ 5 Excellent  
☐ 98 **DO NOT READ** Don't know  
☐ 99 **DO NOT READ** Prefer not to answer

### Health2

And in the last month, how is your health overall?

*Only read answer levels if needed: Would you say...*

- ☐ 1 Poor  
☐ 2 Fair  
☐ 3 Good  
☐ 4 Very good  
☐ 5 Excellent  
☐ 98 **DO NOT READ** Don't know  
☐ 99 **DO NOT READ** Prefer not to answer

### PE1a

Mental health or addiction care may include services such as psychotherapy or counselling, prescription medication, support groups or other therapies. Was there ever a time when you felt that you needed mental health or addiction care, whether or not you received it?

- DO NOT READ LIST**  
☐ 1 Yes  
☐ 2 No  
☐ 98 Don't know  
☐ 99 Prefer not to answer

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# Questionnaire

**PE1b** *Show if needed care (PE1a = 1)*

And during the past 12 months, was there ever a time when you felt that you needed mental health or addiction care, whether or not you received it?

**DO NOT READ LIST**

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No  
☐ <sub>98</sub> Don't know  
☐ <sub>99</sub> Prefer not to answer

**PELength** *Show if needed care (PE1a = 1)*

(if needed care in past 12 months (PE1b = 1)) Of the mental health or addiction concerns you have **had in the past 12 months**, have any lasted longer than six months?

(if Default) Of the mental health or addiction concerns you have **had**, have any lasted longer than six months?

**DO NOT READ LIST**

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No  
☐ <sub>98</sub> Don't know  
☐ <sub>99</sub> Prefer not to answer

**PESeverity1** *Show if needed care (PE1a = 1)*

(if needed care in past 12 months (PE1b = 1)) Using a scale with 1 being "Mild" and 4 being "Extreme", how severe would you say the mental health or addiction concerns you have **had in the past 12 months** have been?

(if Default) Using a scale with 1 being "Mild" and 4 being "Extreme", how severe would you say the mental health or addiction concerns you have **had** have been?

*IF THEY HAVE HAD MORE THAN ONE INSTANCE, SAY: Please answer for the most severe mental health or addiction concern you have had.*

- ☐ <sub>1</sub> 1 - Mild  
☐ <sub>2</sub> 2  
☐ <sub>3</sub> 3  
☐ <sub>4</sub> 4 - Extreme  
☐ <sub>98</sub> **DO NOT READ** Don't know  
☐ <sub>99</sub> **DO NOT READ** Prefer not to answer

**PESeverity2** *Show if needed care (PE1a = 1)*

(if needed care in past 12 months (PE1b = 1)) How often would you say that the mental health or addiction concerns you have **had in the past 12 months** has interfered with either your work, your social life, or your personal relationships?

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(if Default) How often would you say that the mental health or addiction concerns you have **had** has interfered with either your work, your social life, or your personal relationships?

*IF THEY HAVE HAD MORE THAN ONE INSTANCE, SAY: Please answer for the most severe mental health or addiction concern you have had.*

- ☐ <sub>1</sub> Never  
☐ <sub>2</sub> Rarely  
☐ <sub>3</sub> Sometimes  
☐ <sub>4</sub> Often  
☐ <sub>5</sub> Always  
☐ <sub>98</sub> **DO NOT READ** Don't know  
☐ <sub>99</sub> **DO NOT READ** Prefer not to answer

**PE3** *Show if needed care (PE1a = 1)*

Have you connected with anyone regarding your mental health or addiction concerns?

**READ IF NEEDED:** By anyone we mean non-professionals like family and friends and professionals such as doctors, psychologists, or social workers

*IF THEY HAVE HAD MORE THAN ONE INSTANCE, SAY: Please answer for the most severe mental health or addiction concern you have had.*

**DO NOT READ LIST**

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No  
☐ <sub>98</sub> Don't know  
☐ <sub>99</sub> Prefer not to answer

**PE3no** *Show if have not connected about mental health (PE3 = 2)*

Why haven't you connected with anyone about your mental health or addiction concerns?

**READ IF NEEDED:** By anyone we mean non-professionals like family and friends and professionals such as doctors, psychologists, or social workers

- ☐ <sub>98</sub> Prefer not to answer  
☐ <sub>99</sub> Don't know

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# Questionnaire

**PE4a** Show if have connected about mental health (PE3 = 1)

Who have you connected with regarding your mental health or addiction concerns?

**DO NOT READ LIST**

Select all that apply

- ☐ 1 Friends
- ☐ 2 Family
- ☐ 3 Co-worker
- ☐ 4 Someone from a religious community
- ☐ 5 Other acquaintance
- ☐ 6 Online forums or online support groups
- ☐ 7 Medical doctor
- ☐ 8 Other professionals (e.g., psychologists, psychiatrists, social workers, counsellors, spiritual advisors, homeopaths, acupuncturists, self-help groups)
- ☐ 9 Mental health and/or addiction program or service provider
- ☐ 96 Other \_\_\_\_\_
- ☐ 97 None of the above (Exclusive)
- ☐ 99 **DO NOT READ** Prefer not to answer (Exclusive)

13

**PE4b** Show if connected with 2 or more about mental health (PE4a >= 2)

And which did you feel was the most helpful to connect with?

- ☐ 1 Friends (Show if PE4a 1 Friends (PE4a\_1 = 1))
- ☐ 2 Family (Show if PE4a 2 Family (PE4a\_2 = 1))
- ☐ 3 Co-worker (Show if PE4a 3 Co worker (PE4a\_3 = 1))
- ☐ 4 Someone from a religious community (Show if PE4a 4 Someone from a (PE4a\_4 = 1))
- ☐ 5 Other acquaintance (Show if PE4a 5 Other acquainta (PE4a\_5 = 1))
- ☐ 6 Online forums or online support groups (Show if PE4a 6 Online forums o (PE4a\_6 = 1))
- ☐ 7 Medical doctor (Show if PE4a 7 Medical doctor (PE4a\_7 = 1))
- ☐ 8 Other professionals (e.g., psychologists, psychiatrists, social workers, counsellors, spiritual advisors, homeopaths, acupuncturists, self-help groups) (Show if PE4a 8 Other professio (PE4a\_8 = 1))
- ☐ 9 Mental health and/or addiction program or service provider (Show if PE4a 9 Mental health a (PE4a\_9 = 1))
- ☐ 96 [PE4a Other (specify) response] (Show if PE4a 96 Other (PE4a\_96 = 1))
- ☐ 97 None were helpful
- ☐ 98 **DO NOT READ** Don't know
- ☐ 99 **DO NOT READ** Prefer not to answer

**PE5** Show if connected with at least 1 resource (((PE4a\_1 = 1 OR PE4a\_2 = 1 OR PE4a\_3 = 1 OR PE4a\_4 = 1 OR PE4a\_5 = 1 OR PE4a\_6 = 1 OR PE4a\_7 = 1 OR PE4a\_8 = 1 OR PE4a\_9 = 1 OR PE4a\_96 = 1) AND (PE4a = 1)) OR (PE4b = 1,2,3,4,5,6,7,8,9,96))

Using the same helpful scale where 1 means "Not at all helpful" and 4 means "Very helpful", how helpful did you find discussing your mental health or addiction concern with **(your / a) [PE4a resource]**.

(if most helpful is not nobody (PE4b = 1,2,3,4,5,6,7,8,9,96)) Using the same helpful scale where 1 means "Not at all helpful" and 4 means "Very helpful", how helpful did you find discussing your mental health or addiction concern with **(your / a) [PE4b resource]**

- ☐ 1 1 - Not at all helpful
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4 - Very helpful
- ☐ 98 **DO NOT READ** Don't know
- ☐ 99 **DO NOT READ** Prefer not to answer

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# Questionnaire

## PE6 Show if needed care (PE1a = 1)

(if needed care (PE1a = 1)) Other than discussing your mental health or addiction concerns, have you tried to access any services or support to try to help address the mental health or addiction concerns that you experienced?

(if needed care in past 12 months (PE1b = 1)) Other than discussing your mental health or addiction concerns, have you tried to access any services or support to try to help address the mental health or addiction concerns that you experienced over the past 12 months?

IF NEEDED: Other steps may include accessing services such as psychotherapy or counselling, using prescription medication, attending support groups or other therapies.

### DO NOT READ LIST

- ☐ 1 Yes  
☐ 2 No  
☐ 98 Don't know  
☐ 99 Prefer not to answer

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## PE6no Show if did not try to access services (PE6 = 2)

What are the reasons you didn't try to access any services or support to address your mental health or addiction concern?

### DO NOT READ LIST

Select all that apply

- ☐ 1 Preferred to manage yourself  
☐ 2 Didn't know how or where to get this kind of help  
☐ 3 Haven't gotten around to it (e.g., too busy)  
☐ 4 Job interfered (e.g., workload, hours of work or no cooperation from supervisor)  
☐ 5 Help was not readily available  
☐ 6 Didn't have confidence in health care system or social services  
☐ 7 Couldn't afford to pay  
☐ 8 Insurance did not cover  
☐ 9 Afraid of what others would think of you  
☐ 10 Language problems  
☐ 11 Didn't think they knew how to help  
☐ 12 Uncomfortable talking about these problems  
☐ 13 Relied on faith and/or spirituality  
☐ 14 Relied on family and/or friends  
☐ 15 Felt you'd be treated differently if people thought you had these problems  
☐ 16 Didn't feel ready to seek help  
☐ 17 Couldn't get this kind of help where you live  
☐ 21 Doing so felt overwhelming  
☐ 22 Concerns were addressed by a health professional  
☐ 23 Concerns were addressed elsewhere  
☐ 24 Concerns resolved on their own  
☐ 25 Concerns were mild  
☐ 26 Lack of motivation or depression  
☐ 27 Didn't need to / wasn't necessary [no further elaboration]  
☐ 96 Other \_\_\_\_\_  
☐ 98 DO NOT READ Don't know (Exclusive)  
☐ 99 DO NOT READ Prefer not to answer (Exclusive)

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# Questionnaire

## PE6noTop Show if multiple reasons to not access supports (PE6no > 1)

And which of those reasons is the main reason why you didn't try to access any services or support to address your mental health or addiction concern?

**DO NOT READ LIST**

- ☐ 1 Preferred to manage yourself (Show if PE6no 1 You preferred t (PE6no\_1 = 1))
- ☐ 2 Didn't know how or where to get this kind of help (Show if PE6no 2 You didnt know (PE6no\_2 = 1))
- ☐ 3 Haven't gotten around to it (e.g., too busy) (Show if PE6no 3 You havent gott (PE6no\_3 = 1))
- ☐ 4 Job interfered (e.g., workload, hours of work or no cooperation from supervisor) (Show if PE6no 4 Your job interf (PE6no\_4 = 1))
- ☐ 5 Help was not readily available (Show if PE6no 5 Help was not re (PE6no\_5 = 1))
- ☐ 6 Didn't have confidence in health care system or social services (Show if PE6no 6 You didnt have (PE6no\_6 = 1))
- ☐ 7 You couldn't afford to pay (Show if PE6no 7 You couldnt aff (PE6no\_7 = 1))
- ☐ 8 Insurance did not cover (Show if PE6no 8 Insurance did n (PE6no\_8 = 1))
- ☐ 9 Afraid of what others would think of you (Show if PE6no 9 You were afraid (PE6no\_9 = 1))
- ☐ 10 Language problems (Show if PE6no 10 Language proble (PE6no\_10 = 1))
- ☐ 11 Didn't think they knew how to help (Show if PE6no 11 You didnt think (PE6no\_11 = 1))
- ☐ 12 Uncomfortable talking about these problems (Show if PE6no 12 You were uncomf (PE6no\_12 = 1))
- ☐ 13 Relied on faith and/or spirituality (Show if PE6no 13 You relied on f (PE6no\_13 = 1))
- ☐ 14 Relied on family and/or friends (Show if PE6no 14 You relied on f (PE6no\_14 = 1))
- ☐ 15 Felt you'd be treated differently if people thought you had these problems (Show if PE6no 15 You felt youd b (PE6no\_15 = 1))
- ☐ 16 Didn't feel ready to seek help (Show if PE6no 16 You didnt feel (PE6no\_16 = 1))
- ☐ 17 Couldn't get this kind of help where you live (Show if PE6no 17 You couldnt get (PE6no\_17 = 1))
- ☐ 21 Doing so felt overwhelming (Show if PE6no 21 overwhelming (PE6no\_21 = 1))
- ☐ 22 Concerns were addressed by a health professional (Show if PE6no 22 health professional (PE6no\_22 = 1))
- ☐ 23 Concerns were addressed elsewhere (Show if PE6no 23 elsewhere (PE6no\_23 = 1))
- ☐ 24 Concerns resolved on their own (Show if PE6no 24 resolved on there own (PE6no\_24 = 1))
- ☐ 25 Concerns were mild (Show if PE6no 25 concerns were mild (PE6no\_25 = 1))
- ☐ 26 Lack of motivation or depression (Show if PE6no 26 unmotivated (PE6no\_26 = 1))
- ☐ 27 Didn't need to / wasn't necessary [no further elaboration] (Show if PE6no 27 no need (PE6no\_27 = 1))
- ☐ 96 [PE6no Other (specify) response] (Show if PE6no 96 Other (PE6no\_96 = 1))
- ☐ 98 **DO NOT READ** Don't know (Exclusive)
- ☐ 99 **DO NOT READ** Prefer not to answer (Exclusive)

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## PE7 Show if tried to access services (PE6 = 1)

Without getting into the specifics of your mental health or addiction concern, can you please tell me which of the following services and supports you tried to access to address your concern?

**Select all that apply**

- ☐ 1 Professional counseling or therapy IF NEEDED: Such as from AHS (Alberta Health Services), Calgary Counselling Centre, Private practices, Hull Services, Woods Homes \*
- ☐ 2 Crisis intervention services IF NEEDED: Such as the Distress Centre, from AHS (Alberta Health Services), CUPS (Calgary Urban Project Society), Immigrant Outreach Society \*
- ☐ 3 Culturally safe care IF NEEDED: Such as Aboriginal Friendship Centre of Calgary, Sunrise Healing Lodge, Centre for Newcomers \*
- ☐ 4 Educational programs IF NEEDED: Such as Connections for Families, educational programs from Sagesse, Centre for Suicide Prevention \*
- ☐ 5 Employment and vocational support services IF NEEDED: Such as Momentum, The Immigrant Education Society (TIES) \*
- ☐ 6 Help hotlines IF NEEDED: Such as Centre for Suicide Prevention (9-8-8); ConneCTeen, Fear is Not Love helpline \*
- ☐ 7 Housing programs IF NEEDED: Such as The Alex (HomeBase, Pathways to Housing, Prelude, Abbeydale) \*
- ☐ 8 Medical treatment IF NEEDED: Such as from hospitals or AHS (Alberta Health Service) \*
- ☐ 9 Peer support services IF NEEDED: Such as Canadian Mental Health Association (CMHA) Calgary, Outlink, Women's Centre, Alcoholics Anonymous or similar group, Sagesse peer support \*
- ☐ 10 Prevention programs IF NEEDED: Such as Family Resource Networks; Hull Service's "Pathways to Prevention" Centre \*
- ☐ 11 Rehabilitation programs IF NEEDED: Such as from AHS (Alberta Health Services), Recovery Acres, Simon House Recovery Centre, Mustard Seed Men's Recovery Program \*
- ☐ 12 Virtual supports IF NEEDED: Such as MoreGoodDays daily text service, Headspace app, Calm app \*
- ☐ 13 Wellness programs IF NEEDED: Such as an employee wellness program through your employer, Carya, Unison \*
- ☐ 96 Any other programs or services (specify) IF NEEDED: Such as fitness programs and services or meditation:
- ☐ 97 **DO NOT READ** None of the above (Exclusive)
- ☐ 98 **DO NOT READ** Don't know (Exclusive)
- ☐ 99 **DO NOT READ** Prefer not to answer (Exclusive)

Levels marked with \* are randomized

## PE8a Show if tried to access services (PE6 = 1)

Were there any supports you had trouble accessing?

**DO NOT READ LIST**

- ☐ 1 Yes
- ☐ 2 No
- ☐ 98 Don't know
- ☐ 99 Prefer not to answer

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# Questionnaire

## DEMOGRAPHICS

### Demolntro

Finally, I am going to ask some final questions that help us categorize the data.

### Disability1

Do you consider yourself to have a **physical** disability?

**If needed:** Persons with disabilities include those who have permanent or episodic physical impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. Only episodic or permanent conditions should be considered.

**DO NOT READ LIST**

- ☐ 1 Yes  
☐ 2 No  
☐ 99 Prefer not to answer

### Disability2

Do you consider yourself to have a **cognitive** disability?

**If needed:** Persons with disabilities include those who have permanent or episodic mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. Only episodic or permanent conditions should be considered.

**DO NOT READ LIST**

- ☐ 1 Yes  
☐ 2 No  
☐ 99 Prefer not to answer

### Residency

How long have you lived in Calgary?

**DO NOT READ LIST**

- ☐ 1 1 year or less  
☐ 2 2 to 5 years  
☐ 3 6 to 10 years  
☐ 4 11 or more years  
☐ 5 Whole life  
☐ 99 **DO NOT READ** Prefer not to answer

25

### Education

What is the highest level of formal education that you have completed?

**ONLY READ LIST IF NEED TO CLARIFY**

- ☐ 1 Less than a High School diploma or equivalent  
☐ 2 High school or equivalent  
☐ 3 Registered Apprenticeship or other trades certificate or diploma  
☐ 4 College, CEGEP or other non-university certificate or diploma  
☐ 5 University certificate or diploma below bachelor's level  
☐ 6 Bachelor's degree  
☐ 7 Post graduate degree above bachelor's level  
☐ 99 **[DO NOT READ]** Prefer not to answer

### Gender

What is your gender?

**DO NOT READ LIST EXCEPT TO CLARIFY.**

**IF NECESSARY - Gender refers to the gender that a person internally feels and/or the gender a person publicly expresses in their daily life, including at work, while shopping, or accessing other services, in their home or in the broader community.**

- ☐ 1 Male  
☐ 2 Female  
☐ 3 Non-binary  
☐ 96 Prefer to self-describe (specify): \_\_\_\_\_  
☐ 99 **[DO NOT READ]** Prefer not to answer

### HH

How many people, including yourself, live in your household?

Minimum: 1, Maximum: 100

\_\_\_\_\_ people

- ☐ 99 **DO NOT READ** Prefer not to answer

### Indig

Are you an Indigenous person, that is, First Nations, Métis, or Inuk (Inuit)? First Nations includes Status and Non-Status Indians.

**DO NOT READ LIST**

- ☐ 1 Yes  
☐ 2 No  
☐ 96 Don't know  
☐ 99 Prefer not to answer

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# Questionnaire

**PE8b** Show if had trouble accessing services (PE8a = 1)

What issues did you encounter when you tried to access those supports?

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- ☐ <sub>41</sub> Prefer not to answer  
☐ <sub>49</sub> Don't know

**PE9a** Show if tried to access multiple supports (PE7 > 1)

And which of the supports you accessed was the most helpful?

- ☐ <sub>1</sub> Professional counseling or therapy\* (Show if PE7 1 Professional co (PE7\_1 = 1))  
☐ <sub>2</sub> Crisis intervention services\* (Show if PE7 2 Crisis interven (PE7\_2 = 1))  
☐ <sub>3</sub> Culturally safe care\* (Show if PE7 3 Culturally safe (PE7\_3 = 1))  
☐ <sub>4</sub> Educational programs\* (Show if PE7 4 Educational pro (PE7\_4 = 1))  
☐ <sub>5</sub> Employment and vocational support services\* (Show if PE7 5 Employment and (PE7\_5 = 1))  
☐ <sub>6</sub> Help hotlines\* (Show if PE7 6 Help hotlines (PE7\_6 = 1))  
☐ <sub>7</sub> Housing programs\* (Show if PE7 7 Housing program (PE7\_7 = 1))  
☐ <sub>8</sub> Medical treatment\* (Show if PE7 8 Medical treatme (PE7\_8 = 1))  
☐ <sub>9</sub> Peer support services\* (Show if PE7 9 Peer support se (PE7\_9 = 1))  
☐ <sub>10</sub> Prevention programs\* (Show if PE7 10 Prevention prog (PE7\_10 = 1))  
☐ <sub>11</sub> Rehabilitation programs\* (Show if PE7 11 Rehabilitation (PE7\_11 = 1))  
☐ <sub>12</sub> Virtual supports\* (Show if PE7 12 Virtual support (PE7\_12 = 1))  
☐ <sub>13</sub> Wellness programs\* (Show if PE7 13 Wellness progra (PE7\_13 = 1))  
☐ <sub>96</sub> [PE7 Other (specify) response]\* (Show if PE7 96 Any other progr (PE7\_96 = 1))  
☐ <sub>97</sub> **DO NOT READ** None of the above (Show if PE7 97 none of the above (PE7\_97 = 1))  
☐ <sub>98</sub> **DO NOT READ** Don't know  
☐ <sub>99</sub> **DO NOT READ** Prefer not to answer

Levels marked with \* are randomized

**PE9b** Show if access to helpful support (((PE7 = 1) AND (PE7\_1 = 1 OR PE7\_2 = 1 OR PE7\_3 = 1 OR PE7\_4 = 1 OR PE7\_5 = 1 OR PE7\_6 = 1 OR PE7\_7 = 1 OR PE7\_8 = 1 OR PE7\_9 = 1 OR PE7\_10 = 1 OR PE7\_11 = 1 OR PE7\_12 = 1 OR PE7\_13 = 1 OR PE7\_96 = 1)) OR (PE9a = 1,2,3,4,5,6,7,8,9,10,11,12,13,96))

(if tried to access one support (PE7 = 1)) Using a scale where 1 means "Not at all helpful" and 4 means "Very helpful", how helpful was accessing [PE7 support]

(if Default) Using a scale where 1 means "Not at all helpful" and 4 means "Very helpful", how helpful was accessing [PE9a support]?

- ☐ <sub>1</sub> 1 - Not at all helpful  
☐ <sub>2</sub> 2  
☐ <sub>3</sub> 3  
☐ <sub>4</sub> 4 - Very helpful  
☐ <sub>98</sub> **DO NOT READ** Don't know  
☐ <sub>99</sub> **DO NOT READ** Prefer not to answer

**PE13** Show if tried to access services (PE6 = 1)

Overall, to what extent do you feel your mental health or addiction care needs were met? Would you say your mental health or addiction care needs were...

- ☐ <sub>1</sub> Fully met  
☐ <sub>2</sub> Partially met  
☐ <sub>3</sub> Unmet

**PE13why** Show if Needs partially met or unmet (PE13 = 2,3)

Why do you feel your mental health or addiction care needs were left [PE13 response]?

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- ☐ <sub>41</sub> Prefer not to answer  
☐ <sub>49</sub> Don't know

# Questionnaire

## PE12 Show if tried to access services (PE6 = 1)

Approximately how long did it take from when you started to search for services or supports until you were able to begin to address your mental health or addiction concerns?

- ☐ 1 Less than 1 month
- ☐ 2 1 month to 3 months
- ☐ 3 4 months to 6 months
- ☐ 4 7 months to 1 year
- ☐ 5 More than 1 year
- ☐ 6 **DO NOT READ** Have not yet begun to address mental health or addiction concern
- ☐ 98 **DO NOT READ** Don't know
- ☐ 99 **DO NOT READ** Prefer not to answer

## PE15 Show if tried to access services (PE6 = 1)

What challenges or difficulties, if any, did you experience when trying to address your mental health or addiction concerns?

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- ☐ -8 Prefer not to answer
- ☐ -9 Don't know

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## Social Connectivity

### OtherQs

In this section, we would like to understand a little bit more about you to help put your answers into context.

### SC1

On average, how often do you currently...

1. Visit with the people you care about in your life?
  2. Spend time outdoors?
- ☐ 1 Nearly every day
  - ☐ 2 3 to 4 times per week
  - ☐ 3 1 to 2 times per week
  - ☐ 4 1 to 3 times per month
  - ☐ 5 Less than once per month
  - ☐ 6 Never
  - ☐ 98 **DO NOT READ** Don't know
  - ☐ 99 **DO NOT READ** Prefer not to answer

### SC2 Show if needs met (PE13 = 1,2)

(if needed care in past 12 months (PE1b = 1)) At the time you were experiencing the mental health or addiction concerns you **had in the past 12 months**, how often were you...

(if Default) At the time you were experiencing the mental health or addiction concerns you **had**, how often were you...

1. Visiting with the people you care about in your life?
  2. Spending time outdoors?
- ☐ 1 Nearly every day
  - ☐ 2 3 to 4 times per week
  - ☐ 3 1 to 2 times per week
  - ☐ 4 1 to 3 times per month
  - ☐ 5 Less than once per month
  - ☐ 6 Never
  - ☐ 98 **DO NOT READ** Don't know
  - ☐ 99 **DO NOT READ** Prefer not to answer

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# Questionnaire

## Stigma

Please tell me if you strongly disagree, somewhat disagree, somewhat agree, or strongly agree with the following statements:

*Read scale only if needed.*

1. Personal and emotional troubles, like many things, tend to work out by themselves
2. A person should work out their own problems; getting psychological counseling would be a last resort
3. You feel comfortable talking to colleagues and acquaintances about your mental health or addiction needs
4. A person with an emotional problem is not likely to solve it alone; they are likely to solve it with professional help

- ☐ 1 Strongly disagree  
☐ 2 Somewhat disagree  
☐ 3 Somewhat agree  
☐ 4 Strongly agree  
☐ 98 [DO NOT READ] Don't know  
☐ 99 [DO NOT READ] Prefer not to answer

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## Activities of Daily Living

### AL1

In general, how would you rate your ability to handle the day-to-day demands in your life, for example, handling work, family and volunteer responsibilities? Would you say...

- ☐ 1 Poor  
☐ 2 Fair  
☐ 3 Good  
☐ 4 Very good  
☐ 5 Excellent  
☐ 98 [DO NOT READ] Don't know  
☐ 99 [DO NOT READ] Prefer not to answer

### AL2

In the past 7 days, how many times did you participate in moderate or vigorous physical activity?

*IF NEEDED:* Some examples include activities such as walking briskly, swimming or water aerobics, riding a bike, playing tennis, dancing, gardening, or jogging.

Minimum: 0, Maximum: 50

- ☐ .0 [DO NOT READ] Prefer not to answer  
☐ .9 [DO NOT READ] Don't know

### AL3 *Show if at least one physical activity (AL2 = 1)*

*(if only one physical activity (AL2 = 1)) And about how much time did you spend doing the physical activity?*

*(if Default) And about how much time did you spend on each occasion?*

*If they say it varied, ask for the average*

- ☐ 1 0 to 15 minutes  
☐ 2 16 to 30 minutes  
☐ 3 31 to 60 minutes  
☐ 4 61 minutes to 2 hours  
☐ 5 More than 2 hours  
☐ 98 [DO NOT READ] Don't know  
☐ 99 [DO NOT READ] Prefer not to answer

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# Questionnaire

## Racialized Show if not Indigenous (Indig != 1)

Do you consider yourself a racialized person?

*IF ASKED: Racialized person means someone, other than Indigenous people, who are non-Caucasian in ethnicity or non-white in colour.*

### DO NOT READ LIST

- ☐ 1 Yes  
☐ 2 No  
☐ 98 Don't know  
☐ 99 Prefer not to answer

## Ethnic

As you know, Canadians come from many different ethnic backgrounds. What is your main ethnic background?

*DO NOT READ LIST EXCEPT TO CLARIFY*

*Select all that apply*

- ☐ 1 White  
☐ 2 South Asian (e.g., East Indian, Pakistani, Sri Lankan)  
☐ 3 Chinese  
☐ 4 Black  
☐ 5 Filipino  
☐ 6 Arab  
☐ 7 Latin American  
☐ 8 Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai)  
☐ 9 West Asian (e.g., Iranian, Afghan)  
☐ 10 Korean  
☐ 11 Japanese  
☐ 96 Other (please specify) \_\_\_\_\_  
☐ 99 **[DO NOT READ]** Prefer not to answer *(Exclusive)*

## LGBTQ2SIA

Do you consider yourself to be a member of the 2SLGBTQIA+ community?

*ONLY IF ASKED: 2SLGBTQIA+ stands for two spirit, lesbian, gay, bi-sexual, transgender, queer or questioning, intersex and asexual, with the plus recognizing there is also a wide spectrum of identities beyond those in the acronym*

### DO NOT READ LIST

- ☐ 1 Yes  
☐ 2 No  
☐ 99 Prefer not to answer

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## Income

Which of the following categories best describes the total annual income, before taxes, of all the members of your household?

*READ LIST*

- ☐ 1 Less than \$30,000  
☐ 2 \$30,000 to just under \$60,000  
☐ 3 \$60,000 to just under \$90,000  
☐ 4 \$90,000 to just under \$150,000  
☐ 7 \$150,000 or more  
☐ 98 **[DO NOT READ]** Don't Know  
☐ 99 **[DO NOT READ]** Refused

## End Section

### end1

Those are all the questions I have for you today. Thank you for taking the time to speak with me.

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# Contact

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