



**Mood Disorders Society of Canada**  
**Société pour les troubles de l'humeur du Canada**

### *Mental Health Care Survey*

Mood Disorders Society of Canada and our national and regional partners are interested in better understanding your viewpoints and experiences with the Canadian mental health care system. In 2011 and 2015, similar benchmark surveys were undertaken, and this survey is being conducted to understand what changes have occurred since 2015 and during the COVID-19 pandemic, as well as what more needs to be done in order to improve care.

This survey is being conducted by Narrative Research, an independent firm. Your individual responses will be completely confidential, and only overall results will be shared with the Society. The survey should take approximately 12-15 minutes to complete.

Your input will help the organizations to identify priority issues and areas for improvements or changes to the Canadian mental health system that need to be addressed with government. Please complete the survey by **[DATE]**.

**PROGRAMMING INSTRUCTIONS APPEAR ABOVE THE QUESTION TO WHICH THEY APPLY.  
 ALL QUESTIONS ARE MANDATORY UNLESS SPECIFIED.**

#### **Section One: Respondent Profile**

To begin ... please share some information about yourself. This information will only be used to help us with our analysis. Your responses will remain strictly confidential and will only be presented in aggregate form.

**PROGRAMMING INSTRUCTIONS: RANDOMIZE CODE 1-3; KEEP CODE 5 & 96 LAST; SINGLE RESPONSE**

1. Your gender:

Man or Male	<input type="radio"/> 01
Woman or Female	<input type="radio"/> 02
Non-Binary	<input type="radio"/> 03
Another gender not listed here (Please specify: _____)	<input type="radio"/> 04
Prefer not to say	<input type="radio"/> 096

**PROGRAMMING INSTRUCTIONS: DO NOT RANDOMIZE; SINGLE RESPONSE; IF CODE 1 (UNDER 14) THANK & TERMINATE**

2. Which one of the following categories includes your age?

Under 14	<input type="radio"/> 1
14-16	<input type="radio"/> 2
17-20	<input type="radio"/> 3
21-29	<input type="radio"/> 4
30-39	<input type="radio"/> 5
40-49	<input type="radio"/> 6
50-59	<input type="radio"/> 7
60-69	<input type="radio"/> 8
70+	<input type="radio"/> 9

**PROGRAMMING INSTRUCTIONS: CAPTURE VERBATIM IN 3A AND SINGLE RESPONSE IN 3B**

3. A. What are the first three digits of your postal code?

— — —

B. Which province/territory do you live in?

	Choose one only
British Columbia	<input type="radio"/> 1
Alberta	<input type="radio"/> 2
Saskatchewan	<input type="radio"/> 3
Manitoba	<input type="radio"/> 4
Ontario	<input type="radio"/> 5
Quebec	<input type="radio"/> 6
New Brunswick	<input type="radio"/> 7
Prince Edward Island	<input type="radio"/> 8
Nova Scotia	<input type="radio"/> 9
Newfoundland and Labrador	<input type="radio"/> 10
Nunavut	<input type="radio"/> 11
Northwest Territories	<input type="radio"/> 12
Yukon	<input type="radio"/> 13

**PROGRAMMING INSTRUCTIONS: DO NOT RANDOMIZE; SINGLE RESPONSE**

4. Which of the following best describes your current employment status?

	Choose one only
Unemployed, but looking for work	<input type="radio"/> 01
Unemployed, and not looking for work	<input type="radio"/> 02
Employed part-time (less than 35 hours a week)	<input type="radio"/> 03
Employed full-time (35 hours a week or more)	<input type="radio"/> 04
Student	<input type="radio"/> 05
Retired	<input type="radio"/> 06

**PROGRAMMING INSTRUCTIONS: DO NOT RANDOMIZE; SINGLE RESPONSE**

5. And which of the following best describes your *current living arrangements*?

	Choose one only
I live alone	<input type="radio"/> 01
I live with family members	<input type="radio"/> 02
I live with others (non-family)	<input type="radio"/> 03
I live in a health care facility	<input type="radio"/> 04
I live in supportive housing	<input type="radio"/> 05
Other ( _____ )	<input type="radio"/> 099

**PROGRAMMING INSTRUCTIONS: DO NOT RANDOMIZE; SINGLE RESPONSE**

6. Which one of the following statements best describes your situation?

	Choose one only
I <b>have been diagnosed</b> with mental illness	<input type="radio"/> 01
I believe I have mental health issues, but <b>have not been diagnosed</b> by a health care professional	<input type="radio"/> 02
I am a <b>family member</b> of someone with mental illness	<input type="radio"/> 03
I am a <b>caregiver</b> of someone with mental illness	<input type="radio"/> 04
None of the above, however, I am an <b>individual concerned about the state of the Canadian mental health care system</b>	<input type="radio"/> 05

**PROGRAMMING INSTRUCTIONS: ASK IF ANY OF CODE 1-4 AT Q6; DO NOT RANDOMIZE; EXCLUDE RESPONSE FROM Q6; IF Q6=1, DO NOT SHOW CODE 2 IN Q6A; IF Q6=2 DO NOT SHOW CODE 1 AND 3 IN Q6A; MULTIPLE RESPONSE**

6a. And which other statements describe you? Please select all that apply.

	Choose all that apply

I <b>have been diagnosed</b> with mental illness	<input type="radio"/> 01
I believe I have mental health issues, but <b>have not been diagnosed</b> by a health care professional	<input type="radio"/> 02
I believe I have other mental health issues, but <b>have not been diagnosed</b> by a health care professional	<input type="radio"/> 03
I am a <b>family member</b> of someone with mental illness	<input type="radio"/> 04
I am a <b>caregiver</b> of someone with mental illness	<input type="radio"/> 05
I had a mental illness and have recovered	<input type="radio"/> 06
None/No others	<input type="radio"/> 07

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; SINGLE RESPONSE**

7. How long *[IF Q6=1 OR 2: have you] [IF Q6=3: has your family member] [IF Q6=4: has the person you care for]* been experiencing mental illness?

	Choose one only
Less than a year	<input type="radio"/> 01
1-3 years	<input type="radio"/> 02
4-5 years	<input type="radio"/> 03
More than 5 years, but less than 10 years	<input type="radio"/> 04
More than 10 years	<input type="radio"/> 05

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1, 3 OR 4; RANDOMIZE CODE 1-7; MULTIPLE RESPONSE KEEPING CODE 96 EXCLUSIVE**

- 8a. What type of mental illness *[IF Q6=1: have you] [IF Q6=3: has your family member] [IF Q6=4: has the person you care for]* been diagnosed with?

	Choose all that apply
Depression	<input type="radio"/> 01
Bipolar disorder	<input type="radio"/> 02
Schizophrenia	<input type="radio"/> 03
Personality disorder	<input type="radio"/> 04
Eating disorder	<input type="radio"/> 05
Post-traumatic stress disorder (PTSD)	<input type="radio"/> 06
Anxiety disorders	<input type="radio"/> 07
Other (specify: _____)	<input type="radio"/> 099
Prefer not to say	<input type="radio"/> 096

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=2; RANDOMIZE CODE 1-7; MULTIPLE RESPONSE KEEPING CODE 96 EXCLUSIVE**

- 8b. What type of mental illness have you been experiencing?

	Choose all that apply
Depression	<input type="radio"/> 01
Bipolar disorder	<input type="radio"/> 02
Schizophrenia	<input type="radio"/> 03
Personality disorder	<input type="radio"/> 04
Eating disorder	<input type="radio"/> 05
Post-traumatic stress disorder (PTSD)	<input type="radio"/> 06
Anxiety disorders	<input type="radio"/> 07
Other (specify: _____)	<input type="radio"/> 099
Prefer not to say	<input type="radio"/> 096

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; SINGLE RESPONSE**

9. Which of the following types of health coverage *[IF Q6=1 OR 2: are you] [IF Q6=3: is your family member] [IF Q6=4: is the person you care for]* covered by?

	Choose one only
Provincial health care plan	<input type="radio"/> 01
Private/company plan	<input type="radio"/> 02
Both provincial health care and a private or company plan	<input type="radio"/> 03
None of the above/No health coverage	<input type="radio"/> 097

**PROGRAMMING INSTRUCTIONS: ASK IF Q9=2 OR 3; DO NOT RANDOMIZE; SINGLE RESPONSE**

10. Is the coverage *[IF Q6=1 OR 2: you have] [IF Q6=3: your family member has] [IF Q6=4: the person you care for has]* adequate for the care *[IF Q6=1 OR 2: you] [IF Q6=3: they]* need in mental illness?

	Choose one only
Yes	<input type="radio"/> 01
No	<input type="radio"/> 02

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; SINGLE RESPONSE**

11. *[IF Q6=1 OR 2: Do you] [IF Q6=3: Does your family member] [IF Q6=4: Does the person you care for]* have a family doctor?

	Choose one only
Yes	<input type="radio"/> 01
No	<input type="radio"/> 02

**Section Two: Treatment**

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1, 3 OR 4; DO NOT RANDOMIZE; SINGLE RESPONSE**

12. Does *[IF Q6=1: your] [IF Q6=3: your family member's] [IF Q6=4: the person you care for's]* health care professional usually provide information on how to recover from mental illness/manage mental wellbeing, just medication, or both?

	Choose one only
Information on how to recover from mental illness/manage mental wellbeing	<input type="radio"/> 01
Medication	<input type="radio"/> 02
Both of the above	<input type="radio"/> 03

**PROGRAMMING INSTRUCTIONS: ASK IF Q12=1 OR 3; DO NOT RANDOMIZE; MULTIPLE RESPONSE KEEPING CODE 97 EXCLUSIVE**

13. What type of information *[IF Q6=1: have you] [IF Q6=3: has your family member] [IF Q6=4: has the person you care for]* received about managing mental illness?

	Choose all that apply
Alternative treatments (e.g., <i>self-help art therapy, dance/movement therapy, music/sound therapy/animal-assisted therapies, etc.</i> )	<input type="radio"/> 01
Lifestyle changes	<input type="radio"/> 02
Diet/nutrition	<input type="radio"/> 03
Appropriate sleep	<input type="radio"/> 04
Exercise	<input type="radio"/> 05
Hobbies	<input type="radio"/> 06
Other, please explain _____	<input type="radio"/> 099
Nothing	<input type="radio"/> 097

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1, 3 OR 4; DO NOT RANDOMIZE; SINGLE RESPONSE**

14. How long did it take for *[IF Q6=1: you] [IF Q6=3: your family member] [IF Q6=4: the person you care for]* to be diagnosed with mental illness from the first time help was sought from a health care professional?

	Choose one only
Was diagnosed immediately	<input type="radio"/> 01
Less than a month	<input type="radio"/> 02
1-6 months	<input type="radio"/> 03
More than 6 months, but less than 12 months	<input type="radio"/> 04
12 months or more	<input type="radio"/> 05

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1, 3 OR 4; DO NOT RANDOMIZE; SINGLE RESPONSE**

15. What type of health professional diagnosed *[IF Q6=1: your] [IF Q6=3: your family member's] [IF Q6=4: the person you care for's]* mental illness?

	Choose one only
Family doctor/GP	<input type="radio"/> 1
Psychologist	<input type="radio"/> 2
Psychiatrist	<input type="radio"/> 3
Other professional (Specify: _____)	<input type="radio"/> 99
Don't know/not sure	<input type="radio"/> 98

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1, 3 OR 4; DO NOT RANDOMIZE; SINGLE RESPONSE**

Thinking now about medications for mental illness...

16. In your opinion, *[IF Q6=1: are you] [IF Q6=3: is your family member] [IF Q6=4: is the person you care for]* able to access the medications needed to treat mental illness?

	Choose one only
Yes, always	<input type="radio"/> 1
Yes, but only sometimes	<input type="radio"/> 2
No	<input type="radio"/> 3
Don't know	<input type="radio"/> 98

**PROGRAMMING INSTRUCTIONS: ASK IF Q16=3 (NO); CAPTURE VERBATIM**

17. Why *[IF Q6=1: are you] [IF Q6=3: is your family member] [IF Q6=4: is the person you care for]* not able to access the medications needed?

**PROGRAMMING INSTRUCTIONS: ASK IF Q16=1-2 (YES); SINGLE RESPONSE**

18. How effective has the medication been for *[IF Q6=1: you] [IF Q6=3: your family member] [IF Q6=4: the person you care for]*?

Not at all effective						Completely effective	Don't know
1	2	3	4	5	6	7	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: ASK IF Q18=1-5**

19. Why do you believe the medication has not been completely effective?

**PROGRAMMING INSTRUCTIONS: ASK IF Q16=1-2 (YES); DO NOT RANDOMIZE; SINGLE RESPONSE**

20. *[IF Q6=1: Do you] [IF Q6=3: Does your family member] [IF Q6=4: Does the person you care for] take [IF Q6=1: your] [IF Q6=3 OR 4: their] medications as prescribed?*

	Choose one only
Yes, all of the time	<input type="radio"/> 1
Yes, most of the time	<input type="radio"/> 2
Rarely or never	<input type="radio"/> 3

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1, 3 OR 4; DO NOT RANDOMIZE; MULTIPLE RESPONSE KEEPING CODE 97 EXCLUSIVE**

21. What type of information does *[IF Q6=1: your] [IF Q6=3: your family member's] [IF Q6=4: the person you care for's]* health care professional usually provide about *[IF Q6=1: your] [IF Q6=3 OR 4: their]* medication(s)?

	Choose all that apply
Side-effects	<input type="radio"/> 1
Length of time before medications start working	<input type="radio"/> 2
How long medications last after being taken	<input type="radio"/> 3
How long medications need to be taken	<input type="radio"/> 4
Offers choices of medications and explains the pros and cons of each	<input type="radio"/> 5
Alternatives to medication	<input type="radio"/> 6
Allergic reactions	<input type="radio"/> 7
Other (_____)	<input type="radio"/> 99
Nothing	<input type="radio"/> 97

**Section Three: Facility and Service Usage****PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

22. Which of the following facilities or services *[IF Q6=1 OR 2: have you] [IF Q6=3: has your family member] [IF Q6=4: has the person you care for]* been to because of mental health issues?



	Choose all that apply
Walk-in clinic	<input type="radio"/> 1
Community counselling centre/facility	<input type="radio"/> 2
Hospital emergency room	<input type="radio"/> 3
Support services	<input type="radio"/> 4
Other (specify: _____)	<input type="radio"/> 99

**PROGRAMMING INSTRUCTIONS: ASK IF Q22=4; DO NOT RANDOMIZE; MULTIPLE RESPONSE KEEPING CODE 97 EXCLUSIVE**

23. What type of support services, other than health professionals, *[IF Q6=1 OR 2: do you] [IF Q6=3: does your family member] [IF Q6=4: does the person you care for]* use to help with mental illness?

	Choose all that apply
Peer support group	<input type="radio"/> 1
Community mental health organization	<input type="radio"/> 2
Self-help group	<input type="radio"/> 3
Online Forums	<input type="radio"/> 4
Tele-mental health	<input type="radio"/> 5
Other (Specify: _____)	<input type="radio"/> 99
None of the above	<input type="radio"/> 97

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4 AND IF Q15=1-3 OR Q22=1 OR 3; SINGLE RESPONSE**

23A. **[NEW]** *[IF Q6=1 OR 2: Were you] [IF Q6=3: Was your family member] [IF Q6=4: Was the person you care for]* informed of the availability of community mental health services or programs available *[IF Q15=1-3: during the consultation with a healthcare professional,] [IF Q22=1: (or) when you visited the walk-in clinic,] [IF Q22=3: (or) when you visited the hospital emergency room]*?

	Choose one only
Yes	<input type="radio"/> 1
No	<input type="radio"/> 2
Don't know	<input type="radio"/> 98

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; SINGLE RESPONSE**

23B. **[NEW]** There are a number of innovative resources available to assist people with managing their mental health. One example is the Mood Disorders Society of Canada's MIRA chat bot, which provides access to evidence-based information and verified programs and resources. Based upon your input, MIRA uses artificial intelligence to provide you with individualized links to information and resources that are specifically addressing your questions, needs or priorities.

How likely are you to use this service as a means to access information or while waiting for medical assistance for yourself, a family member, or a person you care for?

Not at all likely						Very likely	Don't know
1	2	3	4	5	6	7	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

24. Based on your experience, how important are each of the following services to those experiencing mental health issues?

	Not at all important						Critically important	Don't know
	1	2	3	4	5	6	7	
a. Treatment with medications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Peer support group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Community mental health support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Access to care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Community programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. <b>[NEW]</b> Employment supports/training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; SINGLE RESPONSE**

25. Does cost prevent *[IF Q6=1 OR 2: you] [IF Q6=3: your family member] [IF Q6=4: the person you care for]* from seeking the type of support or services needed (e.g., health care services from a therapist or psychologist, alternative health care, etc.)?

	Choose one only
Yes	<input type="radio"/> 1
No	<input type="radio"/> 2

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

26. What type of *health care professionals are available* in your community to help with *mental illness*?

	Choose all that apply
Family doctor	<input type="radio"/> 01
Mental health worker	<input type="radio"/> 02
Social worker	<input type="radio"/> 03
Nurse practitioner	<input type="radio"/> 04
Psychologist	<input type="radio"/> 05
Psychiatrist	<input type="radio"/> 06
Therapist	<input type="radio"/> 07
Other (specify _____)	<input type="radio"/> 099

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; DO NOT RANDOMIZE; ONLY SHOW RESPONSES FROM Q26; MULTIPLE RESPONSE KEEPING CODE 97 EXCLUSIVE**

27. And of those, which type of *health care professionals* [IF Q6=1 OR 2: have you] [IF Q6=3: has your family member] [IF Q6=4: has the person you care for] seen for mental illness?

	Choose all that apply
Family doctor	<input type="radio"/> 01
Mental health worker	<input type="radio"/> 02
Social worker	<input type="radio"/> 03
Nurse practitioner	<input type="radio"/> 04
Psychologist	<input type="radio"/> 05
Psychiatrist	<input type="radio"/> 06
Therapist	<input type="radio"/> 07
Other (specify _____)	<input type="radio"/> 099
None of the above	<input type="radio"/> 097

**PROGRAMMING INSTRUCTIONS: SKIP IF 'FAMILY DOCTOR/GP (CODE 1)' SELECTED IN Q15; ASK IF Q6=1-4 AND IF 'FAMILY DOCTOR (CODE 1)' IS NOT MENTIONED IN Q27; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

28. Why [IF Q6=1 OR 2: do you] [IF Q6=3: does your family member] [IF Q6=4: does the person you care for] choose not to see a family doctor for mental illness?

	Choose all that apply
Don't have a family doctor	<input type="radio"/> 01
On a waiting list for a family physician	<input type="radio"/> 02
Don't think a health care professional can help	<input type="radio"/> 03
Don't want to disclose illness	<input type="radio"/> 04
Don't feel they are the right person to talk to	<input type="radio"/> 05
Other ( _____ )	<input type="radio"/> 099

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=2; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

29. In the absence of a diagnosis and a health professional’s treatment, how do you deal with your condition?

	Choose all that apply
Rely on friends/family	<input type="radio"/> 1
Self-medicate	<input type="radio"/> 2
Information on the Internet	<input type="radio"/> 3
Ignore/deny it exists	<input type="radio"/> 4
Other ( _____ )	<input type="radio"/> 99

**Section Four: Satisfaction with Services/Facilities**

Thinking now of your experience with various services and facilities...

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

30. Based on your experience, please indicate your level of satisfaction with each of the following...

	Completely dissatisfied						Completely satisfied	Don't know
	1	2	3	4	5	6	7	
a. [IF Q11=1] Family doctor’s <b>overall treatment</b> of mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Health care professionals’ <b>overall treatment</b> of mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. [IF Q22=1] Overall care provided <b>at a walk-in clinic</b> for patients with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. [IF Q22=3] Overall care provided at the <b>hospital emergency room</b> for patients with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. [IF Q22=4] <b>Support services</b> available for those affected by mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. [IF Q23=2] <b>Community mental health organizations</b> available for those affected by mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Availability of health care professionals whenever needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: ASK IF Q30A=1-5; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

31. Why are you not completely satisfied with the overall care provided by [IF Q6=1 OR 2: your] [IF Q6=3: your family

*member's*] [IF Q6=4: the person you care for's] family doctor?

	Choose all that apply
Wait time to see family doctor is too long	<input type="radio"/> 1
Consultation feels too rushed	<input type="radio"/> 2
Do not feel patients with mental illness are prioritized	<input type="radio"/> 3
Degree of respect/empathy of family doctor	<input type="radio"/> 4
Other ( _____ )	<input type="radio"/> 99

**PROGRAMMING INSTRUCTIONS: ASK IF Q30B=1-5; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

32. Why are you not completely satisfied with *health care professionals'* overall treatment of patients with mental illness?

	Choose all that apply
Wait time to see health professional is too long	<input type="radio"/> 1
Consultation feels too rushed	<input type="radio"/> 2
Do not feel patients with mental illness are prioritized	<input type="radio"/> 3
Degree of respect/empathy of health professionals	<input type="radio"/> 4
Other ( _____ )	<input type="radio"/> 99

**PROGRAMMING INSTRUCTIONS: ASK IF Q30C=1-5; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

33. Why are you not completely satisfied with the overall care provided at *walk-in clinics* for patients with mental illness?

	Choose all that apply
Wait time to see a health care professional is too long	<input type="radio"/> 1
Clinic staff appear to be too rushed	<input type="radio"/> 2
The clinic does not seem to prioritize patients with mental illness	<input type="radio"/> 3
Degree of respect/empathy of staff	<input type="radio"/> 4
Other ( _____ )	<input type="radio"/> 99

**PROGRAMMING INSTRUCTIONS: ASK IF Q30D=1-5; DO NOT RANDOMIZE; MULTIPLE RESPONSE**

34. Why are you not completely satisfied with the overall care provided at *hospital emergency rooms* for patients with mental illness?

	Choose all that apply
Wait time to see a health care professional is too long	<input type="radio"/> 1
Hospital staff appear too rushed	<input type="radio"/> 2
The hospital does not seem to prioritize patients with mental illness	<input type="radio"/> 3

There is a perceived lack of concern for patients with mental illness	<input type="radio"/> 4
The hospital does not provide enough information to the patient about mental illness and options for treatment/help	<input type="radio"/> 5
The hospital does not provide referrals	<input type="radio"/> 6
The hospital does not allow enough time for diagnosis	<input type="radio"/> 7
Degree of respect/empathy of staff	<input type="radio"/> 8
Other ( _____ )	<input type="radio"/> 99

**PROGRAMMING INSTRUCTIONS: ASK IF Q22=1; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

35. Thinking about your *walk-in clinic visits*, please indicate the extent to which you agree or disagree with each of the following.

	Completely disagree						Completely agree	Don't know
	1	2	3	4	5	6	7	
a. Clinic staff are responsive to patients' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Clinic staff are professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Clinic staff are respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Clinic staff provide a timely and efficient service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: ASK IF Q22=3; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

36. Thinking about your *hospital emergency visits*, please indicate the extent to which you agree or disagree with each of the following.

	Completely disagree						Completely agree	Don't know
	1	2	3	4	5	6	7	

a. Hospital emergency staff are responsive to patients' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Hospital emergency staff are professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Hospital emergency staff are respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Hospital emergency staff provide a timely and efficient service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I felt that my privacy was respected during my hospital emergency visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

37. Thinking about *health care professionals overall* in their treatment of patients with mental illness, please indicate the extent to which you agree or disagree with each of the following.

	Completely disagree						Completely agree	Don't know
	1	2	3	4	5	6	7	
a. Health care professionals are responsive to patients' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Health care professionals are professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Health care professionals are respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Health care professionals provide a timely and efficient service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: DO NOT RANDOMIZE; SINGLE RESPONSE**

38. **[NEW]** The Canada Mental Health Transfer (CMHT) is the Canadian government's proposed transfer payment program in support of the mental health systems of the participating provinces and territories of Canada. Although there have not been any transfers to date, the program aims to assist provinces and territories to expand the delivery of high-quality, accessible, and free mental health services. Prior to today, were you aware of the *Canada Mental Health Transfer*?

	Choose one only
Yes	<input type="radio"/> 1
No	<input type="radio"/> 2
Don't know	<input type="radio"/> 3

**PROGRAMMING INSTRUCTIONS: RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

39. **[NEW]** Thinking of funding allocation for the *Canada Mental Health Transfer*, please indicate the extent to which you agree or disagree with the following statements:

	Completely disagree						Completely agree	Don't know
	1	2	3	4	5	6	7	
a. To be most effective, the Canada Mental Health Transfer should include specific funding towards primary health care services (e.g., health promotion, illness prevention, diagnosis and treatment of illnesses, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. To be most effective, the Canada Mental Health Transfer should include specific, targeted funding towards community-based mental health programs and services and peer support groups.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. To be most effective, the Canada Mental Health Transfer should include specific funding to support virtual care (i.e., healthcare services provided via telephone, , or other remote communication technology)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section Five: Mental Health Since the Start of the COVID-19 Pandemic**

**PROGRAMMING INSTRUCTIONS: ASK IF Q6=1-4; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

40. [NEW] Thinking about [IF Q6=1 OR 2: your] [IF Q6=3: your family member's] [IF Q6=4: the person you care for's] mental health since the start of COVID-19 pandemic in spring 2020, please indicate the extent to which you agree or disagree with each of the following.

	Completely disagree						Completely agree	Don't know
	1	2	3	4	5	6	7	



a. The pandemic has worsened <i>[IF Q6=1 OR 2: my] [IF Q6=3: my family member's] [IF Q6=4: the person you care for's]</i> mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Since the pandemic, access to mental health care services has been reduced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Since the beginning of the pandemic, there are more options in mental health care services to meet <i>[IF Q6=1 OR 2: my needs] [IF Q6=3: my family member's needs] [IF Q6=4: the needs of the person you care for]</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Since the beginning of the pandemic, governments have made access to mental health care services <b>in my community</b> a priority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section Six: Public Attitudes Towards Mental Health**

**PROGRAMMING INSTRUCTIONS: TRACKING 2015 Q38; DO NOT RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

41.

	Yes	No	Don't know/Not sure
a. Thinking about attitudes towards mental health, do you believe the stigma associated with mental illness has been reduced compared to five years ago?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
b. And compared to five years ago, are you now more aware of mental health issues?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
c. <b>[NEW]</b> Compared to five years ago, do you believe attitudes about mental health issues have changed?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
d. Do you believe people with mental illness are treated more fairly now compared to five years ago?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
e. Compared to five years ago, are you more comfortable speaking openly with others about mental illness?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

**PROGRAMMING INSTRUCTIONS: ASK IF 41C=1 (YES); SINGLE RESPONSE**

41F. **[NEW]** Compared to five years ago, are attitudes about mental health issues now...

	Choose one only
Much better	<input type="radio"/> 1
Somewhat better	<input type="radio"/> 2

Unchanged	<input type="radio"/> 3
Somewhat worse	<input type="radio"/> 4
Much worse	<input type="radio"/> 5
Don't know	<input type="radio"/> 98

**Section Seven: Government Performance and Required Action**

The last section of the survey asks your opinion of government performance and required actions, as it relates to mental illness.

**PROGRAMMING INSTRUCTIONS: TRACKING 2015 Q39; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

42. Please rate Canada's performance in the provision of each of the following services as it relates to mental illness:

	Not at all effective						Extremely effective	Don't know
	1	2	3	4	5	6	7	
a. Providing training and support for family doctors or other health care professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Providing families with appropriate support for assisting a family member with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Employment of persons with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Providing safe affordable housing for persons with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Promoting full inclusion of persons with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Providing adequate, timely mental health services in rural/remote communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Increasing mental health services for rural/remote communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: TRACKING 2015 Q40; RANDOMIZE STATEMENTS; SINGLE RESPONSE PER STATEMENT**

43. In your opinion, how important is it that the Government of Canada focus attention on each of the following?

	Not at all important						Critically important	Don't know
	1	2	3	4	5	6	7	
a. Increasing community mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Increasing access to mental health care professionals (including psychiatrists, psychologists, psychotherapists, social workers etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Developing more safe affordable housing for persons with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Training more mental health care workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Increasing funding for regional mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Increasing funding for coordinated mental health research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Providing support for families caring for those with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Having the federal and provincial governments work together on a coordinated community mental health plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. <b>[NEW]</b> Increasing investments in collaborative approaches for mental health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROGRAMMING INSTRUCTIONS: TRACKING 2015 Q41; CAPTURE VERBATIM; OPTIONAL RESPONSE**

44. Do you have any additional comments you would like to make concerning the status of mental health care in Canada?

*That completes the survey. Thank you for your participation.*

*Your input will help the Mood Disorders Society of Canada and their national and regional partners identify priority issues and improvements or changes to the Canadian mental health system that need to be addressed with government.*

