

Calgary



Mental Health of Calgarians

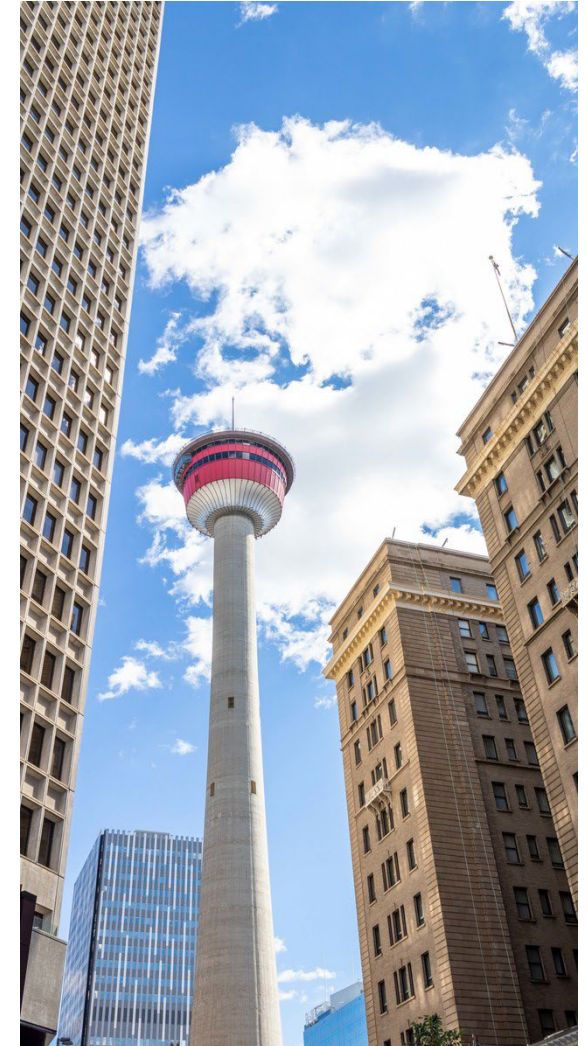
Report

July 2025

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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.

In order to understand how well The City of Calgary meets the needs of diverse groups of Calgarians, this survey was first conducted in 2024. Results are compared between 2024 and 2025 in the text and graphs. Statistically higher results in 2025 are indicated by an upwards arrow (↑) and results that are statistically lower in 2025 than in 2024 are indicated by a downwards arrow (↓). Results were also compared across segments and provided as separate call outs at the end of each chapter.

Methodology

The telephone survey was initially pre-tested on March 31, 2025. Survey revisions were then implemented and the survey was subsequently conducted by Advanis from April 3rd to May 15th, 2025 with 1255 Calgarians. The average time to complete the survey was 18.1 minutes.

The survey was completed using numbers from both landlines (n=152, 12%) and cell phones (n=1103, 88%) to obtain a random and statistically representative sample of Calgarians.

The margin of error (MOE) for the total sample of n=1255 is ± 2.8 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 16 and older.

Data were weighted based on the latest federal census for age, gender, city quadrant, newcomer status, and race. The weighting efficiency was 86.9%. 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.

Segment differences Explanation

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% ↓

Highlights at a glance

Mental health needs

Effect on daily life



54%↓

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

Of these 54%...

68%



felt they needed mental health care within the past 12 months

53%

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



39%

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

Access

Support



75%

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



81%

who tried to access mental health services say it was helpful



56%↑

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



44%

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



70%

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

Mental health experiences



39%

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



24%

of Calgarians rated their overall health as fair or poor



32%

of Calgarians rated their mental health as fair or poor

Day-to-day life



62%↑

of Calgarians feel they have an excellent / good ability to handle day-to-day demands of life



72%

of Calgarians currently feel satisfied with life as a whole



79%

of Calgarians feel things they do in their life are worthwhile



71%

Of Calgarians have people they can always / often depend on when they really need it



54%

of Calgarians never / rarely feel lonely

Key findings

Most Calgarians view mental health positively, associating it with personal well-being or stability. However, stigma still discourages some from discussing their struggles, leading them to try resolving issues on their own.

- More than three-quarters (79%, down from 83% in 2024) of Calgarians agree that a person with an emotional problem is not likely to solve it alone and only one-quarter (25%) agree that a person should try to work out their own problems.
- Despite recognizing the value of support, only about one-half (52%) feel comfortable speaking to colleagues and acquaintances about their mental health needs or believe that personal and emotional troubles tend to resolve on their own (45%).
- Almost two-thirds (63%) of Calgarians know someone who has sought mental health supports but only a small proportion (13%) has helped someone find support.

More Calgarians are satisfied with mental health or addictions programs and services than last year which may relate to improved awareness of what programs and services are available.

- Just over one-half of Calgarians (56%, up from 49% in 2024) are satisfied with the mental health programs and services available in Calgary.
- The top three types of programs or services Calgarians are aware of include mental health professionals (34%, up from 21%), addictions programs and services (31%, up from 26%), and medical professionals or facilities (30%, up from 25%), indicating improved awareness across all three areas in the past year.
- When first seeking information about mental health programs and services, Calgarians are most likely to turn to either an online search engine or their family doctor. These sources are 1.2 to 1.5 times more likely to be used than 811 Health Link or friends and family.
- The top three reasons Calgarians would choose to reach out to specific professionals or programs are trust in their credentials or reputation (34%), accessibility (24%), and professionalism (19%).

Key findings (continued)

The mental and overall health of Calgarians remains similar to last year, indicating that a sizeable portion of the population still requires support.

- Two-fifths of Calgarians (40%) report that their mental health was excellent or very good in the past month, and the same proportion (40%) say the same about their overall health. However, while only one-quarter (24%) describe their overall health as fair or poor, one-third (32%) report their mental health as fair or poor.
- Fewer Calgarians (54%, down from 58% in 2024) now report ever having felt the need for mental health care. Among those who have felt the need for mental health care, about two-thirds (68%) needed support within the past 12 months, and just over one-half (53%) say their concerns lasted longer than six months, both of which are consistent with last year.
- Among Calgarians who needed mental health care, two-fifths (39%, similar to 2024) say their concerns were more extreme. Similarly, two-fifths (39%, similar to 2024) report that their mental health concerns often or always interfered with their work, social life, or personal relationships.

Calgarians who have needed mental health care are actively trying to access services and are generally finding them helpful. Among Calgarians who have needed mental health care...

- Three-quarters (75%) have tried to access mental health or addiction services, with professional counselling or therapy (81%) and medical treatment (77%) being the most commonly mentioned. Among those who tried each service, nearly two-thirds (63%) found professional counselling or therapy to be the most helpful, while just over one-third (36%) said the same about medical treatment.
- Four-fifths (81%) felt the support they accessed was helpful, with about one-half (49%) describing it as very helpful. The most helpful aspects of the support Calgarians received included individualized (non-medicinal) advice and solutions (28%) and professional advice or support (27%).

Key findings (continued)

Some Calgarians are not accessing or are unable to access mental health supports due to a range of barriers, including a preference to manage concerns on their own, long wait times, high costs, and limited service capacity.

- Among those not accessing services, the most commonly reported reasons include preferring to manage the issue themselves (21%), feeling that support was not needed or was unnecessary (14%), being unable to afford treatment (9%), not getting around to it (8%), or reporting that help was not readily available (7%).
- Among Calgarians who have tried to access mental health services, just over one-quarter (28%) experienced difficulties. The main challenges included long wait times (64%), high costs (50%), and limited capacity in the available supports (33%).
- One-half (52%) of those who had trouble accessing mental health services were ultimately unable to get the support they needed. Nearly two-thirds (62%) were unable to access professional counselling or therapy, and one-fifth (19%) were unable to access a family doctor or other medical care.

Most Calgarians who have tried to access mental health or addiction care feel that their concerns have been at least partially resolved, many within the first six months after receiving care.

- In total, 44% of those who sought mental health or addiction care had their needs fully met, while about one-half (49%) had their needs partially met. Concerns were often addressed quickly, with 37% feeling their concerns were resolved within one month and about four out of five (79%) within six months.
- Among those whose needs were not fully met, the most commonly reported reasons were personal barriers (45%), including personal struggles (19%) and difficulty finding the right programs (18%). Other frequently mentioned challenges included issues with access (26%), quality of service (22%), and broader system barriers (21%).
- These findings are consistent across all Calgarians who tried to access professional help or other services, whether their needs were met or not, with the main challenges reported being long wait times (13%) and lack of available resources (10%).

Key findings (continued)

Connecting with non-professionals, especially friends and family, is both common and beneficial for Calgarians managing mental health concerns.

- Among Calgarians who have needed mental health care, 70% reached out to someone other than a professional for support, with friends (70%) and family members (69%) being the most common sources of help.
- The main barriers to connecting with others include not being comfortable with sharing personal issues (27%) and feeling that support was not needed or concerns were not serious enough (26%).
- Three-quarters (76%) of Calgarians who connected with a non-professional found discussing their mental health concerns to be helpful.

Calgarians have a positive outlook on day-to-day life.

- In total, 62% (up from 53%) of Calgarians rate their ability to handle the day-to-day demands of life as either excellent (23%, up from 15%) or very good (39%).
- About three-quarters (72%) are satisfied with their life overall, and four-fifths (79%) feel that the things they do in life are worthwhile.
- Over two-thirds (71%) have someone they can often or always depend on for help if needed, while only 15% report often or always feeling lonely.



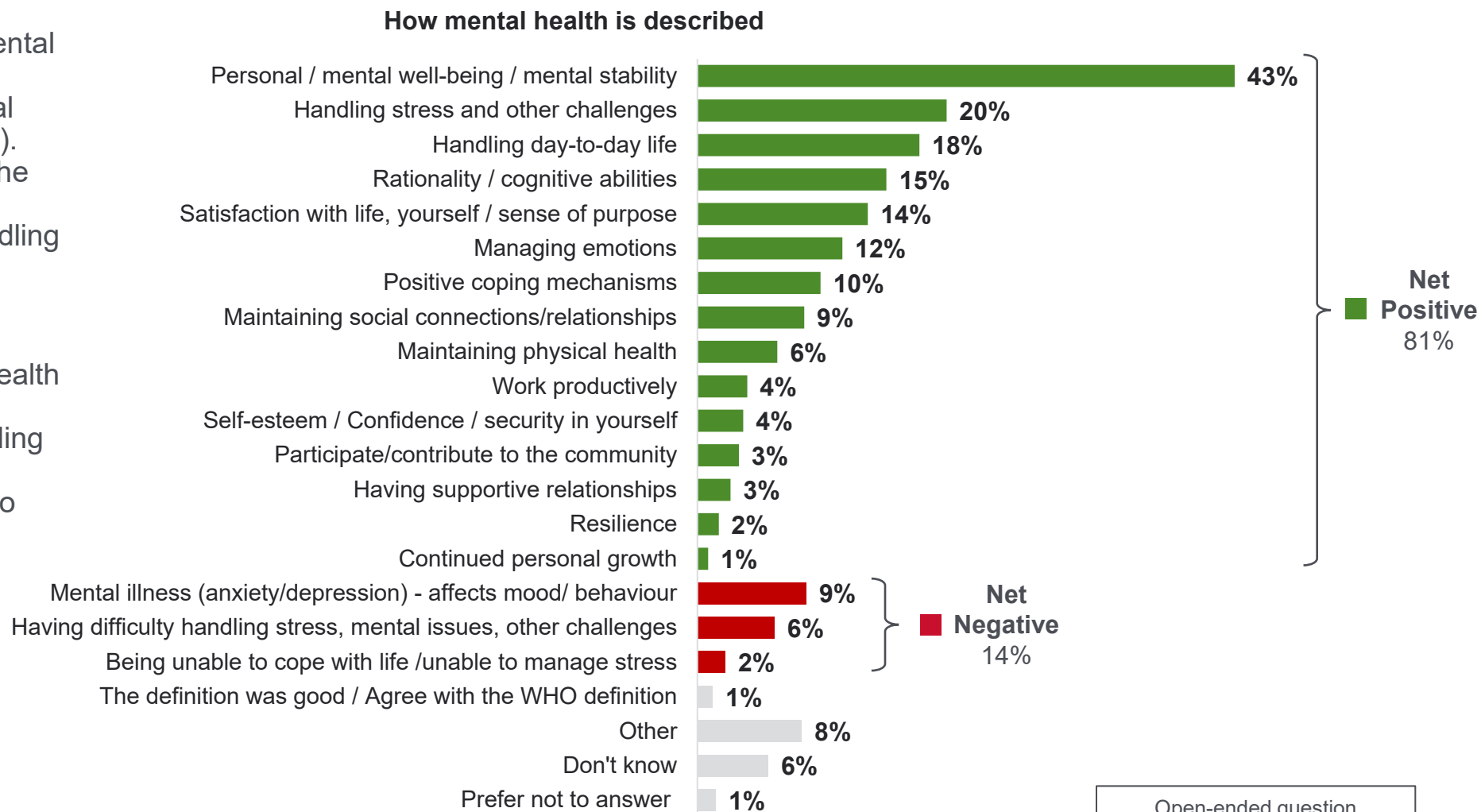
Detailed Findings

Mental Health Supports in Calgary

How mental health is described

Calgarians most often describe mental health as a positive concept that relates to their personal and mental well-being or mental stability (43%). They also relate mental health to the ability to handle stress and other challenges (20%) or even just handling day-to-day life (18%).

Calgarians who describe mental health more negatively might relate it to mental illness (9%), difficulty handling stress / mental issues / other challenges (6%), or being unable to cope with life (2%).



MHIntro. How would you describe what mental health means in your own words?
Base: All respondents (n = 1255)

Open-ended question

Multiple responses allowed

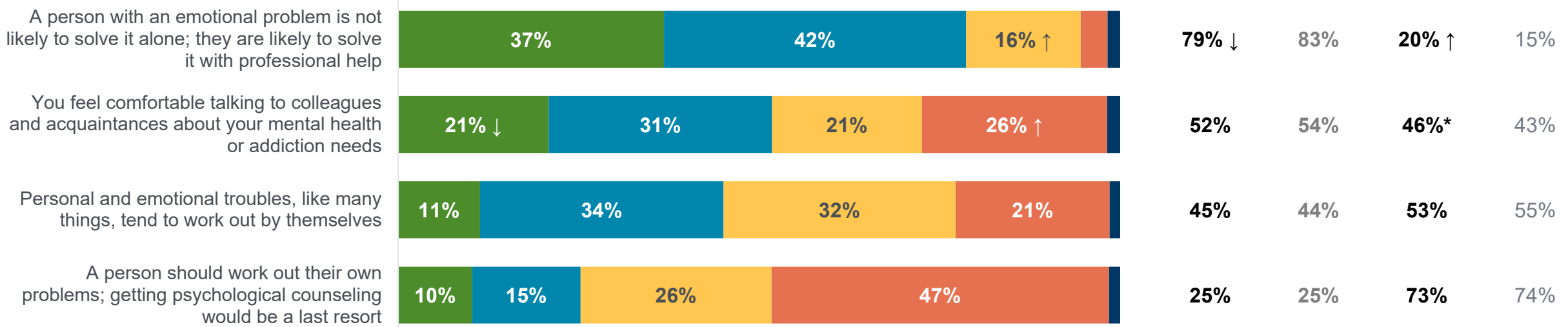
Mental health stigma

Almost four-fifths of Calgarians agree that a person with an emotional problem is not likely to solve it alone (79%, down from 83% in 2024). However, similar to last year, only about one-half (52%) feel comfortable talking to their colleagues and acquaintances about their mental health needs.

In addition, around one-half (45%) agree that personal and emotional troubles tend to work out by themselves and one-quarter (25%) agree that a person should try to work out their own problems. Agreement with these sentiments is similar to last year.

Stigma related to addressing mental health

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



*Rounding

Data labels <4% not shown

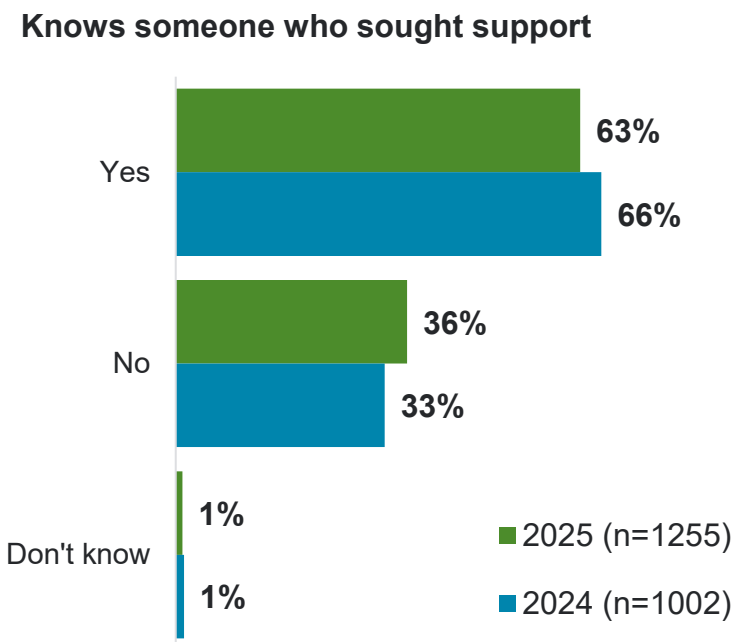
Stigma. Please tell me if you strongly disagree, somewhat disagree, somewhat agree, or strongly agree with the following statements.

Base: All respondents (2025 n=1255, 2024 n=1002)

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Knows others who sought mental health support

Similar to 2024, almost two-thirds (63%) of Calgarians know someone who has sought mental health support in Calgary in 2025.

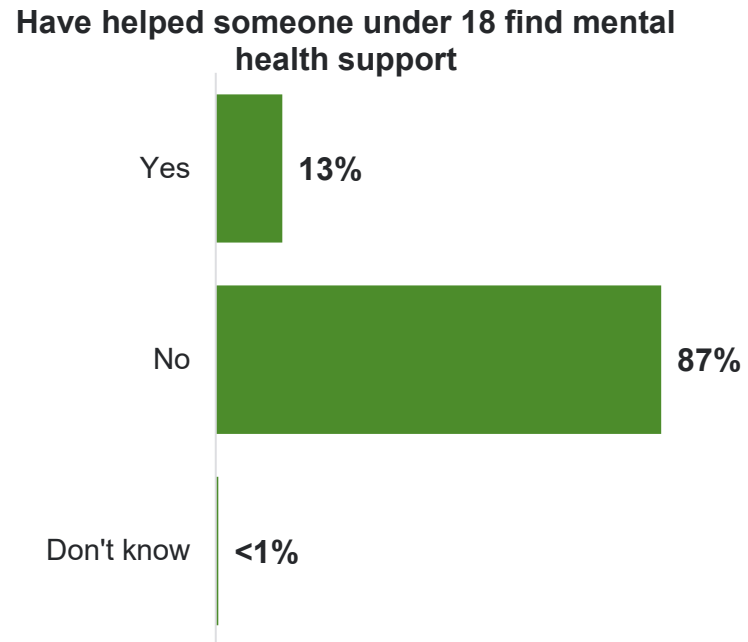


H1. Not counting yourself, do you know someone who has sought support for mental health or addiction concerns in Calgary?

Base: All respondents

Assisted other to find mental health support

About 13% of Calgarians have helped someone under 18 years old find mental health support.



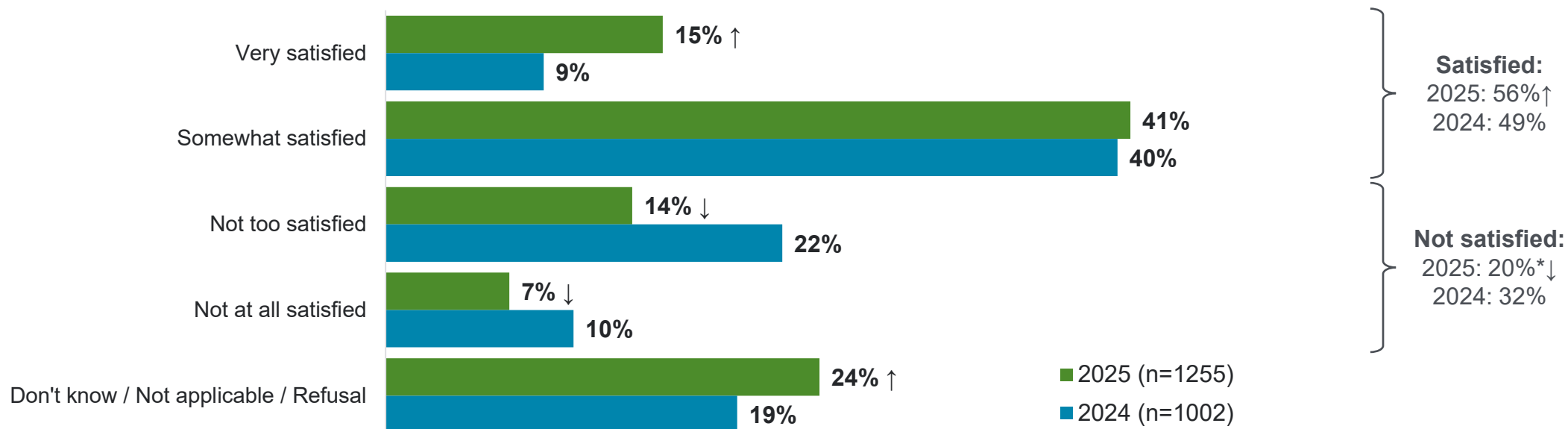
H3b. Have you helped find support for mental health or addiction concerns for someone who is under 18 years of age?
Base: All respondents aged 18 or older (n=1242)

* Trending not shown due differences in base compared to the 2024 survey.

Satisfaction with mental health programs and services

In 2025, over one-half (56%) of Calgarians are satisfied with mental health programs and services in Calgary, up seven per cent (49%) from 2024, with over one-in-ten (15%, up from 9%) very satisfied. However, about one-quarter did not provide satisfaction rating for mental health and addiction programs (24%, also up from 19%).

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



*Rounding

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

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

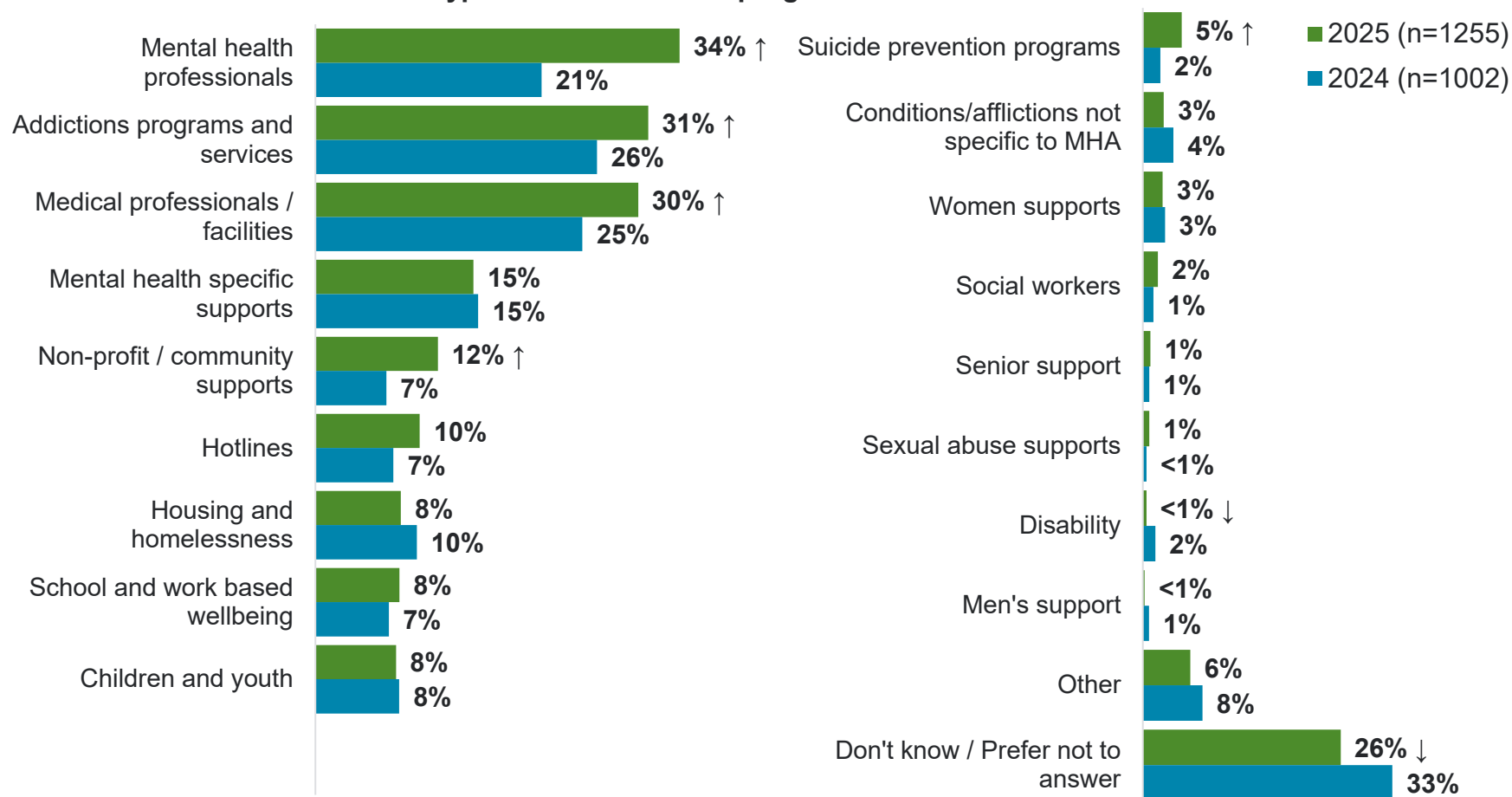
Awareness of mental health programs and services

The top three most cited mental health programs and services have remained the same in 2025. These types include mental health professionals (34%, up from 21%), addictions programs and services (31% up from 26%), and medical professionals or facilities (30%, up from 25%), implying that awareness of all three have improved in the last year.

Compared to last year, other types of mental health programs and services that have improved in awareness include non-profit community supports (12%, up from 7%) and suicide prevention programs (5%, up from 2%).

Of note, about one-quarter (26%) of Calgarians do not know of any mental health programs or services, which is down from one-third (33%) in 2024.

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; Open-ended question; Multiple responses allowed

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

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.

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: 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**?

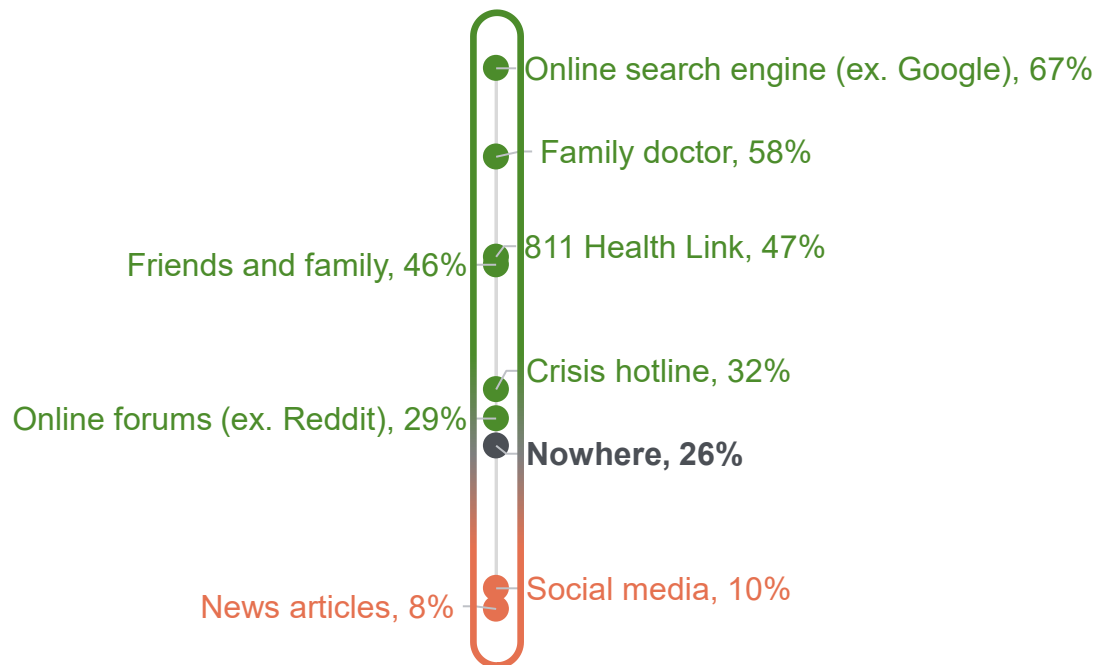
Org1BOSBalancedVersion: 3
card: 3

- ☐ 1__ Crisis hotline
- ☐ 2__ Online forums (ex. Reddit)
- ☐ 3__ Neither of these

Where Calgarians would go first for information

When Calgarians first try to access information on mental health programs and services, they are most likely to first turn to an online search engine (1st) followed by their family doctor (2nd). Turning to those two is 1.2 to 1.5 times more likely than turning to 811 Health Link (3rd) or friends and family (4th). Note that Calgarians are still about 3 times more likely to do nothing, then to turn to social media or news articles.

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



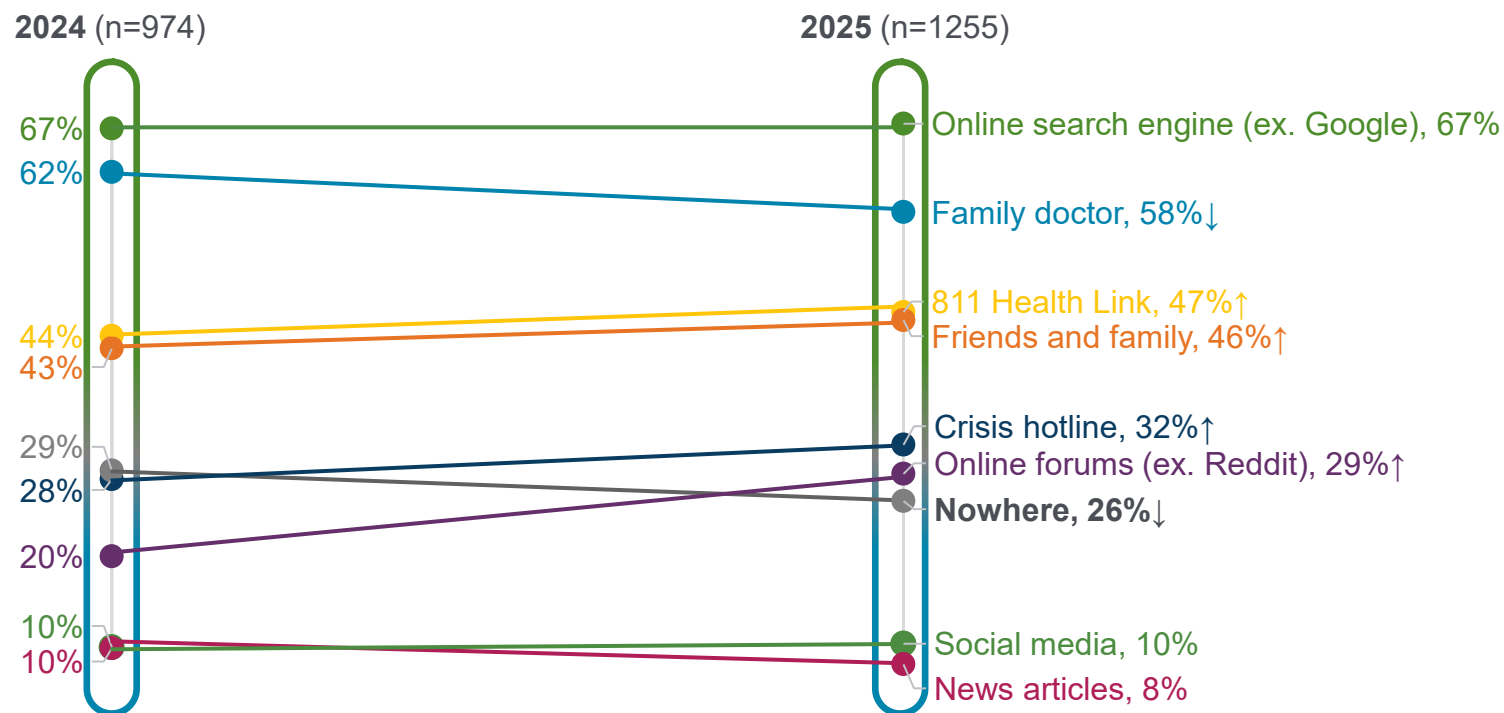
ORG1bos. Suppose you needed to access information on mental health or addiction programs or services in Calgary. Which of the these would you go first to access information?

Base: All respondents (n=1255)

Where Calgarians would go first for information

The top four sources of information regarding mental health or addiction programs or services Calgarians turn to when needed are the same in 2025 as in 2024. However, fewer are turning to their family doctor (58%, down from 62%) while more are turning to 811 health link (47%, up from 44%) and friends and family (46%, up from 43%). Additionally new in 2025, some Calgarians are more likely to turn to a crisis hotline (32%, up from 28%) or online forums (29%, up from 20%) than not look for information (26%, down from 29%).

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



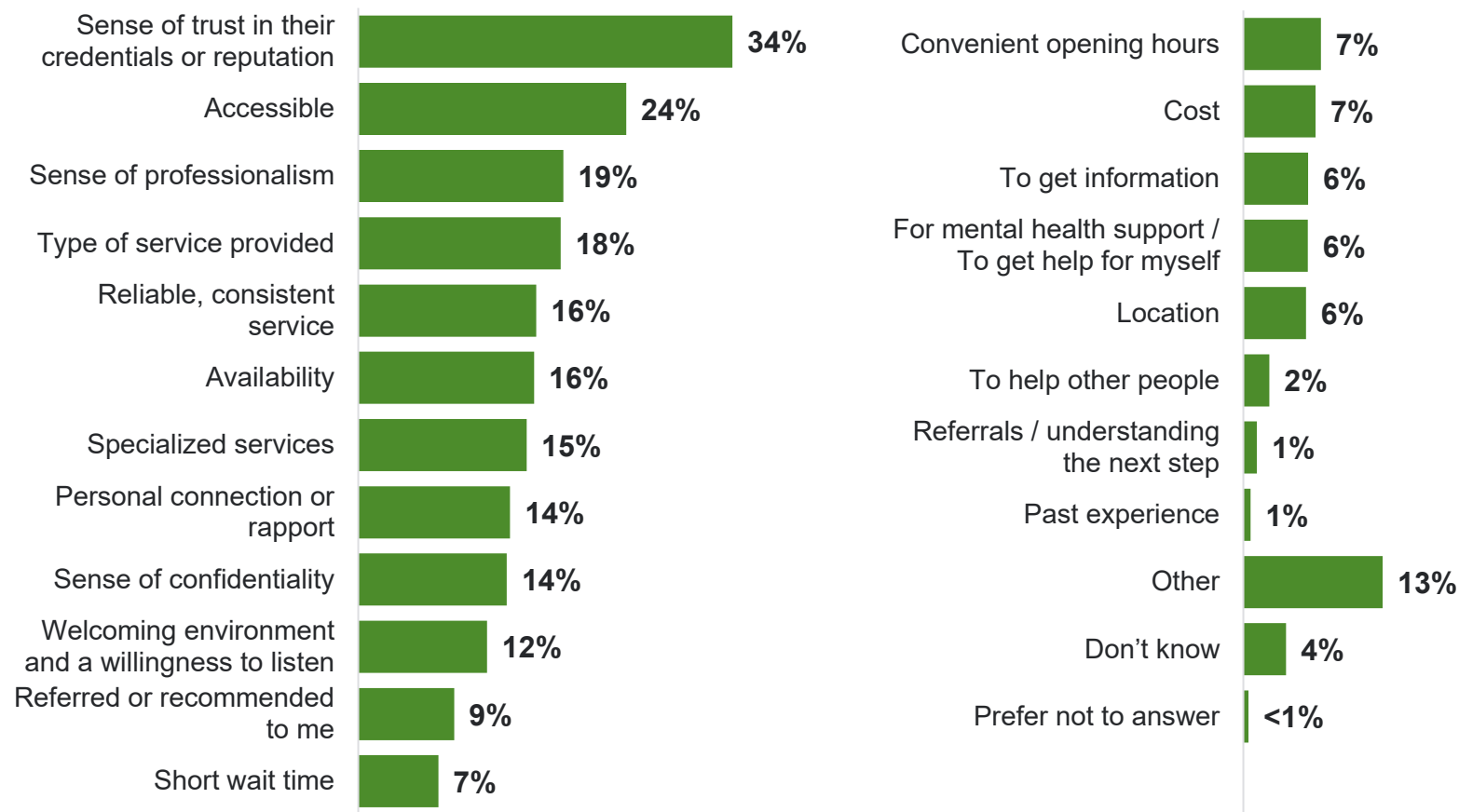
ORG1bos. Suppose you needed to access information on mental health or addiction programs or services in Calgary. Which of the these would you go first to access information?

Base: All respondents

Why they would contact specific professionals/programs

The top three reasons why Calgarians would reach out to specific professionals or programs are consistent with 2024; they include trust in credentials or reputation (34%), accessibility (24%), and professionalism (19%).

Why people would reach out to specific professionals or programs



Org3. And why do you think you would reach out to these professionals or programs?
Base: All respondents (n=1255)

Multiple responses allowed

Segment differences overview

Compared to all other Calgarians ...

Those aged 55-years-old or greater (n=512) ...

- Are **less likely to be satisfied** with mental health and addictions programs in Calgary (50%).

Females (n=622) ...

- Are **more likely to be unsatisfied** with mental health and addictions programs in Calgary (24%).

Males (n=624) ...

- Are **more likely to not know or refuse to say if they are satisfied or unsatisfied** with mental health and addictions programs in Calgary (27%).

Those who identify as Indigenous (n=75) ...

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

Those with physical disabilities (n=193) ...

- Are **more likely to be unsatisfied** with mental health and addictions programs in Calgary (30%).

Those with cognitive disabilities (n=124) ...

- Are **more likely to be unsatisfied** with mental health and addictions programs in Calgary (29%).

Those born in Canada (n=838) ...

- Are **more likely to be unsatisfied** with mental health and addictions programs in Calgary (25%).

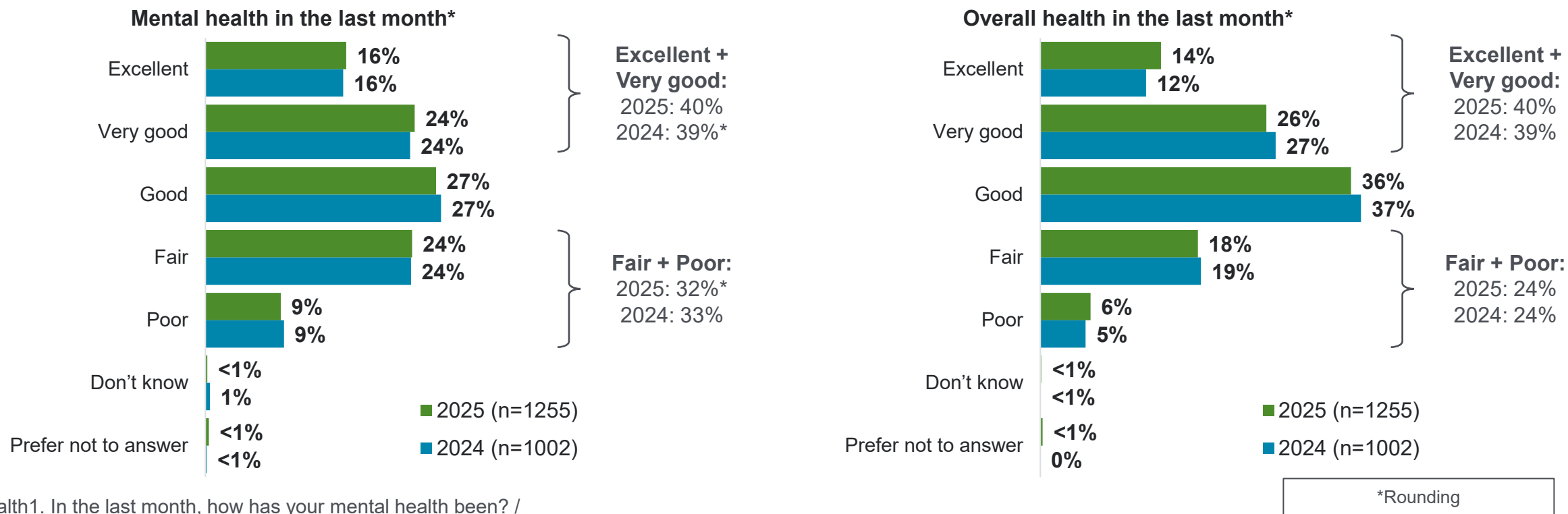


Detailed Findings

Mental Health of Calgarians

Health of Calgarians

Two-fifths (40%) of Calgarians self-report that their *mental* health was either excellent or very good in the last month. Similarly, 40% self-report their *overall* health was excellent or very good in the last month. Only one-quarter (24%) of Calgarians report that their overall health is either fair or poor, and one-third (32%) report that their mental health is fair or poor. These results are similar to 2024.

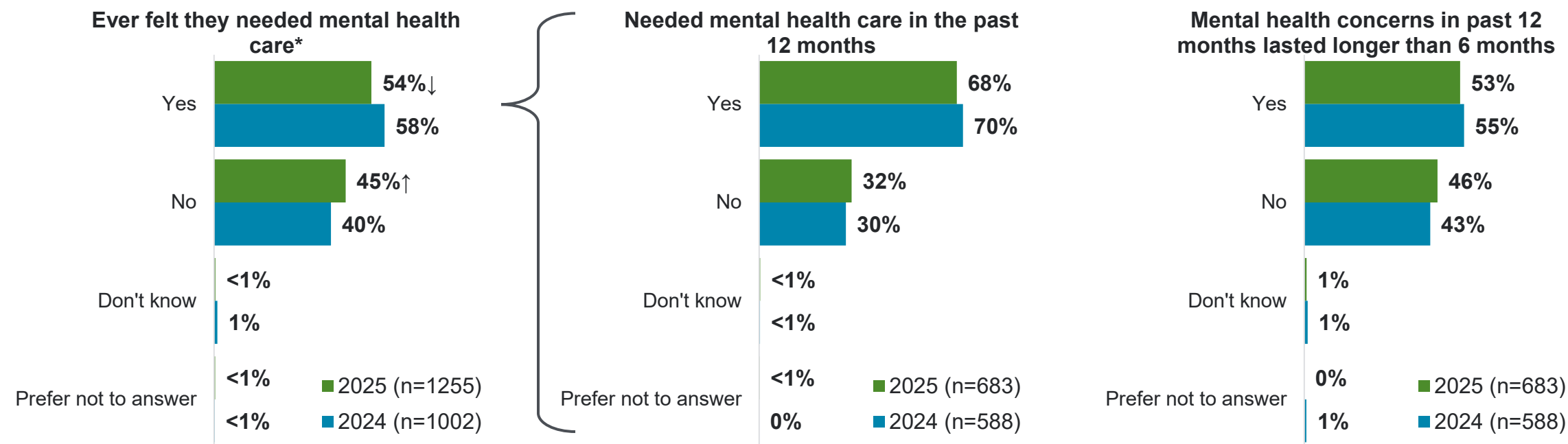


Health1. In the last month, how has your mental health been? /
 Health2. And in the last month, how is your health overall?
 Base: All respondents

Incidence of mental health care needs

Over half of Calgarians report they have ever felt the need for mental health care (54%). This number is down significantly from 2024 (58%).

In 2025, among those Calgarians who felt they needed mental health care, around seven-in-ten (68%) needed support in the past 12 months, and over five-in-ten (53%) reported their concerns lasted longer than six months. Both results are similar compared to last year.



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

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?

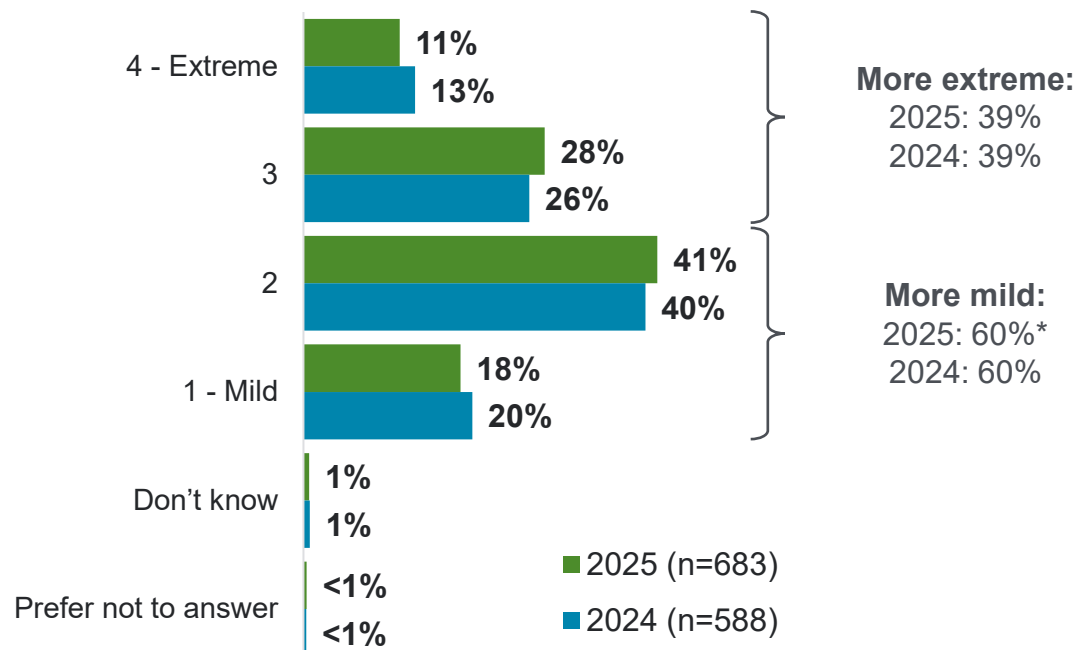
Base: Have needed mental health care

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

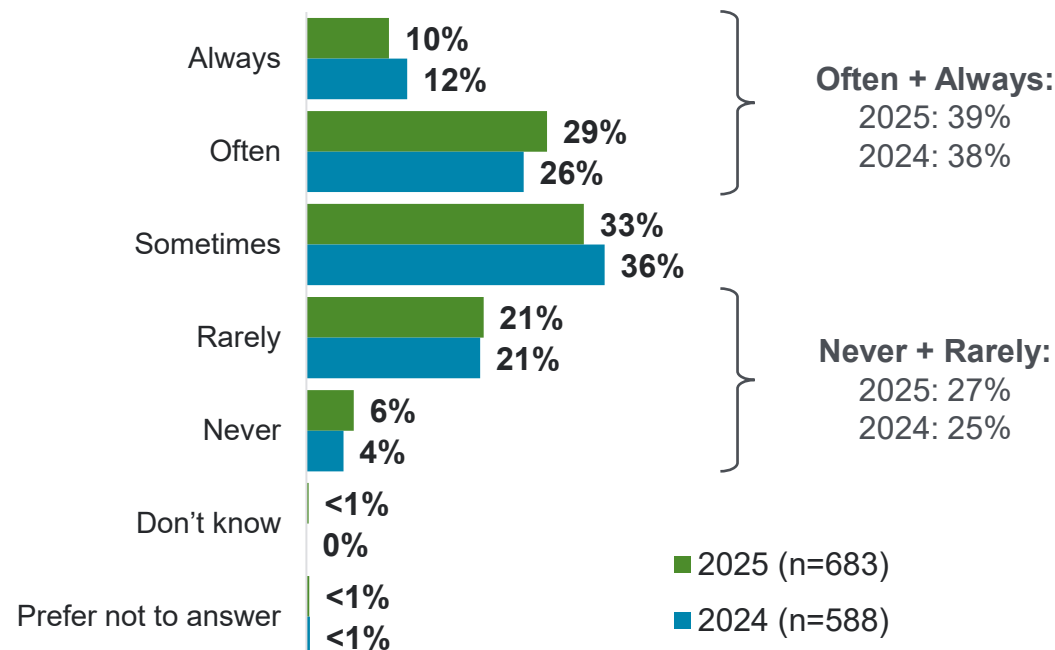
Severity of mental health concerns

Similar to 2024, two-fifths (39%) Calgarians who have needed mental health care reported that their mental health concern was extreme. Two-fifths (39%) of Calgarians reported that their mental health concerns often or always interfered with their work, social life, and relationships (also similar to 2024).

Mental health in the last month



Interference with work, social life and 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?

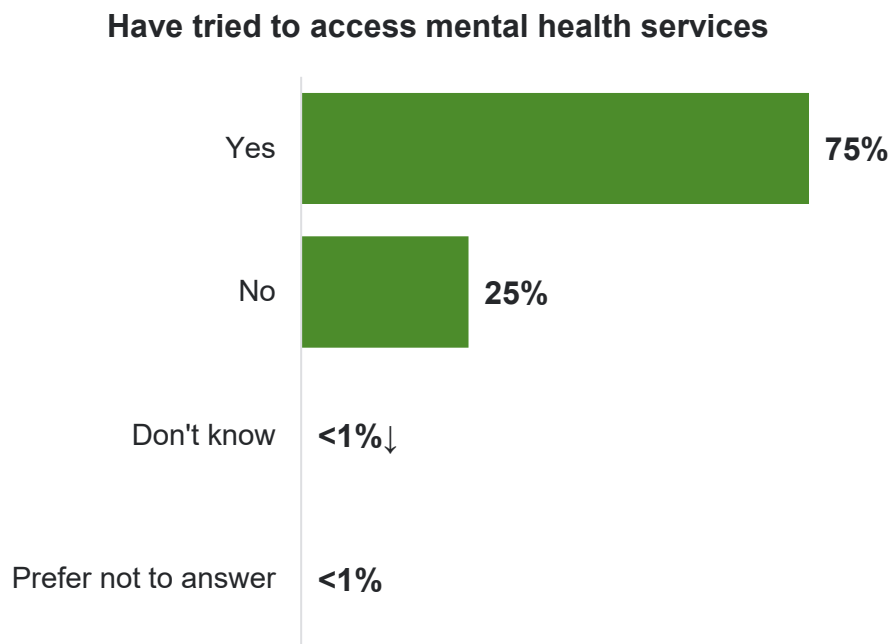
Base: Have needed mental health care

*Rounding

↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Incidence of accessing mental health services

Among Calgarians who have needed mental health care, three-quarters (75%) have tried to access mental health or addiction services.



**Original question text in 2024 was preceded by the clause “Other than discussing your mental health or addiction concerns.” Given that differences in question interpretation may be driving statistical differences between question answers in 2024 and 2025, data is not trended for this question and any questions that are preceded by PE6.*

PE6. 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=683)

* Trending not shown due major survey changes made since the 2024 survey.

Reasons Calgarians do not access services

Why some Calgarians did not try to access services*

The top five reasons why Calgarians did not try to access services despite needing them are: preferring to manage concerns themselves (24%); feeling they didn't need it or it wasn't necessary (17%); they couldn't afford to pay (9%); they haven't gotten around to it (9%); or help was not readily available (7%).

When considering only the main reason, preferring to manage it themselves is the most likely reason at one-in-five saying so (21%).

		Main reason		Main reason
Preferred to manage themselves	24%	21%	Job interfered	4%
Didn't need to / wasn't necessary	17%	14%	No confidence in health care system or social services	4%
Couldn't afford to pay	9%	9%	Uncomfortable talking about these problems	3%
Haven't gotten around to it	9%	8%	Afraid of what others would think of you	3%
Help was not readily available	7%	7%	Didn't feel ready to seek help	3%
Relied on family and/or friends	7%	4%	Other	13%
Concerns were addressed elsewhere	6%	5%	Don't know	4%
Didn't know how or where to get this kind of help	6%	5%	Prefer not to answer	1%
Didn't think they knew how to help	5%	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=166)

Multiple responses allowed

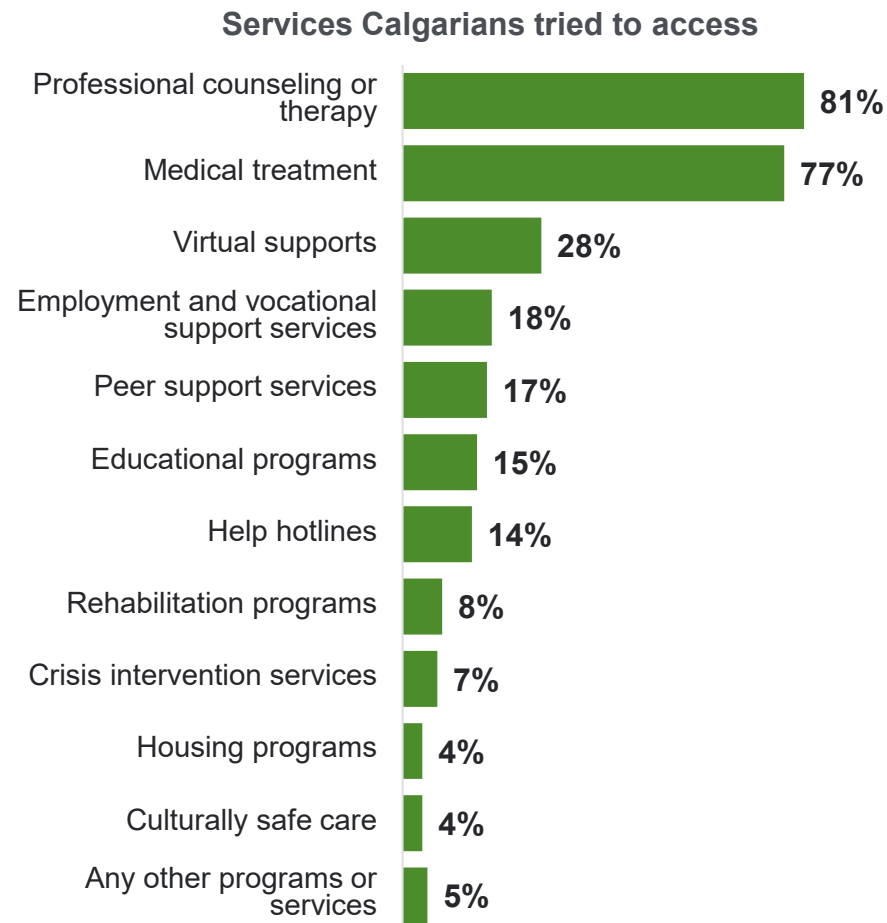
*Reasons <3% not shown

* Trending not shown due major survey changes made since the 2024 survey.

Services Calgarians tried to access

The vast majority of those who tried to access services provided the specific service they tried to access (99%). Among those, four-fifths (81%) of Calgarians who have tried to access mental health services went through professional counselling or therapy.

Additionally, 77% tried to access medical treatment, and 28% tried to access virtual supports.



Multiple responses allowed

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?

Base: Have tried to access mental health services (excluding those answering *None*, *Prefer not to answer*, *Don't know*) (n=512)

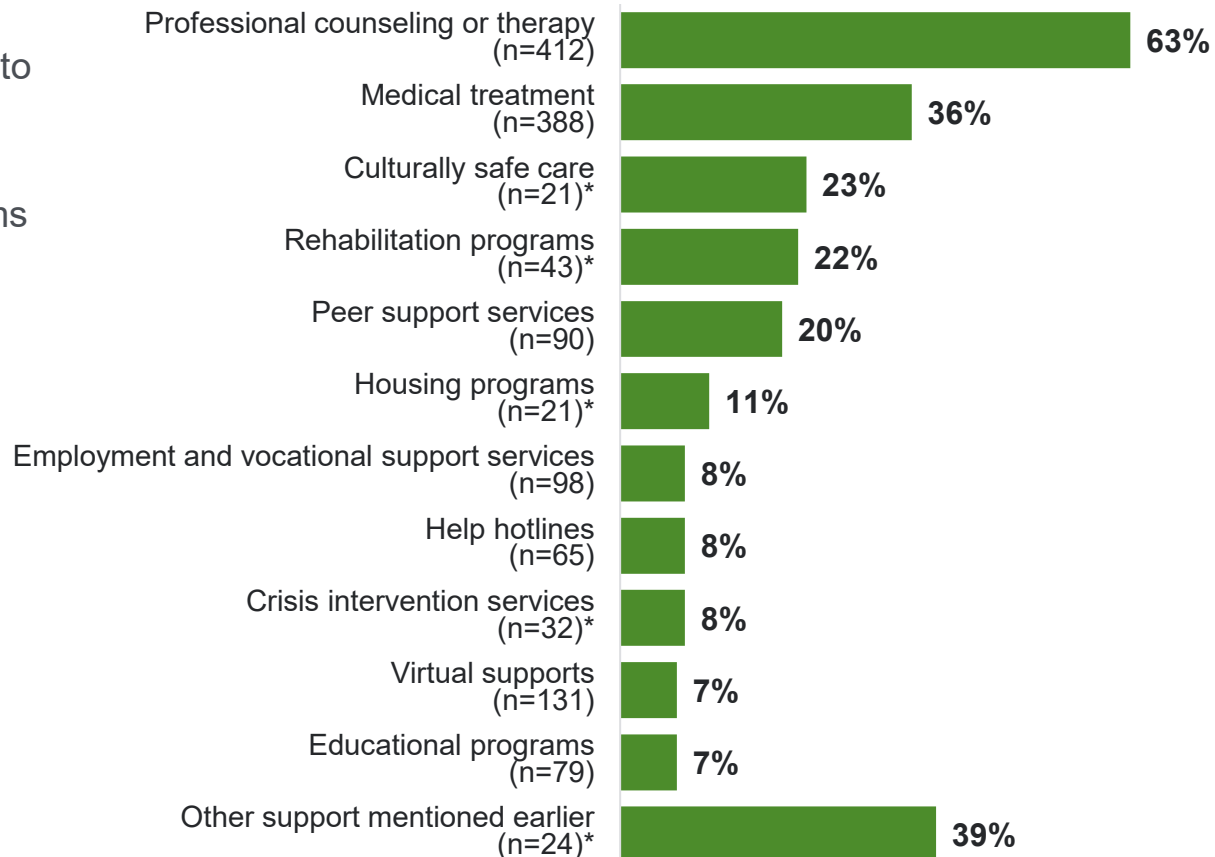
*Statistical trending not performed due to differences in question text for question PE6 in the 2025 survey compared to the 2024 survey.

Services Calgarians found most helpful

Among those who tried to access specific services, 93% mentioned which was most helpful. Those who tried to access professional counselling or therapy (63%) and medical treatment (36%) were most likely to mention these two services as most helpful.

Less often accessed services were less likely to be considered the most helpful with educational programs and virtual supports (7%) being the least likely to be most helpful.

Services Calgarians found most helpful among those they tried



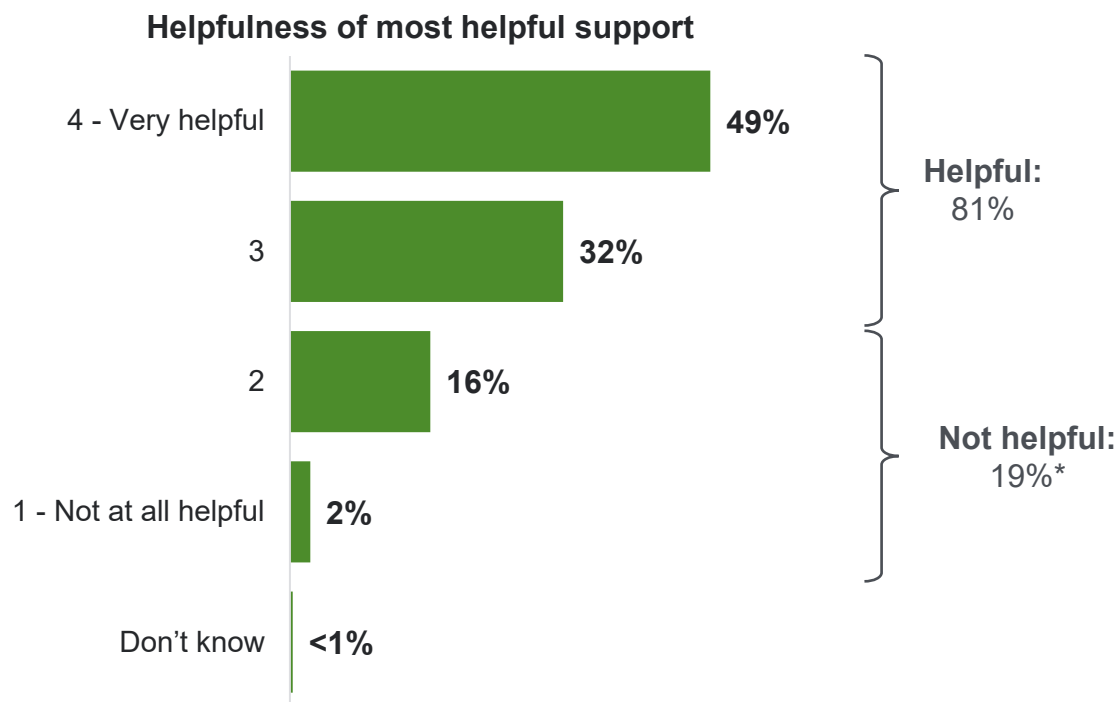
* Small base size.

PE9a. And which of the supports you accessed was the most helpful?
Base: Have tried to access specific mental health service

*Statistical trending not performed due to differences in question text for question PE6 in the 2025 survey compared to the 2024 survey.

Helpfulness of support

The vast majority (81%) Calgarians who accessed support found the support they received to be helpful, with about one-half (49%) finding the support very helpful.



*Rounding

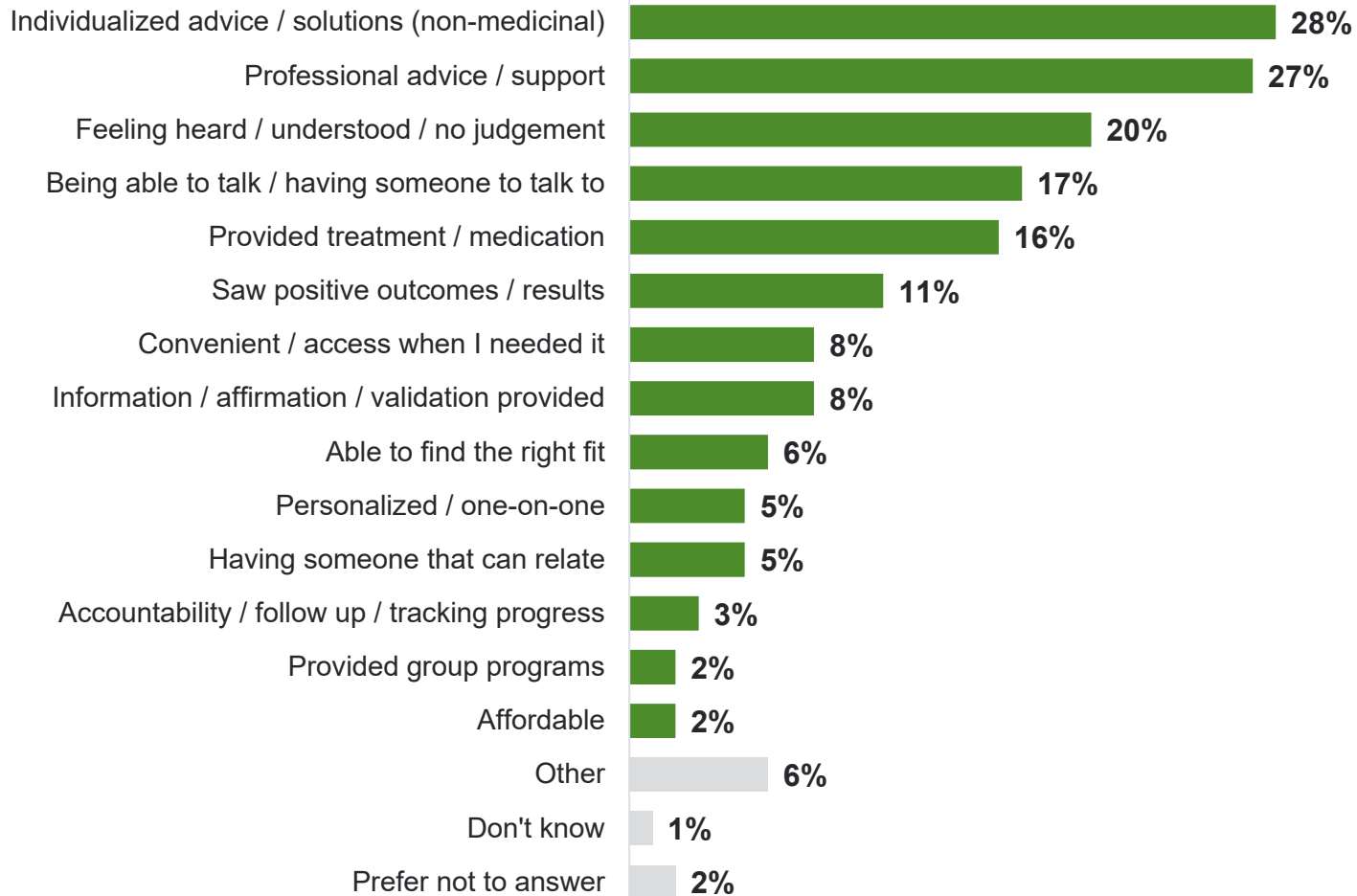
PE9b. How helpful was accessing [the support you found most helpful]?
Base: Have tried to access a mental health services (n=477)

*Statistical trending not performed due to differences in question text for question PE6 in the 2025 survey compared to the 2024 survey.

How support was helpful

The individualized advice and solutions (non-medicinal) (28%) as well as the professional advice and support (27%) were frequently-mentioned as helpful aspects of the supports received.

What was helpful about support that was accessed



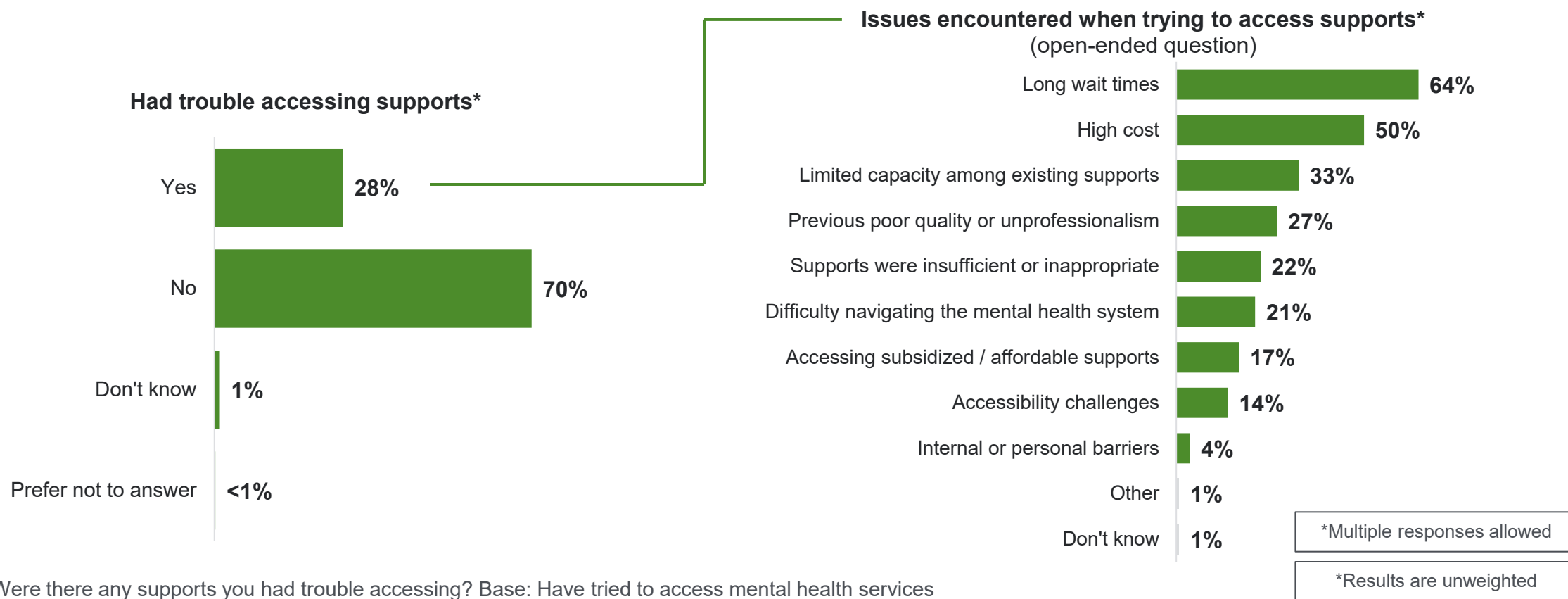
PE9c. What specifically did you find helpful about [the support you found most helpful]?
Base: Found supports helpful (n=389)

Open-ended question

Multiple responses allowed

Trouble accessing supports

In 2025, one-quarter (28%) of Calgarians who have tried to access mental health services, had trouble accessing supports. Issues encountered when trying to access supports include long wait times (64%), high cost (50%), and limited capacity among existing supports (33%).



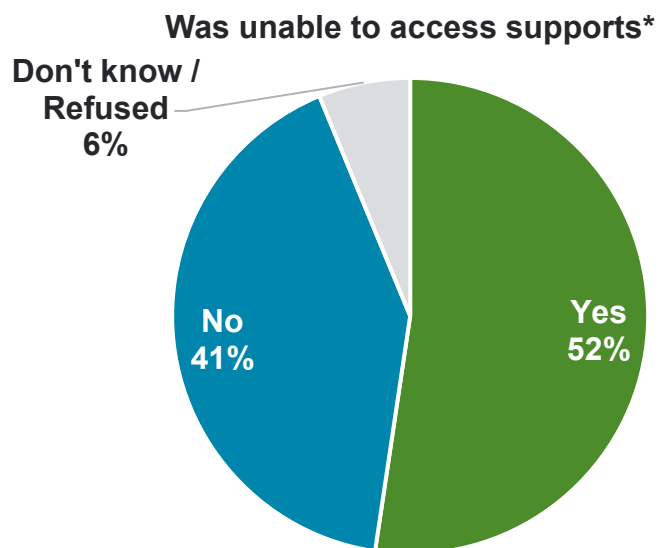
PE8a. Were there any supports you had trouble accessing? Base: Have tried to access mental health services (n=515)

PE8b. What issues did you encounter when you tried to access those supports? Base: Have had trouble accessing mental health services (n=138)

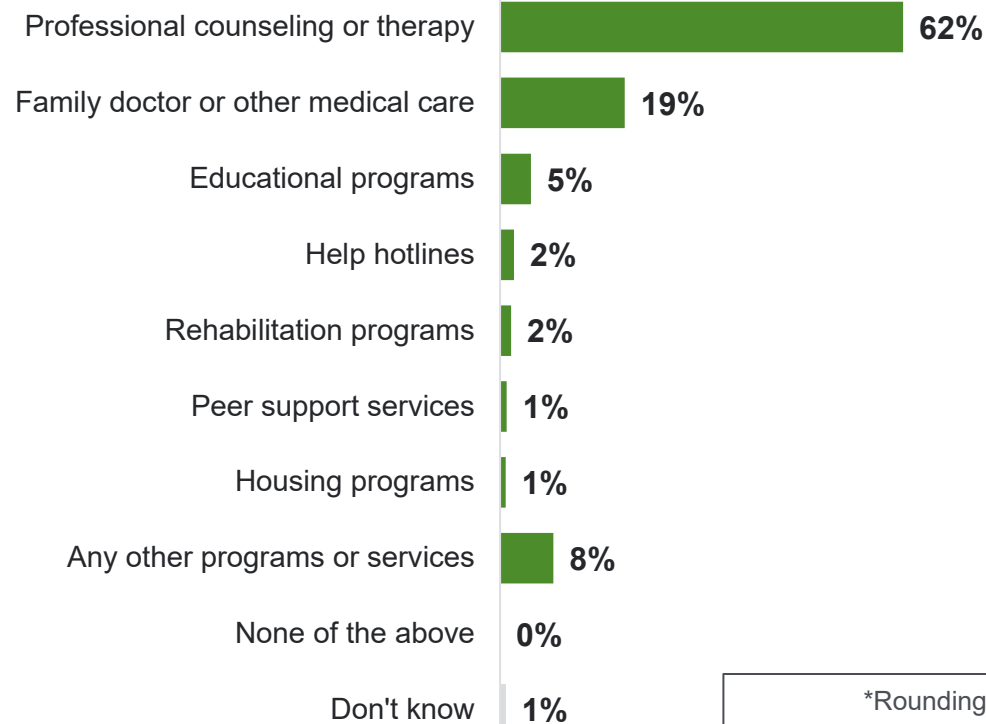
*Statistical trending not performed due to differences in question text for question PE6 in the 2025 survey compared to the 2024 survey.

Inability to access certain supports

Just over one-half (52%) of Calgarians who had trouble accessing mental health services were unable to access supports. Professional counseling or therapy (62%) is the support Calgarians had the most trouble accessing. A family doctor or other medical care is the second most mentioned support (19%). Other supports, such as help hotlines, rehabilitation programs, etc., were mentioned by 5% of people or fewer.



Types of supports that were not accessed**



*Rounding

** Caution: Small sample size

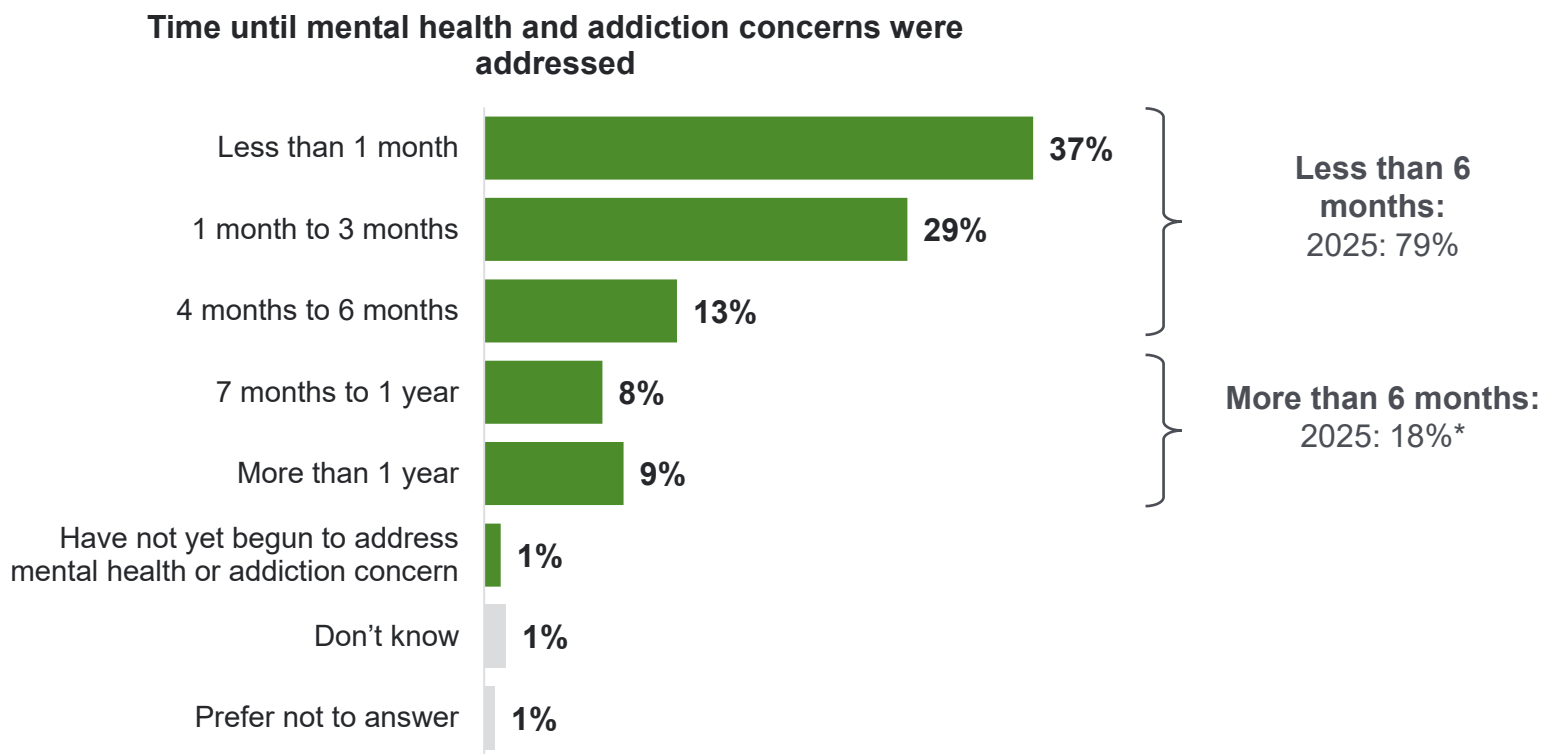
*Reasons <1% not shown

PE8c. Were there any services or supports you weren't able to access at all as a result of those issues? Base: Have had trouble accessing mental health services (n=138)

PE8d. Which services or supports were you not able to access? Base: Not able to access services (n=71**)

How long to begin addressing mental health concerns

In 2025, 79% of Calgarians who had tried to access services had begun addressing their mental health concerns within six months of starting their search. Additionally, only 18% indicated that it took longer than 6 months to have begun to address their concerns.



*Rounding

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?

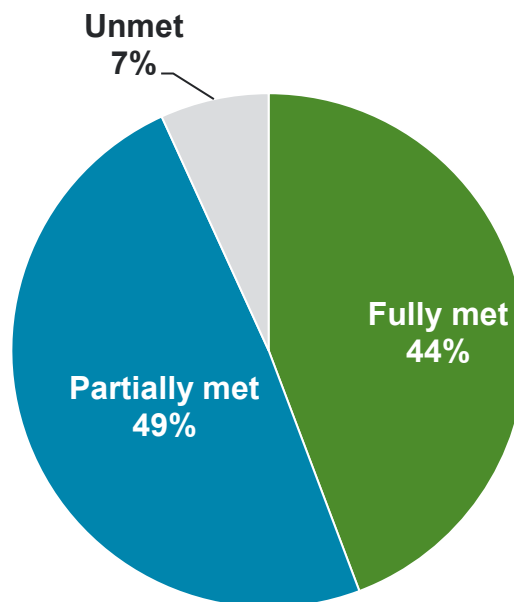
Base: Have tried to access mental health services (n=515)

*Statistical trending not performed due to differences in question text for question PE6 in the 2025 survey compared to the 2024 survey.

Addressing mental health concerns

For Calgarians who tried to access services, over two-fifths (44%) had their mental health concerns fully met. In contrast, one-half (49%) had their concerns only partially met. The remaining 7% did not have their concerns met.

Were mental health concerns met?



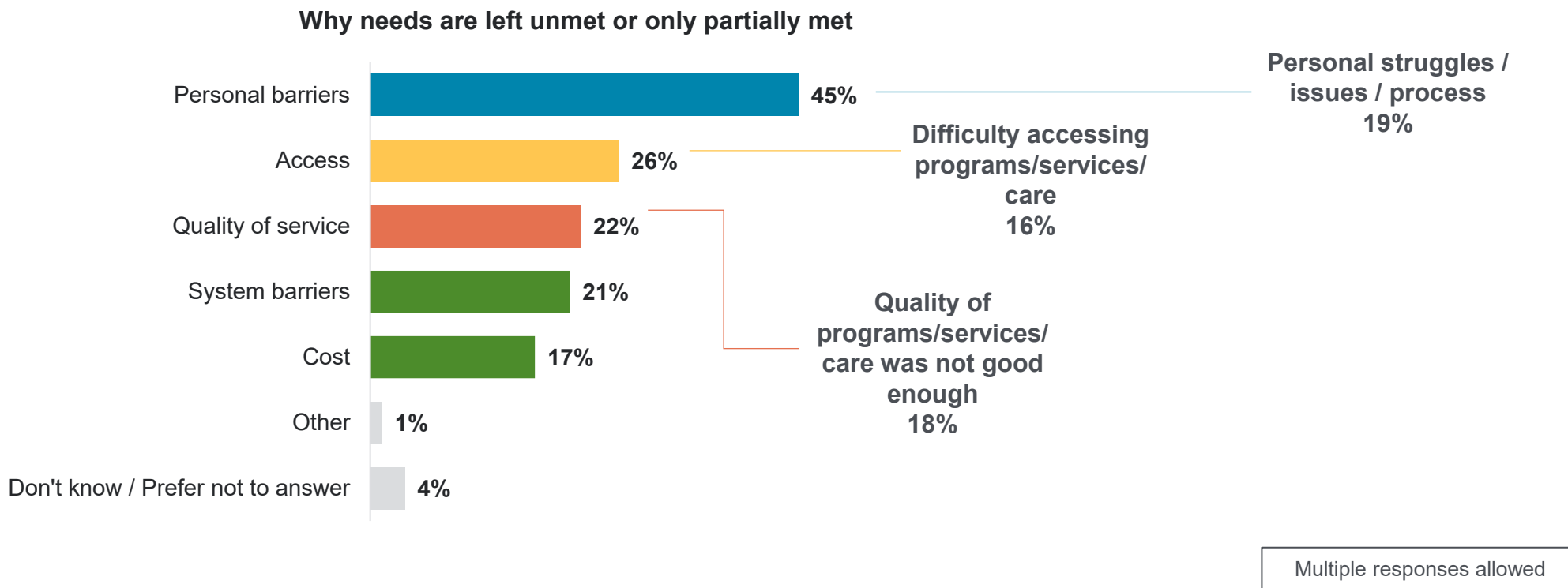
PE13. Overall, to what extent do you feel your mental health or addiction care needs were met?
Base: Have tried to access a mental health services (n=515)

* Trending not shown due major survey changes made since the 2024 survey.

Why needs are not fully met

Personal barriers (45%) was the most commonly cited reason for mental health care needs not being met.

Access (i.e., difficulty accessing programs / services / care and long wait times), quality of service, and system barriers (i.e., lack of ongoing programs / care / wait times) are mentioned by 26%, 22%, and 21% of Calgarians whose needs were not fully met, respectively.



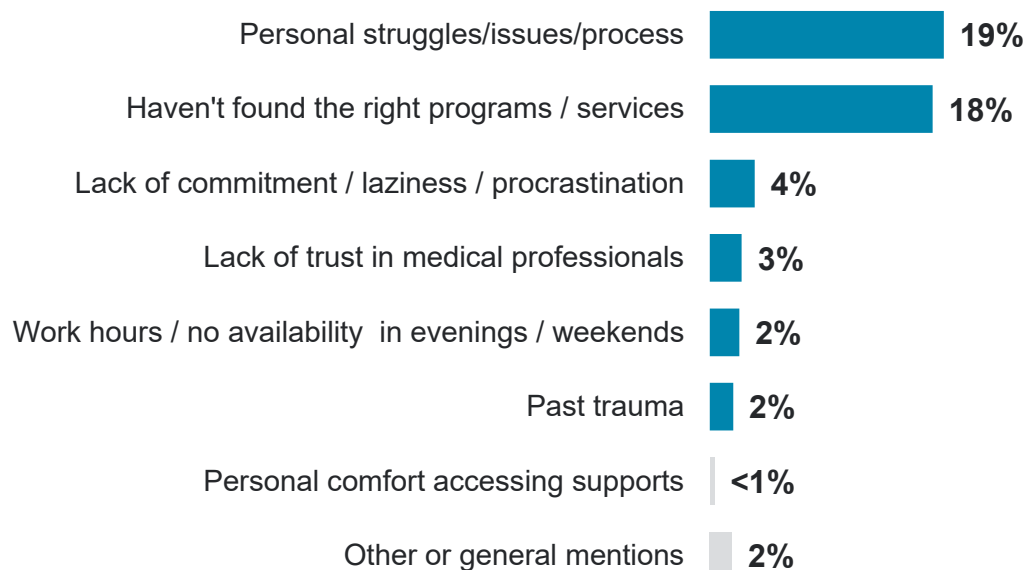
PE13why. Why do you feel your mental health or addiction care needs were left [unmet / partially met]?
Base: Needs partially met or unmet (n=283).

* Trending not shown due major survey changes made since the 2024 survey.

Why needs are not fully met

The most common personal barriers cited include ongoing personal processes / struggles / issues (19%) and not finding the right program or services (18%).

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



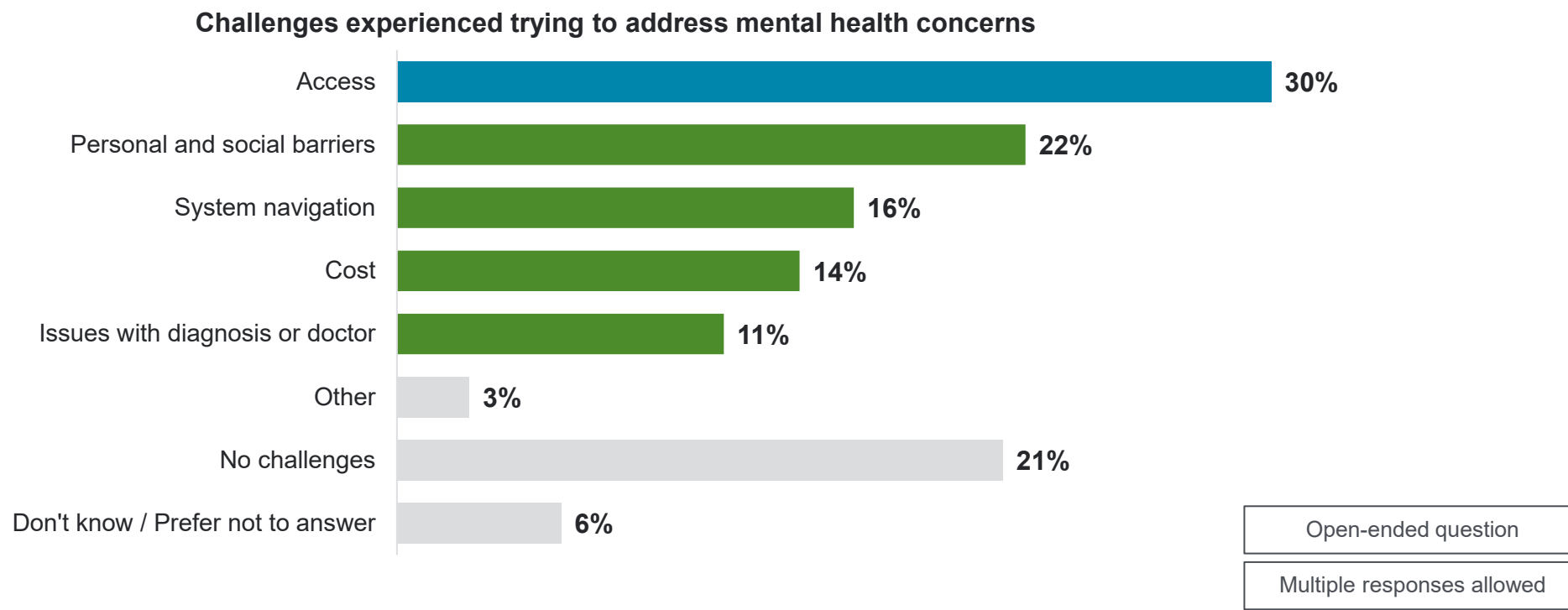
Multiple responses allowed

PE13why. Why do you feel your mental health or addiction care needs were left [unmet / partially met]?
Base: Needs partially met or unmet (n=283).

* Trending not shown due major survey changes made since the 2024 survey.

Challenges experienced

Access issues is the top challenge faced by 30% of Calgarians who tried to address mental health concerns in 2025. However, one-fifth (21%) experienced no challenges.



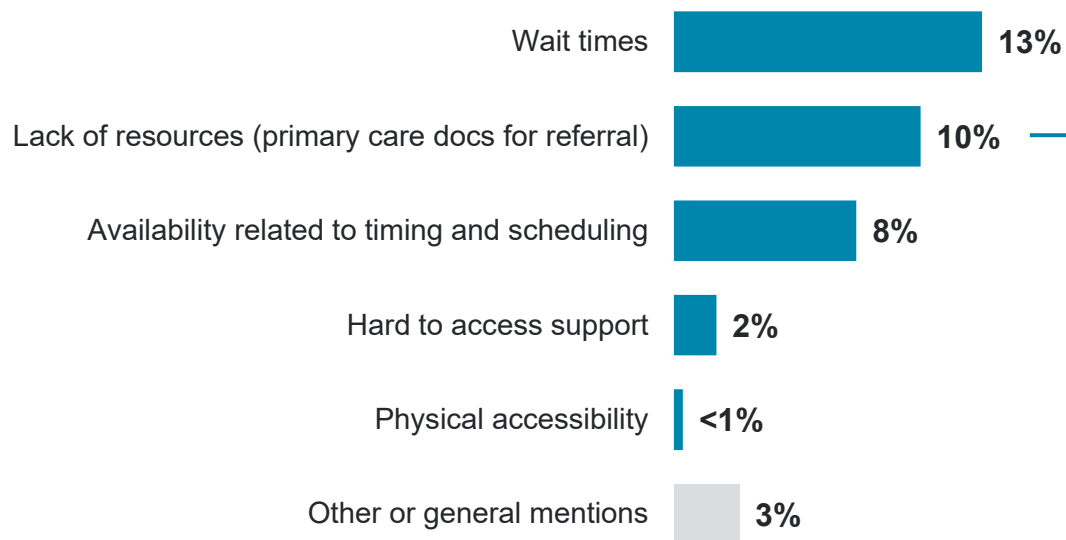
PE15. What challenges or difficulties, if any, did you experience when trying to address your mental health or addiction concerns?
Base: Have tried to access mental health services (n=515)

* Trending not shown due major survey changes made since the 2024 survey.

Access-related challenges experienced

Specific challenges related to access include wait times (13%), a lack of resources (10%), and unavailability related to timing or scheduling (8%).

Access-related challenges experienced trying to address mental health concerns



“Lack of availability of service providers in the city.”

“Long wait times, lack of resources, lack of supportive community available, lack of accessible opportunities to re-integrate back into the community with recovery.”

“Accessing timely care, accessing appropriate care, accessing care with trained professionals.”

Open-ended question

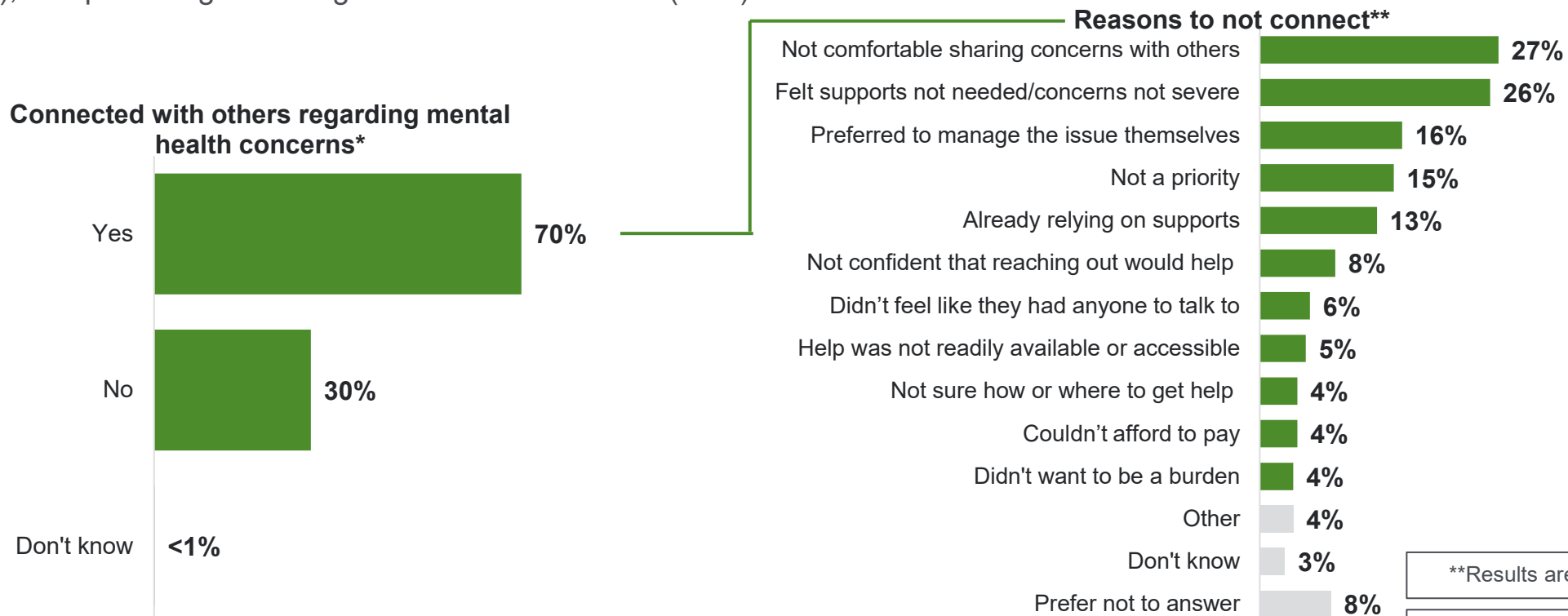
Multiple responses allowed

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=515)

* Trending not shown due major survey changes made since the 2024 survey.

Connecting with others regarding mental health concerns

In 2025, 70% of Calgarians who have needed mental health care have connected with someone regarding their concerns. Reasons for not connecting with someone include not being comfortable sharing (27%), feeling that supports were not needed or concerns were not severe enough (26%), and preferring to manage concerns themselves (16%).



*Original question text in 2024 was not preceded by the clause "Other than accessing professional help or other services or support." Given that differences in question interpretation may be driving statistical differences between question answers in 2024 and 2025, data is not trended for this question and any questions that are preceded by PE3.

PE3. Other than accessing professional help or other services or support, have you connected with anyone regarding your mental health or addiction concerns? Base: Have needed mental health care (n=683). 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=213)

**Results are unweighted

Open-ended question

Multiple responses allowed

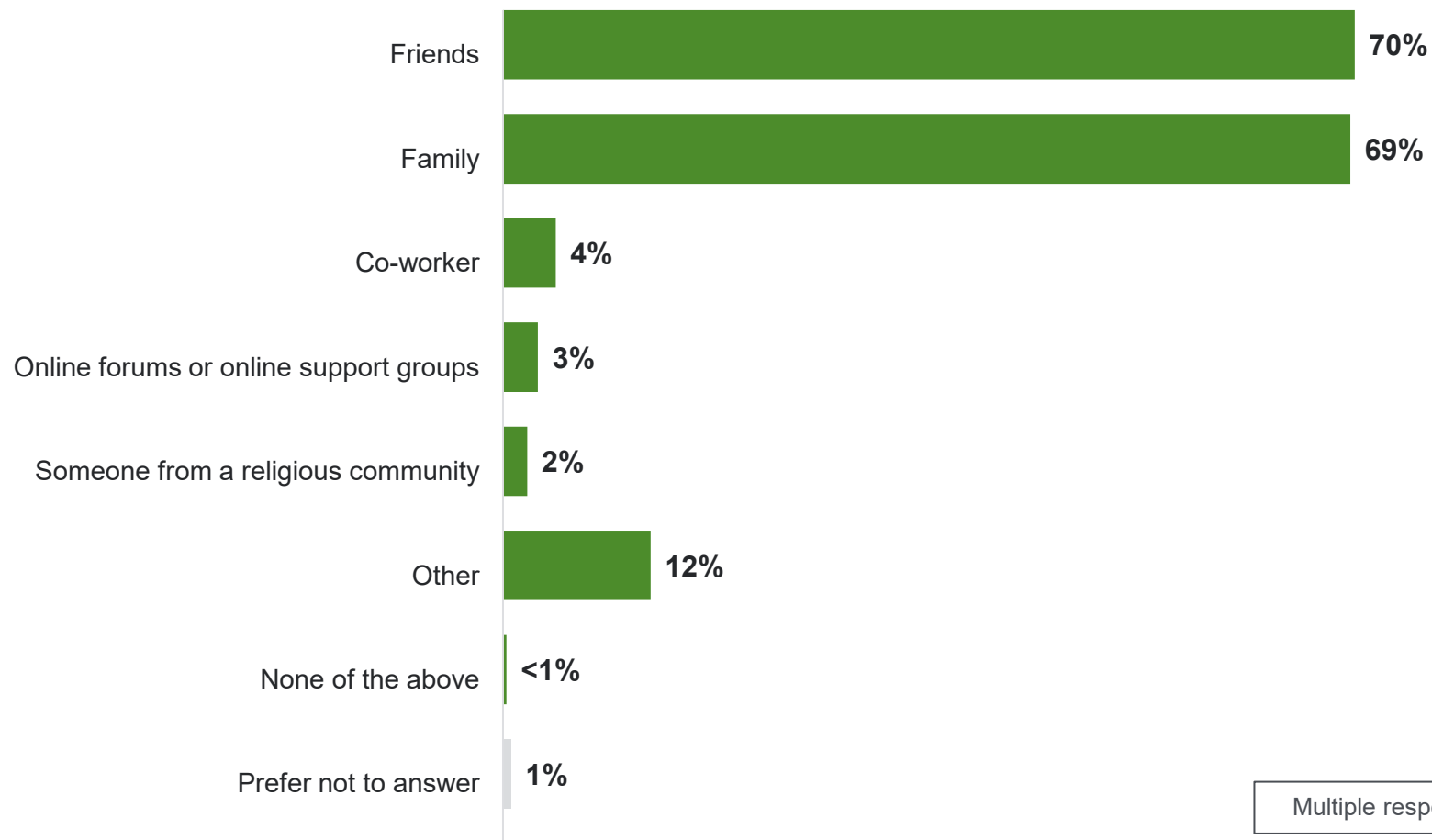
* Trending not shown due major survey changes made since the 2024 survey.

Who people connect with regarding mental health concerns

Most Calgarians who have connected with someone other than a professional about mental health care say they have connected with either friends (70%) or family (69%).

Calgarians are less likely to connect with co-workers (4%), online forums or support groups (3%), or someone from a religious community (2%).

Who people have connected with regarding mental health concerns

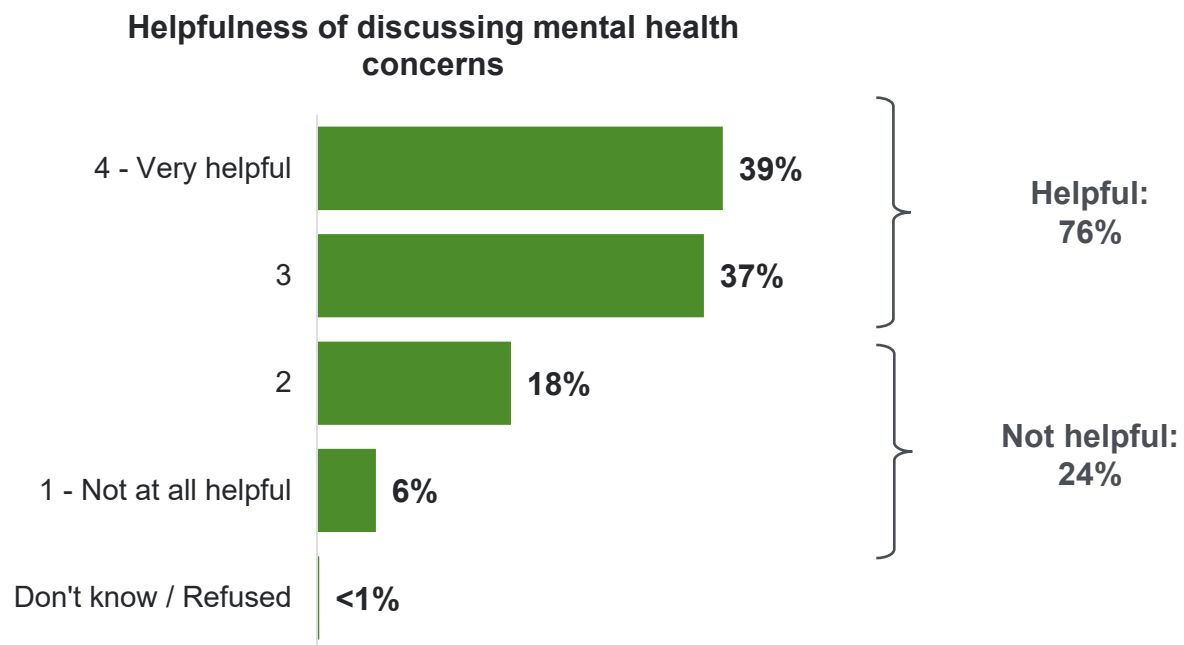


Multiple responses allowed

PE4a. Who have you connected with regarding your mental health or addiction concerns?
Base: Have connected with someone about mental health care (n=469)

Helpfulness of discussing mental health concerns

About three-quarters (76%) of Calgarians who have connected with at least one non-professional regarding their mental health concern find discussing their mental health concerns helpful.



PE5. How helpful did you find discussing your mental health or addiction concerns with those people?
Base: Have connected with at least one person regarding their mental health (n=464)

*Statistical trending not performed due to differences in question text for question PE3 in the 2025 survey compared to the 2024 survey.

Segment differences overview

Compared to all other Calgarians ...

Those aged 18 to 34-years-old (n=251) ...

- Are more likely to self-report their mental health to be poor or fair (46%).
- Are more likely to feel that they needed mental health or addiction care (62%).
- Are more likely to feel mental health or addiction concerns always or often have interfered with their relationships (51%).
- Are more likely to feel that they needed mental health or addiction care in the past 12 months (80%).
- Are more likely to feel that their mental health or addiction care needs were partially met (59%).

Those aged 55-years-old or greater (n=512) ...

- Are less likely to self-report their mental health to be very poor or fair (22%)

Females (n=622) ...

- Are more likely to self-report their mental health to be poor or fair (36%).
- Are more likely to self-report their overall health to be poor or fair (28%).
- Are more likely to feel that they needed mental health or addiction care (64%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (57%).

Segment differences overview

Compared to all other Calgarians ...

2SLGBTQIA+ (n=107) ...

- Are more likely to self-report their mental health to be poor or fair (58%).
- Are more likely to self-report their overall health to be poor or fair (38%).
- Are more likely to feel that they needed mental health or addiction care (86%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (74%).
- Are more likely to feel mental health or addiction concerns have interfered with their relationships (50%).
- Are more likely to feel that they needed mental health or addiction care in the past 12 months (83%).
- Are more likely to try to access mental health services (89%).

Those in households with income less than \$60,000 (n=295) ...

- Are more likely to self-report their mental health to be poor or fair (41%).
- Are more likely to self-report their overall health to be poor or fair (34%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (63%).
- Are more likely to feel mental health or addiction concerns have interfered with their relationships (59%).
- Are more likely to self-report more extreme mental health or addiction concerns (50%).

Segment differences overview (continued)

Compared to all other Calgarians ...

Those with a bachelor's degree or more (n=567) ...

- Are **less likely** to self-report their mental health to be poor or fair (27%).
- Are **less likely** to self-report their overall health to be poor or fair (20%).
- Are **less likely** to feel mental health or addiction concerns have interfered with their relationships (31%).
- Are more likely to try to access mental health services (80%).

Those with a high school diploma or less (n=263) ...

- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (64%).
- Are more likely to self-report more extreme mental health or addiction concerns (47%).
- Are more likely to feel mental health or addiction concerns have interfered with their relationships (49%).
- Are **less likely** to feel that their mental health or addiction care needs were fully met (34%).

Those with a post-secondary education but less than a bachelor's degree (n=414) ...

- Are **less likely** to try to access mental health services (70%).

Segment differences overview (continued)

Compared to all other Calgarians ...

Those who identify as Indigenous (n=75) ...

- Are more likely to self-report their mental health to be poor or fair (50%).
- Are more likely to self-report their overall health to be poor or fair (40%).
- Are more likely to feel that they needed mental health or addiction care (81%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (74%).

Those who identify as Racialized (n=368) ...

- Are **less likely** to self-report their overall health to be poor or fair (20%).
- Are **less likely** to feel that they needed mental health or addiction care (40%).
- Are **less likely** to feel their mental health or addiction concerns have lasted longer than six months (45%).
- Are **less likely** to try to access mental health services (67%).

Segment differences overview

Compared to all other Calgarians ...

Those born in Canada (n=838) ...

- Are more likely to self-report their mental health to be poor or fair (36%).
- Are more likely to self-report their overall health to be poor or fair (27%).
- Are more likely to feel that they needed mental health or addiction care (66%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (58%).
- Are more likely to try to access mental health services (78%).

Newcomers that have arrived in Canada in the last 5 years (n=90) ...

- Are **less likely** to self-report their overall health to be poor or fair (16%).
- Are **less likely** to feel that they needed mental health or addiction care (25%).

Immigrants that have arrived in Canada greater than 5 years ago (n=324) ...

- Are **less likely** to self-report their mental health to be poor or fair (26%).
- Are **less likely** to self-report their overall health to be poor or fair (20%).
- Are **less likely** to feel that they needed mental health or addiction care (36%).
- Are **less likely** to feel their mental health or addiction concerns have lasted longer than six months (41%).
- Are **less likely** to try to access mental health services (65%).

Segment differences overview (continued)

Compared to all other Calgarians ...

Those with physical disabilities (n=193) ...

- Are more likely to self-report their mental health to be poor or fair (50%).
- Are more likely to self-report their overall health to be poor or fair (52%).
- Are more likely to feel that they needed mental health or addiction care (67%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (64%).
- Are more likely to feel mental health or addiction concerns have interfered with their relationships (50%).
- Are more likely to feel that their mental health or addiction care needs were unmet (15%).

Those with cognitive disabilities (n=124) ...

- Are more likely to self-report their mental health to be poor or fair (61%).
- Are more likely to self-report their overall health to be poor or fair (55%).
- Are more likely to feel that they needed mental health or addiction care (84%).
- Are more likely to feel their mental health or addiction concerns have lasted longer than six months (69%).
- Are more likely to self-report more extreme mental health or addiction concerns (54%).
- Are more likely to feel mental health or addiction concerns have interfered with their relationships (56%).
- Are more likely to feel that they needed mental health or addiction care in the past 12 months (85%).
- Are more likely to feel that their mental health or addiction care needs were partially met (69%).

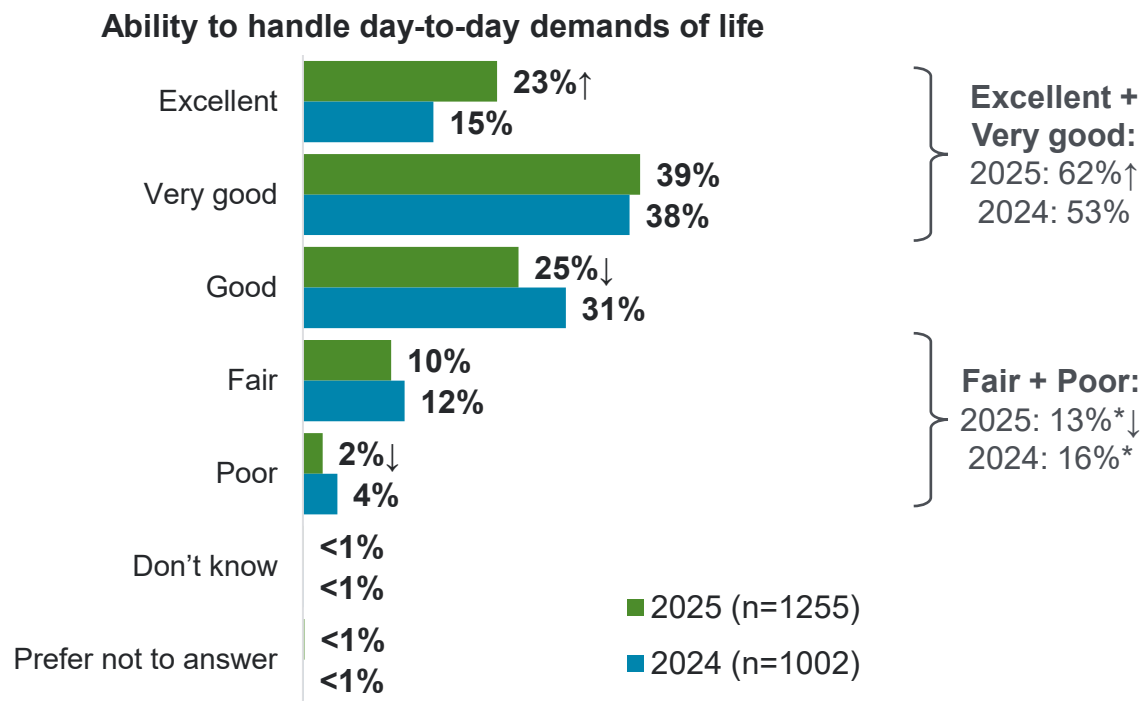


Detailed Findings

Day-to-day life

Ability to handle day-to-day demands of life

Calgarians are more resilient in 2025 as nearly two-thirds (62%, up from 53% in 2024) of Calgarians would rate their ability to handle the day-to-day demands of life as either excellent (23%, up from 15%) or very good (39%).



AI1. 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

*Rounding

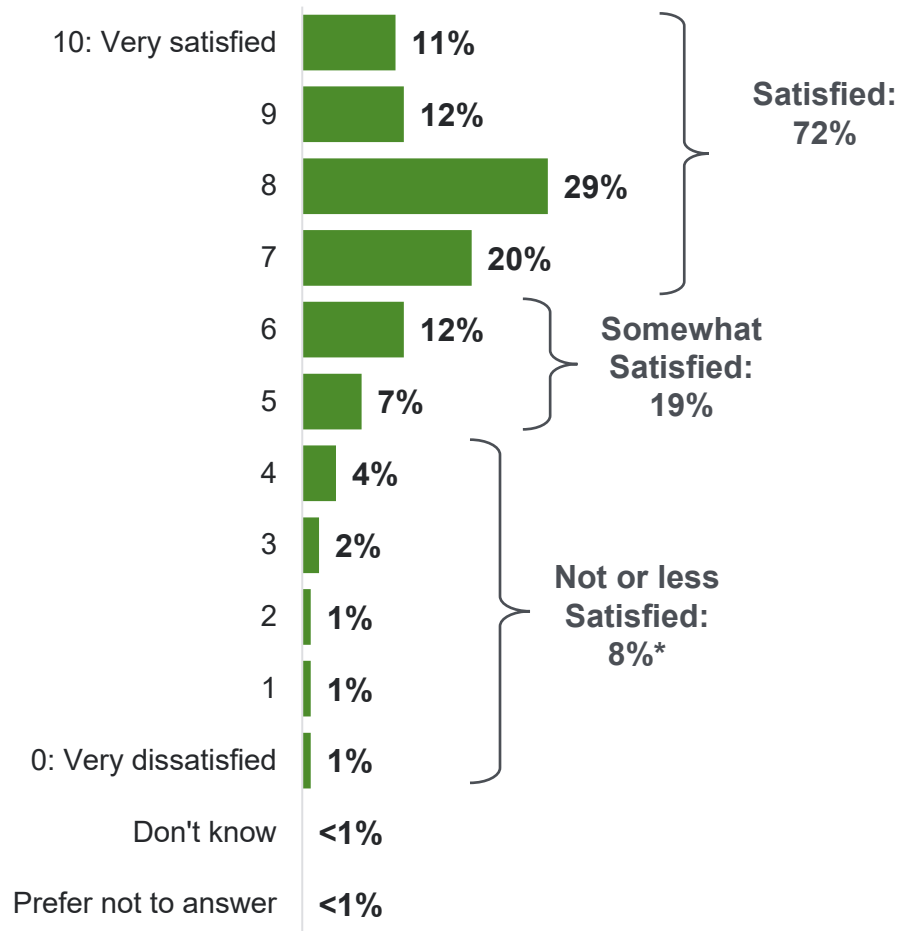
↑ Statistically higher than the previous wave
↓ Statistically lower than the previous wave

Life satisfaction and worthwhile

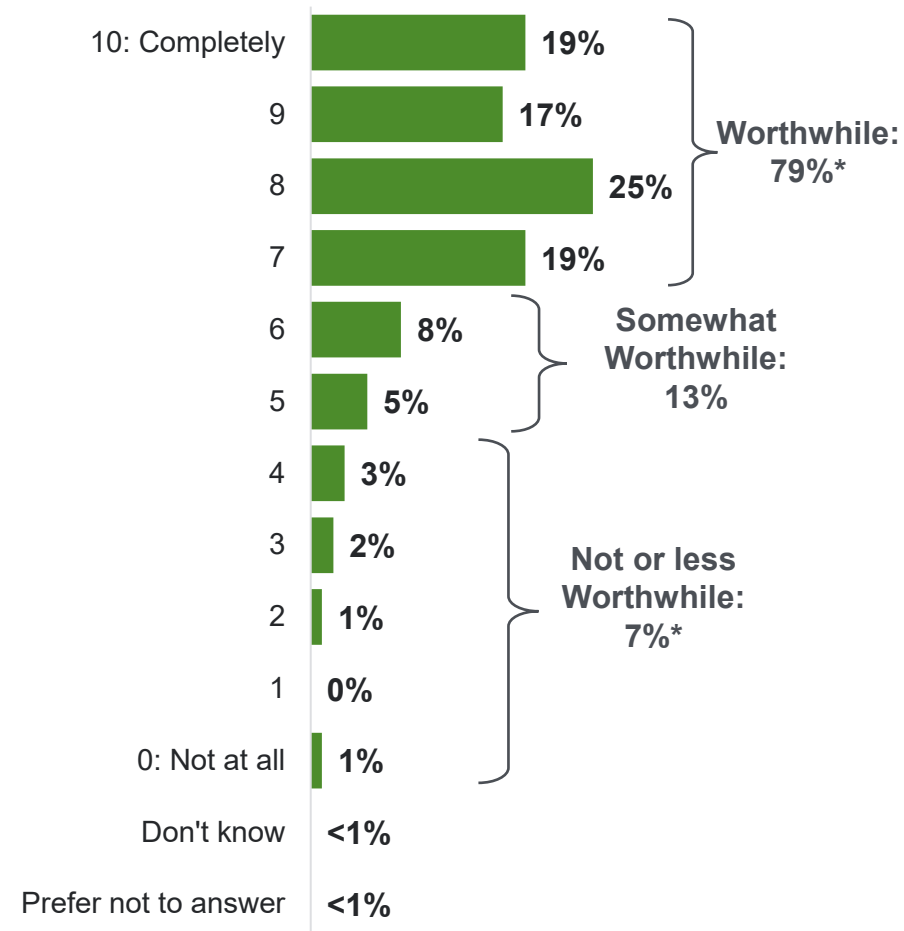
The majority of Calgarians are satisfied with their life as a whole (72%) and feel that the things they do in their life are worthwhile (79%) (both rated 7 to 10).

Few Calgarians would rate their satisfaction (8%) and worth for the things they do (7%) in life as less than five out of ten.

Satisfaction with life



Life is worthwhile



QL1. How do you feel about your life as a whole right now?

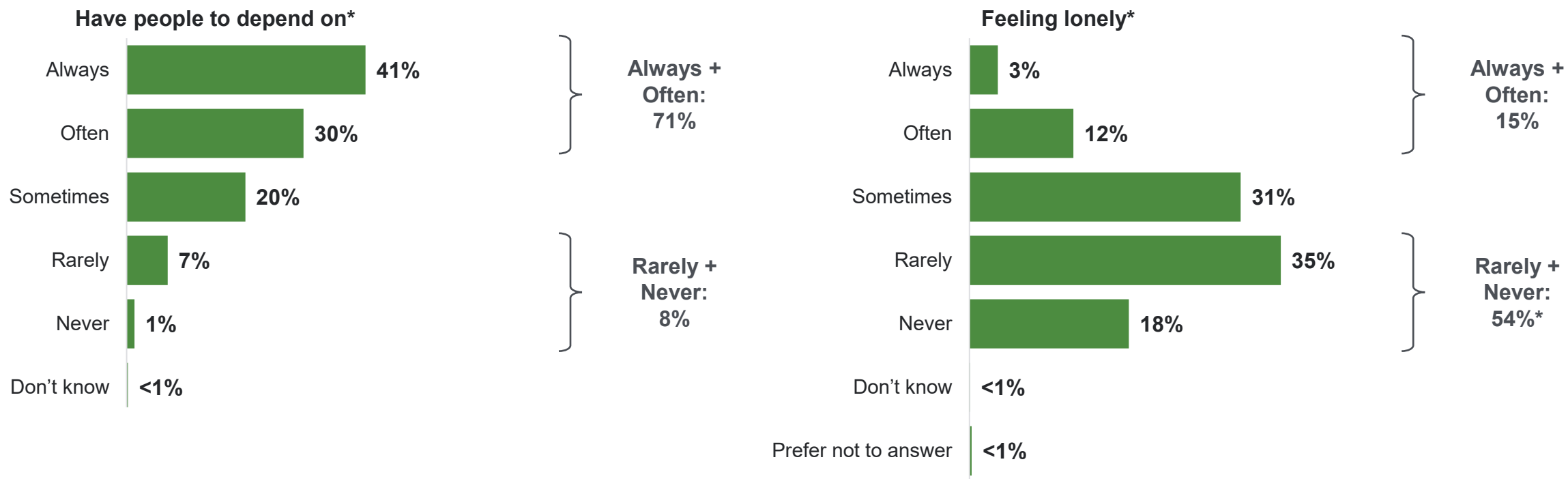
QL2. To what extent do you feel the things you do in your life are worthwhile?

Base: All respondents (n=1255)

*Rounding

Interacting with others

Most Calgarians (71%) have someone that they can often or always depend upon if they really need it, and four-in-ten (41%) have someone they can always depend on. Among Calgarians, as 31% report sometimes feeling lonely and another 15% often or always feel lonely. However, the majority of Calgarians (54%) rarely or never feel lonely.



QL3. How often would you say you have people you can depend on to help you when you really need it?

QL4. And how often do you feel lonely?

Base: All respondents (n=1255)

*Rounding

Segment differences overview

Compared to all other Calgarians ...

Those aged 18 to 34-years-old (n=251) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (16%).
- Are more likely to feel things they do in life are not or less worthwhile (18%).
- Are more likely to always or often feel lonely (26%).

Those aged 55-years-old or greater (n=512) ...

- Are **less likely** to rate their ability to handle the day-to-day demands in their life as poor or fair (10%).
- Are **less likely** to feel things they do in life are not or less worthwhile (9%).
- Are **less likely** to always or often feel lonely (9%).

Males (n=624) ...

- Are more likely to rarely or never have people they can depend on to help when needed (10%).

2SLGBTQIA+ (n=107) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (22%).
- Are more likely to feel not or less satisfied with life as a whole (24%).
- Are more likely to feel things they do in life are not or less worthwhile (21%).
- Are more likely to always or often feel lonely (26%).

Segment differences overview (continued)

Compared to all other Calgarians ...

Those with a bachelor's degree or more (n=567) ...

- Are **less likely** to rate their ability to handle the day-to-day demands in their life as poor or fair (9%).
- Are **less likely** to feel not or less satisfied with life as a whole (10%).
- Are **less likely** to feel things they do in life are not or less worthwhile (6%).
- Are **less likely** to rarely or never have people they can depend on to help when needed (7%).
- Are **less likely** to always or often feel lonely (10%).

Those with a high school diploma or less (n=263) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (20%).
- Are more likely to feel not or less satisfied with life as a whole (24%).
- Are more likely to feel things they do in life are not or less worthwhile (22%).
- Are more likely to always or often feel lonely (24%).

Segment differences overview (continued)

Compared to all other Calgarians ...

Those in households with income less than \$60,000 (n=295) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (22%).
- Are more likely to feel not or less satisfied with life as a whole (26%).
- Are more likely to feel things they do in life are not or less worthwhile (22%).
- Are more likely to rarely or never have people they can depend on to help when needed (13%).
- Are more likely to always or often feel lonely (26%).

Those who identify as Indigenous (n=75) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (37%).
- Are more likely to feel not or less satisfied with life as a whole (35%).
- Are more likely to feel things they do in life are not or less worthwhile (30%).
- Are more likely to always or often feel lonely (33%).

Those who identify as Racialized (n=368) ...

- Are **less likely** to feel not or less satisfied with life as a whole (11%).
- Are **less likely** to feel things they do in life are not or less worthwhile (8%).

Segment differences overview

Compared to all other Calgarians ...

Those born in Canada (n=838) ...

- Are more likely to feel not or less satisfied with life as a whole (18%).
- Are more likely to feel things they do in life are not or less worthwhile 14%).
- Are more likely to always or often feel lonely (18%).

Immigrants that have arrived in Canada greater than 5 years ago (n=324) ...

- Are **less likely** to feel not or less satisfied with life as a whole (12%).
- Are **less likely** to feel things they do in life are not or less worthwhile (9%).
- Are **less likely** to always or often feel lonely (10%).

Segment differences overview (continued)

Compared to all other Calgarians ...

Those with physical disabilities (n=193) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (26%).
- Are more likely to feel not or less satisfied with life as a whole (34%).
- Are more likely to feel things they do in life are not or less worthwhile (21%).
- Are more likely to always or often feel lonely (25%).

Those with cognitive disabilities (n=124) ...

- Are more likely to rate their ability to handle the day-to-day demands in their life as poor or fair (35%).
- Are more likely to feel not or less satisfied with life as a whole (33%).
- Are more likely to feel things they do in life are not or less worthwhile (29%).
- Are more likely to always or often feel lonely (33%).



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 : Personal Demographics

	Age Group			Gender		2SLGBTQIA+		Education		
	18-34	35-54	55+	Male	Female	Yes	No	High school or less	Post-secondary < Bachelor's	Bachelor's degree or above
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	59%	58%	50% ↓	56%	56%	69% ↑	55% ↓	55%	55%	57%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	17%	21%	23%	16% ↓	24% ↑	23%	20%	23%	21%	18%
[NET Poor + Fair] Mental health self-assessment	46% ↑	31%	22% ↓	29% ↓	36% ↑	58% ↑	30% ↓	37%	36%	27% ↓
[NET Poor + Fair] Overall health self-assessment	27%	23%	23%	19% ↓	28% ↑	38% ↑	23% ↓	28%	27%	20% ↓
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	16% ↑	12%	10% ↓	13%	12%	22% ↑	12% ↓	20% ↑	12%	9% ↓
[NET Not or Less Worthwhile] Feel things they do in life	18% ↑	10%	9% ↓	13%	10%	21% ↑	11% ↓	22% ↑	13%	6% ↓
[NET Rarely + Never] Have people they can depend on to help when needed	9%	9%	8%	10% ↑	7% ↓	10%	8%	9%	10%	7% ↓
[NET Always + Often] Feel lonely	26% ↑	12% ↓	9% ↓	14%	16%	26% ↑	14% ↓	24% ↑	16%	10% ↓
[NET Not or Less Satisfied] Feel about life as a whole right now	19%	15%	14%	13%	17%	24% ↑	15% ↓	24% ↑	18%	10% ↓
[Yes] Felt that they needed mental health or addiction care	62% ↑	55%	45% ↓	44% ↓	64% ↑	86% ↑	51% ↓	54%	55%	53%
Base: All respondents (n=1255)	(n=251)	(n=479)	(n=512)	(n=624)	(n=622)	(n=107)	(n=1138)	(n=263)	(n=414)	(n=567)
[Yes] Mental health or addiction concerns have lasted longer than six months	59%	51%	51%	48% ↓	57% ↑	74% ↑	50% ↓	64% ↑	52%	49%
[NET More extreme] Severity of mental health or addiction concerns	41%	38%	39%	39%	39%	38%	40%	47% ↑	39%	35%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	51% ↑	35%	29% ↓	41%	37%	50% ↑	37% ↓	49% ↑	44%	31% ↓
[Yes] Felt that they needed mental health or addiction care in the past 12 months	80% ↑	75% ↑	44% ↓	63%	70%	83% ↑	65% ↓	75%	66%	66%
[Yes] Have tried to access mental health services	75%	77%	72%	71%	77%	89% ↑	72% ↓	74%	70% ↓	80% ↑
Base: Have needed mental health care (n=683)	(n=156)	(n=280)	(n=239)	(n=273)	(n=403)	(n=89)	(n=589)	(n=141)	(n=228)	(n=308)
[Unmet] Feel their mental health or addiction care needs were	7%	5%	9%	10%	5%	7%	7%	9%	8%	5%
[Partially met] Feel their mental health or addiction care needs were	59% ↑	48%	37% ↓	49%	48%	56%	47%	58%	44%	48%
[Fully met] Feel their mental health or addiction care needs were	34% ↓	47%	54% ↑	41%	47%	37%	46%	34% ↓	48%	47%
Base: Have tried to access mental health services (n=515)	(n=117)	(n=220)	(n=173)	(n=195)	(n=313)	(n=79)	(n=432)	(n=105)	(n=164)	(n=243)

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 : Household Demographics

	Household Income			Household Size			Children in HH		Seniors in HH	
	Less than \$60k	\$60k to just under \$150k	\$150k and over	1 member	2 members	3+ members	Yes	No	Yes	No
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	57%	56%	58%	50%	56%	58%	61% ↑	54% ↓	54%	57%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	24%	19%	18%	27% ↑	20%	18%	19%	21%	19%	21%
[NET Poor + Fair] Mental health self-assessment	41% ↑	33%	24% ↓	36%	32%	32%	31%	33%	26% ↓	35% ↑
[NET Poor + Fair] Overall health self-assessment	34% ↑	24%	16% ↓	31% ↑	24%	22%	23%	25%	23%	24%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	22% ↑	11% ↓	8% ↓	16%	12%	12%	12%	13%	10% ↓	14% ↑
[NET Not or Less Worthwhile] Feel things they do in life	22% ↑	11%	6% ↓	15%	13%	11%	9% ↓	13% ↑	8% ↓	14% ↑
[NET Rarely + Never] Have people they can depend on to help when needed	13% ↑	8%	5% ↓	13% ↑	6%	8%	9%	8%	8%	8%
[NET Always + Often] Feel lonely	26% ↑	13% ↓	9% ↓	25% ↑	11% ↓	14%	17%	14%	9% ↓	18% ↑
[NET Not or Less Satisfied] Feel about life as a whole right now	26% ↑	14%	8% ↓	20%	16%	14%	13%	17%	12% ↓	17% ↑
[Yes] Felt that they needed mental health or addiction care	54%	55%	57%	61% ↑	54%	52%	54%	54%	45% ↓	58% ↑
Base: All respondents (n=1255)	(n=295)	(n=491)	(n=312)	(n=258)	(n=371)	(n=616)	(n=380)	(n=866)	(n=429)	(n=816)
[Yes] Mental health or addiction concerns have lasted longer than six months	63% ↑	49% ↓	54%	59%	55%	51%	46% ↓	57% ↑	49%	55%
[NET More extreme] Severity of mental health or addiction concerns	50% ↑	39%	30% ↓	46%	41%	36%	36%	41%	37%	40%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	59% ↑	36%	28% ↓	42%	40%	37%	39%	39%	33%	41%
[Yes] Felt that they needed mental health or addiction care in the past 12 months	75%	69%	64%	67%	63%	71%	73% ↑	65% ↓	51% ↓	73% ↑
[Yes] Have tried to access mental health services	77%	72%	79%	76%	79%	72%	73%	76%	70%	77%
Base: Have needed mental health care (n=683)	(n=161)	(n=264)	(n=184)	(n=150)	(n=194)	(n=337)	(n=216)	(n=466)	(n=193)	(n=487)
[Unmet] Feel their mental health or addiction care needs were	10%	6%	5%	10%	8%	5%	7%	7%	8%	6%
[Partially met] Feel their mental health or addiction care needs were	54%	50%	47%	53%	45%	50%	50%	48%	41%	51%
[Fully met] Feel their mental health or addiction care needs were	36%	44%	48%	36%	48%	46%	42%	45%	50%	42%
Base: Have tried to access mental health services (n=515)	(n=121)	(n=191)	(n=146)	(n=110)	(n=153)	(n=251)	(n=159)	(n=355)	(n=137)	(n=376)

Base: See chart for bases by cell.

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

Segment differences : Residence in Calgary

	Quadrant				Residency in Calgary		
	Southwest	Southeast	Northwest	Northeast	Less than 10 years	>= 11 years but < whole life	Whole life
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	56%	55%	56%	58%	62% ↑	54%	55%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	22%	17%	20%	21%	10% ↓	22%	26% ↑
[NET Poor + Fair] Mental health self-assessment	34%	33%	28% ↓	36%	30%	32%	38%
[NET Poor + Fair] Overall health self-assessment	23%	22%	25%	27%	20%	24%	29%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	14%	13%	9% ↓	15%	14%	11%	15%
[NET Not or Less Worthwhile] Feel things they do in life	13%	15%	10%	10%	13%	9% ↓	21% ↑
[NET Rarely + Never] Have people they can depend on to help when needed	9%	8%	7%	10%	7%	9%	8%
[NET Always + Often] Feel lonely	15%	18%	13%	15%	16%	14%	19%
[NET Not or Less Satisfied] Feel about life as a whole right now	14%	16%	14%	19%	15%	15%	20%
[Yes] Felt that they needed mental health or addiction care	59% ↑	54%	55%	46% ↓	41% ↓	55%	69% ↑
Base: All respondents (n=1255)	(n=381)	(n=285)	(n=364)	(n=225)	(n=244)	(n=815)	(n=196)
[Yes] Mental health or addiction concerns have lasted longer than six months	54%	52%	52%	57%	47%	52%	61%
[NET More extreme] Severity of mental health or addiction concerns	35%	42%	37%	46%	41%	38%	41%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	36%	43%	35%	45%	40%	36% ↓	48% ↑
[Yes] Felt that they needed mental health or addiction care in the past 12 months	73%	65%	63%	69%	72%	64% ↓	77% ↑
[Yes] Have tried to access mental health services	75%	75%	73%	77%	70%	75%	78%
Base: Have needed mental health care (n=683)	(n=222)	(n=157)	(n=201)	(n=103)	(n=103)	(n=451)	(n=129)
[Unmet] Feel their mental health or addiction care needs were	7%	7%	5%	10%	8%	6%	7%
[Partially met] Feel their mental health or addiction care needs were	54%	49%	48%	42%	51%	46%	55%
[Fully met] Feel their mental health or addiction care needs were	39%	45%	48%	48%	40%	47%	38%
Base: Have tried to access mental health services (n=515)	(n=168)	(n=118)	(n=149)	(n=80)	(n=73)	(n=342)	(n=100)

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 : Origins & Race

	Newcomer (arrived in the past 5 years)	Origins Arrived in Canada > 5 years ago	Born in Canada	Indigenous	Race Racialized	Non- Indigenous / Non-Racialized
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	65%	53%	57%	51%	55%	57%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	6% ↓	14% ↓	25% ↑	35% ↑	15% ↓	23% ↑
[NET Poor + Fair] Mental health self-assessment	27%	26% ↓	36% ↑	50% ↑	31%	32%
[NET Poor + Fair] Overall health self-assessment	16% ↓	20% ↓	27% ↑	40% ↑	20% ↓	25%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	12%	10%	14%	37% ↑	11%	11%
[NET Not or Less Worthwhile] Feel things they do in life	10%	9% ↓	14% ↑	30% ↑	8% ↓	14%
[NET Rarely + Never] Have people they can depend on to help when needed	8%	11%	7%	12%	10%	7%
[NET Always + Often] Feel lonely	15%	10% ↓	18% ↑	33% ↑	14%	14%
[NET Not or Less Satisfied] Feel about life as a whole right now	12%	12% ↓	18% ↑	35% ↑	11% ↓	17%
[Yes] Felt that they needed mental health or addiction care	25% ↓	36% ↓	66% ↑	81% ↑	40% ↓	62% ↑
Base: All respondents (n=1255)	(n=90)	(n=324)	(n=838)	(n=75)	(n=368)	(n=809)
[Yes] Mental health or addiction concerns have lasted longer than six months	39%	41% ↓	58% ↑	74% ↑	45% ↓	55%
[NET More extreme] Severity of mental health or addiction concerns	30%	38%	40%	47%	38%	39%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	54%	36%	39%	50%	45%	34% ↓
[Yes] Felt that they needed mental health or addiction care in the past 12 months	65%	61%	70%	76%	70%	66%
[Yes] Have tried to access mental health services	62%	65% ↓	78% ↑	81%	67% ↓	78%
Base: Have needed mental health care (n=683)	(n=24)	(n=121)	(n=537)	(n=60)	(n=137)	(n=485)
[Unmet] Feel their mental health or addiction care needs were	0%	5%	8%	11%	5%	7%
[Partially met] Feel their mental health or addiction care needs were	55%	51%	48%	54%	48%	48%
[Fully met] Feel their mental health or addiction care needs were	45%	44%	44%	35%	47%	45%
Base: Have tried to access mental health services (n=515)	(n=15)	(n=81)	(n=418)	(n=48)	(n=91)	(n=375)

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 : Recent Health & Disability

	Overall Health (Last Month)		Mental Health (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	59% ↑	51% ↓	60% ↑	45% ↓	54%	56%	58%	56%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	14% ↓	30% ↑	15% ↓	33% ↑	30% ↑	19% ↓	29% ↑	19% ↓
[NET Poor + Fair] Mental health self-assessment	0%	100%	7% ↓	70% ↑	50% ↑	30% ↓	61% ↑	29% ↓
[NET Poor + Fair] Overall health self-assessment	7% ↓	52% ↑	0%	100%	52% ↑	19% ↓	55% ↑	20% ↓
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	2% ↓	28% ↑	3% ↓	29% ↑	26% ↑	10% ↓	35% ↑	9% ↓
[NET Not or Less Worthwhile] Feel things they do in life	2% ↓	28% ↑	3% ↓	28% ↑	21% ↑	11% ↓	29% ↑	10% ↓
[NET Rarely + Never] Have people they can depend on to help when needed	5% ↓	14% ↑	6% ↓	14% ↑	11%	8%	12%	7%
[NET Always + Often] Feel lonely	4% ↓	33% ↑	6% ↓	31% ↑	25% ↑	13% ↓	33% ↑	13% ↓
[NET Not or Less Satisfied] Feel about life as a whole right now	1% ↓	38% ↑	4% ↓	38% ↑	34% ↑	13% ↓	33% ↑	13% ↓
[Yes] Felt that they needed mental health or addiction care	33% ↓	80% ↑	41% ↓	72% ↑	67% ↑	52% ↓	84% ↑	50% ↓
Base: All respondents (n=1255)	(n=519)	(n=387)	(n=506)	(n=296)	(n=193)	(n=1059)	(n=124)	(n=1118)
[Yes] Mental health or addiction concerns have lasted longer than six months	37% ↓	65% ↑	47% ↓	64% ↑	64% ↑	51% ↓	69% ↑	50% ↓
[NET More extreme] Severity of mental health or addiction concerns	31% ↓	49% ↑	29% ↓	52% ↑	47%	38%	54% ↑	36% ↓
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	25% ↓	52% ↑	28% ↓	56% ↑	50% ↑	37% ↓	56% ↑	35% ↓
[Yes] Felt that they needed mental health or addiction care in the past 12 months	43% ↓	82% ↑	57% ↓	80% ↑	65%	68%	85% ↑	64% ↓
[Yes] Have tried to access mental health services	72%	74%	75%	76%	78%	75%	76%	75%
Base: Have needed mental health care (n=683)	(n=169)	(n=311)	(n=209)	(n=210)	(n=128)	(n=555)	(n=102)	(n=573)
[Unmet] Feel their mental health or addiction care needs were	6%	9%	4% ↓	12% ↑	15% ↑	5% ↓	6%	7%
[Partially met] Feel their mental health or addiction care needs were	23% ↓	63% ↑	31% ↓	64% ↑	46%	50%	69% ↑	45% ↓
[Fully met] Feel their mental health or addiction care needs were	71% ↑	27% ↓	65% ↑	25% ↓	40%	45%	26% ↓	48% ↑
Base: Have tried to access mental health services (n=515)	(n=125)	(n=229)	(n=162)	(n=156)	(n=96)	(n=419)	(n=77)	(n=431)

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 : Care, Resources, & Services

	Needed care		Connected with Someone		Tried to access services	
	Yes	No	Yes	No	Yes	No
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	58%	54%	58%	57%	61% ↑	49% ↓
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	27% ↑	12% ↓	28%	26%	28%	24%
[NET Poor + Fair] Mental health self-assessment	48% ↑	14% ↓	50%	45%	47%	50%
[NET Poor + Fair] Overall health self-assessment	32% ↑	14% ↓	33%	29%	32%	30%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	18% ↑	6% ↓	17%	20%	19%	14%
[NET Not or Less Worthwhile] Feel things they do in life	19% ↑	4% ↓	18%	22%	19%	19%
[NET Rarely + Never] Have people they can depend on to help when needed	9%	8%	6% ↓	14% ↑	10%	6%
[NET Always + Often] Feel lonely	22% ↑	7% ↓	24%	18%	24% ↑	16% ↓
[NET Not or Less Satisfied] Feel about life as a whole right now	23% ↑	7% ↓	22%	26%	23%	22%
[Yes] Felt that they needed mental health or addiction care	100%	0%	100%	100%	100%	100%
Base: All respondents (n=1255)	(n=683)	(n=563)	(n=469)	(n=213)	(n=515)	(n=166)
[Yes] Mental health or addiction concerns have lasted longer than six months	53%		56% ↑	46% ↓	61% ↑	30% ↓
[NET More extreme] Severity of mental health or addiction concerns	39%		40%	38%	43% ↑	29% ↓
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	39%		40%	35%	42% ↑	29% ↓
[Yes] Felt that they needed mental health or addiction care in the past 12 months	68%		74% ↑	52% ↓	68%	68%
[Yes] Have tried to access mental health services	75%		76%	72%	100%	0%
Base: Have needed mental health care (n=683)	(n=683)	(n=0)	(n=469)	(n=213)	(n=515)	(n=166)
[Unmet] Feel their mental health or addiction care needs were	7%		6%	10%	7%	
[Partially met] Feel their mental health or addiction care needs were	49%		49%	49%	49%	
[Fully met] Feel their mental health or addiction care needs were	44%		45%	41%	44%	
Base: Have tried to access mental health services (n=515)	(n=515)	(n=0)	(n=362)	(n=152)	(n=515)	(n=0)

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 : MH or Addiction Concern

	MH/Addiction Concerns lasting >6 months		Severity of MH/Addiction Concern		Frequency of MH/Addiction 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	58%	58%	60%	55%	54%	60%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	33% ↑	21% ↓	25%	30%	35% ↑	19% ↓
[NET Poor + Fair] Mental health self-assessment	58% ↑	36% ↓	41% ↓	60% ↑	65% ↑	26% ↓
[NET Poor + Fair] Overall health self-assessment	38% ↑	25% ↓	25% ↓	42% ↑	46% ↑	17% ↓
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	23% ↑	11% ↓	12% ↓	27% ↑	31% ↑	5% ↓
[NET Not or Less Worthwhile] Feel things they do in life	25% ↑	12% ↓	12% ↓	29% ↑	31% ↑	6% ↓
[NET Rarely + Never] Have people they can depend on to help when needed	11% ↑	6% ↓	6% ↓	13% ↑	15% ↑	4% ↓
[NET Always + Often] Feel lonely	30% ↑	12% ↓	16% ↓	31% ↑	43% ↑	4% ↓
[NET Not or Less Satisfied] Feel about life as a whole right now	31% ↑	13% ↓	15% ↓	35% ↑	38% ↑	7% ↓
[Yes] Felt that they needed mental health or addiction care	100%	100%	100%	100%	100%	100%
Base: All respondents (n=1255)	(n=366)	(n=310)	(n=407)	(n=268)	(n=250)	(n=194)
[Yes] Mental health or addiction concerns have lasted longer than six months	100%	0%	42% ↓	72% ↑	73% ↑	22% ↓
[NET More extreme] Severity of mental health or addiction concerns	53% ↑	24% ↓	0%	100%	62% ↑	18% ↓
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	53% ↑	23% ↓	25% ↓	61% ↑	0%	100%
[Yes] Felt that they needed mental health or addiction care in the past 12 months	73% ↑	62% ↓	67%	70%	78% ↑	52% ↓
[Yes] Have tried to access mental health services	86% ↑	62% ↓	71% ↓	81% ↑	82% ↑	63% ↓
Base: Have needed mental health care (n=683)	(n=366)	(n=310)	(n=407)	(n=268)	(n=250)	(n=194)
[Unmet] Feel their mental health or addiction care needs were	8%	5%	6%	8%	9%	5%
[Partially met] Feel their mental health or addiction care needs were	52%	44%	48%	50%	58% ↑	34% ↓
[Fully met] Feel their mental health or addiction care needs were	40% ↓	51% ↑	46%	41%	32% ↓	61% ↑
Base: Have tried to access mental health services (n=515)	(n=312)	(n=198)	(n=293)	(n=216)	(n=206)	(n=129)

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 : Stigma

	Personal and emotional troubles, like many things, tend to work out by themselves		A person should work out their own problems; getting psychological counselling would be a last resort		You feel comfortable talking to colleagues and acquaintances about your MH&A needs		A person with an emotional problem is not likely to solve it alone; they are likely to solve it with professional help	
	NET Agree	NET Disagree	NET Agree	NET Disagree	NET Agree	NET Disagree	NET Agree	NET Disagree
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	53% ↓	59% ↑	44% ↓	61% ↑	60% ↑	52% ↓	57%	56%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	17% ↓	23% ↑	18%	21%	19%	22%	20%	21%
[NET Poor + Fair] Mental health self-assessment	30%	35%	25% ↓	35% ↑	27% ↓	40% ↑	32%	33%
[NET Poor + Fair] Overall health self-assessment	22%	25%	22%	25%	21% ↓	27% ↑	24%	21%
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	12%	13%	11%	13%	9% ↓	17% ↑	13%	12%
[NET Not or Less Worthwhile] Feel things they do in life	12%	12%	11%	12%	8% ↓	17% ↑	12%	11%
[NET Rarely + Never] Have people they can depend on to help when needed	10%	7%	15% ↑	6% ↓	5% ↓	12% ↑	9%	8%
[NET Always + Often] Feel lonely	13% ↓	17% ↑	15%	15%	11% ↓	20% ↑	15%	15%
[NET Not or Less Satisfied] Feel about life as a whole right now	14%	17%	15%	16%	11% ↓	21% ↑	15%	19%
[Yes] Felt that they needed mental health or addiction care	47% ↓	61% ↑	31% ↓	62% ↑	52% ↓	58% ↑	53%	57%
Base: All respondents (n=1255)	(n=563)	(n=673)	(n=308)	(n=927)	(n=660)	(n=571)	(n=996)	(n=235)
[Yes] Mental health or addiction concerns have lasted longer than six months	45% ↓	59% ↑	42% ↓	55% ↑	50%	57%	53%	56%
[NET More extreme] Severity of mental health or addiction concerns	35%	42%	40%	39%	34% ↓	45% ↑	40%	37%
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	34%	42%	38%	39%	32% ↓	46% ↑	39%	40%
[Yes] Felt that they needed mental health or addiction care in the past 12 months	62% ↓	73% ↑	51% ↓	71% ↑	68%	68%	69%	64%
[Yes] Have tried to access mental health services	64% ↓	83% ↑	60% ↓	78% ↑	77%	73%	76%	70%
Base: Have needed mental health care (n=683)	(n=267)	(n=410)	(n=102)	(n=573)	(n=347)	(n=332)	(n=541)	(n=130)
[Unmet] Feel their mental health or addiction care needs were	6%	7%	19% ↑	5% ↓	4% ↓	10% ↑	6%	8%
[Partially met] Feel their mental health or addiction care needs were	50%	48%	46%	49%	42% ↓	56% ↑	50%	46%
[Fully met] Feel their mental health or addiction care needs were	44%	45%	35%	46%	53% ↑	34% ↓	44%	46%
Base: Have tried to access mental health services (n=515)	(n=173)	(n=338)	(n=62)	(n=448)	(n=270)	(n=241)	(n=413)	(n=91)

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 : Life Perspectives

	Ability to handle the day-to-day demands		Satisfaction with life			Actions in life are worthwhile		
	NET Excellent + Very Good	NET Poor + Fair	(7-10) Satisfied	(5-6) Somewhat Satisfied	(0-4) Not or less satisfied	(7-10) Worthwhile	(5-6) Somewhat Worthwhile	(0-4) Not or less worthwhile
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	58%	51%	60% ↑	47% ↓	45% ↓	57%	55%	44% ↓
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	17% ↓	34% ↑	14% ↓	33% ↑	44% ↑	18% ↓	24%	42% ↑
[NET Poor + Fair] Mental health self-assessment	20% ↓	73% ↑	17% ↓	67% ↑	84% ↑	24% ↓	59% ↑	84% ↑
[NET Poor + Fair] Overall health self-assessment	14% ↓	56% ↑	14% ↓	43% ↑	70% ↑	18% ↓	34% ↑	71% ↑
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	0%	100%	5% ↓	25% ↑	51% ↑	8% ↓	22% ↑	51% ↑
[NET Not or Less Worthwhile] Feel things they do in life	6% ↓	39% ↑	3% ↓	22% ↑	69% ↑	0%	40% ↑	100% ↑
[NET Rarely + Never] Have people they can depend on to help when needed	5% ↓	23% ↑	5% ↓	13% ↑	28% ↑	5% ↓	14% ↑	32% ↑
[NET Always + Often] Feel lonely	9% ↓	44% ↑	6% ↓	32% ↑	50% ↑	9% ↓	31% ↑	54% ↑
[NET Not or Less Satisfied] Feel about life as a whole right now	7% ↓	52% ↑	0%	38% ↑	100% ↑	7% ↓	35% ↑	77% ↑
[Yes] Felt that they needed mental health or addiction care	49% ↓	76% ↑	47% ↓	66% ↑	89% ↑	48% ↓	70% ↑	96% ↑
Base: All respondents (n=1255)	(n=795)	(n=155)	(n=912)	(n=232)	(n=107)	(n=999)	(n=165)	(n=84)
[Yes] Mental health or addiction concerns have lasted longer than six months	46% ↓	71% ↑	45% ↓	60%	79% ↑	50% ↓	59%	67% ↑
[NET More extreme] Severity of mental health or addiction concerns	33% ↓	60% ↑	33% ↓	41%	65% ↑	33% ↓	48%	65% ↑
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	28% ↓	69% ↑	27% ↓	51% ↑	73% ↑	30% ↓	52% ↑	70% ↑
[Yes] Felt that they needed mental health or addiction care in the past 12 months	60% ↓	82% ↑	59% ↓	80% ↑	87% ↑	62% ↓	80% ↑	83% ↑
[Yes] Have tried to access mental health services	74%	80%	76%	72%	75%	76%	72%	75%
Base: Have needed mental health care (n=683)	(n=391)	(n=122)	(n=428)	(n=157)	(n=95)	(n=487)	(n=116)	(n=80)
[Unmet] Feel their mental health or addiction care needs were	6%	11%	4% ↓	8%	17% ↑	4% ↓	6%	24% ↑
[Partially met] Feel their mental health or addiction care needs were	36% ↓	73% ↑	37% ↓	71% ↑	68% ↑	43% ↓	67% ↑	62% ↑
[Fully met] Feel their mental health or addiction care needs were	59% ↑	16% ↓	59% ↑	22% ↓	15% ↓	53% ↑	27% ↓	15% ↓
Base: Have tried to access mental health services (n=515)	(n=297)	(n=96)	(n=328)	(n=113)	(n=72)	(n=371)	(n=84)	(n=60)

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 : Life Perspectives (continued)

	Have people to depend on			Feelings of loneliness		
	Always + Often	Sometimes	Rarely + Never	Always + Often	Sometimes	Rarely + Never
[NET Satisfied] Satisfied with mental health and addiction programs / services in Calgary	58% ↑	52%	47%	48% ↓	59%	57%
[NET Unsatisfied] Unsatisfied with mental health and addiction programs / services in Calgary	18% ↓	25%	30% ↑	38% ↑	18%	16% ↓
[NET Poor + Fair] Mental health self-assessment	27% ↓	44% ↑	52% ↑	71% ↑	40% ↑	17% ↓
[NET Poor + Fair] Overall health self-assessment	20% ↓	30% ↑	40% ↑	49% ↑	25%	16% ↓
[NET Poor + Fair] Would rate their ability to handle the day-to-day demands in their life	8% ↓	19% ↑	34% ↑	37% ↑	12%	6% ↓
[NET Not or Less Worthwhile] Feel things they do in life	8% ↓	15%	38% ↑	38% ↑	10%	6% ↓
[NET Rarely + Never] Have people they can depend on to help when needed	0%	0%	100%	24% ↑	8%	4% ↓
[NET Always + Often] Feel lonely	9% ↓	23% ↑	43% ↑	100%	0%	0%
[NET Not or Less Satisfied] Feel about life as a whole right now	11% ↓	24% ↑	37% ↑	46% ↑	14%	8% ↓
[Yes] Felt that they needed mental health or addiction care	53%	55%	57%	78% ↑	58%	45% ↓
Base: All respondents (n=1255)	(n=911)	(n=240)	(n=101)	(n=173)	(n=389)	(n=689)
[Yes] Mental health or addiction concerns have lasted longer than six months	49% ↓	65% ↑	67% ↑	75% ↑	59% ↑	39% ↓
[NET More extreme] Severity of mental health or addiction concerns	36% ↓	45%	57% ↑	56% ↑	40%	31% ↓
[NET Always + Often] Feel mental health or addiction concerns have interfered with either their work, social life, or personal relationships	33% ↓	49% ↑	64% ↑	76% ↑	37%	22% ↓
[Yes] Felt that they needed mental health or addiction care in the past 12 months	64% ↓	77% ↑	74%	87% ↑	71%	56% ↓
[Yes] Have tried to access mental health services	74%	75%	82%	82% ↑	74%	72%
Base: Have needed mental health care (n=683)	(n=489)	(n=134)	(n=59)	(n=136)	(n=232)	(n=314)
[Unmet] Feel their mental health or addiction care needs were	4% ↓	7%	24% ↑	11%	5%	6%
[Partially met] Feel their mental health or addiction care needs were	45% ↓	56%	61%	68% ↑	51%	37% ↓
[Fully met] Feel their mental health or addiction care needs were	51% ↑	37%	15% ↓	21% ↓	44%	58% ↑
Base: Have tried to access mental health services (n=515)	(n=370)	(n=96)	(n=49)	(n=110)	(n=173)	(n=231)

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**



Respondent profile

Respondent profile

Age	Weighted %	Unweighted %
16 to 17	1%	1%
18 to 19	3%	2%
20 to 24	9%	6%
25 to 34	17%	12%
35 to 44	19%	20%
45 to 54	18%	18%
55 to 64	13%	16%
65 to 74	12%	15%
75 and older	7%	9%

Gender	Weighted %	Unweighted %
Male	49%	50%
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%	29%
Northeast	20%	18%

Origins	Weighted %	Unweighted %
Newcomer (arrived in the past 5 years)	6%	7%
Arrived in Canada more than 5 years ago	32%	26%
Born in Canada	62%	67%
Prefer not to answer	<1%	<1%

Race	Weighted %	Unweighted %
Indigenous	6%	6%
Racialized	41%	29%
Non-indigenous / non-racialized	53%	64%
Don't know / Prefer not to answer	<1%	<1%

Base: All respondents (n=1255)

Respondent profile (continued)

Ethnicity	Weighted %
White	58%
South Asian	9%
Chinese	5%
Black	9%
Filipino	3%
Arab	2%
Latin American	5%
Southeast Asian	3%
West Asian	2%
Korean	1%
Japanese	1%
Indigenous	6%
Canadian	1%
Other	2%
Prefer not to answer	2%

Physical disability	Weighted %
Yes	14%
No	86%
Prefer not to answer	<1%

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

2SLGBTQIA+	Weighted %
Yes	10%
No	90%
Prefer not to answer	1%

Base: All respondents (n=1255)

Respondent profile (continued)

Education	Weighted %
Less than a High School diploma or equivalent	4%
High school or equivalent	18%
Registered Apprenticeship / trades certificate or diploma	5%
College, CEGEP, or other non-university certificate or diploma	21%
University certificate or diploma below Bachelor's level	6%
Bachelor's degree	27%
Post graduate degree above bachelor's level	18%
Prefer not to answer	1%

Residency in Calgary	Weighted %
1 year or less	3%
2 to 5 years	7%
6 to 10 years	11%
11 or more years	63%
Whole life	16%
Prefer not to answer	0%

Household Income	Weighted %
Less than \$30,000	7%
\$30,000 to just under \$60,000	16%
\$60,000 to just under \$90,000	18%
\$90,000 to just under \$150,000	23%
\$150,000 or more	23%
Don't Know	5%
Prefer not to answer	8%

Members of Household	Weighted %
Just themselves	19%
2 members	27%
3 to 4 members	35%
5 or more members	18%
Prefer not to answer	1%

Base: All respondents (n=1255)



Questionnaire

Questionnaire

Mental Health of Calgarians 2025 Survey The City of Calgary



Int0

Hello, I'm _____ with Advanis, calling on behalf of The City of Calgary. We are conducting a study about Calgarians' well-being and available supports, and would like to include your input. Are you 16 years of age or older and do you currently live in Calgary?

IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "Mental Health of Calgarians Survey". City Staff would be happy to address your concerns.

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.

- ☐ 1 Yes
- ☐ 2 No, getting an adult *(Show if is landline (phone_source = 1))*
- ☐ 3 No, refusal
- ☐ 4 No, callback
- ☐ 5 No, under 16 *(Show if is wireless (phone_source = 2))*
- ☐ 6 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 Calgarians' well-being and available supports, and would like to include your input. Are you 16 years of age or older and do you currently live in Calgary?

IF CREDIBILITY IS AN ISSUE OR IF RESPONDENT HAS A CONCERN SAY: If you wish to talk to a City official about this survey, we encourage you to contact The City at 311 and specifically mention the "Mental Health of Calgarians Survey". City Staff would be happy to address your concerns.

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

- ☐ 1 Yes
- ☐ 2 No, refusal
- ☐ 3 No, callback
- ☐ 4 No, under 1 *(Show if is wireless (phone_source = 2))*
- ☐ 5 No, does not live in Calgary

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.

1

T4 *Show if Under 16 ((Int0 = 5) OR (Int0b = 4) OR (inbound1 = 5))*

Unfortunately, we need to speak with individuals 16 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?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Refusal
- ☐ 4 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

- ☐ 1 Male
- ☐ 2 Female

2

Questionnaire (continued)

Q54

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.

- ☐ 0 16 or 17
- ☐ 1 18 or 19
- ☐ 2 20 to 24
- ☐ 3 25 to 34
- ☐ 4 35 to 44
- ☐ 5 45 to 54
- ☐ 6 55 to 64
- ☐ 7 65 to 74
- ☐ 8 75 and older
- ☐ 99 **[DO NOT READ]** Prefer not to say

T5 *Show if Q54 age refused (Q54 = 99)*

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

Q51

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

WAIT FOR RESPONSE – READ LIST TO CLARIFY IF NEEDED.

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

T6 *Show if Q51 DK Ref (Q51 = 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 Q51 Outside Calgary (Q51 = 97)*

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

MAIN SURVEY

MHIntro

In this study, we are hoping to better understand the general well-being of Calgarians' and their access to mental health or addiction programs and services. Please keep in mind that there are no right or wrong answers here 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.

People understand mental health in different ways. The World Health Organization describes mental health as a state of well-being that helps people handle stress, use their skills, learn, work, and support their community. Mental health experiences are different from one person to the next.

We want to know how you define mental health. How would you describe what mental health means in your own words?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

- ☐ 08 Prefer not to answer
- ☐ 09 Don't know

Perceptions

P1

Mental health care can take many different forms, such as doing self-reflection, talking with family and friends, joining support groups, or seeking help from a therapist or doctor.

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

Questionnaire (continued)

P5

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

Probe for any others once respondent has mentioned those that are top of mind.

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

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

Helping Others Access Programs

H1

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

H3b Show if 18 or older (Q54 = 1,2,3,4,5,6,7,8)

In the past 6 months have you personally helped someone who is under 18 years of age 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

5

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, either for yourself or someone else.

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**?

Items to show:

1. Family doctor
2. 811 Health Link
3. Crisis Hotline **[IF NEEDED: For example the Distress Centre]**
4. Online search engine **[IF NEEDED: For example, Google]**
5. Friends and family
6. Online forums **[IF NEEDED: For example, Reddit]**
7. Social media
8. News articles

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

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

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

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

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

6

Questionnaire (continued)

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

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

Org3

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

Do not read list

Select all that apply

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

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 any of these types of support for your mental health, or for addiction concerns, whether or not you received it?

DO NOT READ LIST

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

PE1b Show if needed care (PE1a = 1)

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

DO NOT READ LIST

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

Questionnaire (continued)

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

- ☐ 1 Yes
☐ 2 No
☐ 98 Don't know
☐ 99 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.

- ☐ 1 1 - Mild
☐ 2 2
☐ 3 3
☐ 4 4 - Extreme
☐ 98 DO NOT READ Don't know
☐ 99 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?

(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.

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

9

PE6 Show if needed care (PE1a = 1)

(if needed care not in last 12 months ((PE1a = 1) AND NOT (PE1b = 1))) Have you tried to access any professional help or other 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)) Have you tried to access any professional help or other 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

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
☐ 27 Didn't need to / wasn't necessary
☐ 2 Didn't know how or where to get this kind of help
☐ 23 Concerns were addressed elsewhere
☐ 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
☐ 11 Didn't think they knew how to help
☐ 12 Uncomfortable talking about these problems
☐ 14 Relied on family and/or friends
☐ 16 Didn't feel ready to seek help
☐ 96 Other _____
☐ 98 DO NOT READ Don't know (Exclusive)
☐ 99 DO NOT READ Prefer not to answer (Exclusive)

10



Questionnaire (continued)

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))
- ☐ 27 Didn't need to / wasn't necessary (Show if PE6no 27 no need (PE6no_27 = 1))
- ☐ 2 Didn't know how or where to get this kind of help (Show if PE6no 2 You didnt know (PE6no_2 = 1))
- ☐ 23 Concerns were addressed elsewhere (Show if PE6no 23 elsewhere (PE6no_23 = 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 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))
- ☐ 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))
- ☐ 14 Relied on family and/or friends (Show if PE6no 14 You relied on f (PE6no_14 = 1))
- ☐ 16 Didn't feel ready to seek help (Show if PE6no 16 You didnt feel (PE6no_16 = 1))
- ☐ 96 <<PE6no.specify(96)>> (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)

11

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, even if you did not end up using it?

Read list

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), Access Mental Health, Mental Health Help Line, ConnecTeen *
- ☐ 7 Housing programs **IF NEEDED:** Such as The Alex (HomeBase, Pathways to Housing, Prelude, Abbeydale) *
- ☐ 8 Family doctor or other medical professional or medical care **IF NEEDED:** Such as from hospitals, family doctors, 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 *
- ☐ 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 Mental health apps on your phone **IF NEEDED:** Such as MoreGoodDays daily text service, Headspace app, Calm app *
- ☐ 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

12

Questionnaire (continued)

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

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

- ☐ 1 Professional counseling or therapy * (Show if PE7 1 Professional co (PE7_1 = 1))
- ☐ 2 Crisis intervention services * (Show if PE7 2 Crisis interven (PE7_2 = 1))
- ☐ 3 Culturally safe care * (Show if PE7 3 Culturally safe (PE7_3 = 1))
- ☐ 4 Educational programs * (Show if PE7 4 Educational pro (PE7_4 = 1))
- ☐ 5 Employment and vocational support services * (Show if PE7 5 Employment and (PE7_5 = 1))
- ☐ 6 Help hotlines * (Show if PE7 6 Help hotlines (PE7_6 = 1))
- ☐ 7 Housing programs * (Show if PE7 7 Housing program (PE7_7 = 1))
- ☐ 8 Family doctor or other medical professional or medical care * (Show if PE7 8 Medical treatme (PE7_8 = 1))
- ☐ 9 Peer support services * (Show if PE7 9 Peer support se (PE7_9 = 1))
- ☐ 11 Rehabilitation programs * (Show if PE7 11 Rehabilitation (PE7_11 = 1))
- ☐ 12 Mental health apps on your phone * (Show if PE7 12 Virtual support (PE7_12 = 1))
- ☐ 96 <<PE7.specify(96)>> * (Show if PE7 96 Any other progr (PE7_96 = 1))
- ☐ 97 **DO NOT READ** None of the above (Show if PE7 97 none of the above (PE7_97 = 1))
- ☐ 98 **DO NOT READ** Don't know
- ☐ 99 **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))

Using a scale where 1 means "Not at all helpful" and 4 means "Very helpful", how helpful was accessing <<PE9a.text>>?

- ☐ 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

PE9c Show if helpful support (PE9b = 3,4)

What specifically did you find helpful about <<PE9a.text>>?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

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

13

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

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

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

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

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

PE8c Show if had trouble accessing services (PE8a = 1)

Were there any services or supports you weren't able to access at all as a result of those issues?

DO NOT READ LIST

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

14

Questionnaire (continued)

PE8d Show if Not able to access service (PE8c = 1)

Which services or supports were you not able to access?

- ☐ 1 Professional counseling or therapy * (Show if PE7 1 Professional co (PE7_1 = 1))
- ☐ 2 Crisis intervention services * (Show if PE7 2 Crisis interven (PE7_2 = 1))
- ☐ 3 Culturally safe care * (Show if PE7 3 Culturally safe (PE7_3 = 1))
- ☐ 4 Educational programs * (Show if PE7 4 Educational pro (PE7_4 = 1))
- ☐ 5 Employment and vocational support services * (Show if PE7 5 Employment and (PE7_5 = 1))
- ☐ 6 Help hotlines * (Show if PE7 6 Help hotlines (PE7_6 = 1))
- ☐ 7 Housing programs * (Show if PE7 7 Housing program (PE7_7 = 1))
- ☐ 8 Family doctor or other medical care * (Show if PE7 8 Medical treatme (PE7_8 = 1))
- ☐ 9 Peer support services * (Show if PE7 9 Peer support se (PE7_9 = 1))
- ☐ 11 Rehabilitation programs * (Show if PE7 11 Rehabilitation (PE7_11 = 1))
- ☐ 12 Mental health apps on your phone * (Show if PE7 12 Virtual support (PE7_12 = 1))
- ☐ 95 Any other programs or services (specify) _____
- ☐ 96 <<PE7.specify(96)>> * (Show if PE7 96 Any other progr (PE7_96 = 1))
- ☐ 97 **DO NOT READ** None of the above (Show if PE7 97 none of the above (PE7_97 = 1))
- ☐ 98 **DO NOT READ** Don't know
- ☐ 99 **DO NOT READ** Prefer not to answer

Levels marked with * are randomized

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...

- ☐ 1 Fully met
- ☐ 2 Partially met
- ☐ 3 Unmet

15

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

(if Needs partially met (PE13 = 2)) Why do you feel your mental health or addiction care needs were left partially met?

(if Default) Why do you feel your mental health or addiction care needs were left unmet?

DO NOT READ LIST

Select all that apply

- ☐ 1 Access: Difficulty accessing programs/services/care
- ☐ 2 Access: Long wait times for accessing programs/services/care
- ☐ 3 Cost: Unable to afford care needed (e.g., couldn't afford further therapy)
- ☐ 4 Cost: Lack of subsidized programming
- ☐ 5 Personal: Personal struggles/issues/process
- ☐ 6 Personal: Past trauma
- ☐ 7 Personal: Lack of commitment/laziness/procrastination
- ☐ 8 Personal: Work schedule/lack of programming available in evenings and weekends
- ☐ 9 Personal: Haven't found the right programs/services/care yet/still working on it
- ☐ 10 Personal: Lack of trust in medical professionals
- ☐ 11 Quality: Generic or impersonal care
- ☐ 12 Quality: Quality of programs/services/care was not good enough
- ☐ 13 System: Multi-disciplinary/holistic care needed to address complex needs
- ☐ 14 System: Lack of ongoing programs/services/care
- ☐ 15 Other _____
- ☐ 16 Don't know (Exclusive)
- ☐ 18 Prefer not to answer (Exclusive)

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

16

Questionnaire (continued)

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?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

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

PE3 Show if needed care (PE1a = 1)

Other than accessing professional help or other services or support, 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.

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

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

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

Would you be able to tell me why you haven't connected with anyone about your mental health or addiction concerns?

READ IF NEEDED: By anyone we mean non-professionals like family and friends.

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

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

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

Who have you connected with regarding your mental health or addiction concerns, aside from professional help?

DO NOT READ LIST

Select all that apply

- ☐ 1 Friends
☐ 2 Family
☐ 3 Co-worker
☐ 4 Someone from a religious community
☐ 6 Online forums or online support groups
☐ 96 Other _____
☐ 97 None of the above (Exclusive)
☐ 99 DO NOT READ Prefer not to answer (Exclusive)

PE5 Show if connected with any mental health 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)

Using the same helpful scale as before where 1 means "Not at all helpful" and 4 means "Very helpful", how helpful did you find discussing your mental health or addiction concerns with those people?

- ☐ 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

Social Connectivity

Stigma

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

Read scale only if needed.

- Personal and emotional troubles, like many things, tend to work out by themselves
- A person should work out their own problems; getting psychological counseling would be a last resort
- You feel comfortable talking to colleagues and acquaintances about your mental health or addiction needs
- 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

18

Questionnaire (continued)

Activities of Daily Living

AL1

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

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

QL1

Using a scale of 0 to 10, where 0 means "Very dissatisfied" and 10 means "Very satisfied", how do you feel about your life as a whole right now?

- ☐ 1 0: Very dissatisfied
- ☐ 2 1
- ☐ 3 2
- ☐ 4 3
- ☐ 5 4
- ☐ 6 5
- ☐ 7 6
- ☐ 8 7
- ☐ 9 8
- ☐ 10 9
- ☐ 11 10: Very satisfied
- ☐ 12 **DO NOT READ** Don't know
- ☐ 13 **DO NOT READ** Prefer not to answer

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QL2

Using a scale of 0 to 10, where 0 means "Not at all" and 10 means "Completely", to what extent do you feel the things you do in your life are worthwhile?

- ☐ 1 0: Not at all
- ☐ 2 1
- ☐ 3 2
- ☐ 4 3
- ☐ 5 4
- ☐ 6 5
- ☐ 7 6
- ☐ 8 7
- ☐ 9 8
- ☐ 10 9
- ☐ 11 10: Completely
- ☐ 12 **DO NOT READ** Don't know
- ☐ 13 **DO NOT READ** Prefer not to answer

QL3

How often would you say you have people you can depend on to help you when you really need it? Would you say...

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

QL4

And how often do you feel lonely? Would you say...

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

DEMOGRAPHICS

Demolntro

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

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Questionnaire (continued)

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

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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

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

Children *Show if HH Members More Than 1 and over 18 ((HH > 1) AND (QS4 = 1,2,3,4,5,6,7,8))*

Do you have any children under the age of 18 living in your household?

DO NOT READ LIST

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

22

Questionnaire (continued)

Seniors *Show if HH Members More Than 1 (HH > 1)*

(if is under 65 (QS4 = 1,2,3,4,5,6,9)) **Is there anyone aged 65 years or older living in your household?**
(if is 65 plus (QS4 = 7,8)) **Besides yourself, is there anyone else aged 65 years or older living in your household?**

DO NOT READ LIST

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

BornInCan

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

DO NOT READ LIST

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

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

How recently did you arrive in Canada?

- ☐ 1 Within the past five years
☐ 3 Within the past six to ten years
☐ 4 More than ten years ago
☐ 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
☐ 98 Don't know
☐ 99 Prefer not to answer

Racialized *Show if no Indigenous (Indig != 1)*

Do you consider yourself a racialized person, that is, a visible minority?

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

Questionnaire (continued)

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
- ☐ 5 \$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.



Contact

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