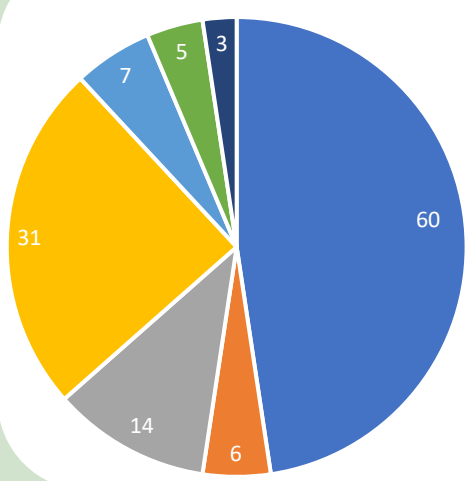


LIVED EXPERIENCE SURVEY

March 2022

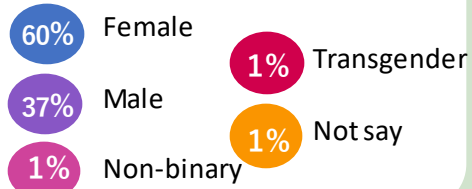


Number of Participants: 128

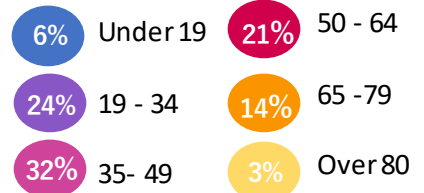


- Lived experience with mental health concerns
- Lived experience with addictions and/or substance use health concerns
- Lived experience with mental health, addictions and/or substance use health concerns
- Family member
- Friend
- Caregiver
- Other

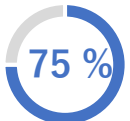
Gender identity:



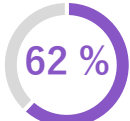
Age:



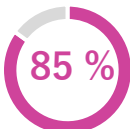
Service Access



Accessed **mental health services** and/or substance use health services in West Ottawa, Almonte, Carleton Place, North Grenville and/or Arnprior/Braeside in the last 2 years



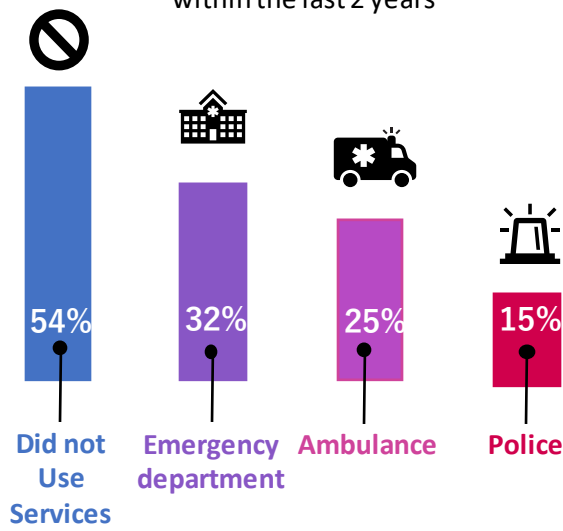
Accessed the services through their **primary care physician, nurse practitioner** or **health care provider**



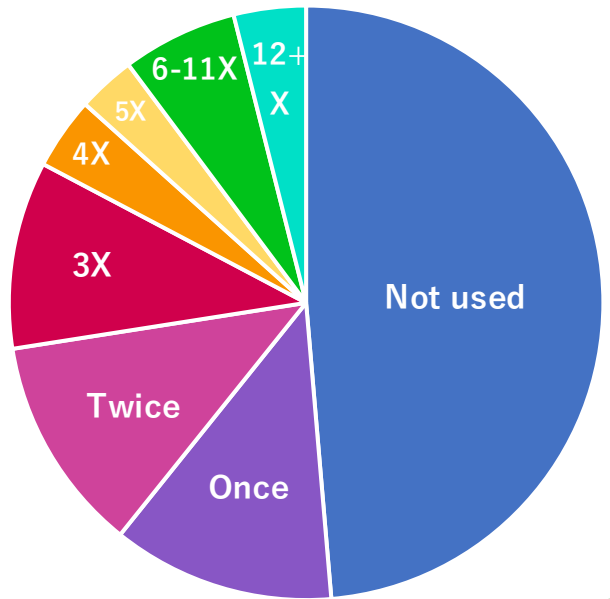
Have a primary care physician or nurse practitioner

Emergency Services Use

Types of emergency services used for mental health or substance use health concerns within the last 2 years



Number of times emergency services were used within the last 2 years



Service Access Barriers



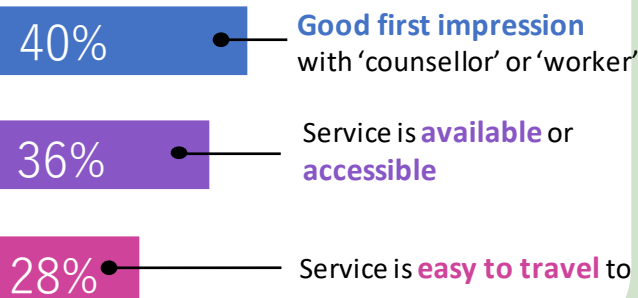
62% identified **barriers to accessing community services** at the time when emergency services were used

The **3 most common barriers** were:

- Time** on the wait list
- Time** to get a referral
- Complicated** referral process

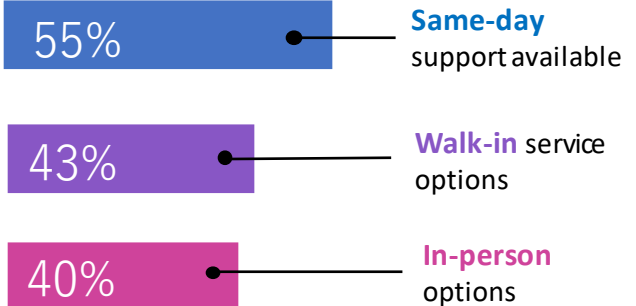
Strengths

What has **gone well** when receiving mental health and/or substance use health supports in your community?

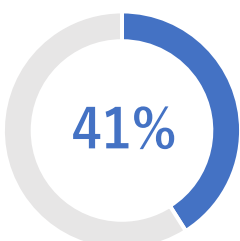


Suggestions

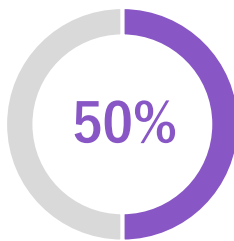
What would have **helped you** receive supports in your community?



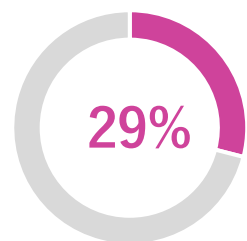
Referrals



Received **follow-up** after discharge from the hospital



Accessed services from a community agency **when referred**



Identified **services in other communities** that are not available here

