

MANY DELAYED CARE BECAUSE  
OF THE PANDEMIC

ALMOST ALL SATISFIED  
WITH THE EXPERIENCE

MOST FELT SAFE DURING  
RECENT TREATMENT



ABACUS DATA

BRIEFING

# DENTAL HYGIENE DURING THE PANDEMIC

SURVEY CONDUCTED FOR CDHA

RESEARCH AND ANALYSIS FROM CANADA'S LEADING PUBLIC  
AFFAIRS AND MARKET RESEARCH EXPERTS

# METHODOLOGY

A glass toothbrush holder containing several wooden toothbrushes with blue bristles. A sprig of greenery with small leaves is placed in front of the holder. The background is a light, neutral color.

The survey was conducted with 2,000 Canadians from January 15 to 18, 2021. A random sample of panelists were invited to complete the survey from a set of partner panels based on the Lucid exchange platform. These partners are typically double opt-in survey panels, blended to manage out potential skews in the data from a single source.

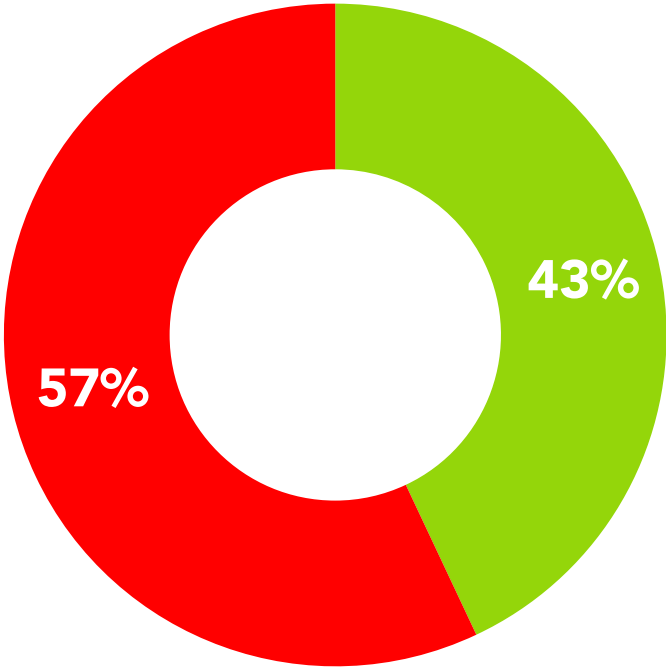
The margin of error for a comparable probability-based random sample of the same size is +/- 2.17%, 19 times out of 20.

The data were weighted according to census data to ensure that the sample matched Canada's population according to age, gender, educational attainment, and region. Totals may not add up to 100 due to rounding.

# EXECUTIVE SUMMARY

- I. **4 in 10 Canadians have seen their dental hygienist since March 2020.**
  
- II. **Those who have not are hesitant about safety; putting off non-essential appointments. Financial health and coverage loss not prominent cause of appointment avoidance.**
  
- III. **The vast majority (9 in 10) of Canadians who had appointments with their dental hygienist report having felt safe.**
  
- IV. **In that same vein, a clear majority (8 in 10) say they had the same quality of care as they did pre-pandemic. Those few who say they had worse care tend to be people who felt unsafe.**

# CARE FROM HYGIENIST SINCE MARCH 2020



■ Yes

■ No

**MAJORITY OF CANADIANS HAVE NOT SEEN DENTAL HYGIENIST SINCE MARCH 2020**

Have you received care from your dental hygienist since March 2020?

# CARE FROM HYGIENIST SINCE MARCH 2020

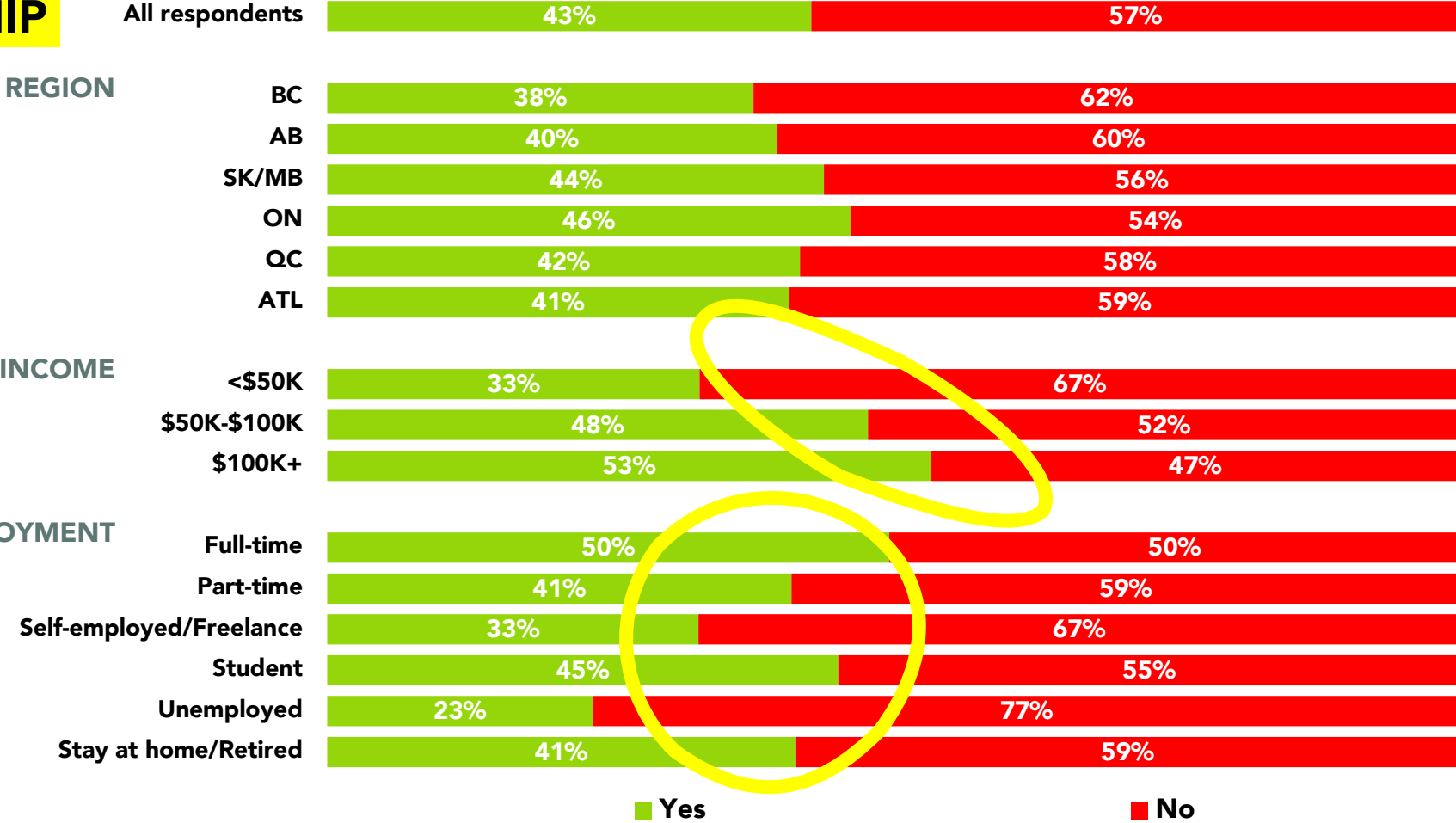
**YOUNGER UNDER 30s MORE LIKELY TO HAVE SEEN HYGIENIST**



Have you received care from your dental hygienist since March 2020?

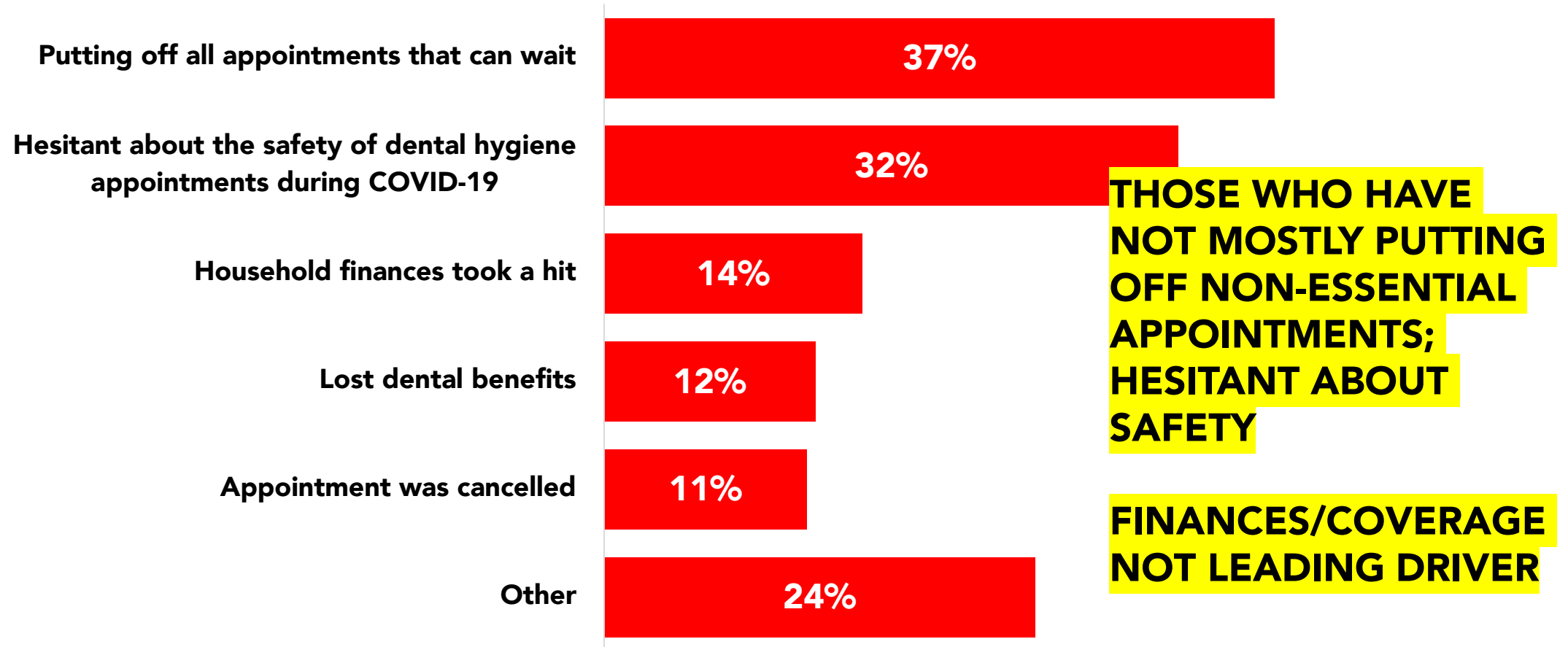
# CARE FROM HYGIENIST SINCE MARCH 2020

**STRONG RELATIONSHIP  
BETWEEN WHETHER  
THEY SOUGHT CARE  
AND HOUSEHOLD  
INCOME;  
EMPLOYMENT**



Have you received care from your dental hygienist since March 2020?

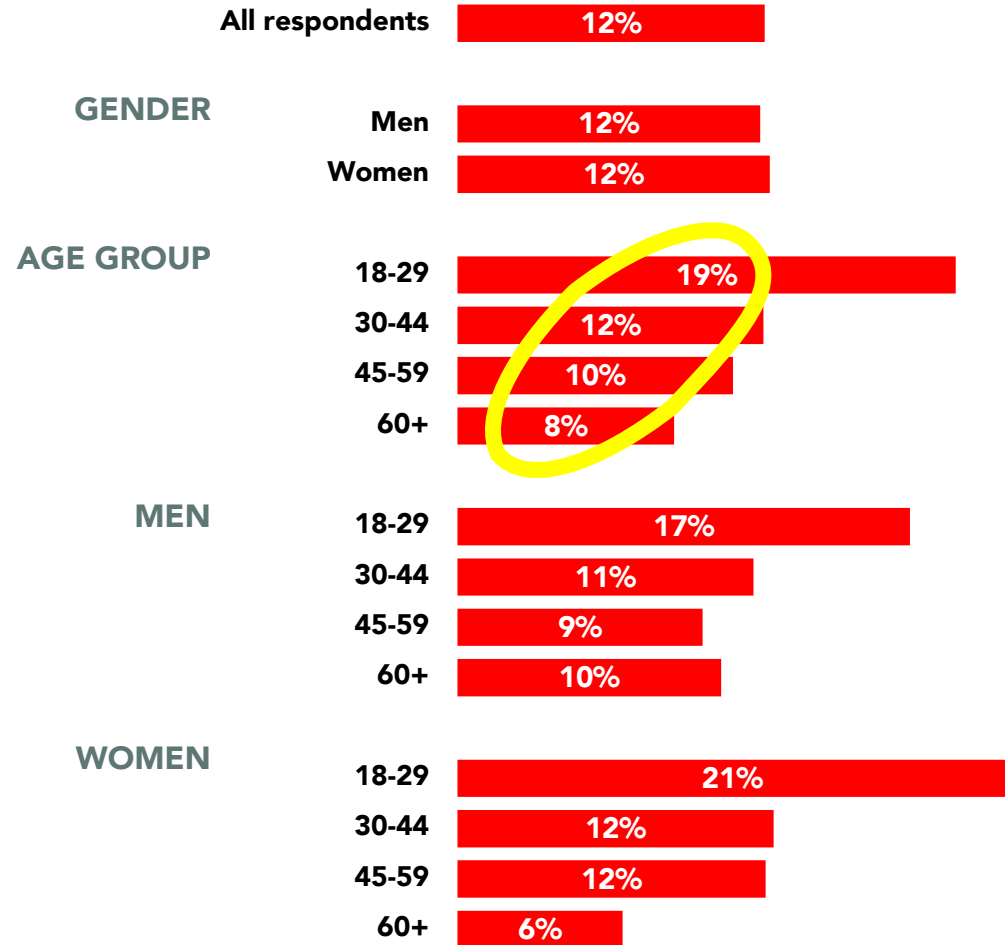
# REASONS FOR **NOT** RECEIVING DENTAL CARE



Why haven't you received dental hygiene care? [Those who haven't received dental care since March 2020]

# REASONS FOR **NOT** RECEIVING DENTAL CARE

## LOST DENTAL BENEFITS



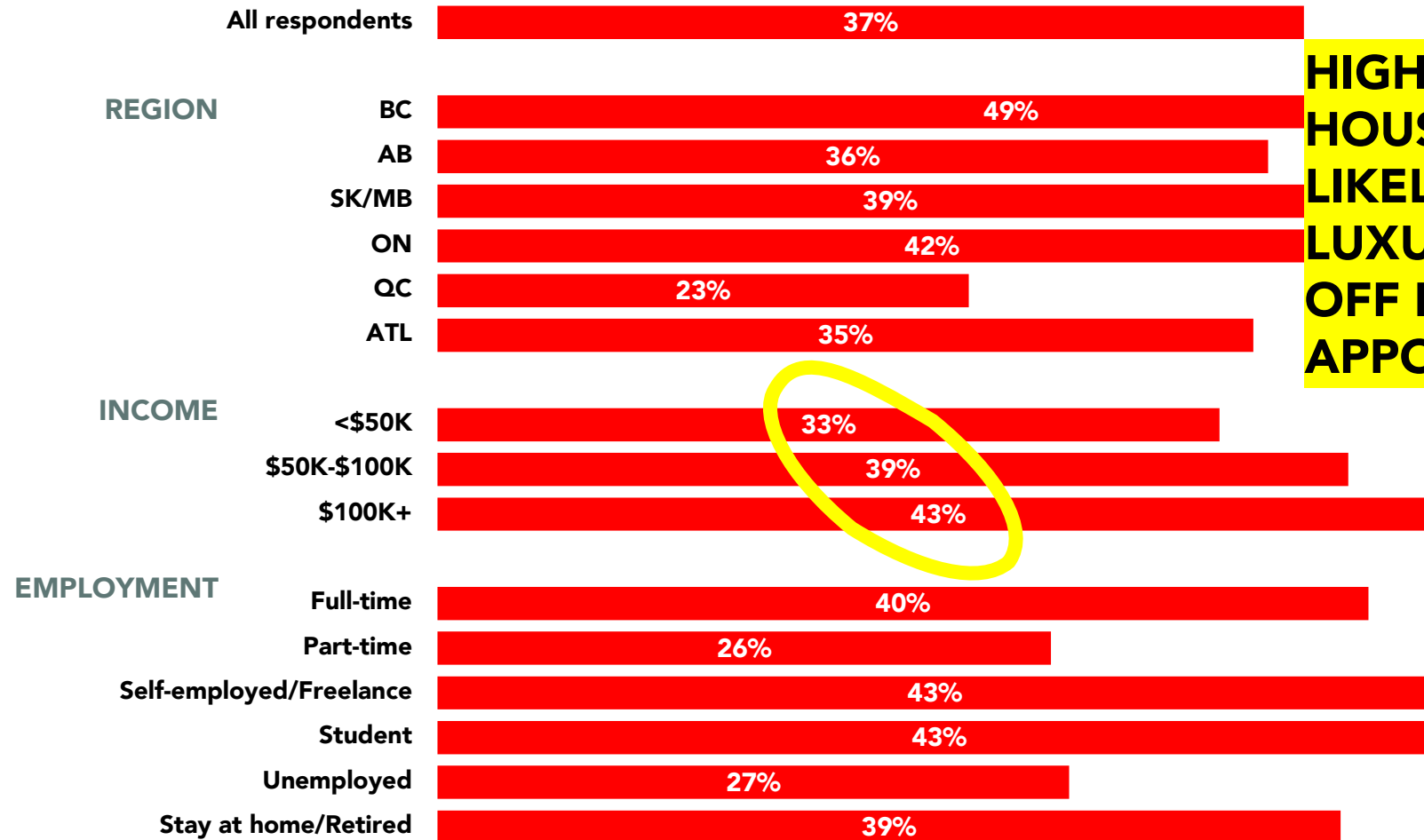
**YOUNGER CANADIANS  
MORE LIKELY TO HAVE  
LOST BENEFITS**

Why haven't you received dental hygiene care? [Those who haven't received dental care since March 2020]



# REASONS FOR **NOT** RECEIVING DENTAL CARE

**PUTTING OFF ALL APPOINTMENTS THAT CAN WAIT**

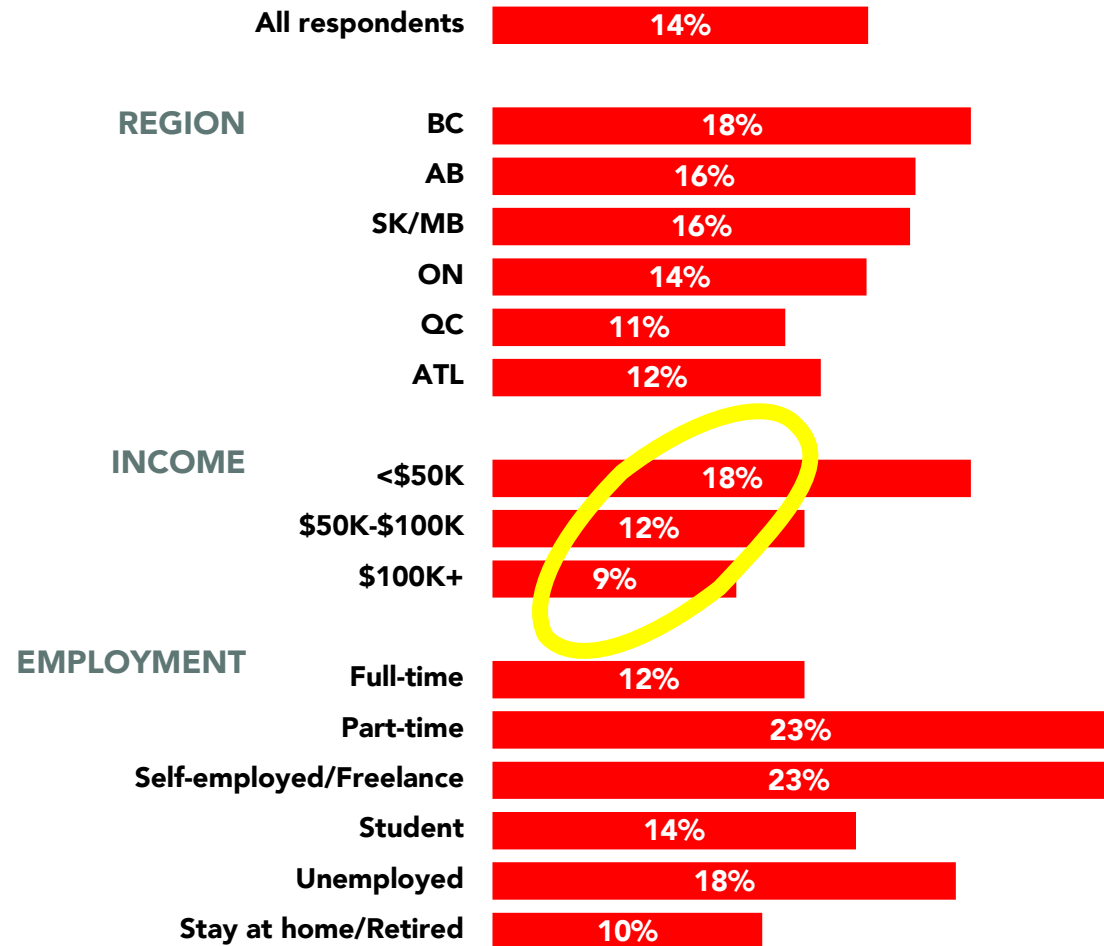


**HIGHER INCOME HOUSEHOLDS MORE LIKELY TO HAVE LUXURY OF PUTTING OFF NON-ESSENTIAL APPOINTMENTS**

Why haven't you received dental hygiene care? [Those who haven't received dental care since March 2020]

# REASONS FOR **NOT** RECEIVING DENTAL CARE

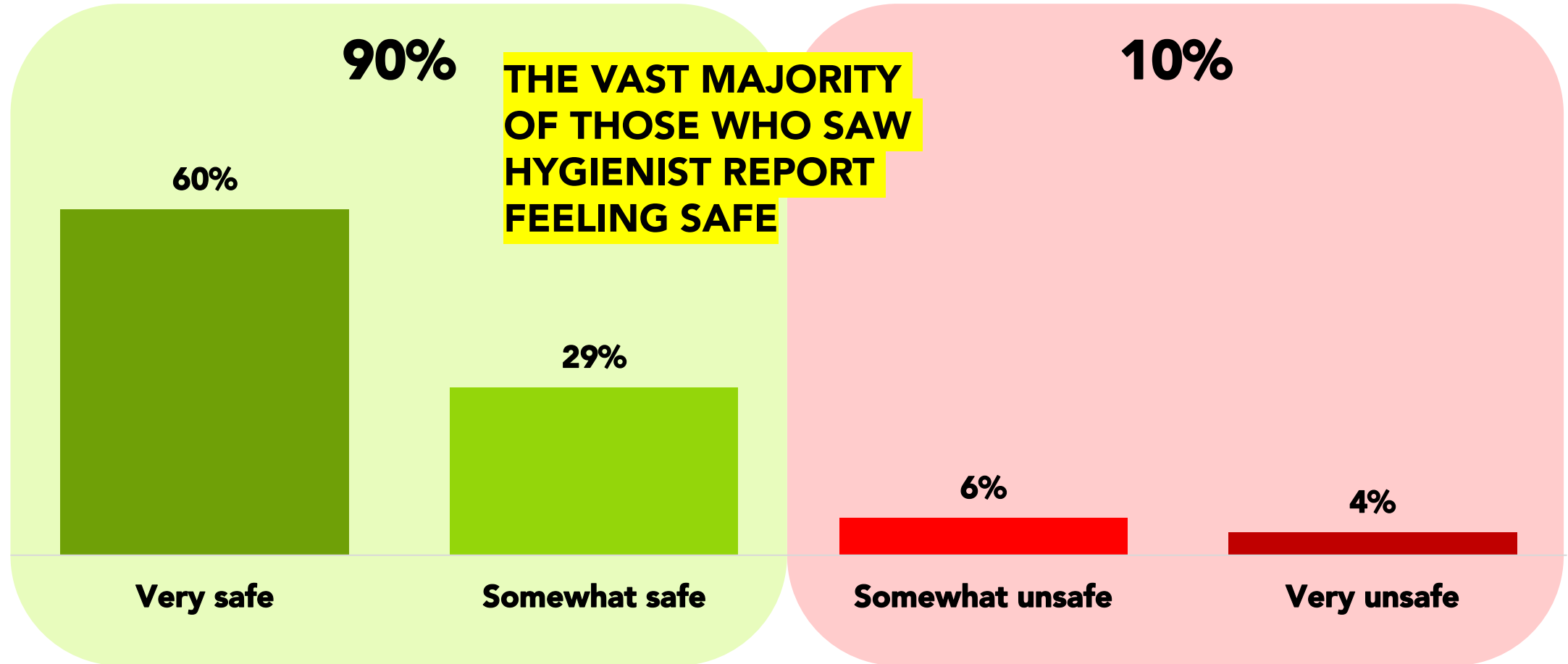
## HOUSEHOLD FINANCES TOOK A HIT



**LOWER INCOME HOUSEHOLDS MOST LIKELY TO SAY THEY AVOIDED CARE DUE TO INCOME LOSS**

Why haven't you received dental hygiene care? [Those who haven't received dental care since March 2020]

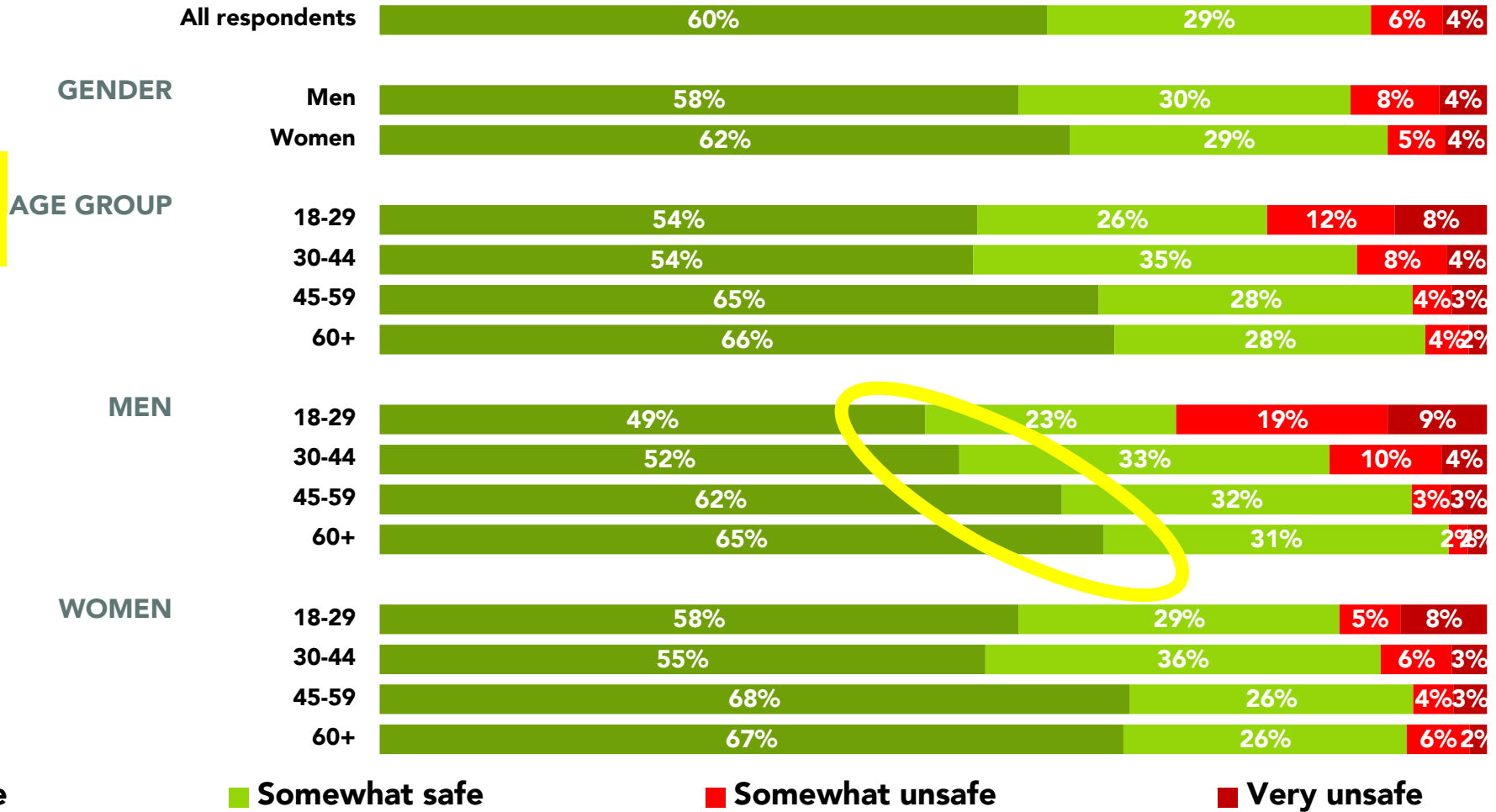
# MOST FELT AT LEAST SOMEWHAT SAFE DURING THEIR DENTAL HYGIENE APPOINTMENT



Overall, how safe did you feel during your dental hygiene appointment? [Those who have received dental care since March 2020]

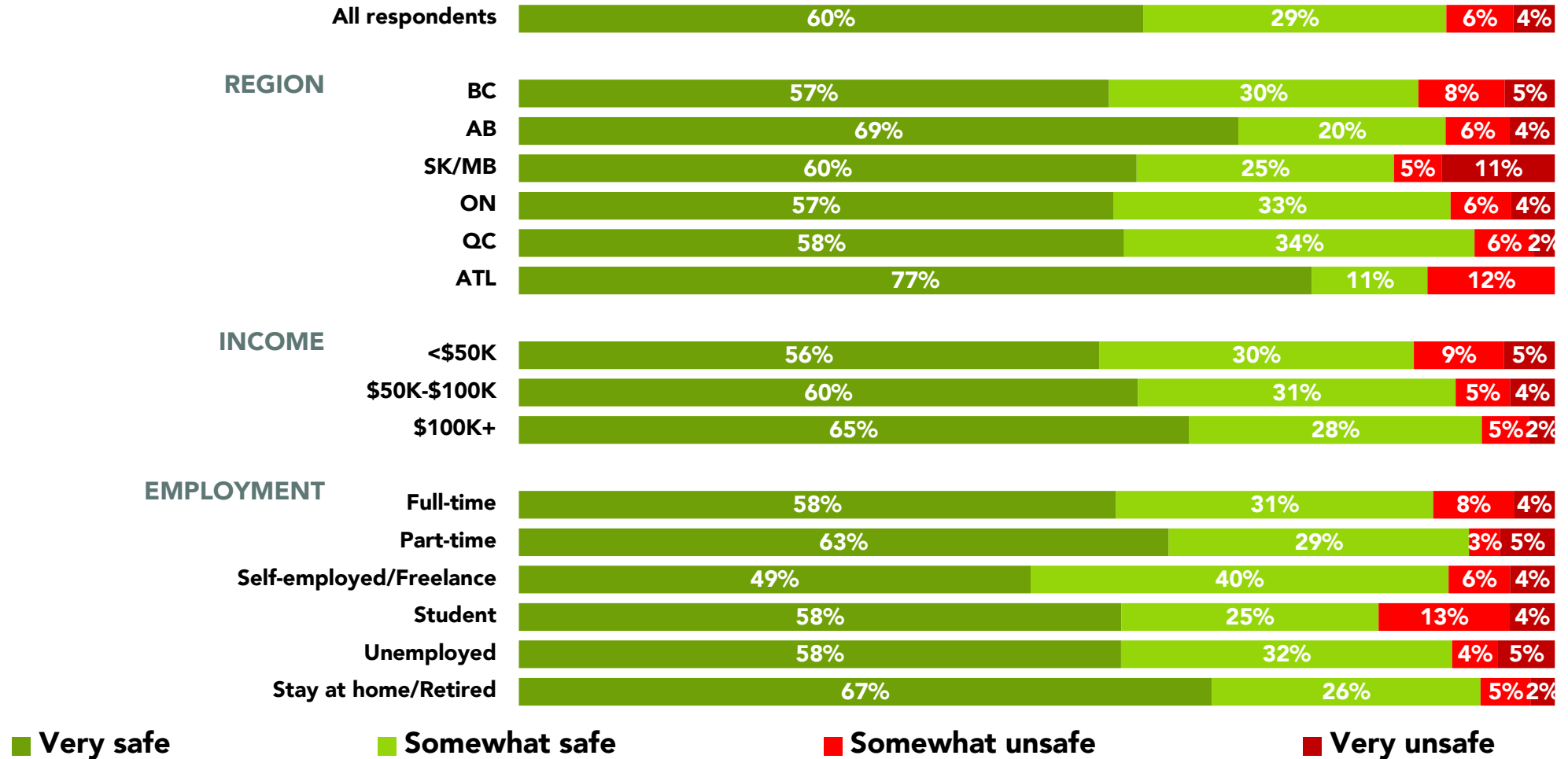
# MOST FELT AT LEAST SOMEWHAT SAFE DURING THEIR DENTAL HYGIENE APPOINTMENT

**OLDER MALE  
CANADIANS (45+)  
FELT SAFER THAN  
THOSE YOUNGER**



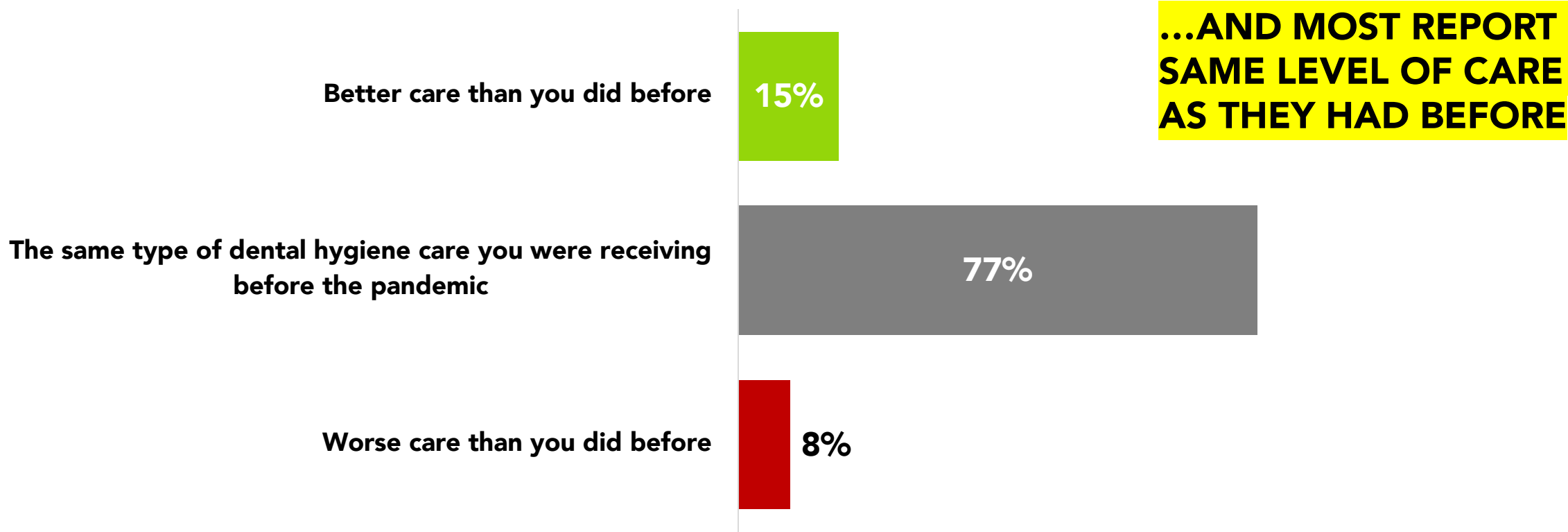
Overall, how safe did you feel during your dental hygiene appointment? [Those who have received dental care since March 2020]

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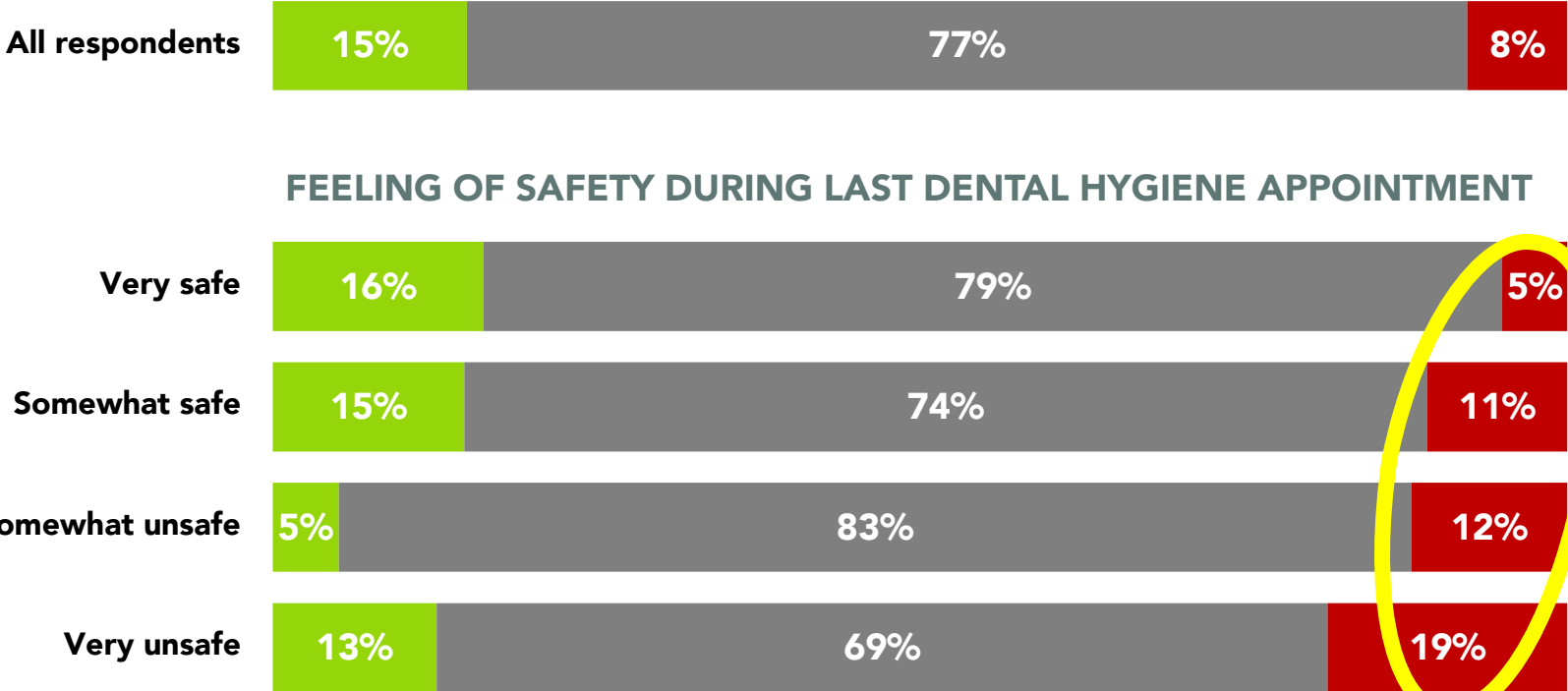
# 8 IN 10 RECEIVED THE SAME TYPE OF DENTAL CARE THEY WERE RECEIVING PRE-PANDEMIC



When thinking of your dental hygiene appointments and the services you received during the pandemic, tell me whether you've received: [Those who have received dental care since March 2020]

# 8 IN 10 RECEIVED THE SAME TYPE OF DENTAL CARE THEY WERE RECEIVING PRE-PANDEMIC

**THOSE WHO REPORTED WORSE CARE FELT LESS SAFE**



■ Better care than you did before ■ The same type of dental hygiene care you were receiving before the pandemic ■ Worse care than you did before

When thinking of your dental hygiene appointments and the services you received during the pandemic, tell me whether you've received: [Those who have received dental care since March 2020]