

## **Supplementary Material 1: Focus Group Questions**

1. Are you aware of where to go for help when you are struggling with your mental health, substance use health, and/or addictions?
  - If yes, what are you aware of?
  - How has your awareness of services changed since the pandemic, if at all?
2. How could your awareness of mental health, substance use health, and/or addiction services be improved?
3. What kind of information do you want to know about mental health, substance use health, and/or addiction services?
  - How do you want to receive this information?
4. How, if at all, has the COVID-19 pandemic changed your access to mental health, substance use health, and/or addiction services?
  - What, if anything, has been helpful for accessing services?
  - What, if anything, has gotten in the way of accessing services?
5. How have your personal factors (for example: race, ethnicity, gender, location, language or other factors) impacted your access to mental health, substance use health, and/or addiction services in Ontario, if at all?
  - How has this changed since the pandemic?
  - How could finding and accessing services that meet your personal factors be improved?
6. How have the mental health, substance use health, and/or addiction services you accessed matched with what you were looking for?
  - How has this changed since the pandemic?
  - How could finding and accessing services that match what you are looking for be improved?