

*Access to English-Language
Health and Social Services
for English-speaking Communities in Quebec -
CHSSN-CROP Survey Findings, 2005 and 2010*



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Contents

2

- Introduction
- Service use and Language of Service, 2005 and 2010
- Information about Services in English, 2005 and 2010
- Comfortable Requesting Services in English, 2010
- Access to Services in English, by region, 2010
- Sources of Support in Case of Illness, 2010
- Anticipated Health & Social Service Needs, 2010

Introductory notes

3

- This presentation provides information on certain aspects of health and social service access for the English-speaking minority population of Quebec.
- Information is drawn from the findings of the CHSSN Survey on Community Vitality conducted by CROP Inc. in 2005 and 2010.
- The Community Health and Social Service Network (CHSSN) is a provincial network dedicated to the development of partnerships in health and social services for English-speaking communities in Quebec.
- This project was made possible through funding provided by Health Canada.
- For further regional and comparative information see the CHSSN *Baseline Data Report 2010-2011*. www.chssn.org.

About the Survey

4

- The Survey on Community Vitality collects the opinions, perceptions and expectations of a representative sample of English-speaking Quebecers in each administrative region of Quebec on a variety of issues including health and social services, education, manpower development, culture and communications.
- The current study replicates a previous study done in 2005 with a few modifications to reflect the changing reality of Quebec's English-speaking communities.
- The weighted survey data is based on a sample of 3,195 English-speakers and 1,001 French-speaking Quebecers. The results of the sample of French-speakers are not presented here. When sample size per region is too small, data is not presented. This applies to the case of the Saguenay – Lac-Saint-Jean region.
- The study of the English-speaking community was a two phase project:
 - ~ Panel study: some respondents to the 2005 study agreed to participate in the 2010 study (n=1,001)
 - ~ Main study: A sample randomly drawn from 17 administrative regions of Quebec (n=2,194)

**Size and Proportion of Anglophone Population,
by Health Region, 1996-2006**

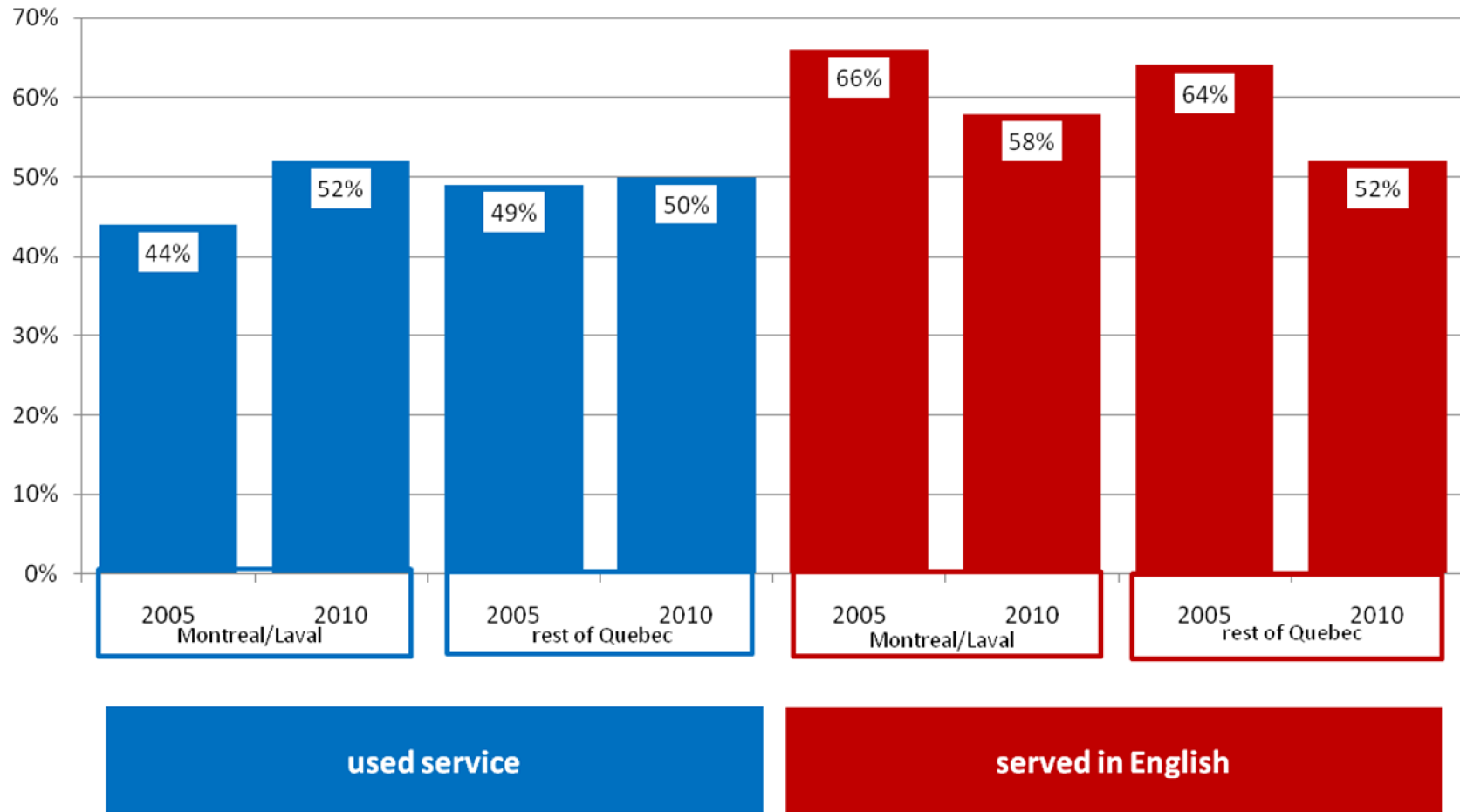
Health region	Size of English-speaking population			English-speakers as a proportion of regional population		
	1996	2001	2006	1996	2001	2006
Bas-Saint-Laurent	933	820	1,295	0.5%	0.4%	0.7%
Saguenay - Lac-Saint-Jean	1,795	1,765	1,830	0.6%	0.6%	0.7%
Capitale-Nationale	12,745	11,065	11,840	2.0%	1.8%	1.8%
Mauricie et Centre-du-Québec	6,033	4,885	4,995	1.3%	1.1%	1.1%
Estrie	24,770	23,390	23,580	9.1%	8.4%	8.0%
Outaouais	53,863	53,945	58,720	17.6%	17.2%	17.4%
Abitibi - Témiscamingue	6,363	5,315	5,355	4.2%	3.7%	3.8%
Côte-Nord	6,100	5,740	5,630	6.0%	5.9%	5.9%
Nord-du-Québec *	12,080	14,385	16,945	31.5%	37.4%	42.8%
Gaspésie - Îles-de-la-Madeleine	10,580	9,740	9,505	10.2%	10.2%	10.2%
Chaudière - Appalaches	3,340	2,685	3,705	0.9%	0.7%	1.0%
Lanaudière	8,850	8,215	10,115	2.4%	2.1%	2.4%
Laurentides	31,213	30,565	33,175	7.3%	6.7%	6.6%
Montérégie	135,653	129,125	143,645	10.9%	10.2%	10.7%
Montréal	560,813	563,940	595,920	32.1%	31.6%	32.7%
Laval	50,713	53,385	68,460	15.5%	15.7%	18.8%
Québec	925,840	918,955	994,720	13.1%	12.9%	13.4%

*Source: Statistics Canada, 1996, 2001 and 2006 Census of Canada, 20% sample. The linguistic concept used is First Official Language Spoken with multiple responses proportionately distributed between the English and the French. *Includes the First Nations population of the health region of Terres-Cries-de-la-Baie-James and the population of the health region of Nunavik.*

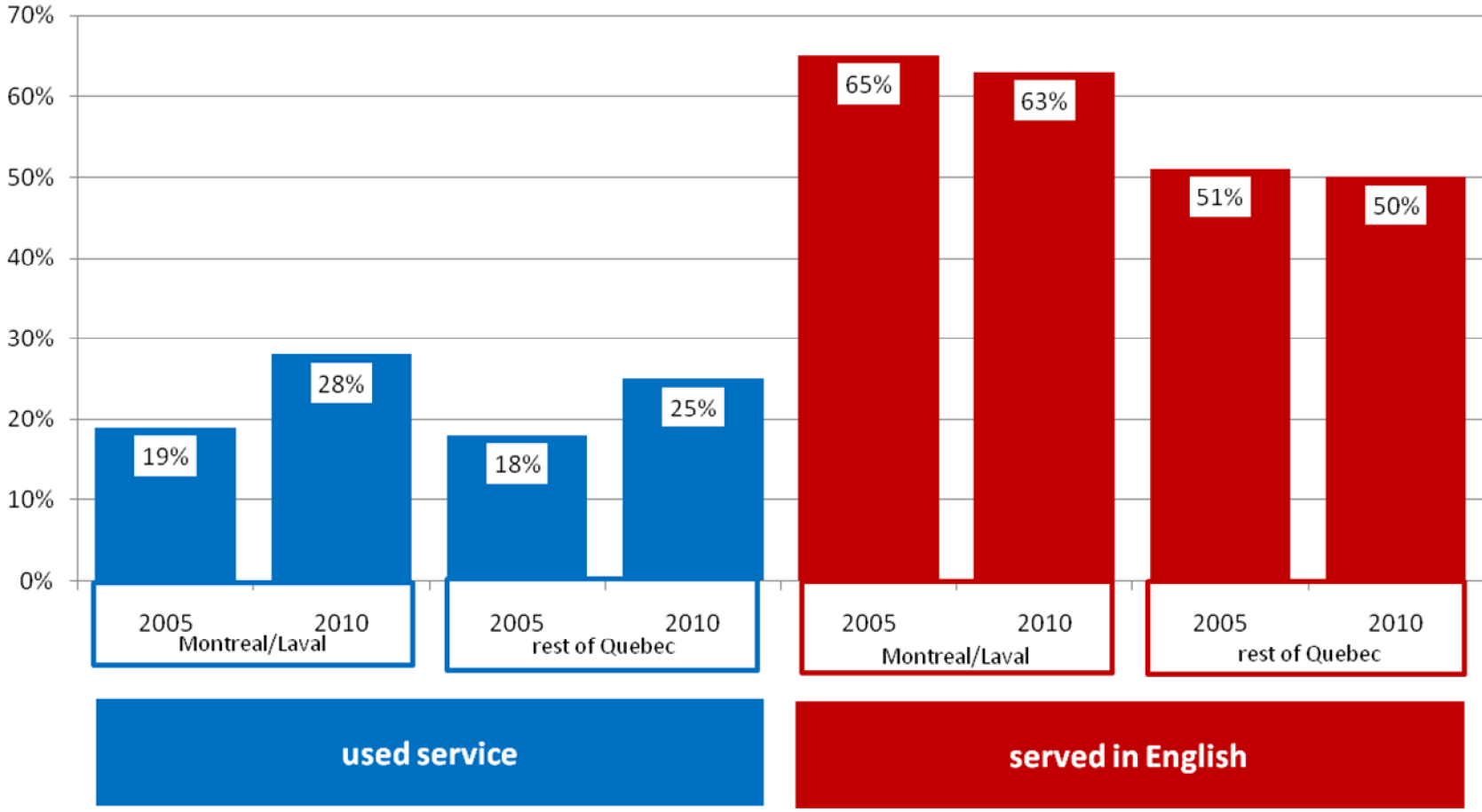
Service Usage and Language of Services 2005 and 2010



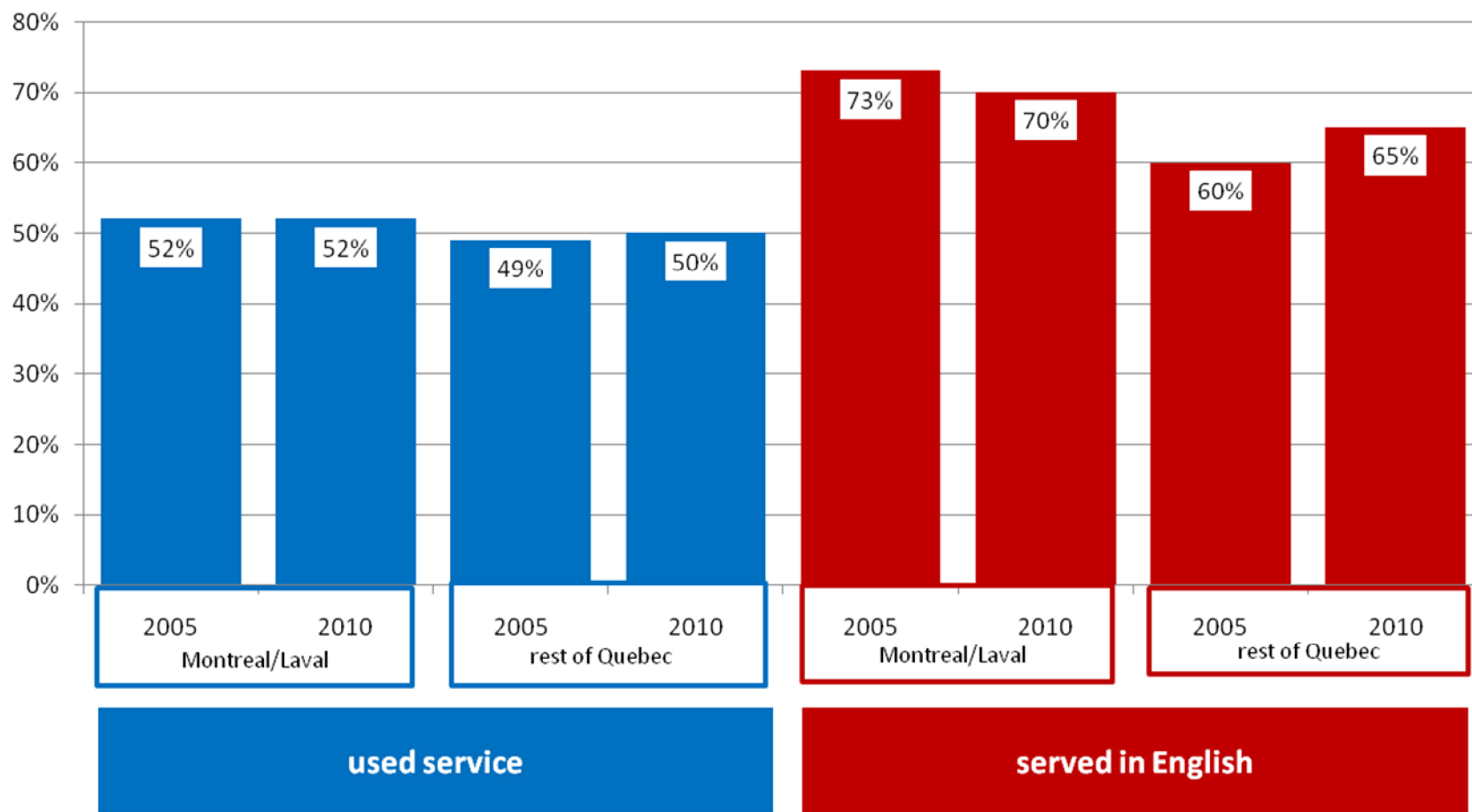
Service at CLSC



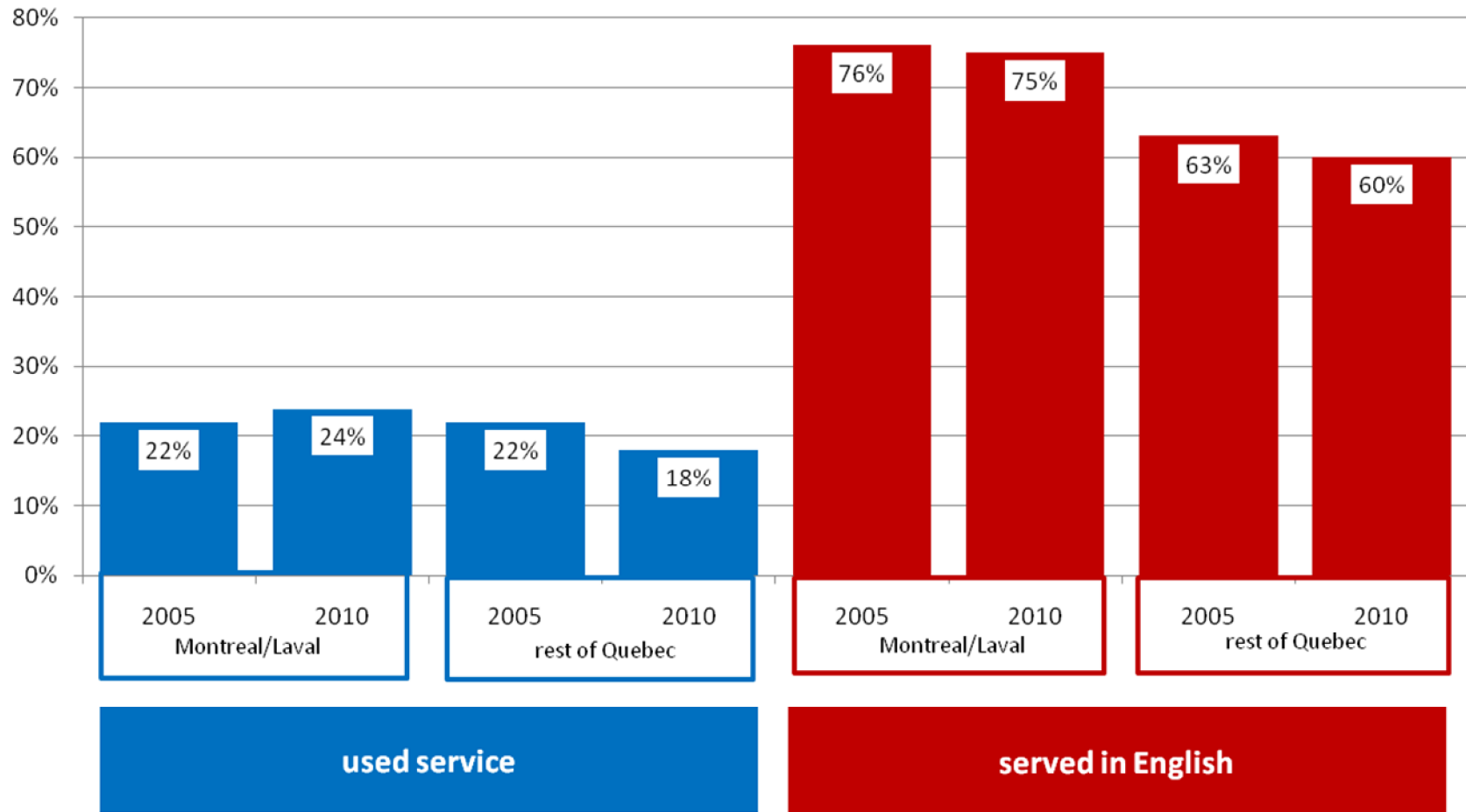
Services from Info Santé



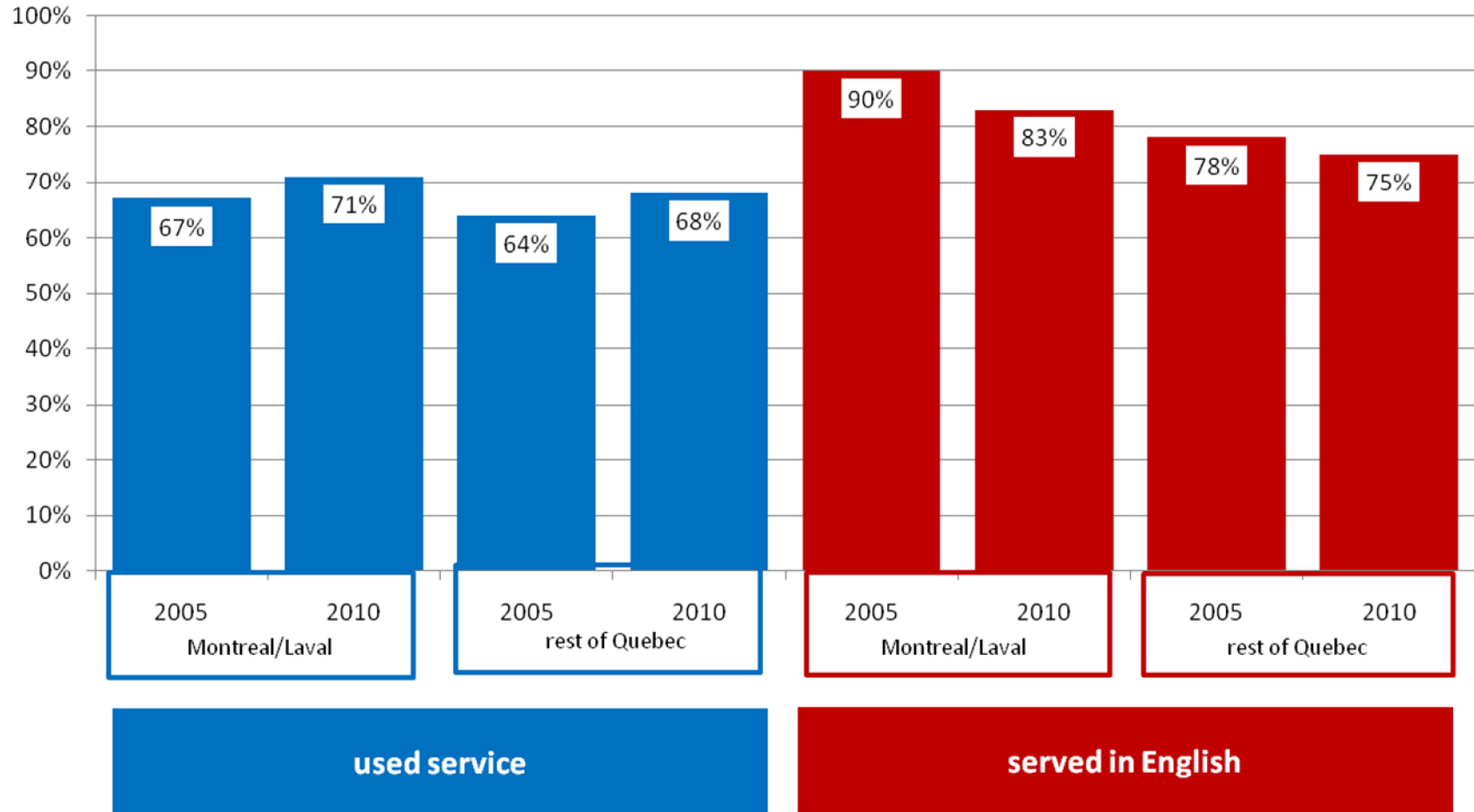
Services at hospital emergency room or out-patient clinic



Services for an hospital overnight stay



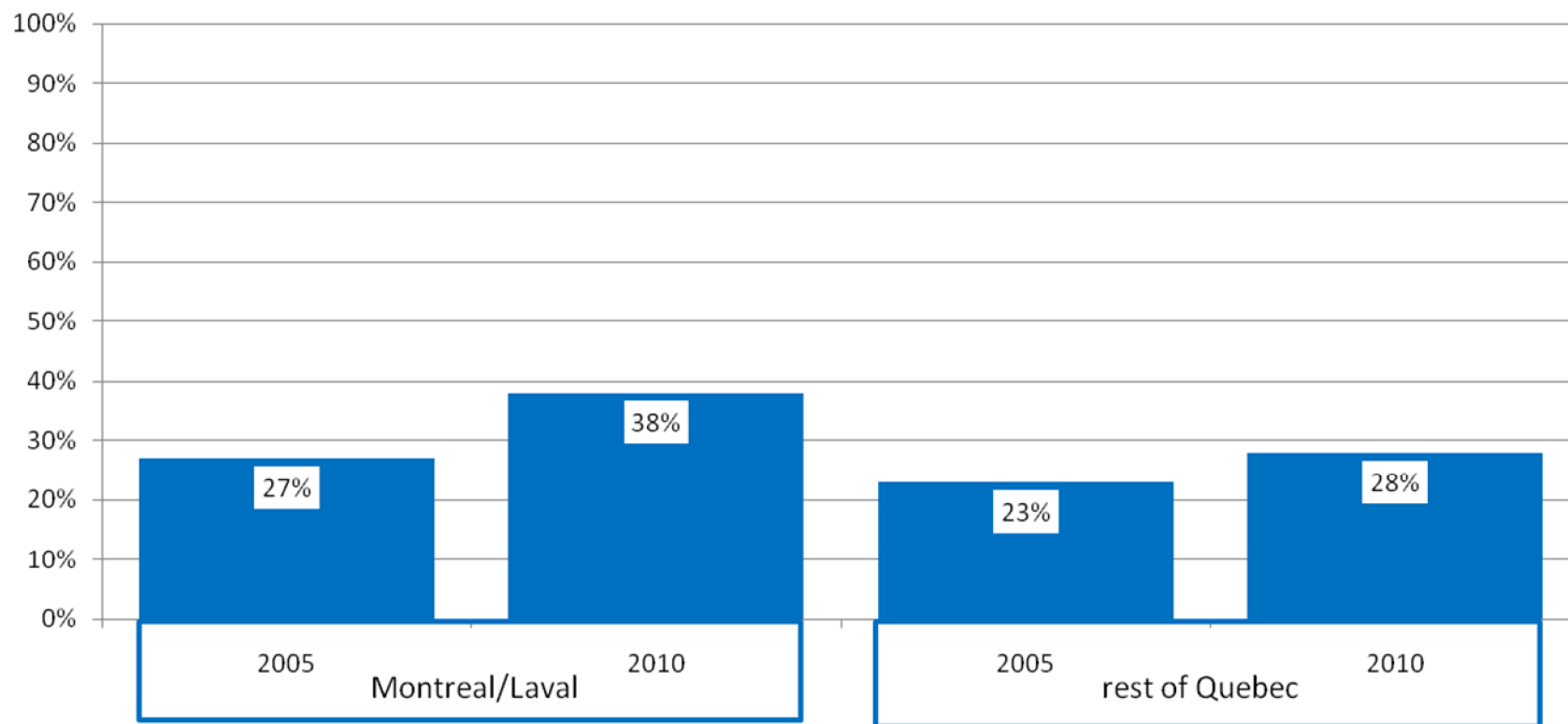
Doctor in private office or clinic



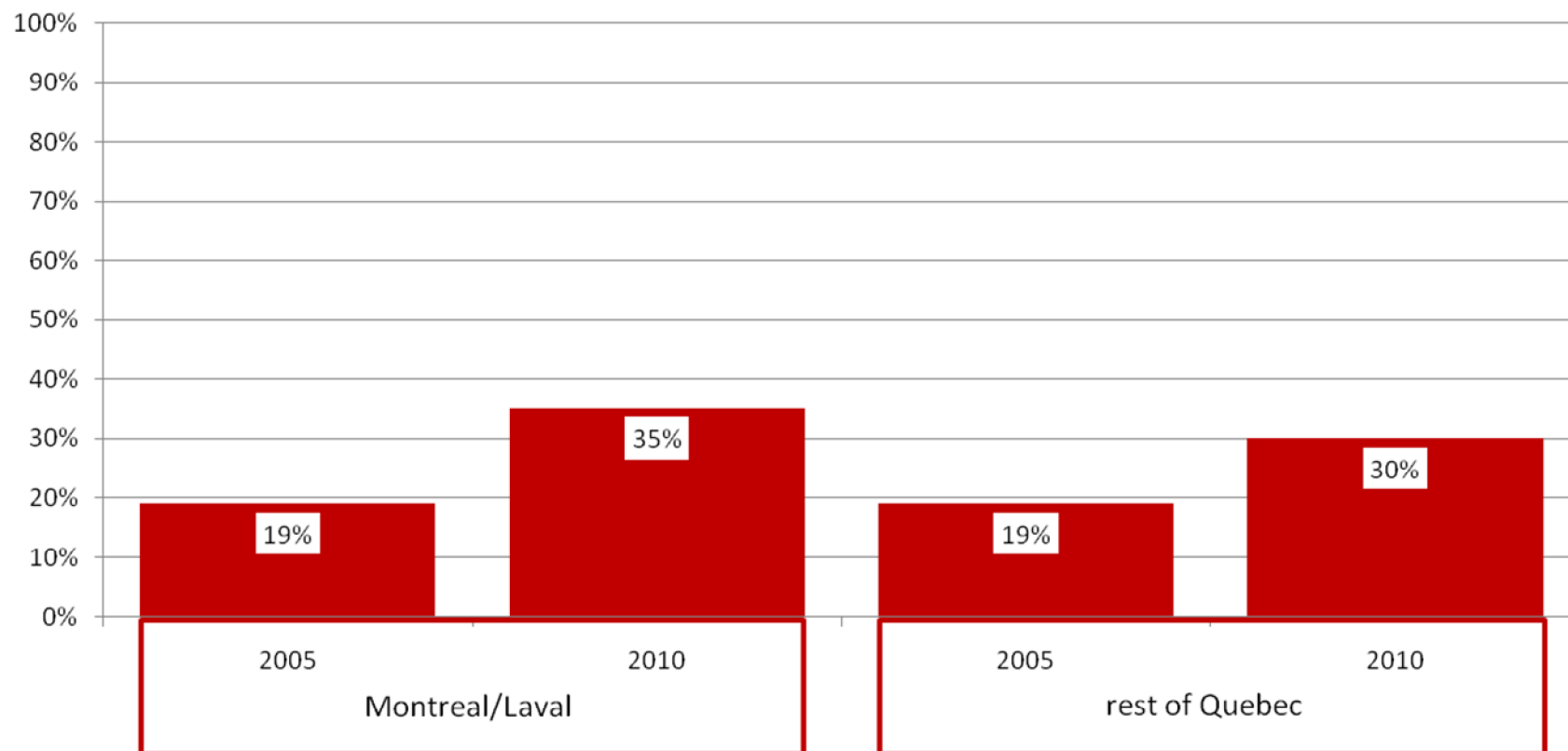
Information about Services in English 2005 and 2010



Received Information about Services in English at Public Health and Social Services



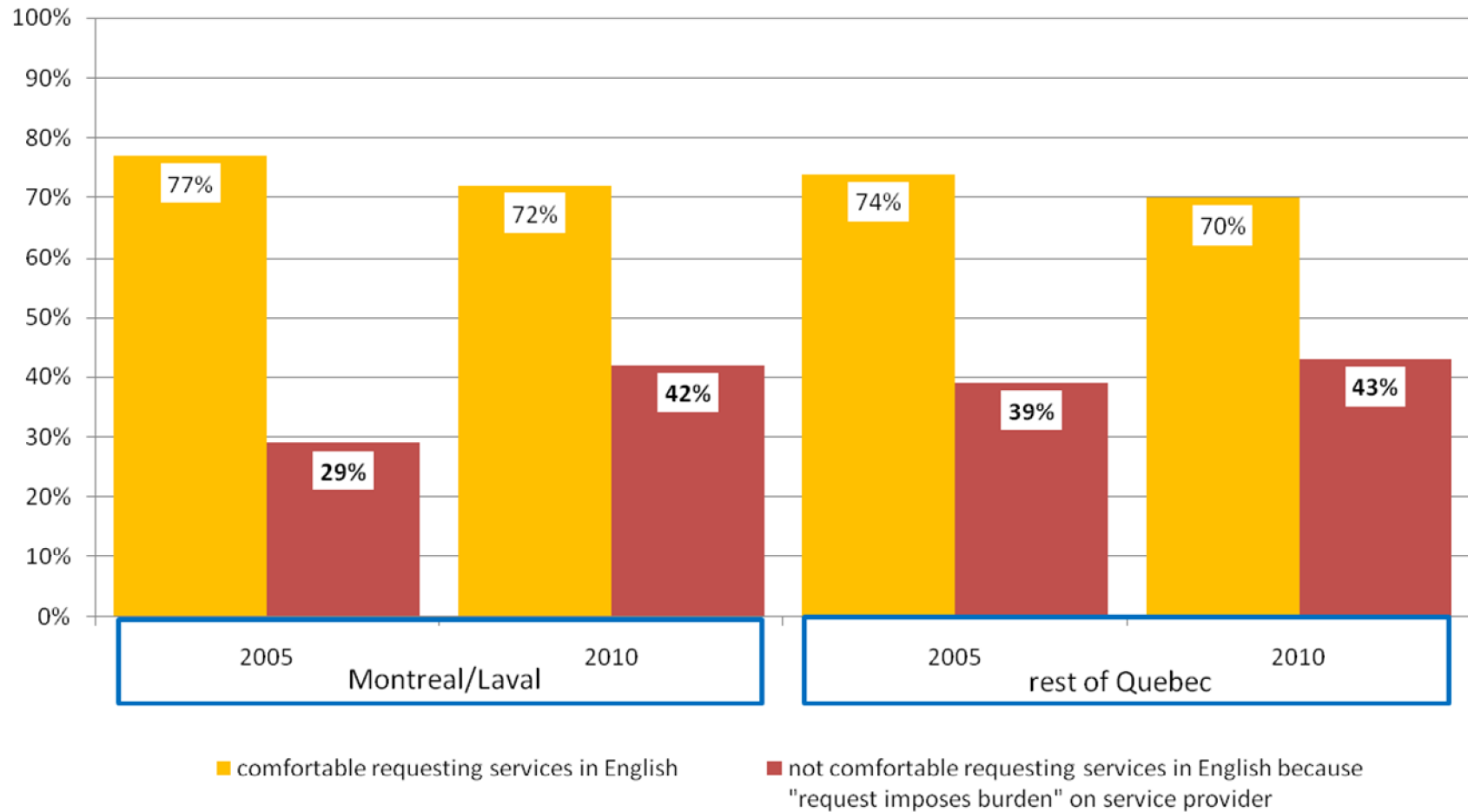
Received Information from Public Health and Social Service Institutions about Health Promotion/Prevention Programs in English



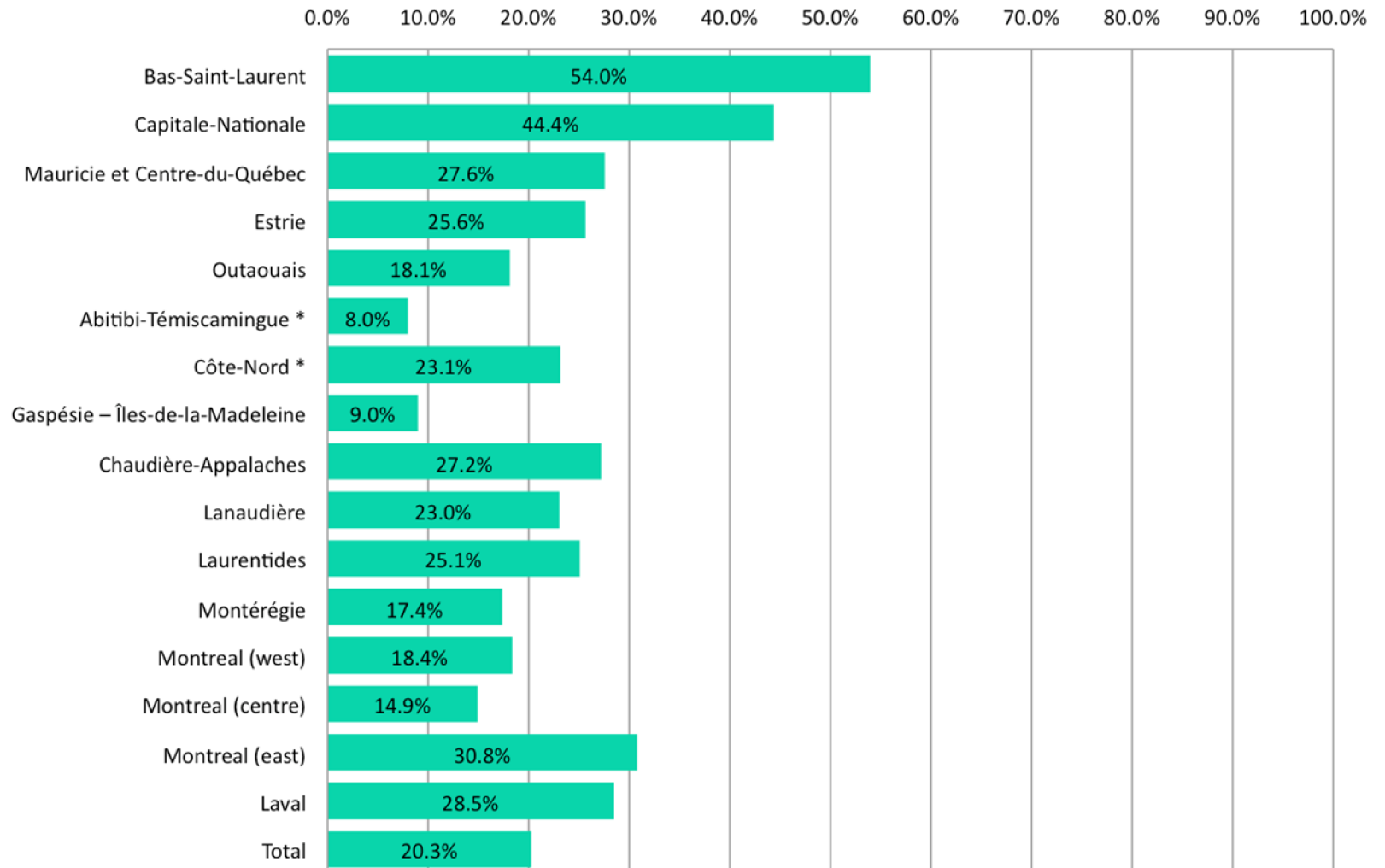
Comfortable Requesting Services in English from a Public Health and Social Services Institution



Degree of Comfort in Requesting Services in English from Public Health and Social Service Institutions

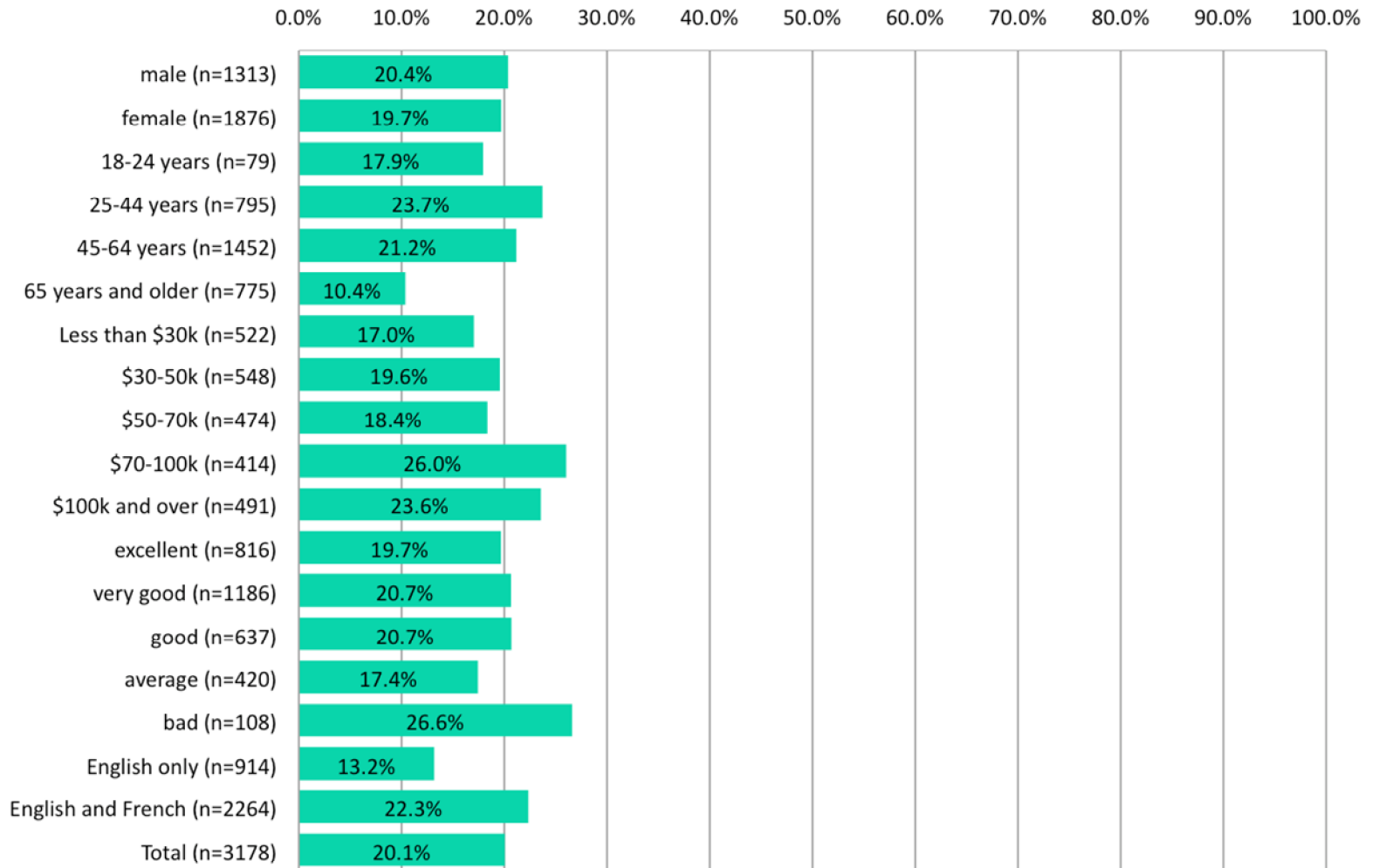


Those "not comfortable" Requesting Services in English at a Public Health and Social Services Institution, by Region, 2010



*May include First Nations and/or Inuit persons.

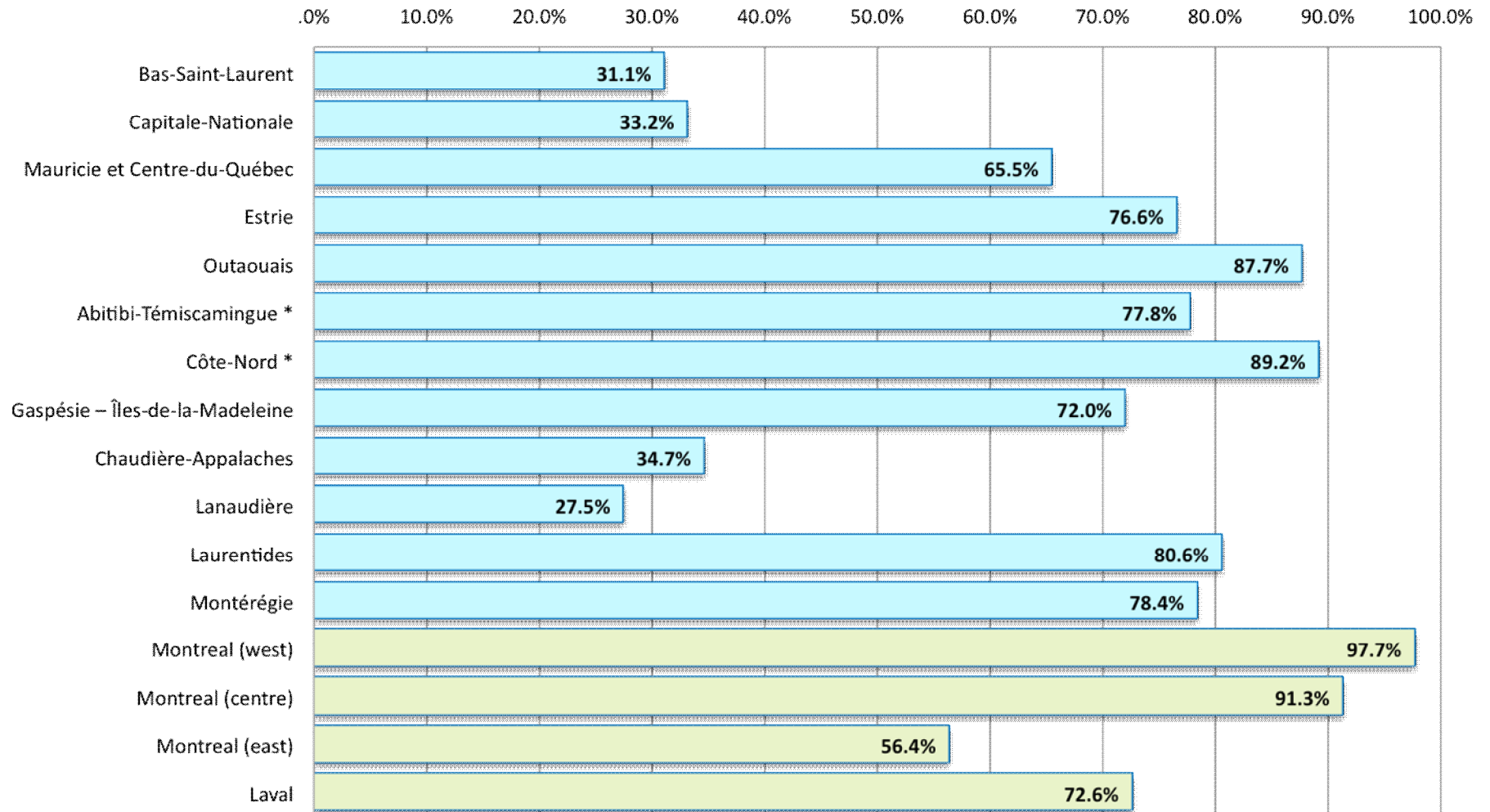
Those "not comfortable" Requesting Services in English at a Public Health and Social Services Institution, by Population Characteristic, 2010



Access to Services in English by Region, 2010

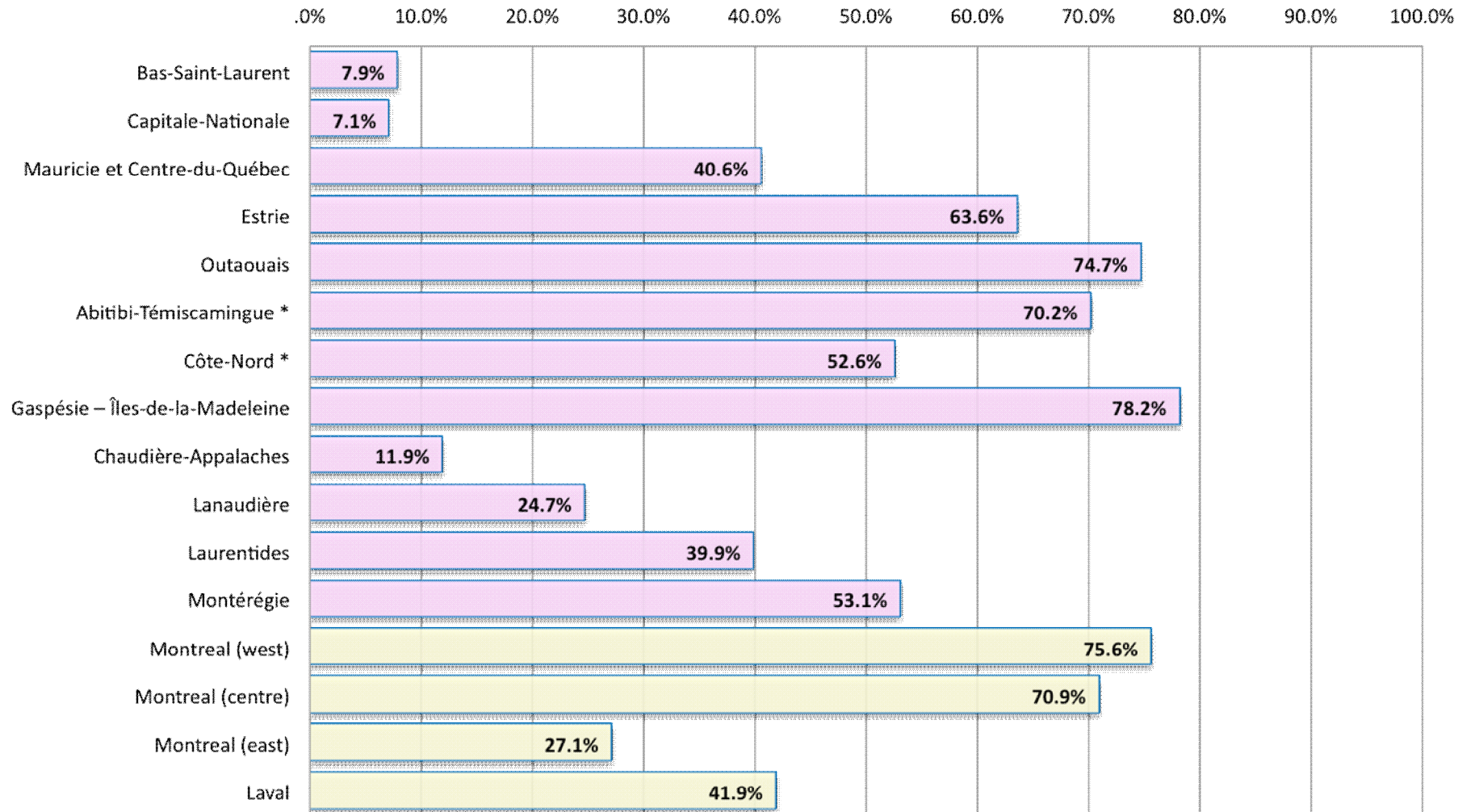


Proportion who received services in English from a doctor in a private office or clinic, 2010



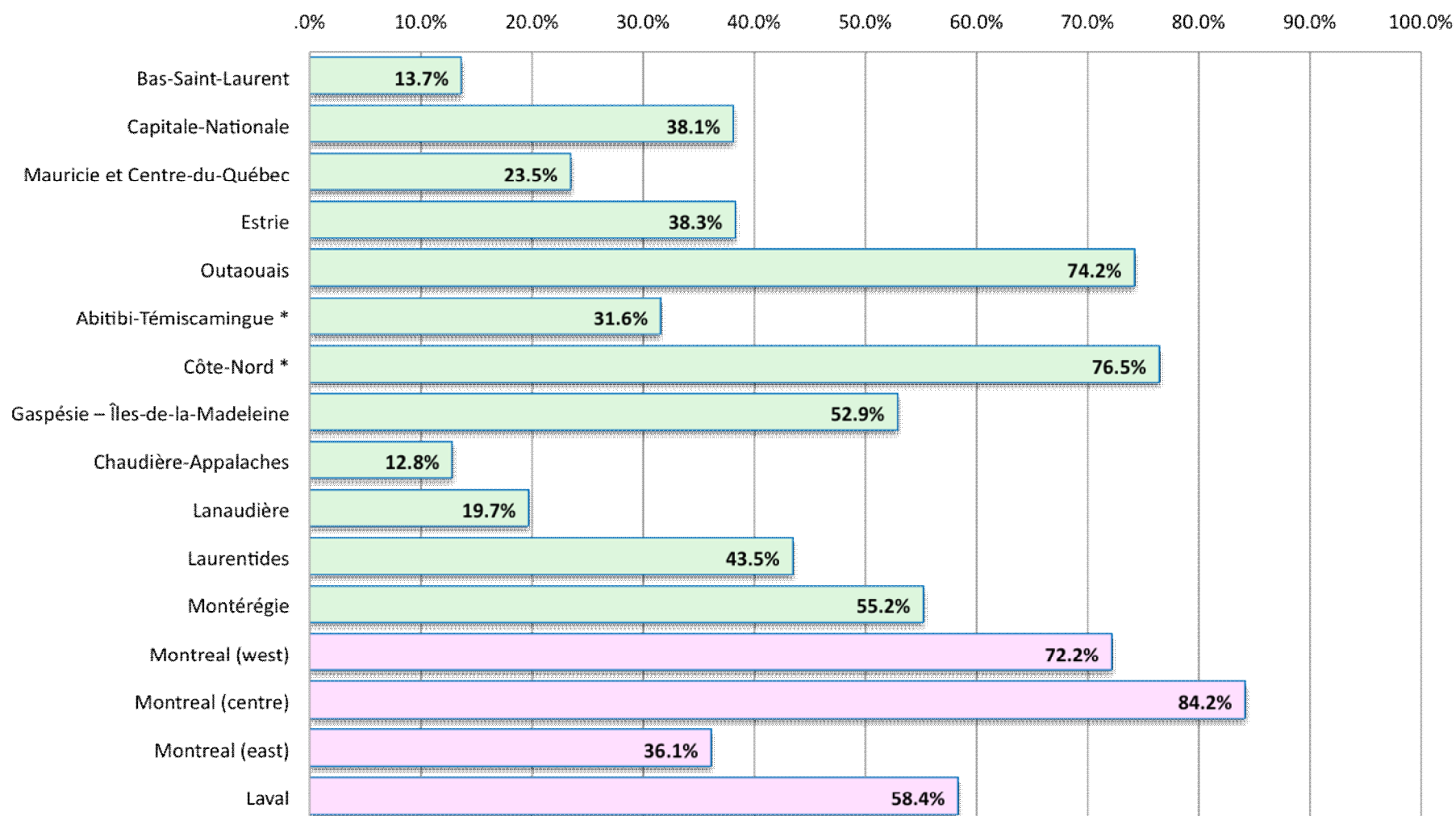
**May include First Nations and/or Inuit persons.*

Proportion who received services in English from a CLSC, 2010



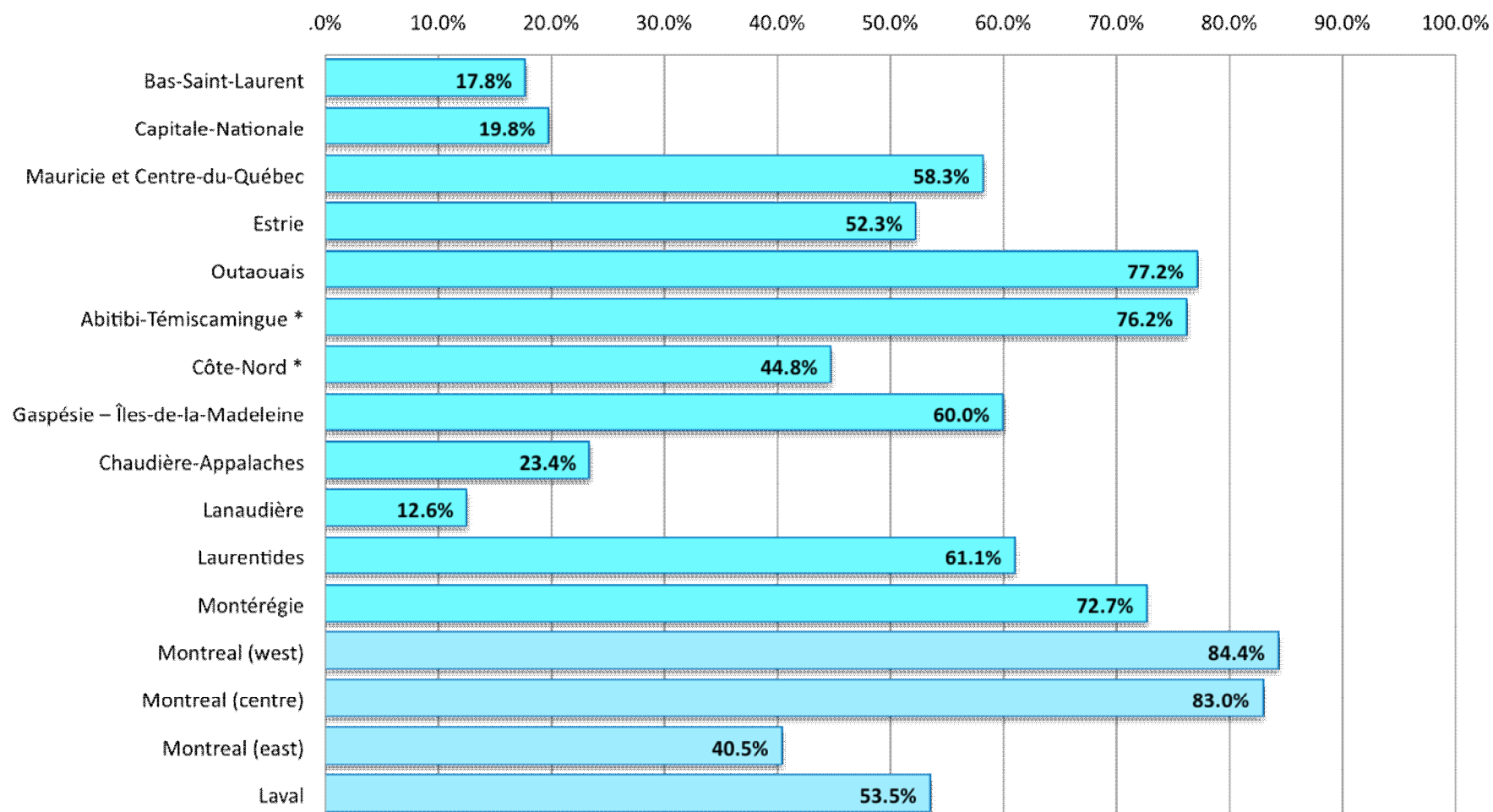
**May include First Nations and/or Inuit persons.*

Proportion who received services in English from Info Santé, 2010



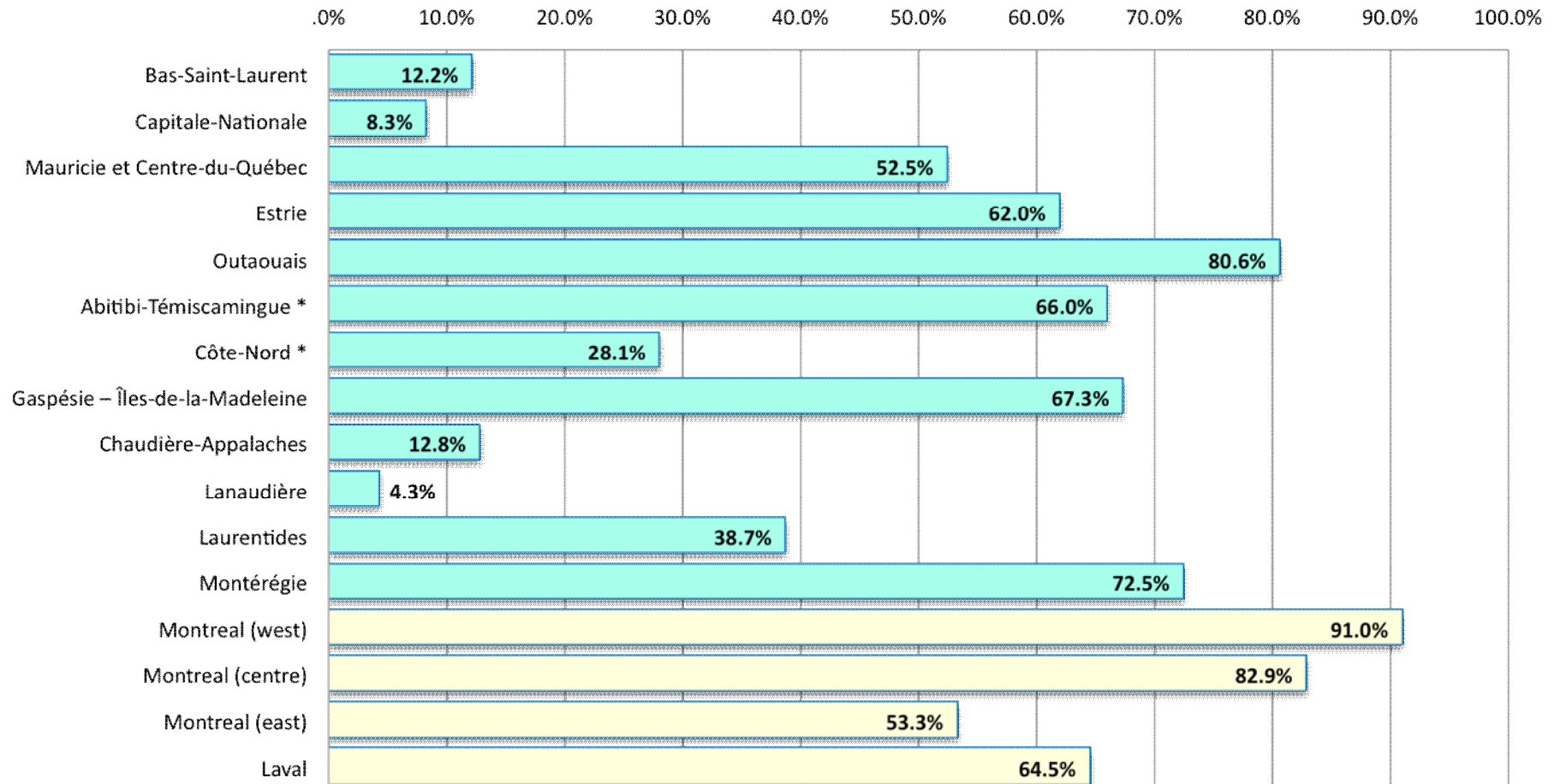
**May include First Nations and/or Inuit persons.*

Proportion who received services in English from a hospital emergency room or out-patient clinic, 2010



**May include First Nations and/or Inuit persons.*

Proportion who received services in English from a hospital for an overnight stay, 2010

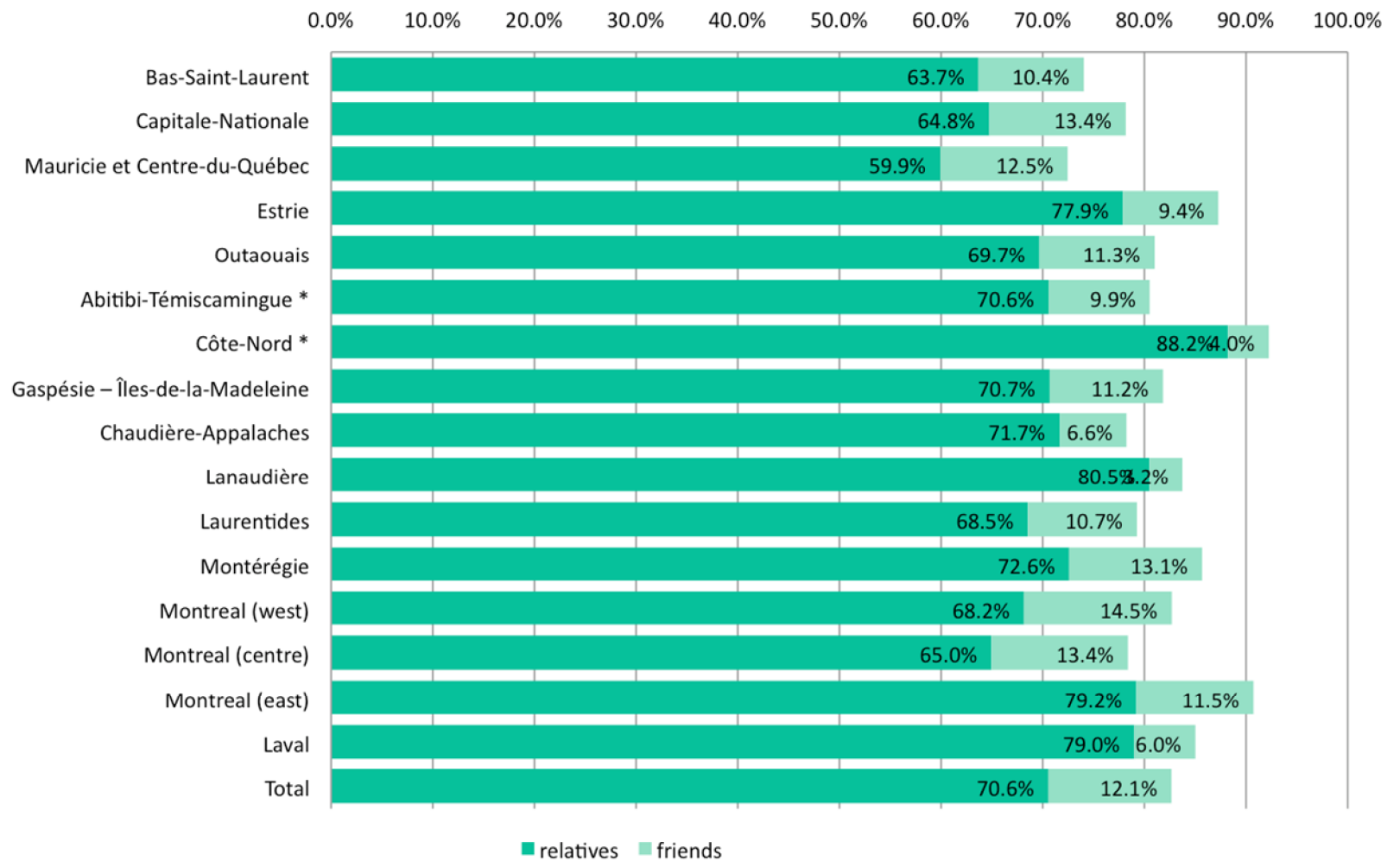


*May include First Nations and/or Inuit persons.

Source of Support in Case of Illness

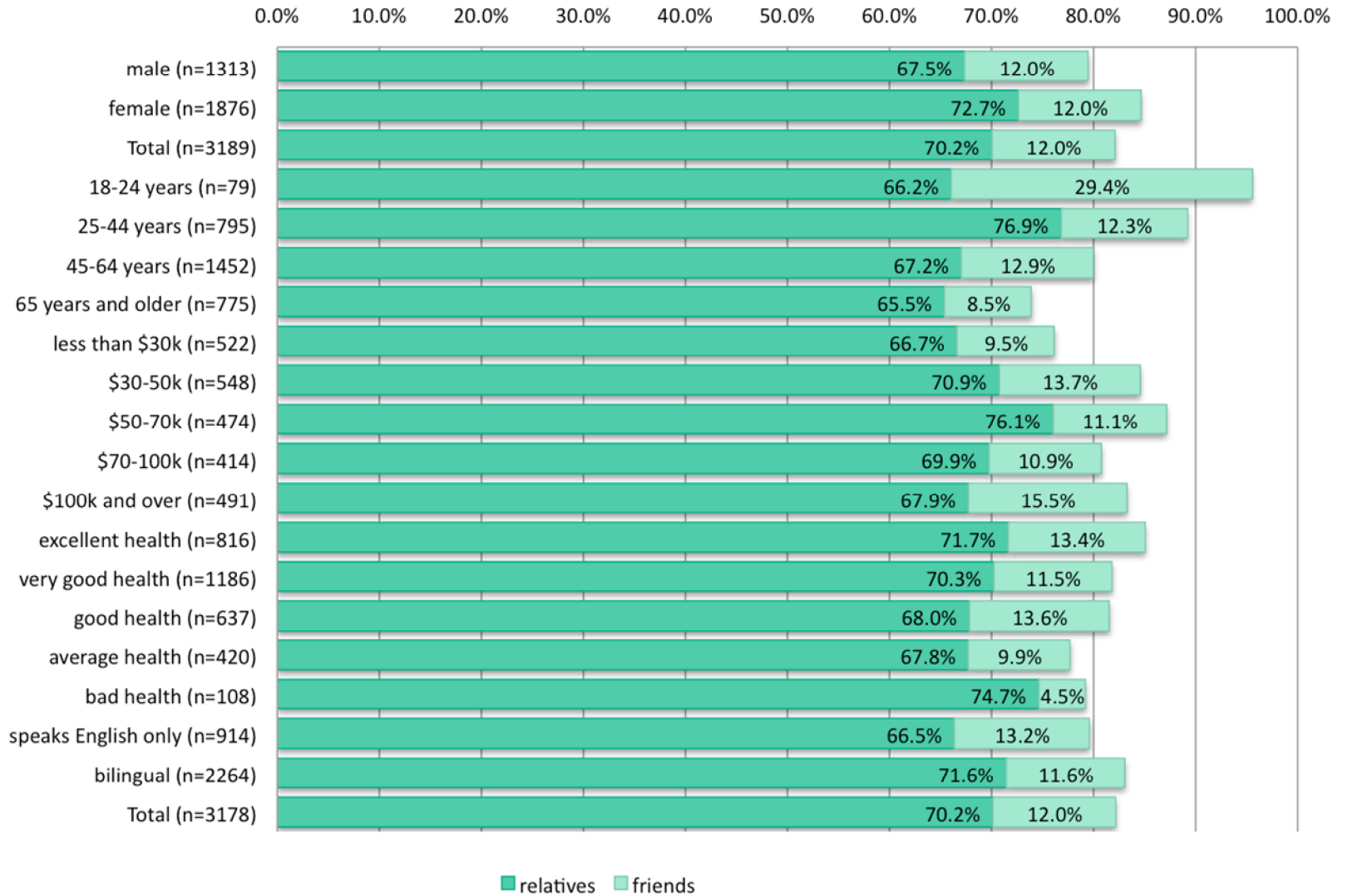


Source of Support in Case of Illness, by Region



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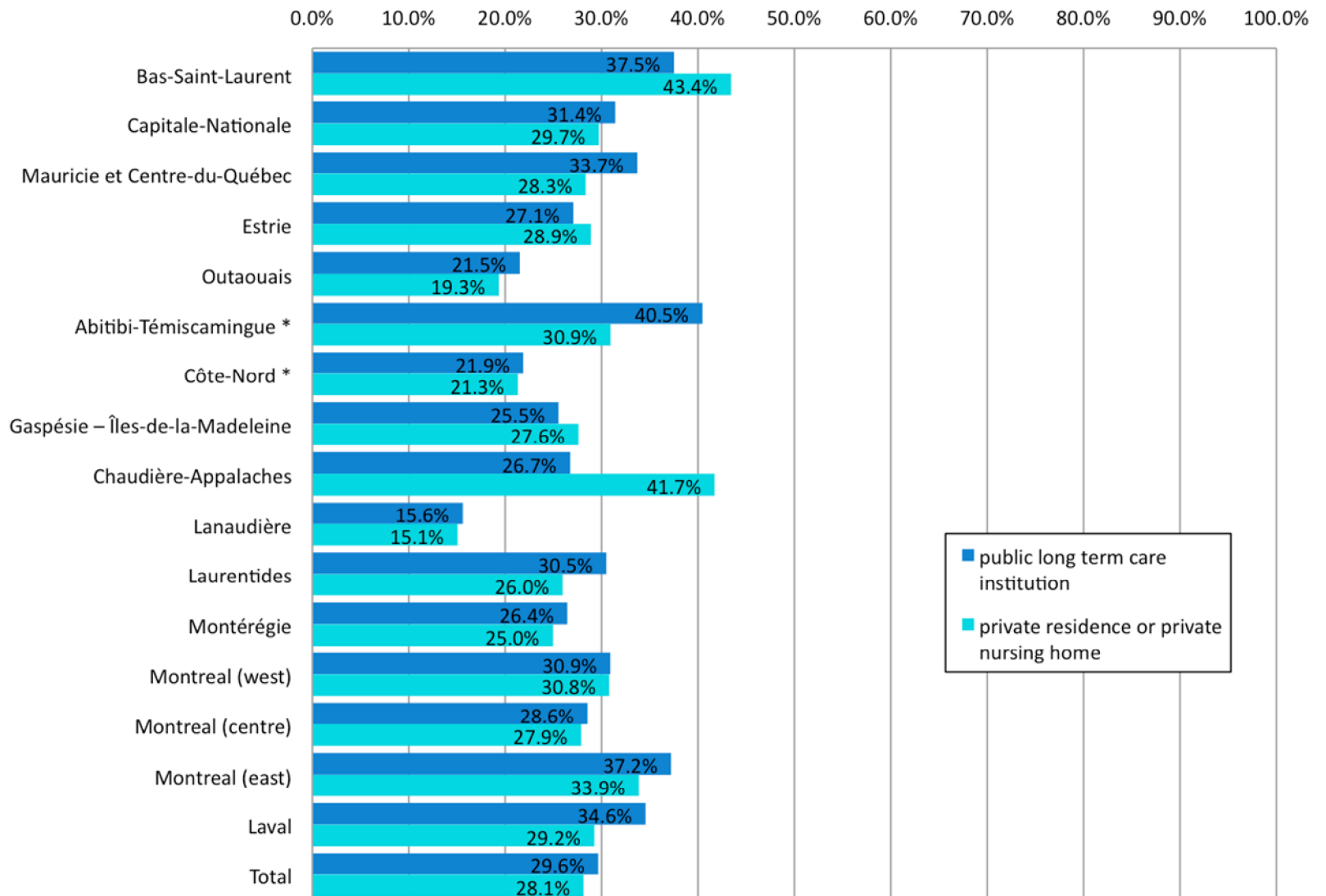
Source of Support in Case of Illness, by Population Characteristics



Anticipated Health & Social Service Needs

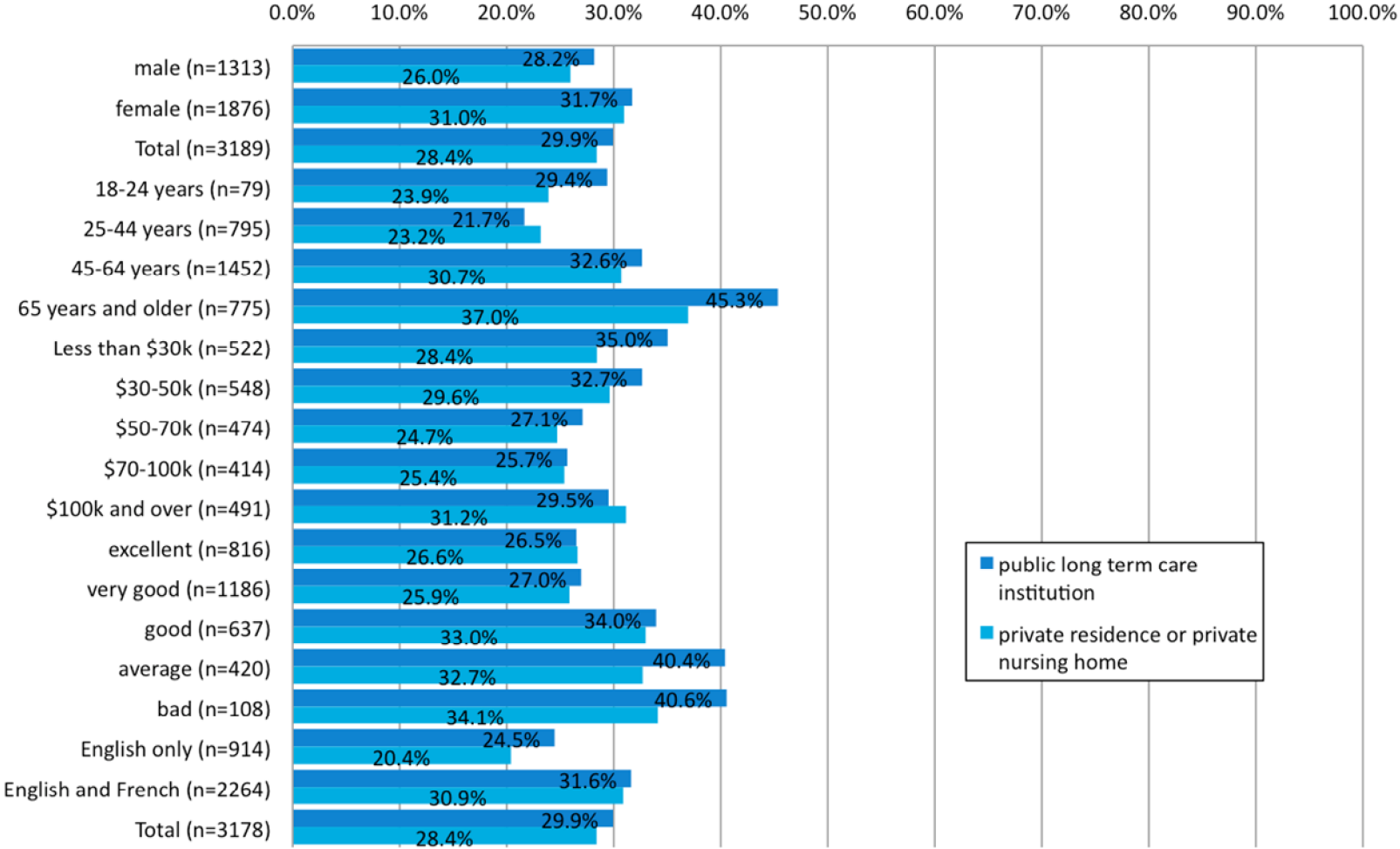


Anticipated Needs for Long-term Care, by Region

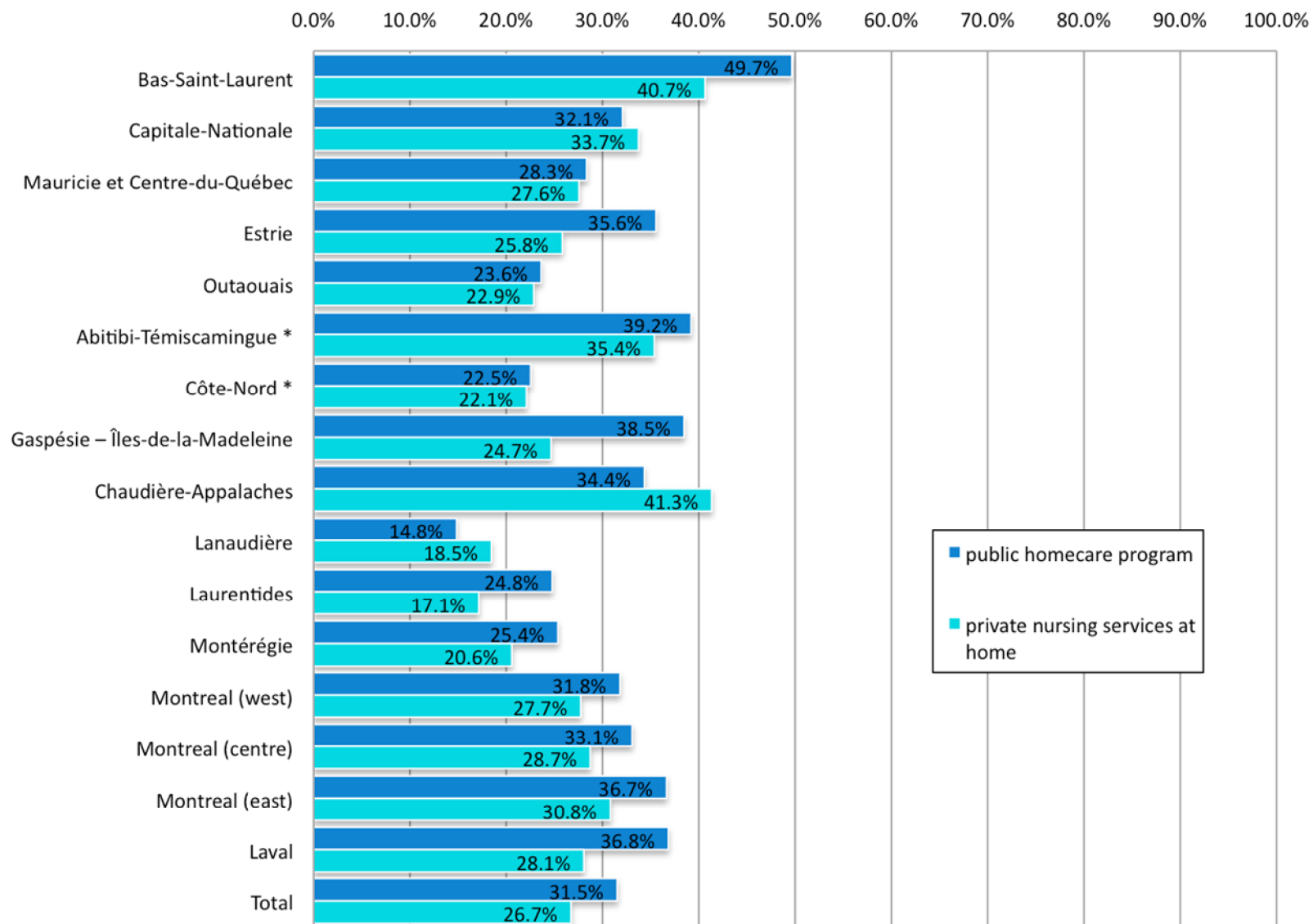


*May include First Nations and/or Inuit persons.

Anticipated Needs for Long-term Care, by Population Characteristics

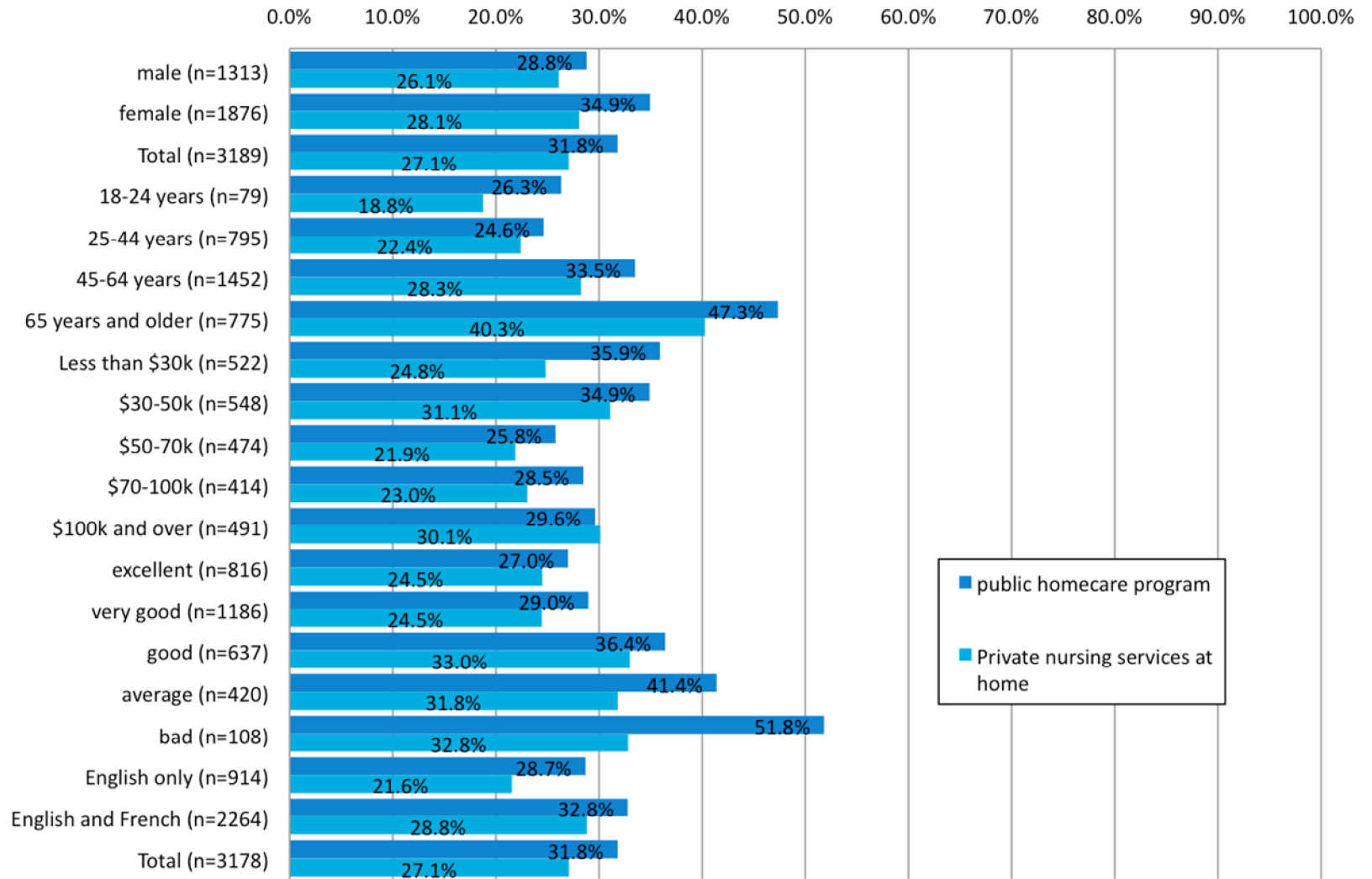


Anticipated Needs for Homecare Services, by Region



*May include First Nations and/or Inuit persons.

Anticipated Needs for Homecare Services, by Population Characteristics



Notes: Weighting



- For the 2010 study of the Anglophone community, a total of 3,195 English-speaking Quebecers aged 18 and over were interviewed over the phone between February 9th, 2010 and March 31st, 2010.
 - A sample size of $n=3,195$ has a margin of error of 1.7 point, 19 times out of 20.
 - Data was weighted using data from the 2006 census according to:
 - Region (the province was divided in 15 different regions), the relative concentration of Anglophones (each region was subdivided in either 2 or 3 subregions according to the relative concentration of Anglophones—low, medium or high concentration ; Montreal was divided in three subregions: West, Centre and East), gender and age
- For the 2005 study of the Anglophone community, a total of 3,129 English-speaking Quebecers aged 18 and over were interviewed over the phone between May 6th, 2005 and July 5th, 2005.
 - A sample size of $n=3,125$ has a margin of error of 1.8 point, 19 times out of 20.
 - Data was weighted using data from the 2001 census according to region, sex and age.

End