

# **Baseline Data Report 2019-2020**

## **Time Series Report: CHSSN/CROP Surveys 2005-2019**

### **Access to English-language Health and Social Services in Québec Provincial Profile**

prepared for the Community Health and Social Services Network



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## Acknowledgements

This report was prepared for the Community Health and Social Services Network (CHSSN) by Dr. Joanne Pocock (Research Consultant, *JPocock Research Consulting*) with support from Jan Warnke (Research Consultant, *JW Comm Inc*) and Jim Carter (CHSSN Senior Program and Policy Advisor) for the *Networking and Partnership Initiative* program funded by Health Canada.



The views expressed herein do not necessarily represent the official policies of Health Canada.

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## 2 Introduction

### 2.1 Baseline Data Report (BDR)

The Baseline Data Report 2019-2020 (BDR) is the eighteenth volume of a series produced by the Community Health and Social Services Network (CHSSN) to serve as a relevant and comprehensive knowledge base regarding the situation of Québec's English-speaking population in the area of health.

The Baseline Data Report series is intended to serve as a resource that will allow local communities to better understand the demographic factors and health determinants affecting them and to assist institutional partners and community leaders in developing strategies to improve the well-being of their constituencies.

The Baseline Data Report 2019-2020 presents, in a time series, two determinants of health that impact English-speaking Québécois, namely, access to the health and social services system and language of access.

For access to CHSSN Baseline Data Reports go to [chssn.org/document-center/](http://chssn.org/document-center/)

Year	Title	Data Source
2003-2004	Regional Profiles of English-speaking Communities	2001 Census
2004-2005	Profiles of English-speaking Communities in Selected CLSC Territories	2001 Census
2005-2006	English-Language Health and Social Services Access in Québec	2005 CHSSN-CROP Survey on Community Vitality
2006-2007	Community Network Building	Case studies (qualitative interviews)
2007-2008	Health and Social Survey Information on Quebec's English-speaking Communities	1998 Québec Health and Social Survey
2008-2009	Regional Profiles of Quebec's English-speaking Communities: Selected 1996-2006 Census Findings	1996 and 2006 Census
2009-2010	Demographic Profiles of Quebec's English-speaking Communities for Selected CSSS Territories	1996 and 2006 Census
2010-2011	English-Language Health and Social Services Access in Québec	2010 CHSSN-CROP Survey on Community Vitality
2011-2012	Socio-economic Profiles of English-speaking Visible Minority Population by Quebec Health Region	2006 Census
2012-2013	Quebec's English-speaking Community Networks and their Partners in Public Health and Social Services	Survey of NPI organizations and interviews
2013-2014	Demographic Profiles of Quebec's English-speaking Communities for Selected CSSS Territories	2011 Census of Canada; 2011 National Household Survey
2014-2015	Canadian Community Health Survey (2011-2012) / Findings related to the Mental and Emotional Health of Quebec's English-speaking Communities	Canadian Community Health Survey, 2011-2012
2015-2016	English-Language Health and Social Services Access in Québec	2015 CHSSN-CROP Survey on Community Vitality
2015-2016	Findings on English-speaking Community Vitality across Key Sectors	2015 CHSSN-CROP Survey on Community Vitality
2017-2018	Demographic Profiles of English-speaking Communities	2016 Census of Canada
2018-2019	Socio-demographic Profile of Children Aged 0 to 5 and their Parents	2016 Census of Canada
2018-2019	English-language Health and Social Service Access in Quebec	2019 CHSSN-CROP Community Health and Social Survey
2019-2020	English-language Health and Social Services Access in Québec	2005-2019 CHSSN CROP Community Health and Social Surveys

## 2.2 About this Report

The 2019-2020 Baseline Data Report (BDR) relays the health and social service findings of the CHSSN/CROP<sup>1</sup> provincial survey of English speakers conducted in 2005, 2010, 2015 and 2019. This report is the first in the Baseline Data Report series to present the CHSSN/CROP provincial survey results from four different time periods.

In keeping with the standard CHSSN reporting approach, survey results are organized according to the location of respondents in regional communities across Québec's administrative territory and delineated into sub-groups defined by gender, age, household income, and knowledge of English and French. For report graphs, CHSSN selected two population groups considered vulnerable by many stakeholders with respect to access and language of service due to their age and level of bilingualism.

It should be noted that in 2019, the CHSSN provincial survey questionnaire was significantly modified and the title of the survey changed to *Community Health and Social Survey* to reflect an increased focus on health sector issues. Importantly, despite these changes a sizable number of questions have remained identical and nearly identical across each rendition of the questionnaire. The responses to the questions that reoccur from 2005 through to 2019 form the basis of these profiles. Information on health and social services access among English-speaking communities gathered through sampling techniques other than CROP telephone interviews are not included.

## 2.3 Methodology

For the 2019-2020 Time Series BDR, the differences and similarities between surveys in terms of questionnaire design, sampling techniques, data treatment and reporting style were given careful consideration.

### 2.3.1 Questionnaire Design

For the purpose of observing survey results over time, the questionnaires for each year were compared and the identical or nearly identical questions among the four years were selected for reporting. To view the list of questions selected for reporting go to Appendix 1.

### 2.3.2 Sampling Techniques

**Telephone Survey** – In every version of the survey, the main sampling technique used by CROP has been telephone interviews. In each of the four years included in this report English-speaking Québécois aged 18 and over around the province were randomly selected for interviews over the telephone. Data collection for the interviews generally lasted eight to ten weeks in the period between February and the end of June. The number and key socio-demographic characteristics (unweighted) of the English-speaking respondents for 2005, 2010, 2015 and 2019 are presented below.

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<sup>1</sup> CROP Inc. is a Canadian opinion polling and marketing research firm based in Montreal.

## English Speakers 2005

Key Demographic Characteristics of English-speaking Respondents to the 2005 CHSSN/CROP Survey on Community Vitality, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than \$30k	\$30k-70k	\$70k-100k	\$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	119	54	65	3	30	52	34	22	36	17	13	81	9
RTS de la Gaspésie	162	70	92	8	45	69	40	61	55	15	6	59	54
RTS de la Montérégie-Centre	83	38	45	5	34	31	13	14	19	16	15	52	25
RTS de la Montérégie-Est*	10	2	8	0	3	1	6	0	3	1	1	6	1
RTS de la Montérégie-Ouest	254	110	144	7	74	117	56	35	87	46	35	127	52
RTS de Lanaudière	88	36	52	0	12	40	36	17	39	8	8	64	12
RTS de Laval	239	95	144	29	111	63	36	32	64	43	33	159	31
RTS de l'Est-de-l'Île-de-Montréal	127	49	78	7	60	43	17	24	59	15	11	75	14
RTS de l'Estrie – CHU de Sherbrooke	358	146	212	11	101	142	104	89	144	27	31	171	84
RTS de l'Ouest-de-l'Île-de-Montréal	428	185	243	19	145	188	76	40	138	82	98	222	97
RTS de l'Outaouais	198	86	112	5	57	95	41	30	70	30	41	58	68
RTS des Laurentides	170	78	92	5	44	74	47	36	56	24	20	89	32
RTS du Centre-Ouest-de-l'Île-de-Montréal	192	75	117	14	85	67	26	49	69	12	21	114	47
RTS du Centre-Sud-de-l'Île-de-Montréal	117	50	67	7	52	45	13	35	41	17	8	70	35
RTS du Nord-de-l'Île-de-Montréal	89	39	50	5	45	31	8	23	33	10	6	58	13
<b>Total</b>	<b>2,634</b>	<b>1,113</b>	<b>1,521</b>	<b>125</b>	<b>898</b>	<b>1,058</b>	<b>553</b>	<b>507</b>	<b>913</b>	<b>363</b>	<b>347</b>	<b>1,405</b>	<b>574</b>

Source: JPocock Research Consulting, from the 2005 CHSSN/CROP Survey on Community Vitality. \*Insufficient data to report in following tables except for table 2.6.

## English Speakers 2010

Key Demographic Characteristics of English-speaking Respondents to the 2010 CHSSN/CROP Survey on Community Vitality, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than \$30k	\$30k-70k	\$70k-100k	\$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	94	34	60	2	18	43	31	6	29	15	20	85	9
RTS de la Gaspésie	147	55	92	2	23	75	47	37	69	8	8	91	55
RTS de la Montérégie-Centre	121	60	61	4	40	43	34	18	32	17	24	85	34
RTS de la Montérégie-Est*	13	4	9	0	2	4	7	3	2	2	1	11	2
RTS de la Montérégie-Ouest	307	122	185	6	83	146	72	38	96	44	63	228	78
RTS de Lanaudière	73	22	51	0	20	37	16	10	25	7	9	64	9
RTS de Laval	258	110	148	10	96	105	47	30	72	49	41	196	62
RTS de l'Est-de-l'Île-de-Montréal	151	65	86	11	54	63	23	20	62	25	17	138	13
RTS de l'Estrie – CHU de Sherbrooke	353	149	204	5	51	181	116	106	124	26	29	244	107
RTS de l'Ouest-de-l'Île-de-Montréal	445	182	263	11	104	223	107	44	123	68	109	329	115
RTS de l'Outaouais	206	101	105	3	44	105	54	29	64	28	40	101	104
RTS des Laurentides	157	65	92	1	26	76	54	26	50	20	18	115	41
RTS du Centre-Ouest-de-l'Île-de-Montréal	212	81	131	8	53	86	65	30	63	25	43	142	68
RTS du Centre-Sud-de-l'Île-de-Montréal	93	47	46	1	45	33	14	13	28	16	14	68	25
RTS du Nord-de-l'Île-de-Montréal	101	41	60	6	40	41	14	21	32	14	13	83	18
<b>Total</b>	<b>2,731</b>	<b>1,138</b>	<b>1,593</b>	<b>70</b>	<b>699</b>	<b>1,261</b>	<b>701</b>	<b>431</b>	<b>871</b>	<b>364</b>	<b>449</b>	<b>1,980</b>	<b>740</b>

Source: JPocock Research Consulting, from the 2010 CHSSN/CROP Survey on Community Vitality. \*Insufficient data to report in following tables except for table 2.6.



## English Speakers 2015

Key Demographic Characteristics of English-speaking Respondents to the 2015 CHSSN/CROP Survey on Community Vitality, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than \$30k	\$30k-70k	\$70k-100k	\$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	71	28	43	2	8	39	22	5	23	11	26	71	0
RTS de la Gaspésie	182	81	101	2	27	93	60	47	73	28	17	118	64
RTS de la Montérégie-Centre	107	45	62	4	20	52	31	12	39	15	26	90	17
RTS de la Montérégie-Est*	12	2	10	1	1	5	5	1	5	2	2	9	3
RTS de la Montérégie-Ouest	334	130	204	4	50	166	114	43	110	47	69	234	100
RTS de Lanaudière	81	27	54	0	4	38	39	21	37	9	4	66	15
RTS de Laval	264	90	174	13	68	140	43	22	72	37	84	217	47
RTS de l'Est-de-l'Île-de-Montréal	87	39	48	4	25	45	13	5	26	15	17	76	11
RTS de l'Estrie – CHU de Sherbrooke	361	162	199	4	45	164	148	69	136	46	52	252	109
RTS de l'Ouest-de-l'Île-de-Montréal	434	155	279	13	78	207	136	43	129	51	124	308	126
RTS de l'Outaouais	201	86	115	1	30	105	65	36	75	24	38	115	86
RTS des Laurentides	156	65	91	2	19	60	75	22	59	24	22	111	45
RTS du Centre-Ouest-de-l'Île-de-Montréal	253	86	167	8	41	109	95	51	72	27	51	180	73
RTS du Centre-Sud-de-l'Île-de-Montréal	87	34	53	4	31	41	11	21	26	16	13	68	19
RTS du Nord-de-l'Île-de-Montréal	90	37	53	2	23	53	12	11	29	10	20	77	13
<b>Total</b>	<b>2,720</b>	<b>1,067</b>	<b>1,653</b>	<b>64</b>	<b>470</b>	<b>1,317</b>	<b>869</b>	<b>409</b>	<b>911</b>	<b>362</b>	<b>565</b>	<b>1,992</b>	<b>728</b>

Source: JPocock Research Consulting, from the 2015 CHSSN/CROP Survey on Community Vitality. \*Insufficient data to report in following tables except for table 2.6.

## English Speakers 2019

Key Demographic Characteristics of English-speaking Respondents to the 2019 CHSSN-CROP Community Health and Social Survey, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than \$30k	\$30k-70k	\$70k-100k	\$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	196	89	107	5	23	86	82	22	52	29	45	186	9
RTS de la Gaspésie	75	31	44	0	3	34	38	21	27	7	7	51	24
RTS de la Montérégie-Centre	143	57	86	1	15	52	75	18	36	26	22	107	36
RTS de la Montérégie-Est*	75	29	46	5	8	28	34	9	21	11	16	59	16
RTS de la Montérégie-Ouest	238	106	132	2	27	117	92	31	53	45	56	165	73
RTS de Lanaudière	72	25	47	1	8	25	38	10	26	7	15	65	7
RTS de Laval	255	98	157	6	36	134	79	27	70	28	58	208	46
RTS de l'Est-de-l'Île-de-Montréal	210	71	139	6	34	126	44	13	53	31	55	195	15
RTS de l'Estrie – CHU de Sherbrooke	105	35	70	2	8	40	55	24	28	15	16	75	30
RTS de l'Ouest-de-l'Île-de-Montréal	479	192	287	12	31	234	202	47	112	71	134	342	136
RTS de l'Outaouais	197	91	106	2	24	84	87	36	51	31	41	108	89
RTS des Laurentides	108	42	66	0	6	44	58	16	32	15	18	81	27
RTS du Centre-Ouest-de-l'Île-de-Montréal	456	155	301	10	45	164	237	78	118	38	87	317	138
RTS du Centre-Sud-de-l'Île-de-Montréal	221	75	146	2	44	91	84	39	63	25	48	181	39
RTS du Nord-de-l'Île-de-Montréal	243	90	153	10	30	123	80	40	63	35	37	194	49
<b>Total</b>	<b>3,073</b>	<b>1,186</b>	<b>1,887</b>	<b>64</b>	<b>342</b>	<b>1,382</b>	<b>1,285</b>	<b>431</b>	<b>805</b>	<b>414</b>	<b>655</b>	<b>2,334</b>	<b>734</b>

Source: JPocock Research Consulting, from the 2019 CHSSN-CROP Community Health and Social Survey. \*Insufficient data to report in following tables except for table 2.6.

**Focus Groups and Online Survey** – In 2015, four focus groups were added to CHSSN survey techniques due to a low response rate to telephone interviews in certain regions. The four regions addressed through focus groups were Chaudière-Appalaches, Côte-Nord (middle and upper parts), Abitibi-Témiscamingue and Bas-Saint-Laurent. In 2019 the low response rate to telephone interviews in six health regions was addressed through focus group and online survey techniques. The six regions were Saguenay-Lac-St-Jean, Côte-Nord (middle and upper parts), Gaspésie-Les Îles (Magdalen Islands), Chaudière-Appalaches, Centre-du-Québec and Abitibi-Témiscamingue. In the 2015 and 2019 BDRs the focus group and online survey findings are tabulated and reported separately from the telephone interview results. The findings from focus groups and online surveys are not included in this time series report.

### 2.3.3 Data Treatment

**Geographic Regions** – The fourteen regions addressed in the tables and graphs of this time series report are drawn from Québec’s 22 RTS (réseau territorial de services) territories. Some regions are not profiled due to small sample size. RTS de la Montérégie-Est is reported as an individual region in Table 2.6 only. A profile of the total English-speaking sample without RTS region is included in the series. The correspondence between Québec’s 18 Health regions and its Integrated Health and Social Service Centers (CISSS) and Integrated Center for University Health and Social Services (CIUSSS) after the adoption of Law 10 is available at the following link: <https://www.msss.gouv.qc.ca/professionnels/informations-geographiques-et-de-population/decoupage-territorial/>

**Percentages** – The majority of tables in this report present results in the form of percentages. Non-responses (no answer, did not know, etc.) have been excluded from the totals prior to calculation of percentages.

**Weighted** – Data has been weighted according to region (by CLSC), age, and gender using data from the Statistics Canada 2016 Census.

## 2.4 Reporting: Table and Graph Explanation

### Table Headings

In this report the responses to each survey question are presented in the form of a table and accompanying graph. The title of the table captures the survey question being answered as well as the RTS region in which the respondents are located. The profile of the total English-speaking sample does not include RTS region. In the accompanying example, the table presents the responses of all those residing in Gaspésie who used the services of a CLSC in the prior twelve months. The full question is “In the last twelve months, in your region, have you used the services of a CLSC for yourself or to help another person?”. Appendix 1 of this document may be consulted for a list of the CROP interview questions reported by the tables and graphs.

**Used the Services of a CLSC in the Past Twelve Months  
English Speakers of Gaspésie, 2005-2019**

Variable		English Speakers of Gaspésie				Total English-Speaking Respondents			
		2005	2010	2015	2019	2005	2010	2015	2019
gender	male	51.8% (n=70)	61.1% (n=54)	52.4% (n=80)	40.4% (n=31)	46.6% (n=1,107)	49.1% (n=1,135)	46.6% (n=1,054)	33.3% (n=1,179)
	female	39.6% (n=92)	58.6% (n=91)	54.3% (n=101)	45.7% (n=42)	47.2% (n=1,517)	52.5% (n=1,583)	51.6% (n=1,643)	36.1% (n=1,875)
age	18-24 years	- (n=8)	- (n=2)	- (n=2)	- (n=)	45.8% (n=125)	58.5% (n=69)	35.8% (n=63)	15.1% (n=63)
	25-44 years	38.3% (n=45)	55.4% (n=23)	42.4% (n=27)	- (n=3)	46.9% (n=895)	55.2% (n=696)	49.2% (n=465)	38.2% (n=339)
	45-64 years	52.7% (n=69)	58.6% (n=74)	55.0% (n=93)	40.5% (n=34)	44.9% (n=1,053)	48.7% (n=1,256)	48.7% (n=1,307)	34.0% (n=1,376)
	65 years and over	44.0% (n=40)	61.9% (n=46)	58.2% (n=59)	42.1% (n=36)	51.8% (n=551)	56.3% (n=697)	54.9% (n=862)	36.9% (n=1,276)
household income	less than \$30k	33.0% (n=61)	67.1% (n=37)	59.3% (n=47)	52.6% (n=21)	53.2% (n=504)	57.0% (n=429)	51.1% (n=405)	37.3% (n=429)
	\$30-70k	65.5% (n=55)	49.2% (n=67)	49.7% (n=73)	40.1% (n=26)	48.4% (n=912)	52.5% (n=866)	51.5% (n=901)	32.7% (n=799)
	\$70-100k	27.2% (n=15)	- (n=8)	40.6% (n=28)	- (n=7)	51.4% (n=361)	51.2% (n=364)	47.1% (n=361)	34.2% (n=413)
	\$100k and over	- (n=6)	- (n=8)	70.1% (n=17)	- (n=7)	41.9% (n=345)	42.1% (n=446)	46.2% (n=563)	37.2% (n=653)
knowledge of English and French	bilingual	52.2% (n=59)	59.2% (n=89)	60.8% (n=117)	47.1% (n=49)	43.5% (n=1,402)	51.7% (n=1,971)	49.5% (n=1,979)	34.1% (n=2,321)
	unilingual English	33.0% (n=54)	58.7% (n=55)	41.6% (n=64)	36.8% (n=24)	48.9% (n=569)	49.8% (n=736)	48.1% (n=718)	37.2% (n=728)
<b>Total</b>		<b>45.3%</b> (n=162)	<b>59.2%</b> (n=145)	<b>53.4%</b> (n=181)	<b>43.5%</b> (n=73)	<b>46.9%</b> (n=2,624)	<b>51.3%</b> (n=2,718)	<b>49.2%</b> (n=2,697)	<b>34.8%</b> (n=3,054)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n) indicates the total count of respondents who answered a given question while the percentage indicates the proportion of those respondents who answered positively.

## Column and Row Headings

### Rows

The responses in the table are further delineated by four variables: **gender, age, household income and knowledge of French and English** as indicated by the row headings. In this example, the proportion of respondents who used the services of a CLSC in the past twelve months is indicated for each variable and survey year by the given percentage. Percentages are not reported where fewer than 10 respondents would be indicated. The total number of respondents who answered a particular question is given beneath each percentage in the form **(n= )**.

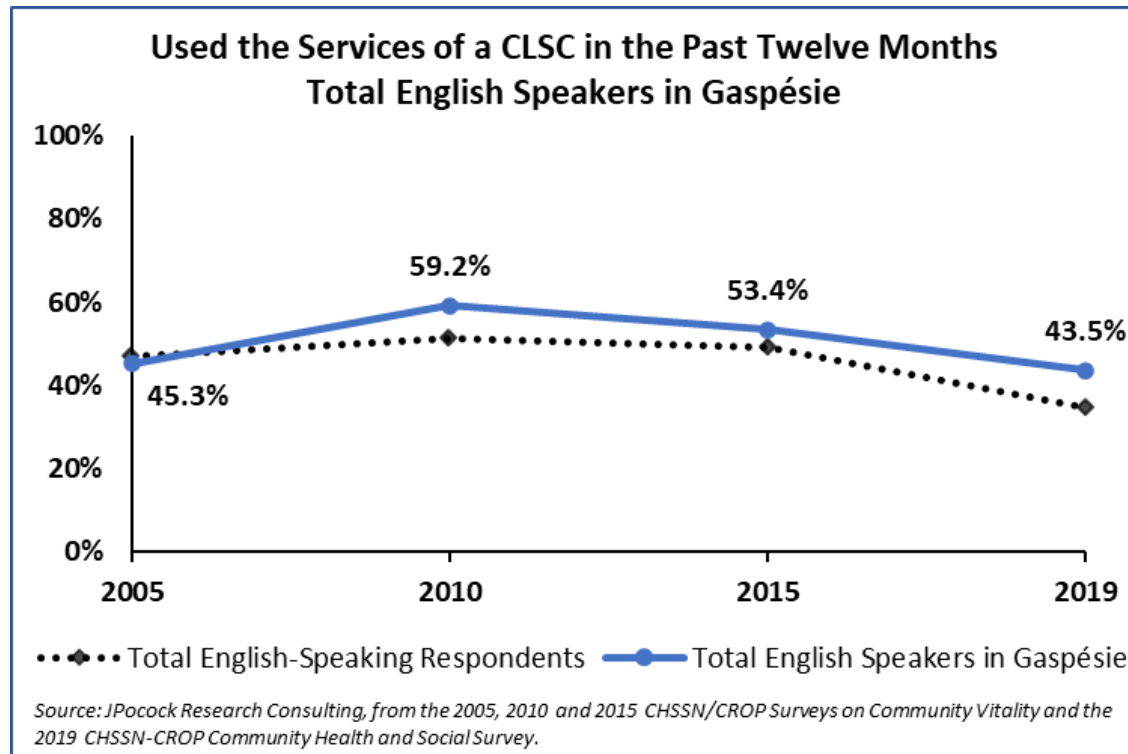
The total number of respondents for a given survey period and RTS or provincial territory is provided in the row entitled **Total** at the bottom of the table. For example, the table above shows that a total of 162 Gaspésians answered the question on the use of CLSC services in the past 12 months. Of these, 45.3% answered “yes” to the question. Among the variables, the table also reveals that 70 male Gaspésians answered this question with 51.8% of them answering “yes”.

### Columns

The data is presented in two main blocks: one for the region under study (RTS Gaspésie in the table above) and the other for the English-speaking provincial total (weighted data for all English-speaking respondents).

Within each block, data is presented for the four survey years: **2005/2010/2015/2019**. In this example, in 2005, 39.6% of female Gaspésie respondents had used the services of a CLSC compared to 47.2% of the total female English-speaking sample of the same year. The same table tells us that in 2010, 58.6% of female Gaspésie respondents had used the services of a CLSC compared to 52.5% of the total female English-speaking sample of the same year.

## Graphs



In the graph above, the solid line presents the percentage of English speakers in the Gaspésie who used the services of a CLSC in 2005, 2010, 2015 and 2019. Points on the line are not shown for years where the number of respondents to the given question was too low to report. In this example, 45.3% of Gaspésians used CLSC services in 2005, 59.2% used these services in 2010, 53.4% used these services in 2015 and 43.5% used CLSC services in 2019.

The dotted line presents the findings for the four survey years for all English-speaking survey respondents across Québec who said “yes” they had used the services of a CLSC.

## 2.5 Size and Proportion of English-speaking Population, by Health Region, 2001-2016

The accompanying table surveys the size and proportion of the English-speaking population comparing 2001, 2006, 2011 and 2016. The greater Montréal region (including Laval and Montérégie) experienced solid growth over the past 10 years as did Nord-du-Québec. Most other regions experienced either modest growth or may even have declined in numbers and percentage over this period.

Health Region	Size of the English-Speaking Population				English Speakers as a Proportion of Regional Population			
	2001	2006	2011	2016	2001	2006	2011	2016
Bas-Saint-Laurent	829	1,295	841	1,085	0.4%	0.7%	0.4%	0.6%
Saguenay - Lac-Saint-Jean	1,765	1,830	1,536	1,975	0.6%	0.6%	0.6%	0.7%
Capitale-Nationale	11,065	11,840	12,666	14,210	1.8%	1.8%	1.9%	2.0%
Mauricie et Centre-du-Québec	4,885	4,995	5,392	5,805	1.1%	1.1%	1.1%	1.2%
Estrie	23,390	23,580	22,577	37,015	8.4%	8.0%	7.5%	8.1%
Outaouais	53,945	58,720	65,604	70,580	17.2%	17.4%	18.0%	18.7%
Abitibi-Témiscamingue	5,315	5,355	4,914	5,160	3.7%	3.8%	3.4%	3.6%
Côte-Nord	5,740	5,630	5,093	5,175	5.9%	5.9%	5.5%	5.7%
Nord-du-Québec*	14,385	16,945	20,480	23,340	37.4%	42.8%	48.3%	53.2%
Gaspésie - Îles-de-la-Madeleine	9,740	9,505	9,401	8,790	10.2%	10.2%	10.2%	10.0%
Chaudière-Appalaches	2,685	3,705	3,114	3,755	0.7%	1.0%	0.8%	0.9%
Lanaudière	8,215	10,115	11,561	14,215	2.1%	2.4%	2.5%	2.9%
Laurentides	30,565	33,175	34,680	37,555	6.7%	6.6%	6.3%	6.5%
Montérégie	129,125	143,645	155,636	156,005	10.2%	10.7%	11.0%	11.8%
Montréal	563,940	595,920	610,700	622,160	31.6%	32.7%	33.1%	32.8%
Laval	53,385	68,640	82,255	91,115	15.7%	18.8%	20.9%	22.2%
Québec (province)	918,955	994,720	1,046,495	1,097,920	12.9%	13.4%	13.5%	13.8%

Source: Statistics Canada, 2001, 2006, 2011 and 2016 Census of Canada. 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.

## 2.6 Satisfaction with the Availability of Local Health and Social Services in English by RTS Territory

Satisfaction with the Availability of Local Health and Social Services in English English Speakers in Québec by RTS, 2005-2019								
Region	Respondent Count				Satisfied/Totally Satisfied			
	2005	2010	2015	2019	2005	2010	2015	2019
RTS de la Capitale-Nationale	103	90	64	142	25.2%	39.8%	27.5%	33.2%
RTS de l'Estrie – CHU de Sherbrooke	342	345	349	101	47.7%	45.0%	41.3%	30.7%
RTS de l'Ouest-de-l'Île-de-Montréal	421	433	421	452	56.9%	58.2%	54.3%	59.7%
RTS du Centre-Ouest-de-l'Île-de-Montréal	189	204	250	419	56.5%	64.4%	49.3%	69.9%
RTS du Centre-Sud-de-l'Île-de-Montréal	108	88	82	203	45.5%	48.7%	48.3%	48.8%
RTS du Nord-de-l'Île-de-Montréal	83	98	87	214	40.5%	39.5%	43.7%	51.5%
RTS de l'Est-de-l'Île-de-Montréal	120	141	84	189	29.0%	27.8%	27.4%	30.2%
RTS de l'Outaouais	193	201	196	179	40.8%	46.0%	44.0%	37.4%
RTS de la Gaspésie	158	140	177	68	44.8%	35.4%	46.1%	58.8%
RTS de Laval	226	245	251	227	27.0%	31.6%	22.5%	28.2%
RTS de Lanaudière	82	68	81	62	13.8%	26.5%	18.7%	32.1%
RTS des Laurentides	158	147	148	94	38.9%	34.6%	27.2%	33.1%
RTS de la Montérégie-Centre	79	115	103	128	33.5%	40.2%	33.3%	41.9%
RTS de la Montérégie-Est	10	13	11	66	11.4%	24.4%	25.1%	32.9%
RTS de la Montérégie-Ouest	247	297	329	222	50.5%	41.8%	35.2%	36.4%
<b>Total</b>	<b>2519</b>	<b>2625</b>	<b>2633</b>	<b>2766</b>	<b>45.7%</b>	<b>47.0%</b>	<b>42.3%</b>	<b>48.8%</b>

*Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.*

### 3 Total English-Speaking Respondents, 2005-2019

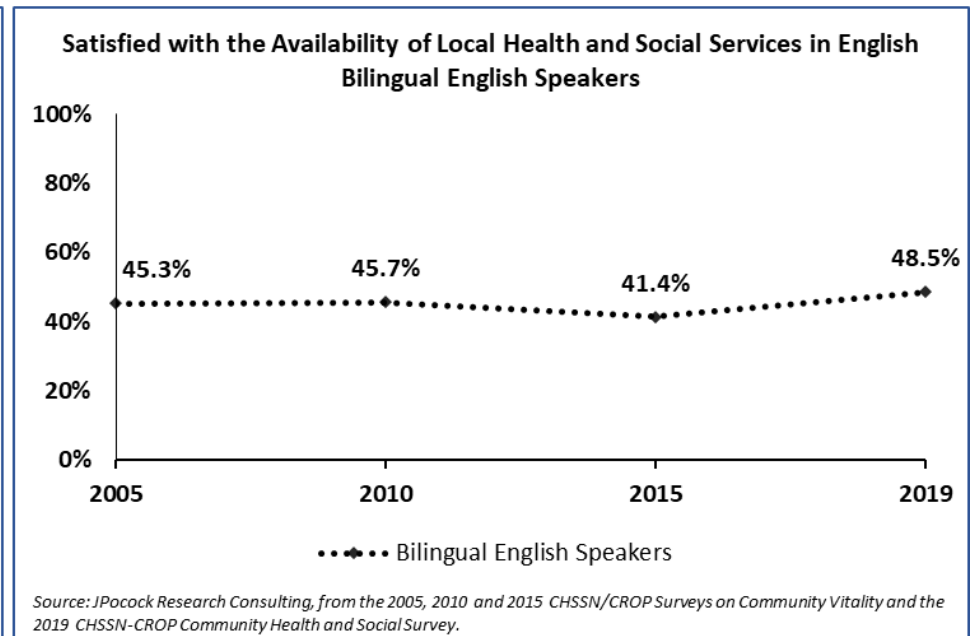
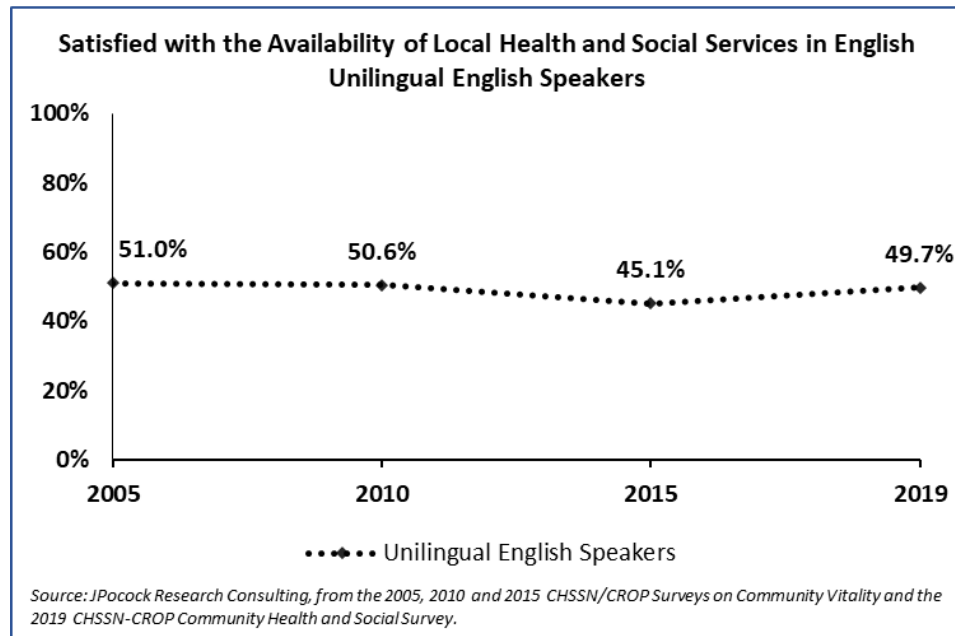
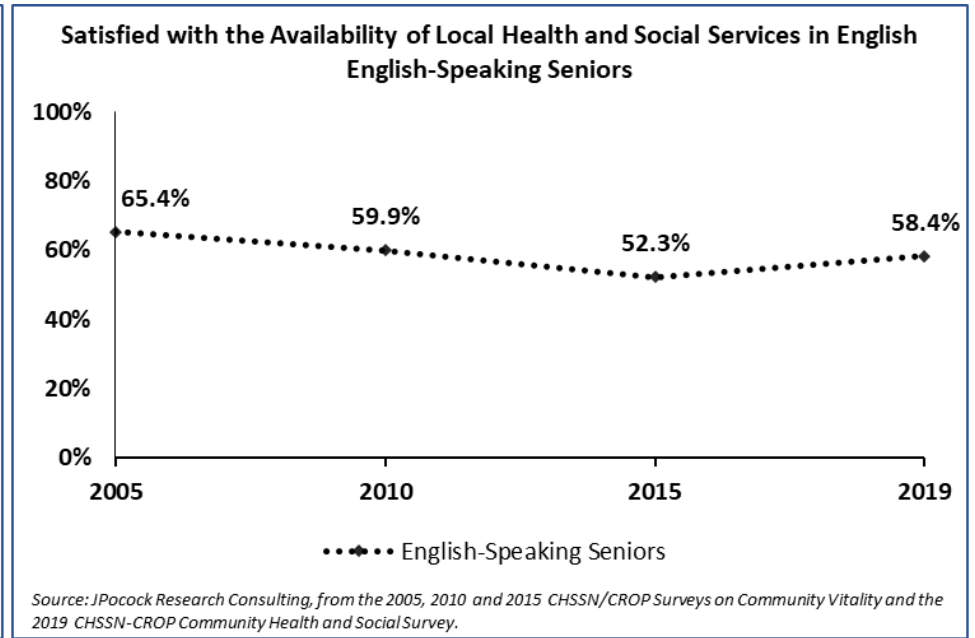
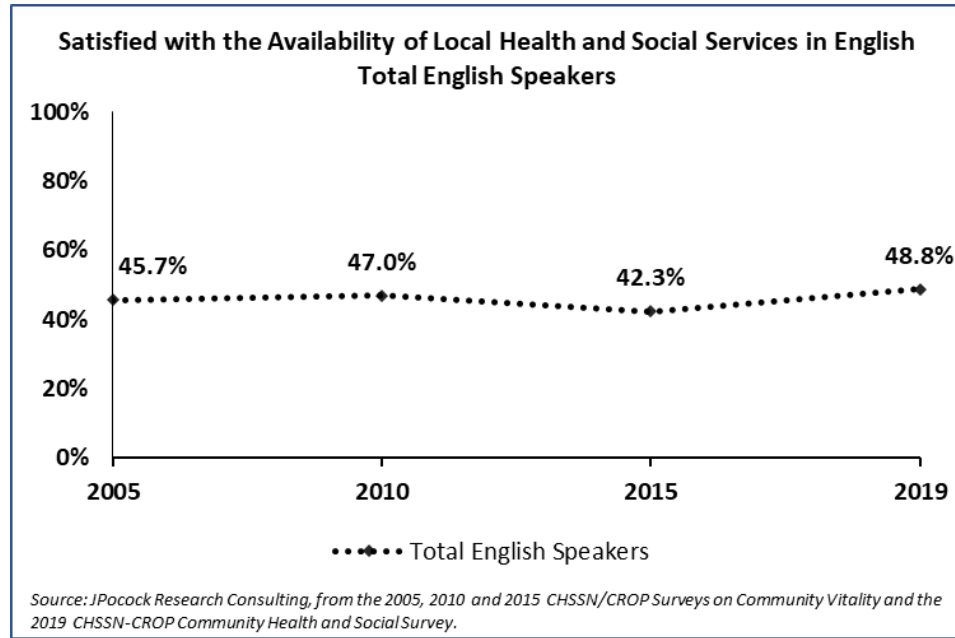
#### 3.1 Satisfaction with the Availability of Local Health and Social Services in English

Satisfied with the Availability of Local Health and Social Services in English Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	48.1% (n=1058)	51.0% (n=1093)	44.5% (n=1035)	51.9% (n=1074)
	female	43.2% (n=1461)	45.0% (n=1532)	40.1% (n=1598)	45.9% (n=1692)
age	18-24 years	40.4% (n=116)	51.9% (n=70)	58.2% (n=61)	65.4% (n=60)
	25-44 years	41.0% (n=864)	38.6% (n=671)	36.8% (n=455)	45.4% (n=317)
	45-64 years	42.4% (n=1013)	45.4% (n=1212)	39.6% (n=1280)	43.7% (n=1255)
	65 years and over	65.4% (n=526)	59.9% (n=672)	52.3% (n=837)	58.4% (n=1134)
household income	less than \$30k	46.0% (n=476)	47.9% (n=413)	46.9% (n=398)	54.2% (n=387)
	\$30-70k	47.4% (n=888)	45.2% (n=847)	40.7% (n=878)	49.9% (n=730)
	\$70-100k	41.5% (n=349)	43.4% (n=350)	41.8% (n=351)	43.6% (n=376)
	\$100k and over	39.5% (n=333)	49.9% (n=433)	38.6% (n=548)	48.7% (n=594)
knowledge of English and French	bilingual	45.3% (n=1335)	45.7% (n=1898)	41.4% (n=1927)	48.5% (n=2075)
	unilingual English	51.0% (n=550)	50.6% (n=716)	45.1% (n=706)	49.7% (n=686)
<b>Total</b>		<b>45.7%</b> (n=2519)	<b>47.0%</b> (n=2625)	<b>42.3%</b> (n=2633)	<b>48.8%</b> (n=2766)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively. Ratings of satisfaction were given on a scale of one to five where 1 was 'totally unsatisfied' and 5 was 'totally satisfied'. 'Satisfied' was derived by combining four and five.



### 3.1 Satisfaction with the Availability of Local Health and Social Services in English – Graphs



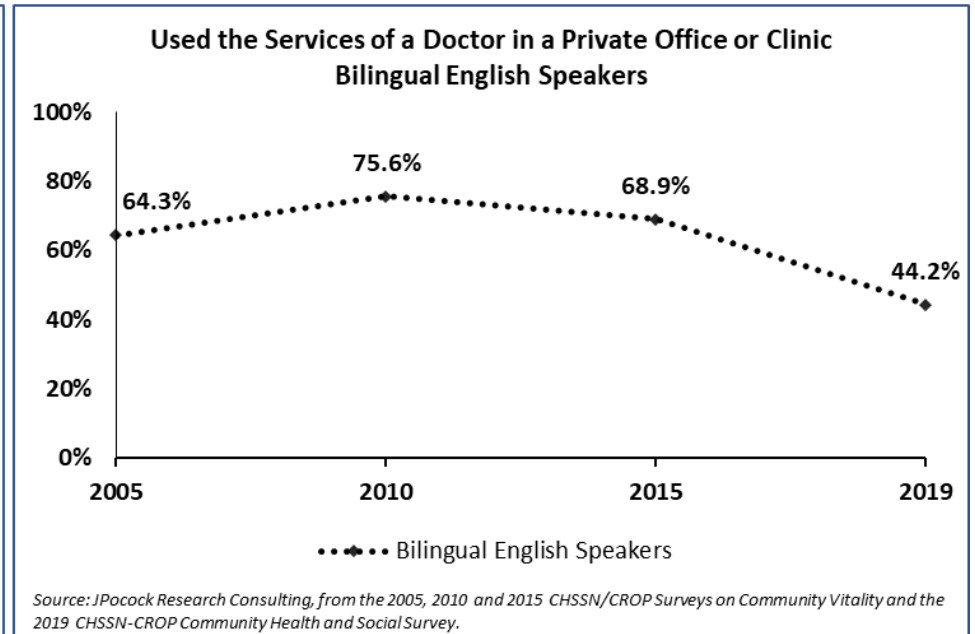
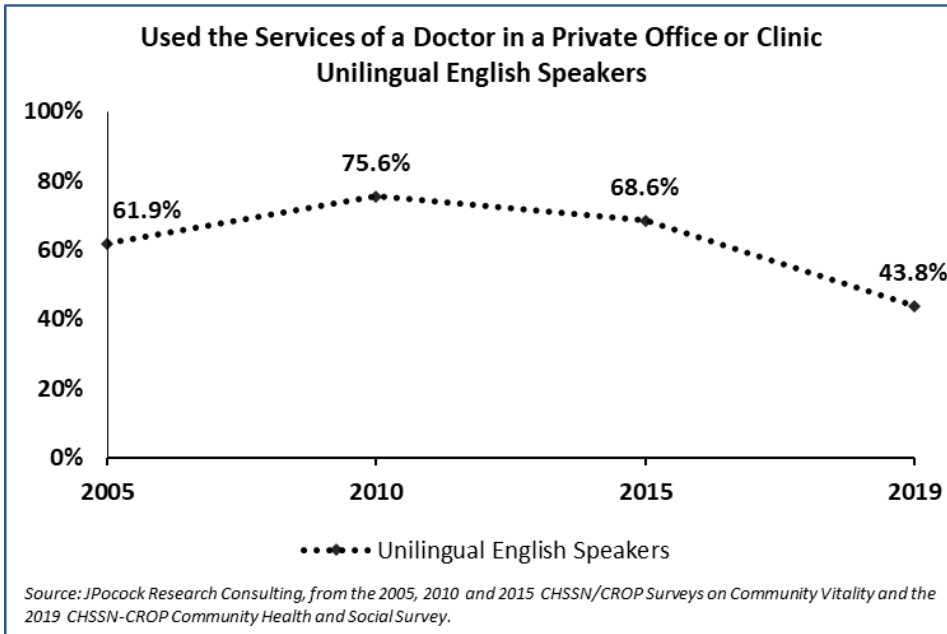
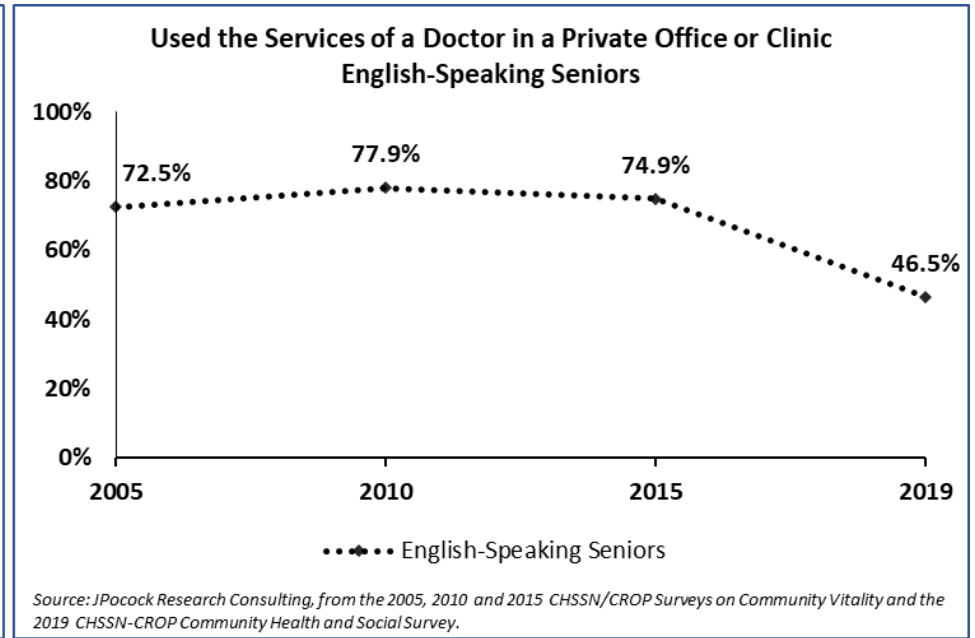
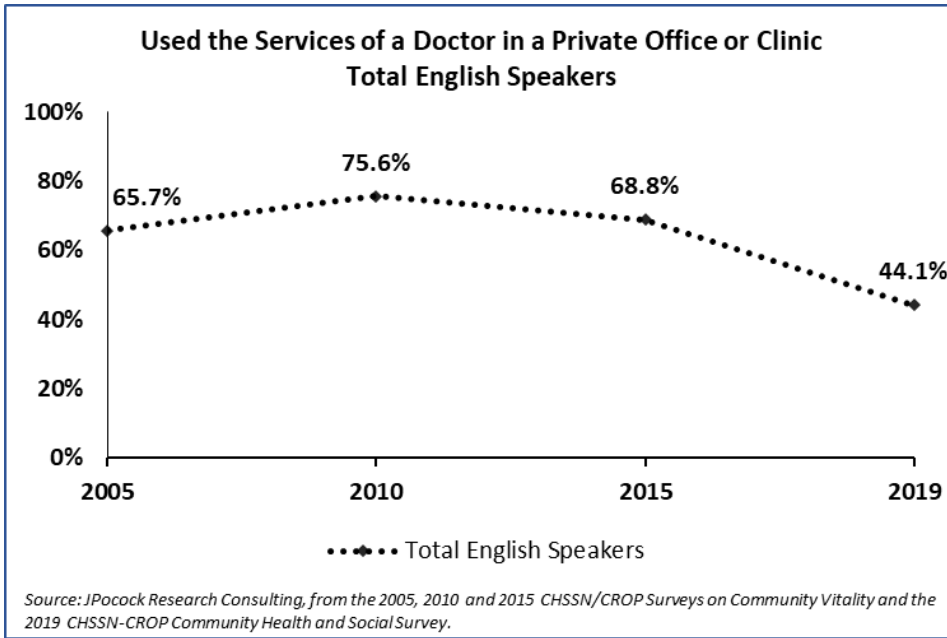
## 3.2 Services of a Doctor in a Private Office or Clinic

### 3.2.1 Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months

Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	64.1% (n=1108)	74.8% (n=1135)	67.6% (n=1065)	44.1% (n=1179)
	female	67.3% (n=1516)	76.0% (n=1591)	69.9% (n=1648)	44.1% (n=1880)
age	18-24 years	59.6% (n=124)	68.2% (n=70)	53.4% (n=64)	42.0% (n=64)
	25-44 years	60.2% (n=894)	71.2% (n=697)	68.0% (n=470)	39.6% (n=340)
	45-64 years	69.7% (n=1055)	76.1% (n=1261)	69.4% (n=1312)	47.1% (n=1377)
	65 years and over	72.5% (n=551)	77.9% (n=698)	74.9% (n=867)	46.5% (n=1278)
household income	less than \$30k	61.0% (n=505)	72.9% (n=431)	66.9% (n=407)	37.2% (n=431)
	\$30-70k	65.7% (n=910)	76.1% (n=868)	66.7% (n=910)	43.5% (n=798)
	\$70-100k	66.8% (n=363)	76.9% (n=364)	70.1% (n=361)	45.8% (n=412)
	\$100k and over	74.1% (n=346)	78.4% (n=448)	71.2% (n=565)	49.6% (n=655)
knowledge of English and French	bilingual	64.3% (n=1399)	75.6% (n=1979)	68.9% (n=1986)	44.2% (n=2327)
	unilingual English	61.9% (n=573)	75.6% (n=737)	68.6% (n=727)	43.8% (n=728)
<b>Total</b>		<b>65.7%</b> (n=2624)	<b>75.6%</b> (n=2726)	<b>68.8%</b> (n=2713)	<b>44.1%</b> (n=3059)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

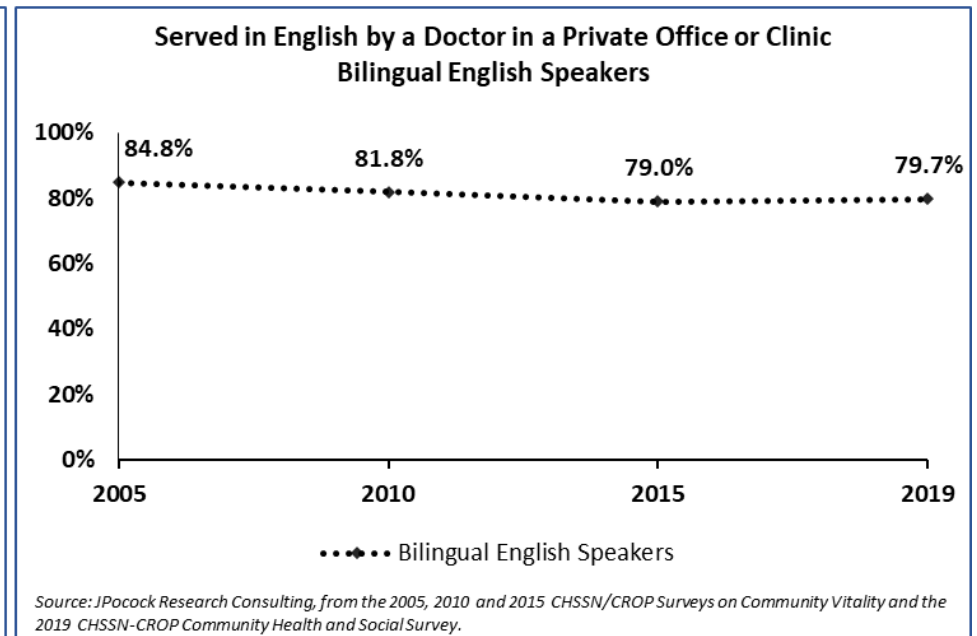
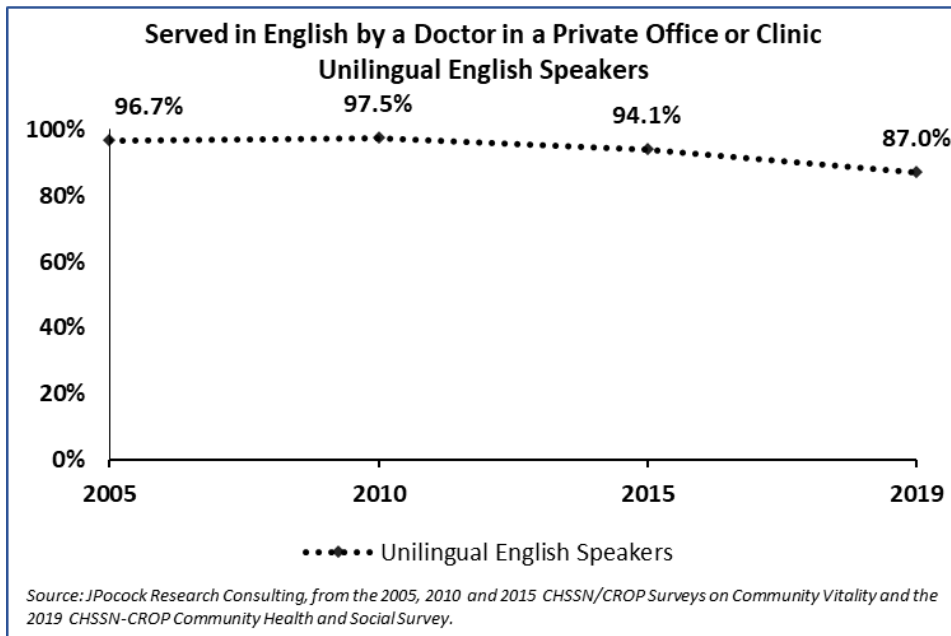
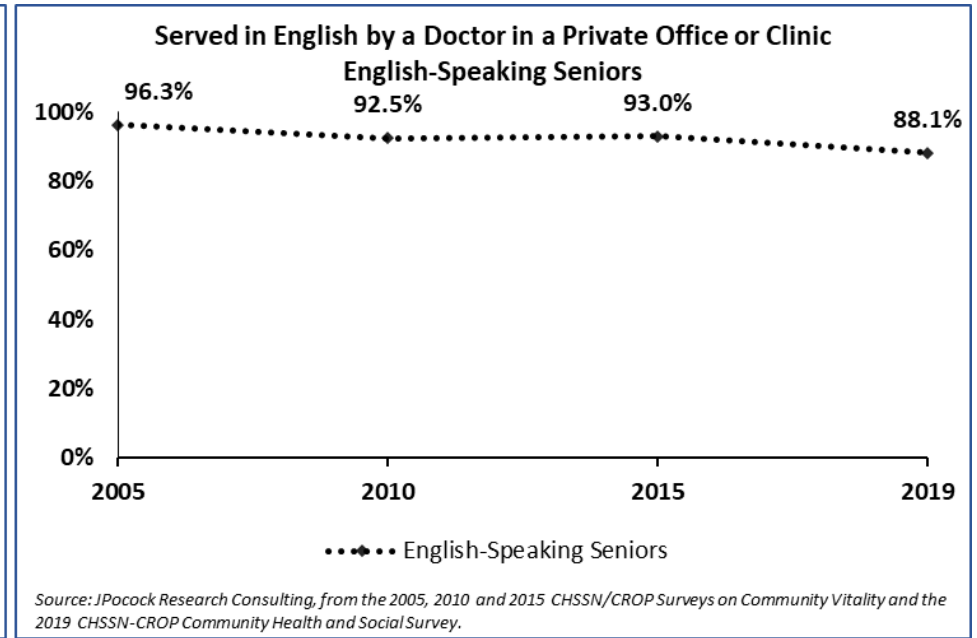
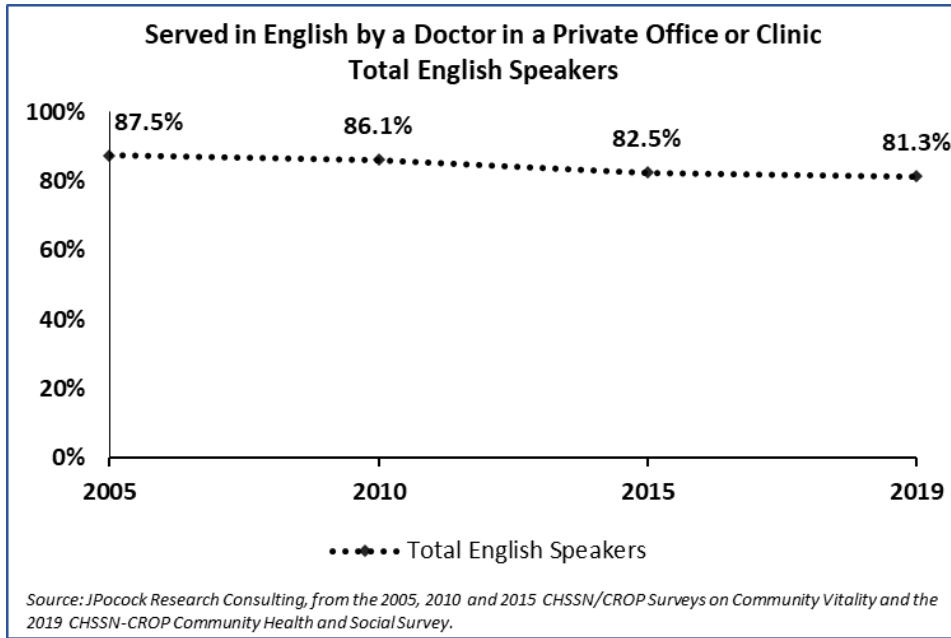
3.2.1 Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months – graphs



### 3.2.2 Served in English by a Doctor in a Private Office or Clinic

Served in English by a Doctor in a Private Office or Clinic Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	88.5% (n=713)	84.3% (n=814)	80.9% (n=730)	78.7% (n=559)
	female	86.5% (n=1014)	87.0% (n=1177)	84.1% (n=1140)	83.7% (n=843)
age	18-24 years	86.3% (n=66)	71.9% (n=44)	72.4% (n=33)	76.3% (n=29)
	25-44 years	85.1% (n=564)	77.7% (n=475)	77.4% (n=318)	75.3% (n=135)
	45-64 years	85.6% (n=709)	86.4% (n=930)	83.2% (n=889)	82.8% (n=635)
	65 years and over	96.3% (n=388)	92.5% (n=542)	93.0% (n=630)	88.1% (n=603)
household income	less than \$30k	91.6% (n=307)	87.6% (n=303)	81.7% (n=271)	78.4% (n=165)
	\$30-70k	87.9% (n=600)	85.0% (n=648)	80.3% (n=625)	83.7% (n=354)
	\$70-100k	82.0% (n=255)	83.2% (n=269)	77.6% (n=253)	85.0% (n=207)
	\$100k and over	88.4% (n=252)	85.2% (n=337)	85.5% (n=407)	76.3% (n=335)
knowledge of English and French	bilingual	84.8% (n=917)	81.8% (n=1435)	79.0% (n=1379)	79.7% (n=1083)
	unilingual English	96.7% (n=355)	97.5% (n=547)	94.1% (n=491)	87.0% (n=317)
<b>Total</b>		<b>87.5%</b> (n=1727)	<b>86.1%</b> (n=1991)	<b>82.5%</b> (n=1870)	<b>81.3%</b> (n=1402)
<p><i>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</i></p>					

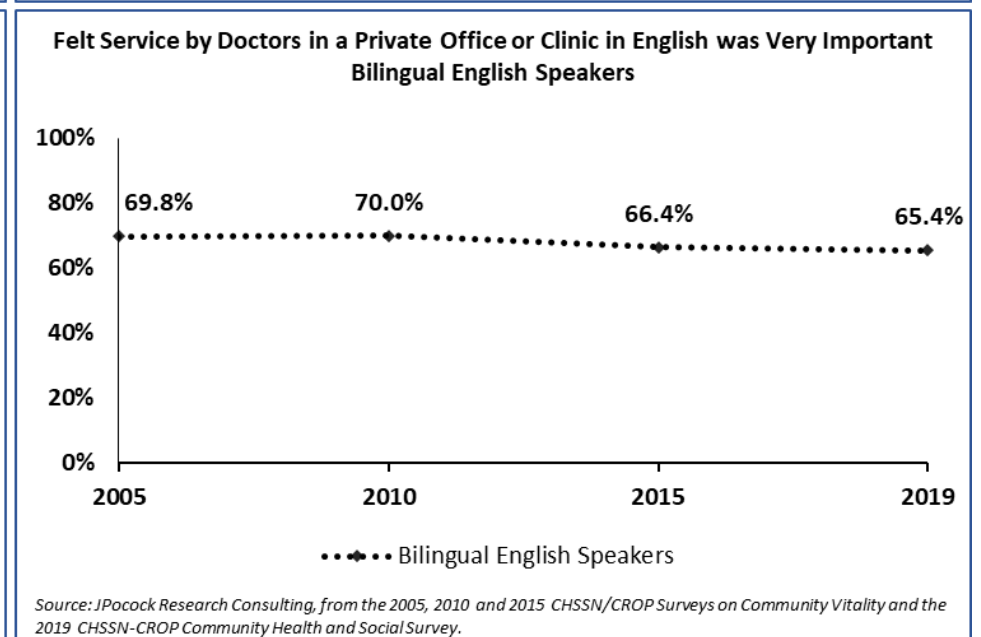
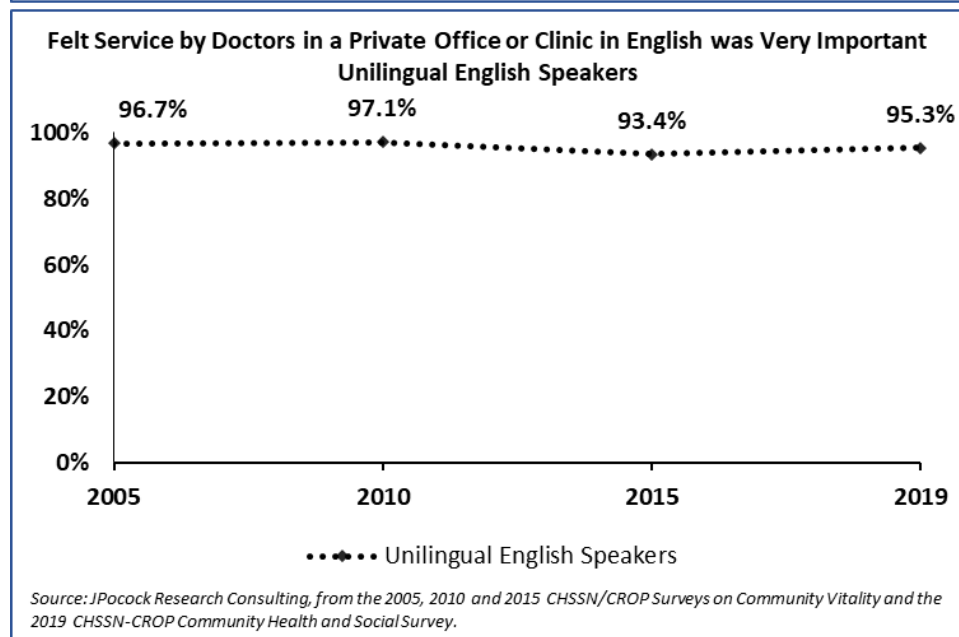
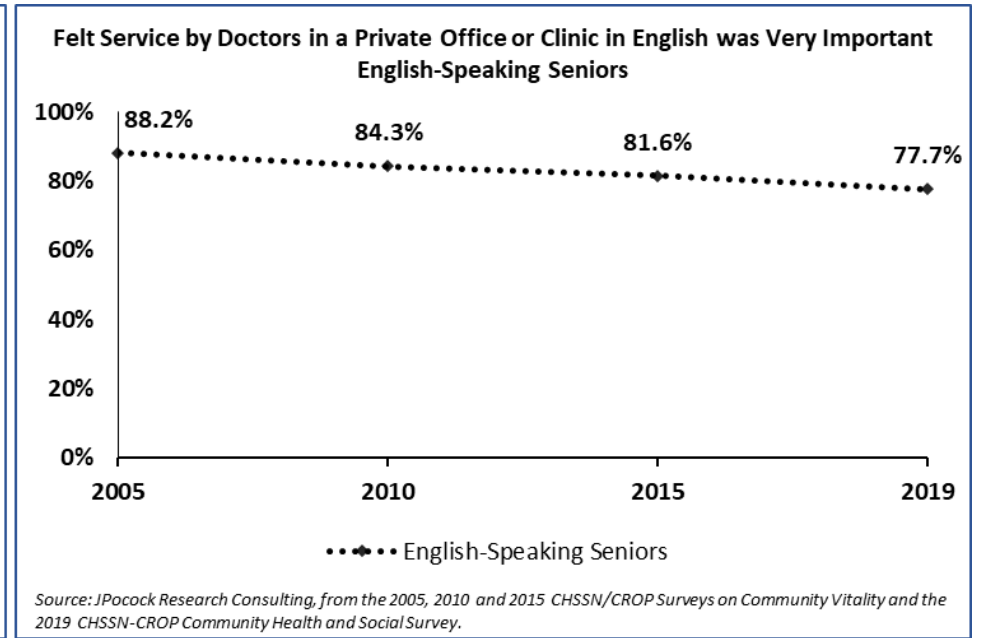
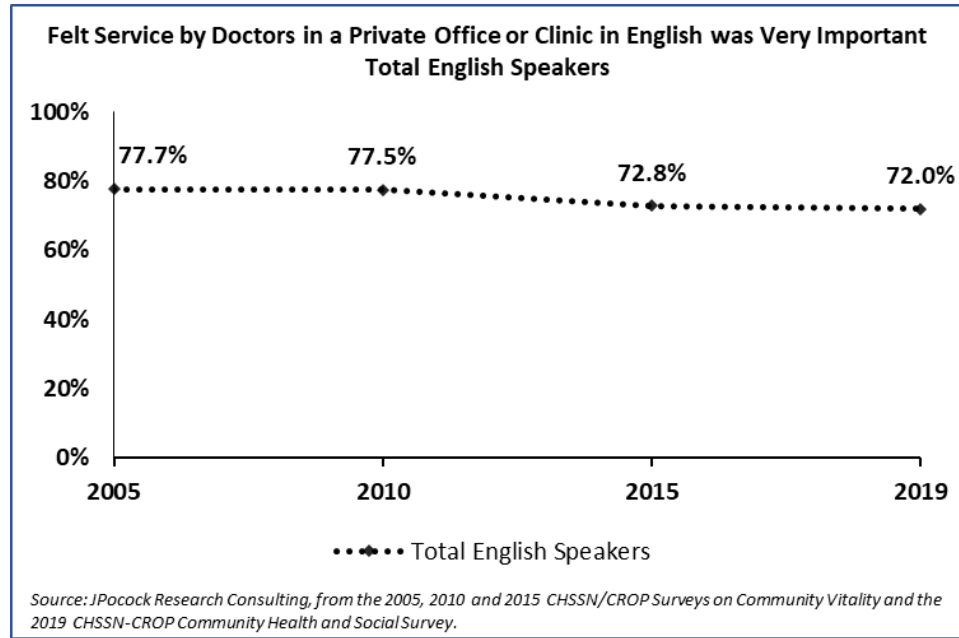
3.2.2 Served in English by a Doctor in a Private Office or Clinic – graphs



### 3.2.3 Felt Service by a Doctor in a Private Office or Clinic in English was Very Important

Felt Service by Doctors in a Private Office or Clinic in English was Very Important Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	74.3% (n=716)	71.4% (n=816)	67.1% (n=722)	67.5% (n=553)
	female	81.1% (n=1011)	80.3% (n=1175)	78.0% (n=1141)	76.1% (n=836)
age	18-24 years	69.6% (n=66)	45.5% (n=43)	67.7% (n=32)	48.3% (n=28)
	25-44 years	75.9% (n=563)	70.3% (n=475)	68.3% (n=315)	70.0% (n=133)
	45-64 years	76.0% (n=714)	77.3% (n=932)	73.0% (n=888)	74.1% (n=629)
	65 years and over	88.2% (n=384)	84.3% (n=541)	81.6% (n=628)	77.7% (n=599)
household income	less than \$30k	84.3% (n=307)	81.2% (n=302)	84.0% (n=266)	78.3% (n=164)
	\$30-70k	79.3% (n=599)	77.6% (n=649)	73.3% (n=629)	75.3% (n=349)
	\$70-100k	68.1% (n=254)	74.1% (n=268)	66.2% (n=253)	73.4% (n=205)
	\$100k and over	75.6% (n=253)	72.5% (n=337)	67.0% (n=400)	66.5% (n=333)
knowledge of English and French	bilingual	69.8% (n=918)	70.0% (n=1437)	66.4% (n=1368)	65.4% (n=1071)
	unilingual English	96.7% (n=353)	97.1% (n=545)	93.4% (n=495)	95.3% (n=316)
<b>Total</b>		<b>77.7%</b> (n=1727)	<b>77.5%</b> (n=1991)	<b>72.8%</b> (n=1863)	<b>72.0%</b> (n=1389)
<p>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</p>					

### 3.2.3 Felt Service by a Doctor in a Private Office or Clinic in English was Very Important – Graphs



### 3.3 CLSC Services

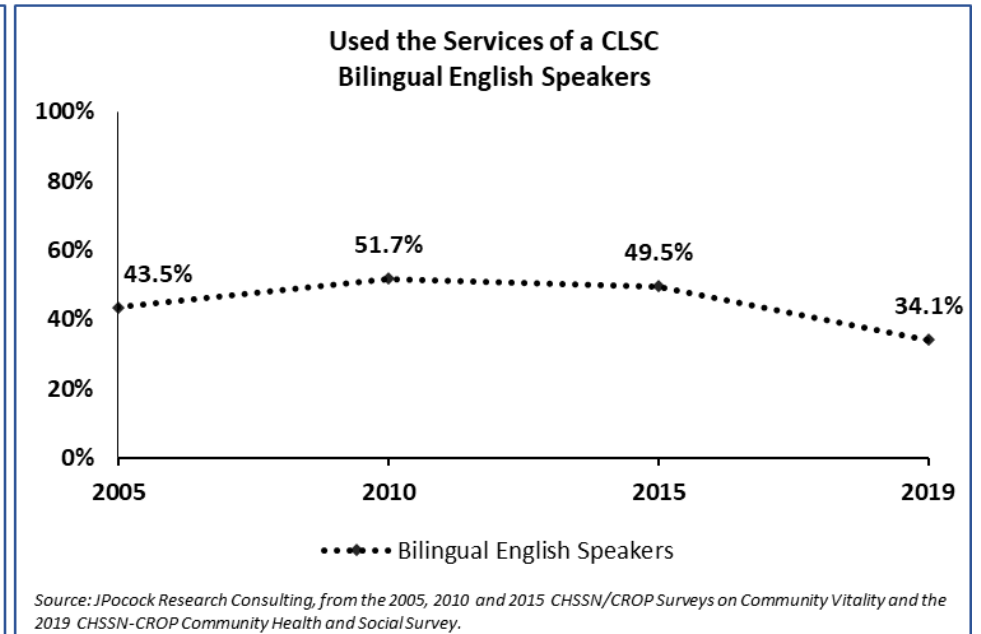
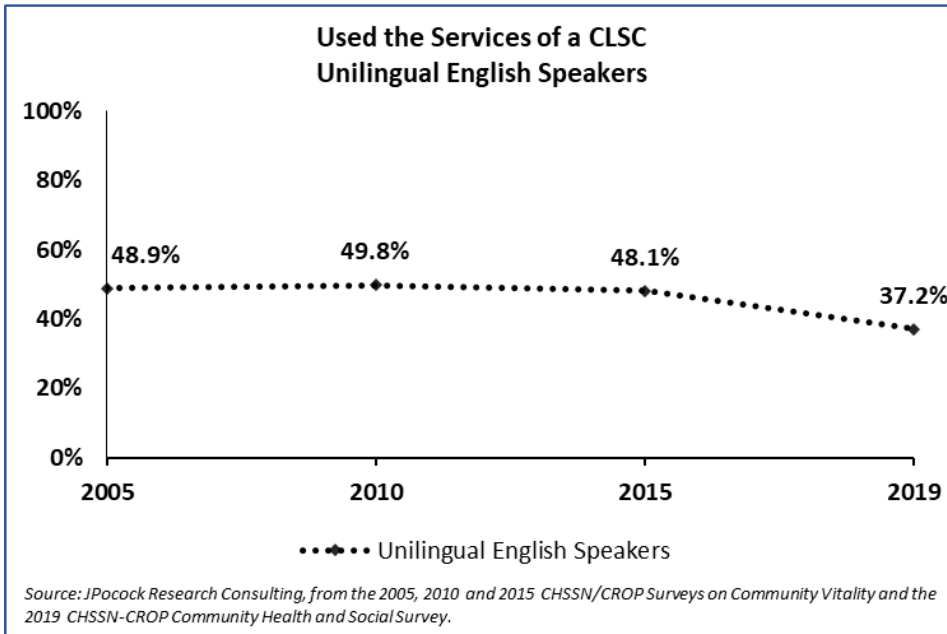
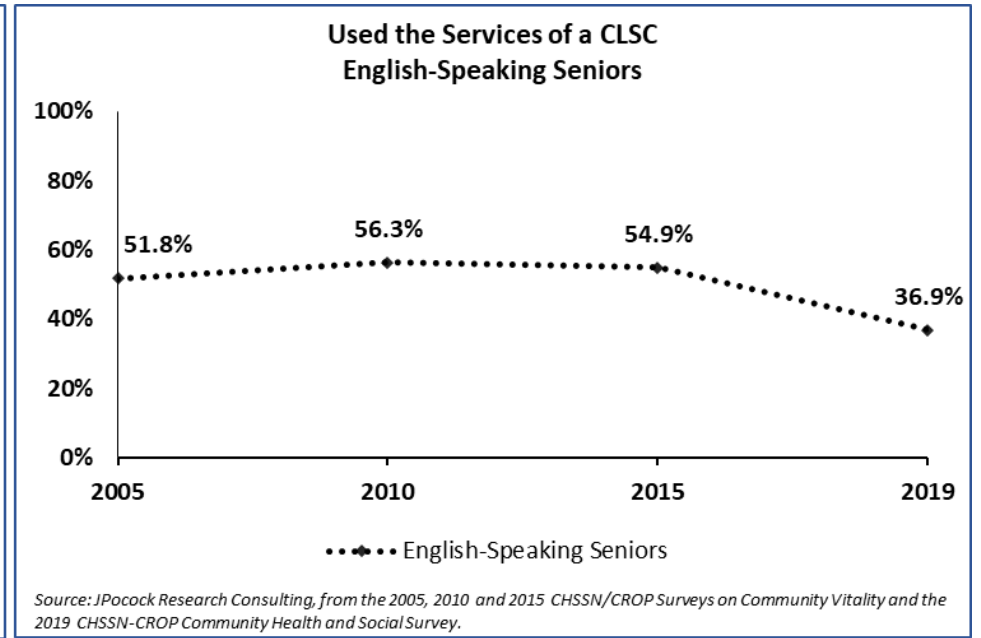
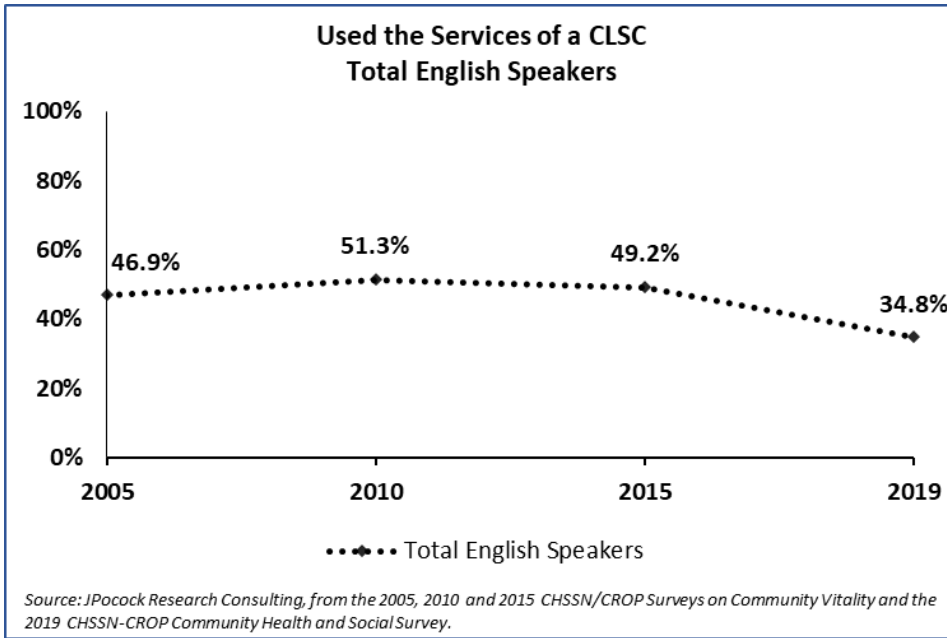
#### 3.3.1 Used the Services of a CLSC in the Past Twelve Months

Used the Services of a CLSC in the Past Twelve Months Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	46.6% (n=1107)	49.1% (n=1135)	46.6% (n=1054)	33.3% (n=1179)
	female	47.2% (n=1517)	52.5% (n=1583)	51.6% (n=1643)	36.1% (n=1875)
age	18-24 years	45.8% (n=125)	58.5% (n=69)	35.8% (n=63)	15.1% (n=63)
	25-44 years	46.9% (n=895)	55.2% (n=696)	49.2% (n=465)	38.2% (n=339)
	45-64 years	44.9% (n=1053)	48.7% (n=1256)	48.7% (n=1307)	34.0% (n=1376)
	65 years and over	51.8% (n=551)	56.3% (n=697)	54.9% (n=862)	36.9% (n=1276)
household income	less than \$30k	53.2% (n=504)	57.0% (n=429)	51.1% (n=405)	37.3% (n=429)
	\$30-70k	48.4% (n=912)	52.5% (n=866)	51.5% (n=901)	32.7% (n=799)
	\$70-100k	51.4% (n=361)	51.2% (n=364)	47.1% (n=361)	34.2% (n=413)
	\$100k and over	41.9% (n=345)	42.1% (n=446)	46.2% (n=563)	37.2% (n=653)
knowledge of English and French	bilingual	43.5% (n=1402)	51.7% (n=1971)	49.5% (n=1979)	34.1% (n=2321)
	unilingual English	48.9% (n=569)	49.8% (n=736)	48.1% (n=718)	37.2% (n=728)
<b>Total</b>		<b>46.9%</b> (n=2624)	<b>51.3%</b> (n=2718)	<b>49.2%</b> (n=2697)	<b>34.8%</b> (n=3054)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.



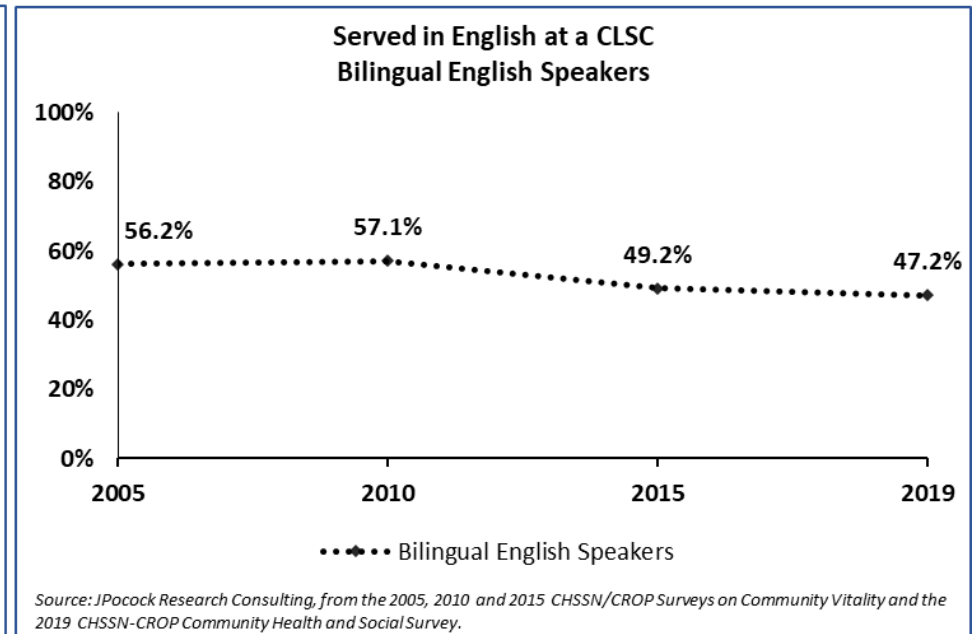
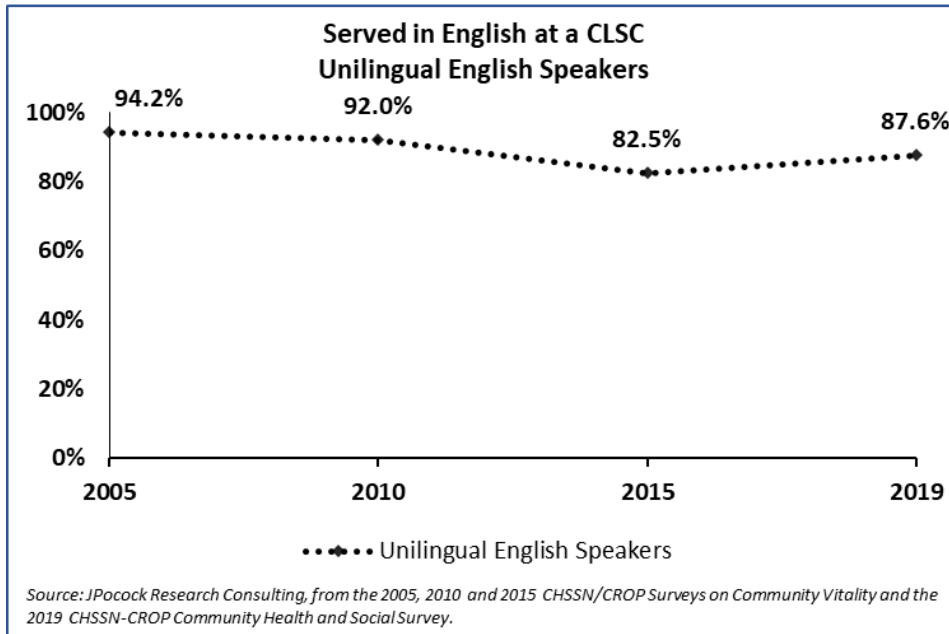
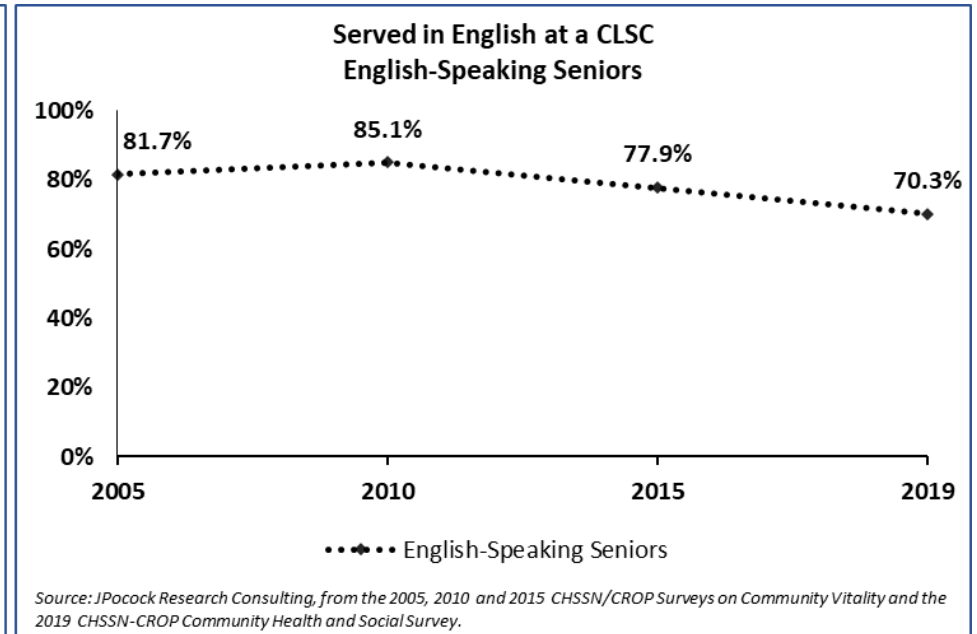
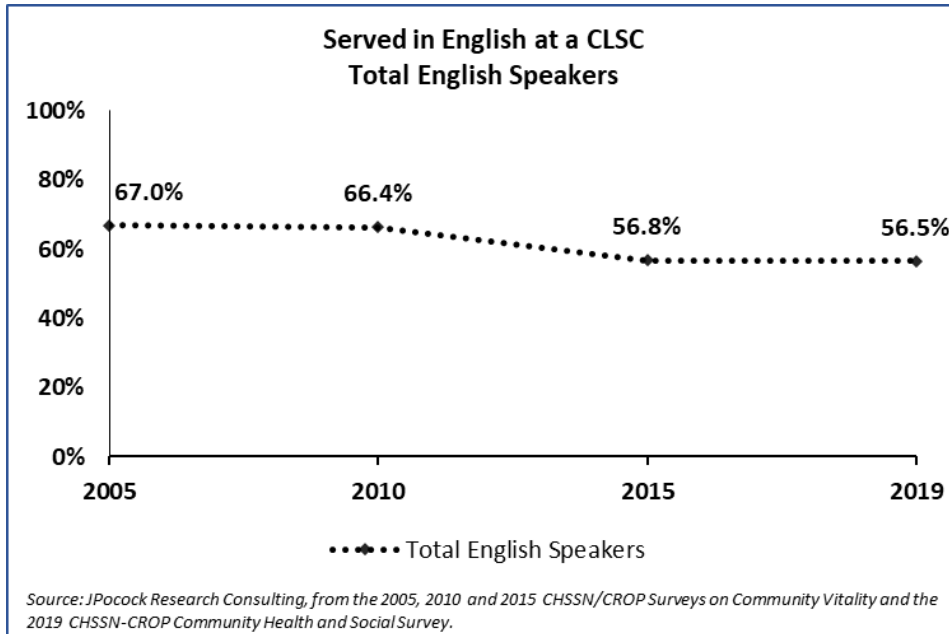
### 3.3.1 Used the Services of a CLSC in the Past Twelve Months – graphs



### 3.3.2 Served in English at a CLSC

Served in English at a CLSC Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	67.9% (n=493)	66.0% (n=557)	59.3% (n=522)	57.6% (n=395)
	female	66.1% (n=730)	66.6% (n=832)	54.7% (n=865)	55.6% (n=676)
age	18-24 years	62.5% (n=54)	46.5% (n=36)	73.3% (n=23)	70.6% (n=11)
	25-44 years	61.1% (n=437)	46.6% (n=378)	42.5% (n=238)	45.7% (n=135)
	45-64 years	66.7% (n=465)	66.3% (n=590)	56.8% (n=653)	58.0% (n=474)
	65 years and over	81.7% (n=267)	85.1% (n=385)	77.9% (n=473)	70.3% (n=451)
household income	less than \$30k	78.1% (n=248)	73.5% (n=239)	66.2% (n=214)	71.3% (n=148)
	\$30-70k	67.6% (n=452)	69.3% (n=452)	60.9% (n=498)	57.3% (n=288)
	\$70-100k	61.9% (n=177)	58.8% (n=190)	44.8% (n=182)	47.8% (n=140)
	\$100k and over	62.4% (n=134)	55.8% (n=197)	44.6% (n=251)	49.2% (n=220)
knowledge of English and French	bilingual	56.2% (n=648)	57.1% (n=1004)	49.2% (n=1014)	47.2% (n=835)
	unilingual English	94.2% (n=265)	92.0% (n=377)	82.5% (n=373)	87.6% (n=234)
<b>Total</b>		<b>67.0%</b> (n=1223)	<b>66.4%</b> (n=1389)	<b>56.8%</b> (n=1387)	<b>56.5%</b> (n=1071)
<p>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</p>					

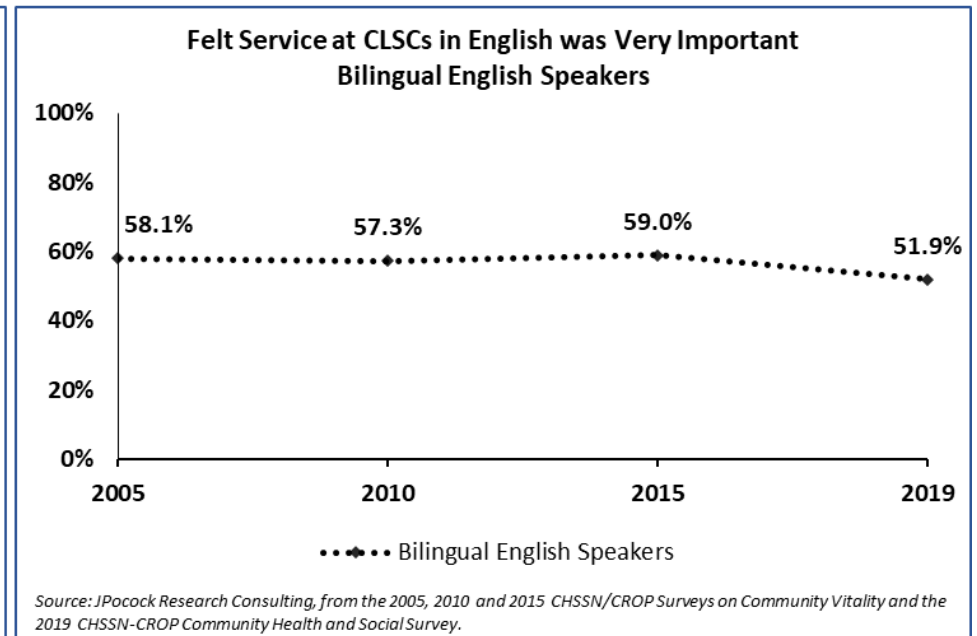
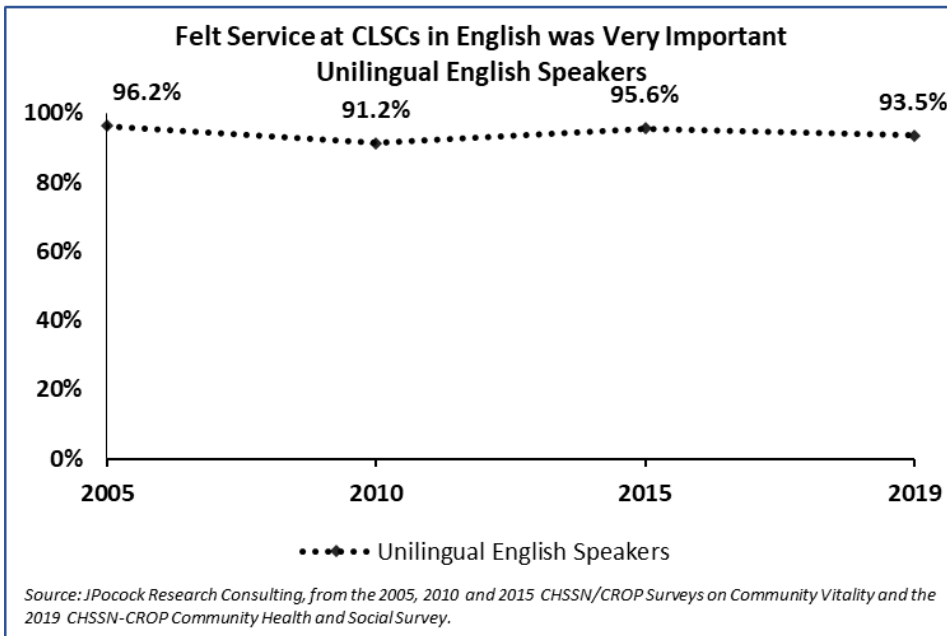
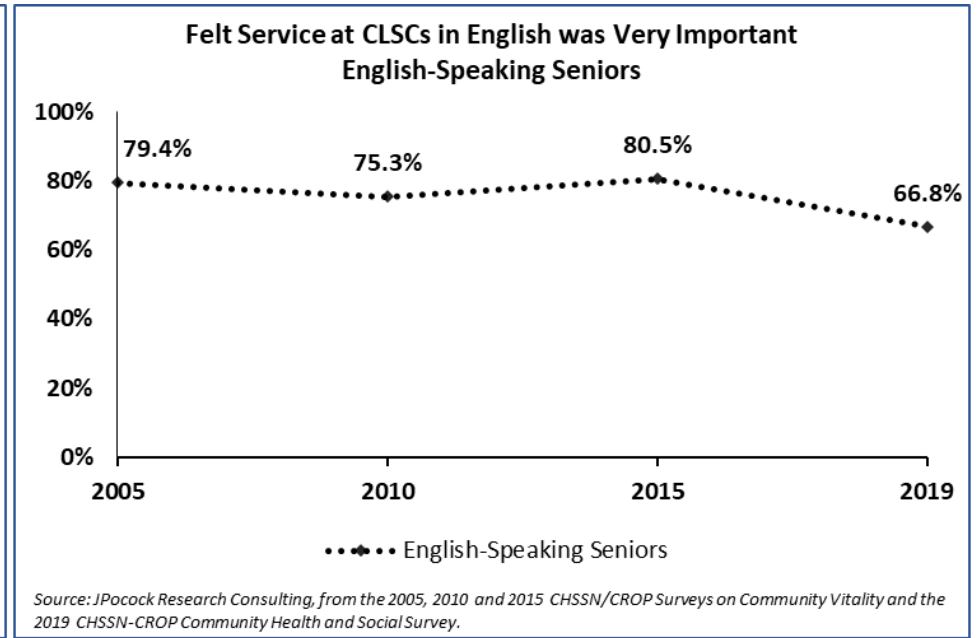
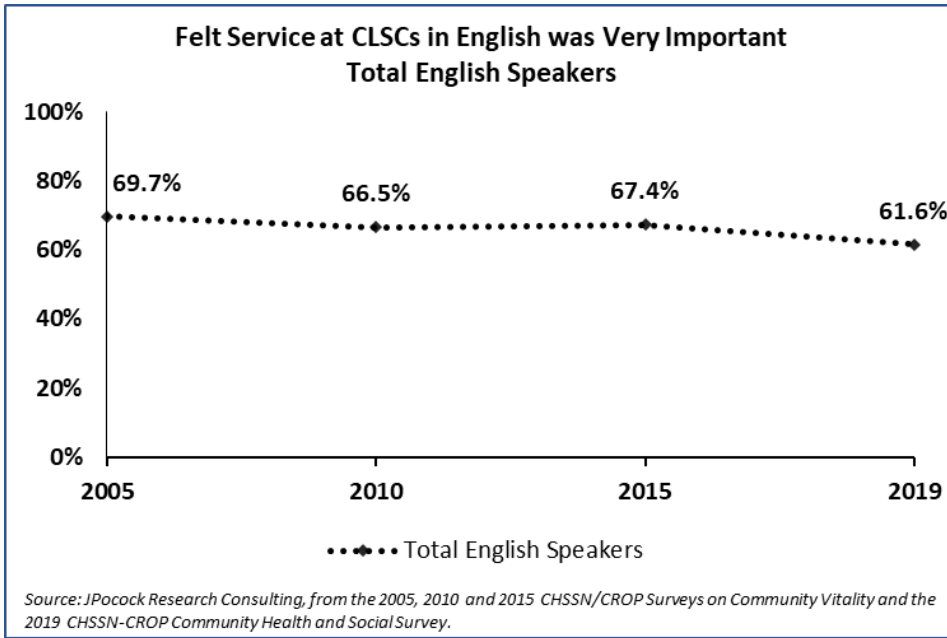
### 3.3.2 Served in English at a CLSC – graphs



### 3.3.3 Felt Service at CLSCs in English was Very Important

Felt Service at CLSCs in English was Very Important Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	66.2% (n=501)	57.3% (n=564)	64.2% (n=521)	56.3% (n=388)
	female	73.1% (n=737)	70.7% (n=845)	70.1% (n=878)	66.1% (n=667)
age	18-24 years	67.7% (n=56)	37.8% (n=36)	57.6% (n=23)	66.9% (n=11)
	25-44 years	63.6% (n=438)	57.2% (n=386)	65.0% (n=239)	57.8% (n=135)
	45-64 years	71.5% (n=473)	66.6% (n=600)	63.8% (n=661)	61.9% (n=469)
	65 years and over	79.4% (n=271)	75.3% (n=387)	80.5% (n=476)	66.8% (n=440)
household income	less than \$30k	75.8% (n=252)	72.5% (n=241)	78.3% (n=217)	75.4% (n=145)
	\$30-70k	71.9% (n=459)	65.0% (n=454)	71.6% (n=493)	63.3% (n=285)
	\$70-100k	57.8% (n=180)	64.4% (n=193)	48.8% (n=187)	53.4% (n=138)
	\$100k and over	66.8% (n=137)	55.2% (n=201)	56.0% (n=253)	52.5% (n=219)
knowledge of English and French	bilingual	58.1% (n=656)	57.3% (n=1020)	59.0% (n=1024)	51.9% (n=820)
	unilingual English	96.2% (n=268)	91.2% (n=380)	95.6% (n=375)	93.5% (n=233)
<b>Total</b>		<b>69.7%</b> (n=1238)	<b>66.5%</b> (n=1409)	<b>67.4%</b> (n=1399)	<b>61.6%</b> (n=1055)
<p><i>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</i></p>					

### 3.3.3 Felt Service at CLSCs in English was Very Important – Graphs



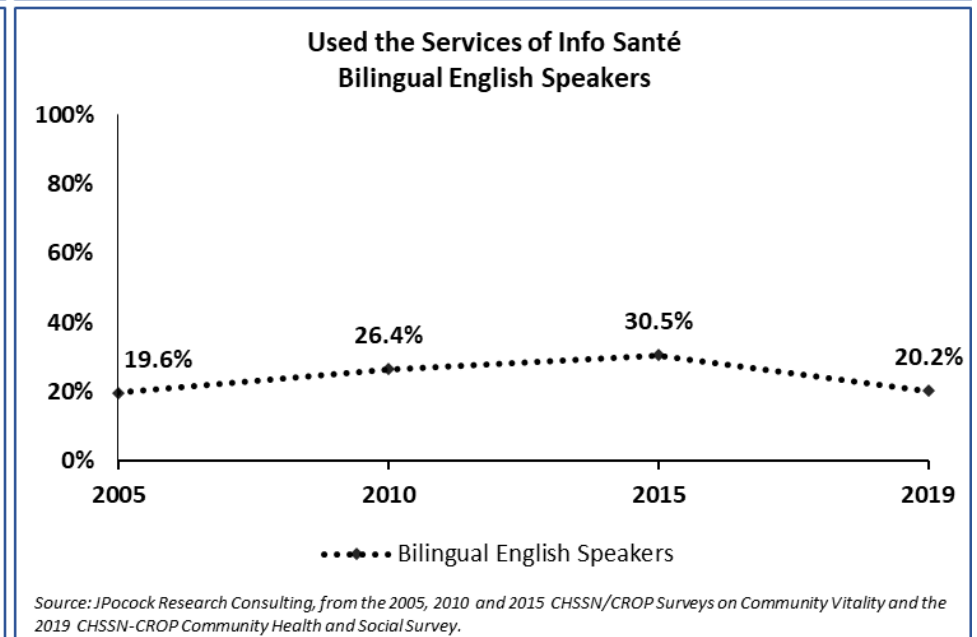
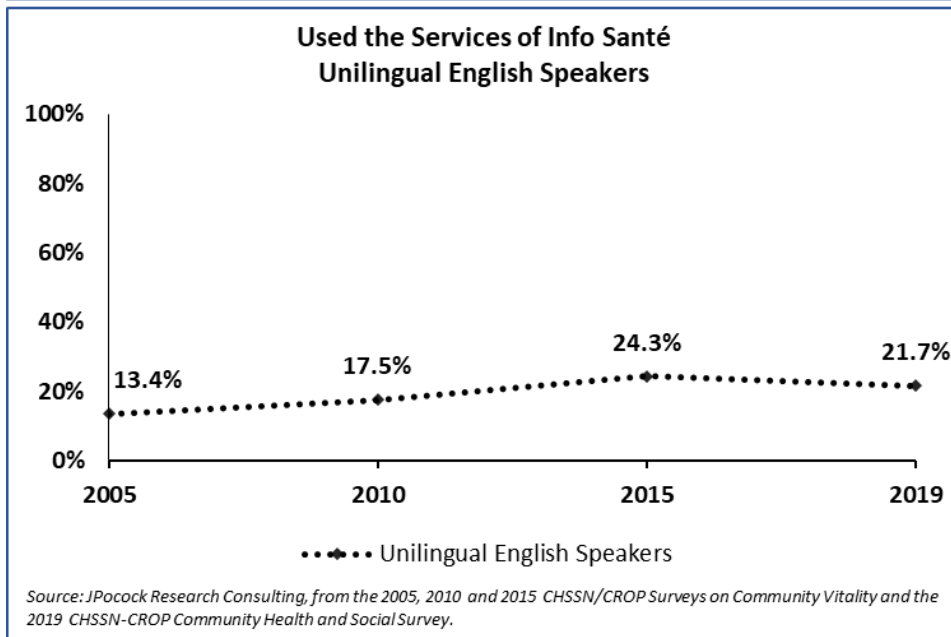
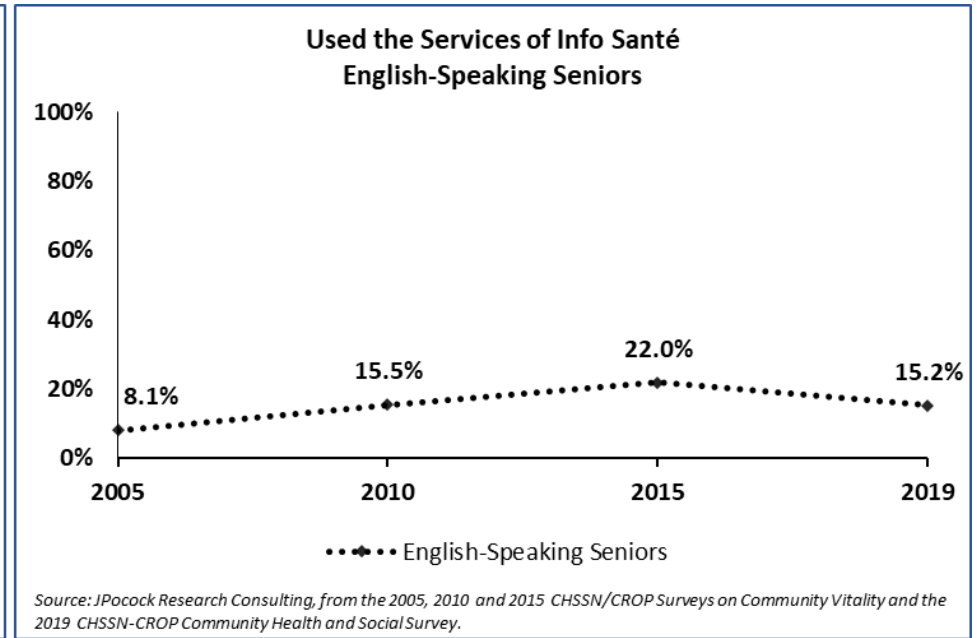
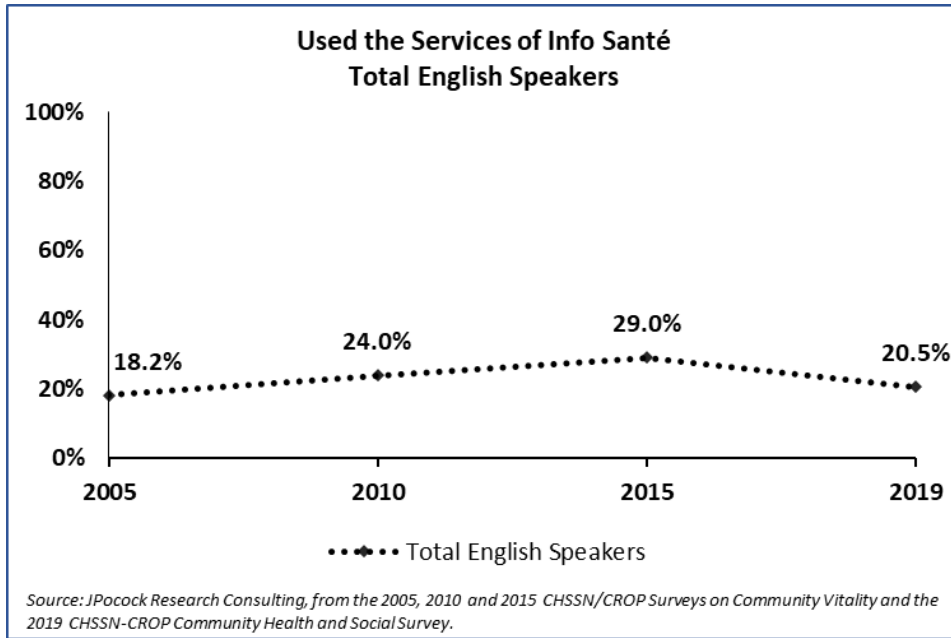
### 3.4 Info Santé Services

#### 3.4.1 Used the Services of Info Santé in the Past Twelve Months

Used the Services of Info Santé in the Past Twelve Months Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	14.2% (n=1097)	18.1% (n=1134)	27.6% (n=1044)	17.8% (n=1168)
	female	22.1% (n=1502)	26.9% (n=1578)	30.4% (n=1628)	23.1% (n=1851)
age	18-24 years	18.8% (n=124)	33.0% (n=69)	21.4% (n=62)	11.0% (n=63)
	25-44 years	24.8% (n=892)	40.6% (n=697)	39.9% (n=465)	29.9% (n=337)
	45-64 years	15.7% (n=1044)	21.7% (n=1258)	23.4% (n=1302)	16.9% (n=1370)
	65 years and over	8.1% (n=539)	15.5% (n=688)	22.0% (n=843)	15.2% (n=1249)
household income	less than \$30k	15.8% (n=494)	21.4% (n=424)	28.6% (n=393)	17.7% (n=421)
	\$30-70k	18.5% (n=905)	25.6% (n=870)	31.6% (n=900)	18.3% (n=789)
	\$70-100k	21.2% (n=360)	25.0% (n=363)	27.9% (n=358)	25.1% (n=409)
	\$100k and over	20.8% (n=341)	23.1% (n=449)	29.2% (n=561)	25.2% (n=648)
knowledge of English and French	bilingual	19.6% (n=1394)	26.4% (n=1972)	30.5% (n=1965)	20.2% (n=2308)
	unilingual English	13.4% (n=562)	17.5% (n=729)	24.3% (n=707)	21.7% (n=706)
<b>Total</b>		<b>18.2%</b> (n=2599)	<b>24.0%</b> (n=2712)	<b>29.0%</b> (n=2672)	<b>20.5%</b> (n=3019)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

3.4.1 Used the Services of Info Santé in the Past Twelve Months – graphs

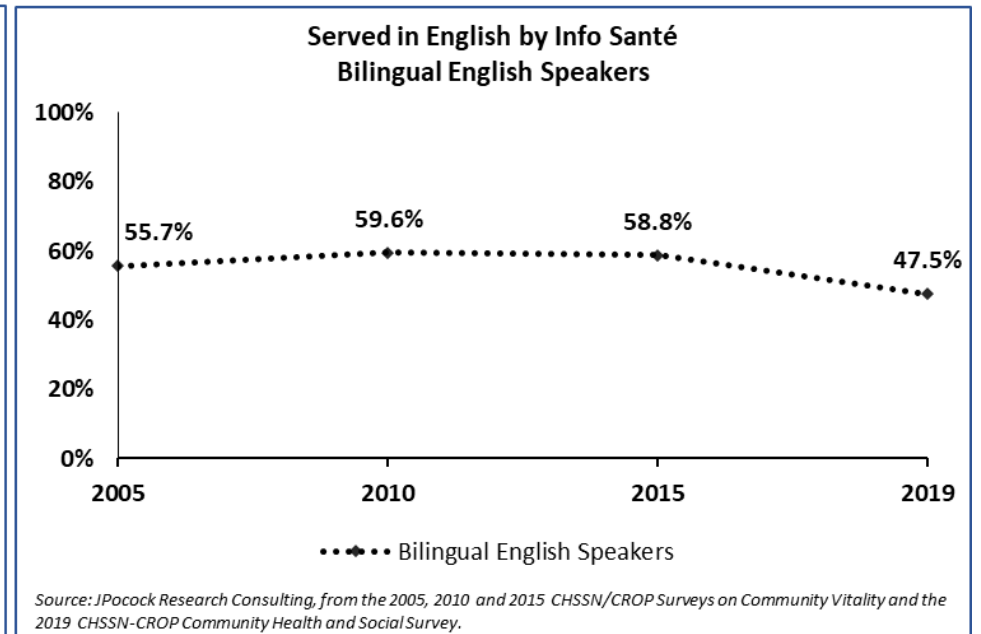
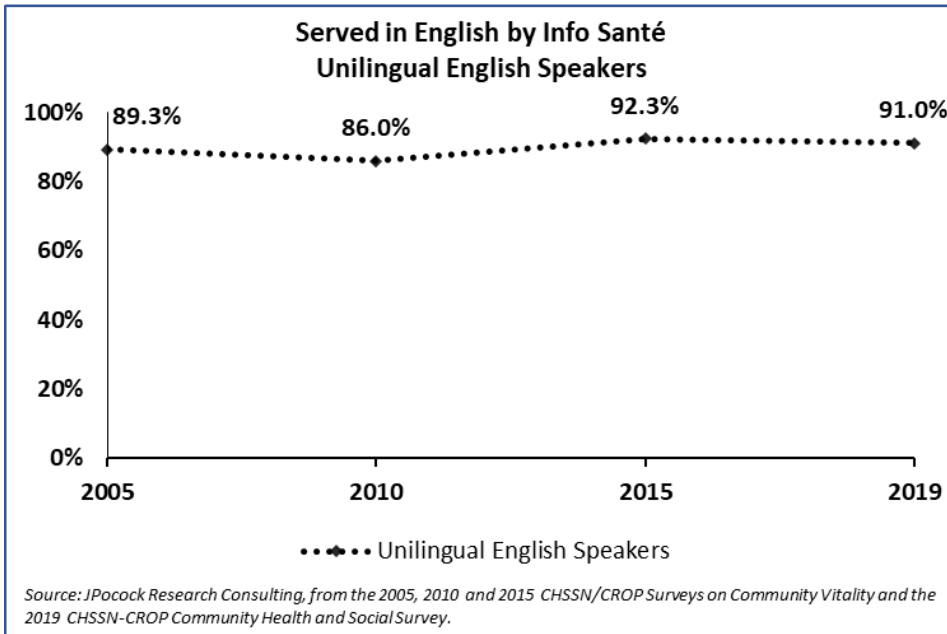
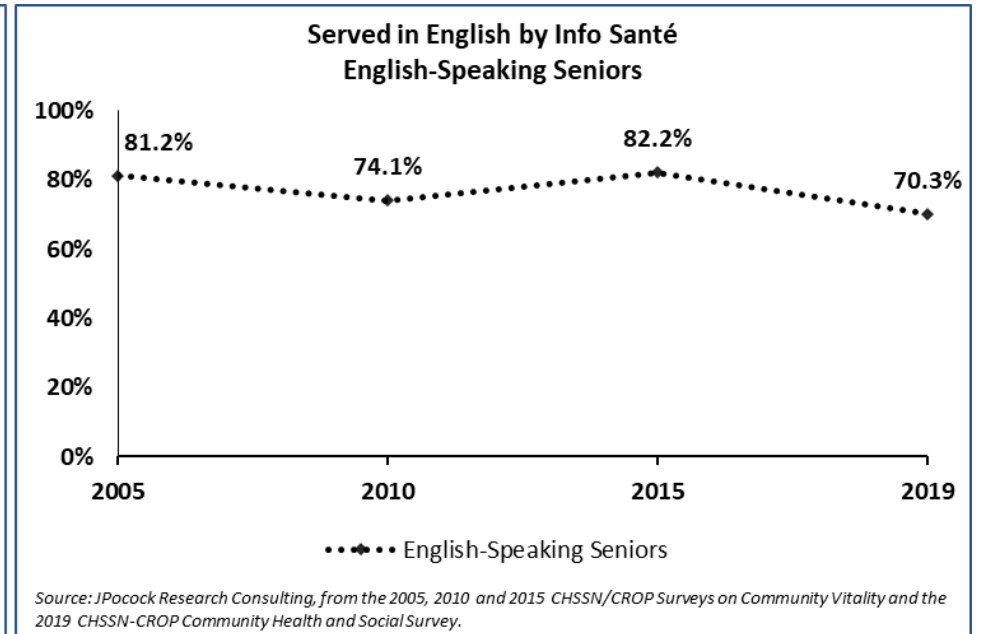
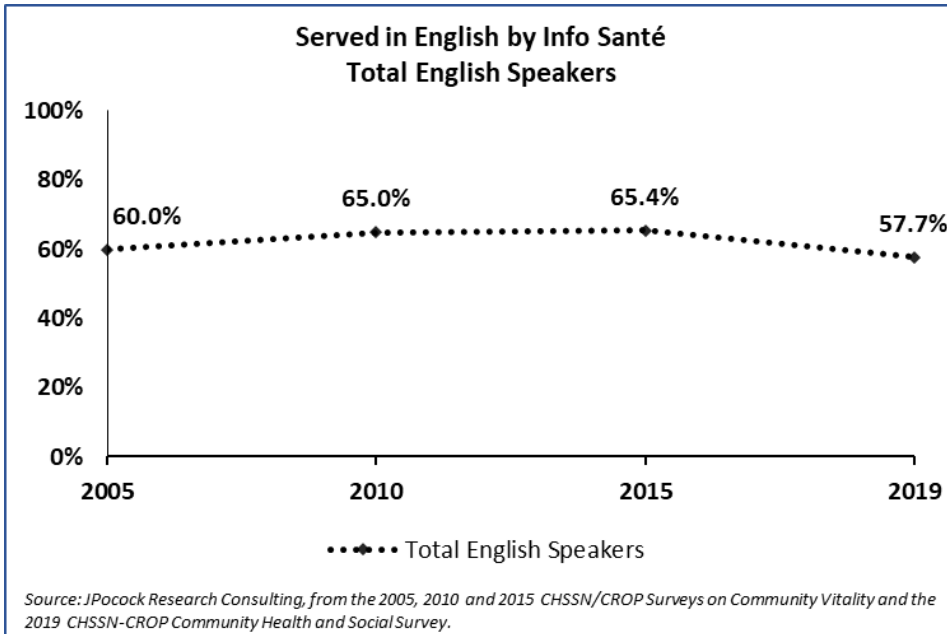


### 3.4.2 Served in English by Info Santé

Served in English by Info Santé Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	56.9% (n=153)	62.8% (n=217)	65.8% (n=229)	61.0% (n=190)
	female	62.0% (n=310)	65.7% (n=430)	65.1% (n=421)	55.3% (n=325)
age	18-24 years	31.7% (n=24)	58.5% (n=20)	62.9% (n=15)	- (n=10)
	25-44 years	57.1% (n=240)	57.0% (n=272)	63.4% (n=177)	57.4% (n=103)
	45-64 years	68.1% (n=154)	67.3% (n=259)	61.9% (n=292)	58.0% (n=231)
	65 years and over	81.2% (n=45)	74.1% (n=96)	82.2% (n=166)	70.3% (n=171)
household income	less than \$30k	56.9% (n=81)	73.1% (n=90)	82.6% (n=94)	89.0% (n=68)
	\$30-70k	58.9% (n=161)	68.2% (n=219)	70.3% (n=217)	63.2% (n=133)
	\$70-100k	53.7% (n=84)	51.4% (n=97)	46.5% (n=86)	43.6% (n=74)
	\$100k and over	67.7% (n=61)	63.7% (n=112)	56.4% (n=142)	51.5% (n=117)
knowledge of English and French	bilingual	55.7% (n=277)	59.6% (n=520)	58.8% (n=506)	47.5% (n=397)
	unilingual English	89.3% (n=72)	86.0% (n=125)	92.3% (n=144)	91.0% (n=118)
<b>Total</b>		<b>60.0%</b> (n=463)	<b>65.0%</b> (n=647)	<b>65.4%</b> (n=650)	<b>57.7%</b> (n=515)
<p><i>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</i></p>					



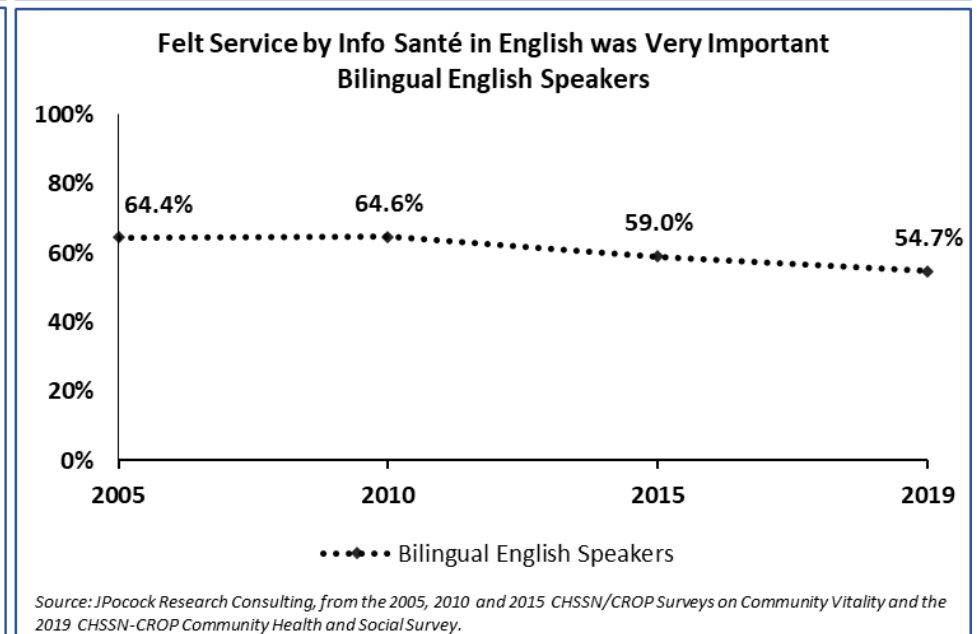
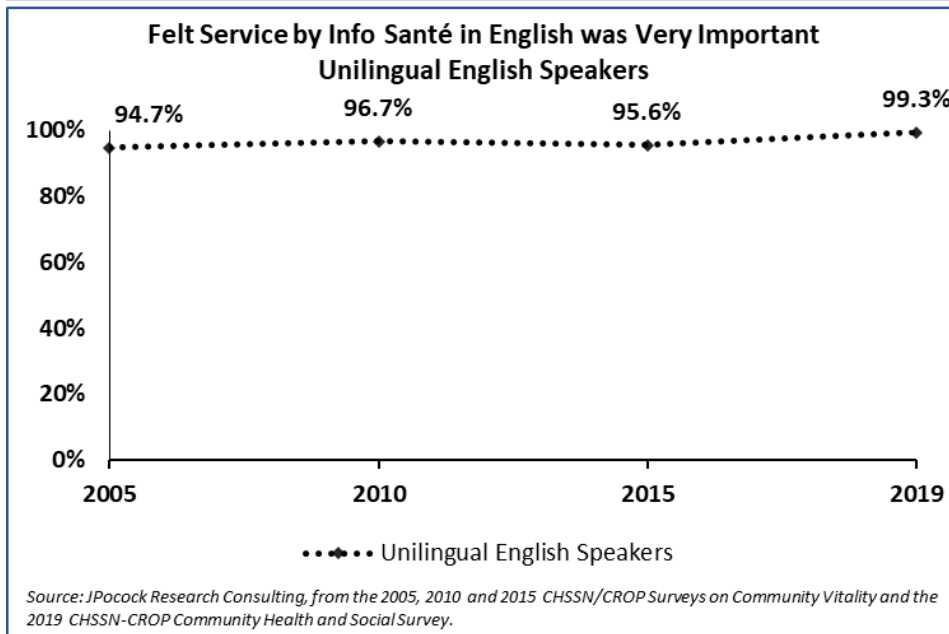
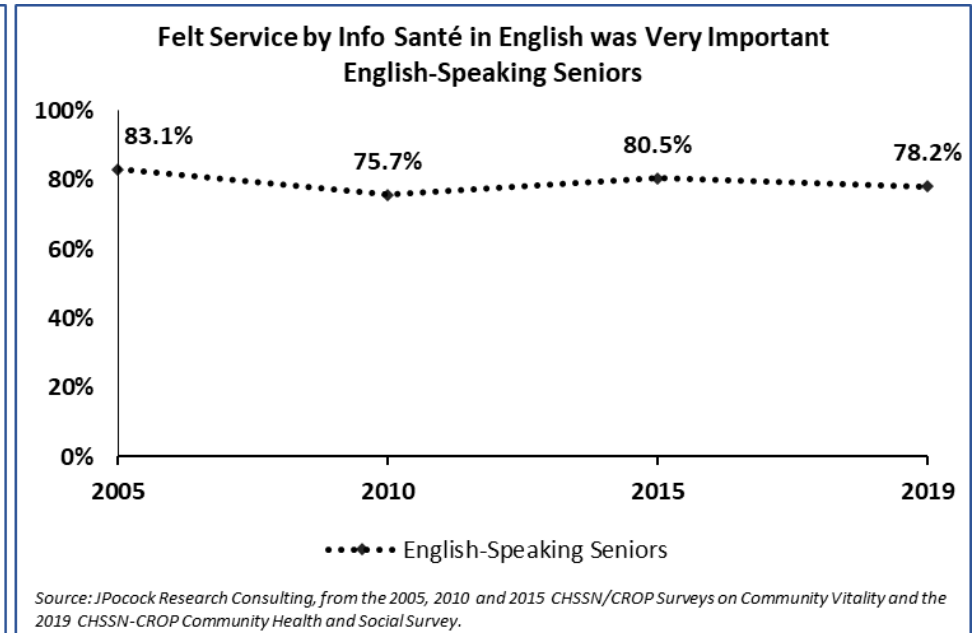
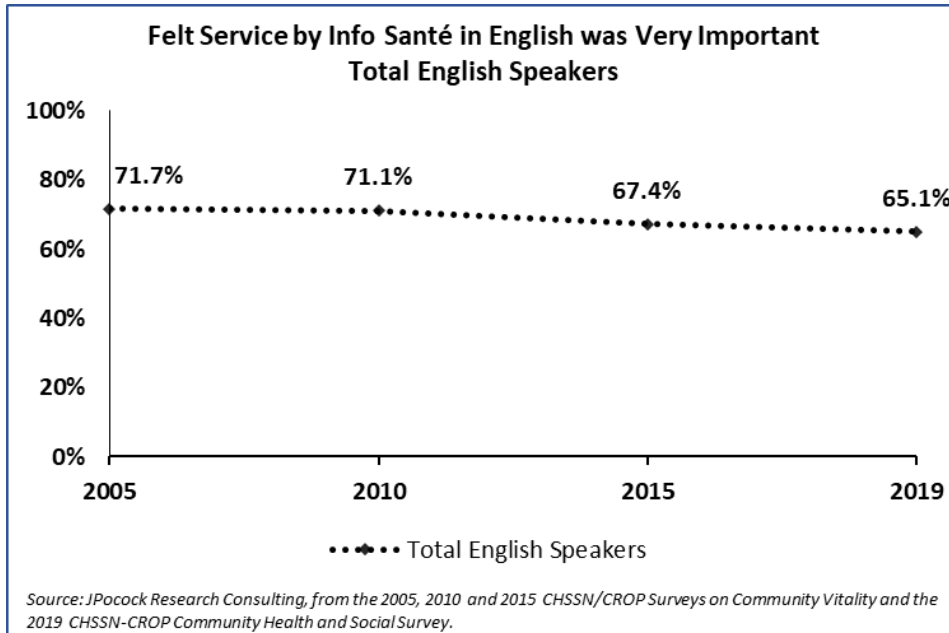
### 3.4.2 Served in English by Info Santé – graphs



### 3.4.3 Felt Service by Info Santé in English was Very Important

Felt Service by Info Santé in English was Very Important Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	68.0% (n=157)	60.4% (n=224)	64.2% (n=521)	64.7% (n=189)
	female	74.1% (n=320)	74.6% (n=442)	70.1% (n=878)	65.4% (n=322)
age	18-24 years	41.2% (n=25)	76.3% (n=19)	57.6% (n=23)	- (n=10)
	25-44 years	66.7% (n=247)	64.0% (n=279)	65.0% (n=239)	62.9% (n=102)
	45-64 years	86.2% (n=160)	74.0% (n=266)	63.8% (n=661)	68.4% (n=230)
	65 years and over	83.1% (n=45)	75.7% (n=102)	80.5% (n=476)	78.2% (n=169)
household income	less than \$30k	76.8% (n=83)	81.6% (n=90)	78.3% (n=217)	85.0% (n=67)
	\$30-70k	76.4% (n=166)	71.5% (n=225)	71.6% (n=493)	73.1% (n=133)
	\$70-100k	63.7% (n=86)	63.5% (n=100)	48.8% (n=187)	55.4% (n=73)
	\$100k and over	68.8% (n=62)	59.8% (n=118)	56.0% (n=253)	55.2% (n=115)
knowledge of English and French	bilingual	64.4% (n=286)	64.6% (n=536)	59.0% (n=1024)	54.7% (n=395)
	unilingual English	94.7% (n=73)	96.7% (n=128)	95.6% (n=375)	99.3% (n=116)
<b>Total</b>		<b>71.7%</b> (n=477)	<b>71.1%</b> (n=666)	<b>67.4%</b> (n=1399)	<b>65.1%</b> (n=511)
<p>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</p>					

### 3.4.3 Felt Service by Info Santé in English was Very Important – Graphs



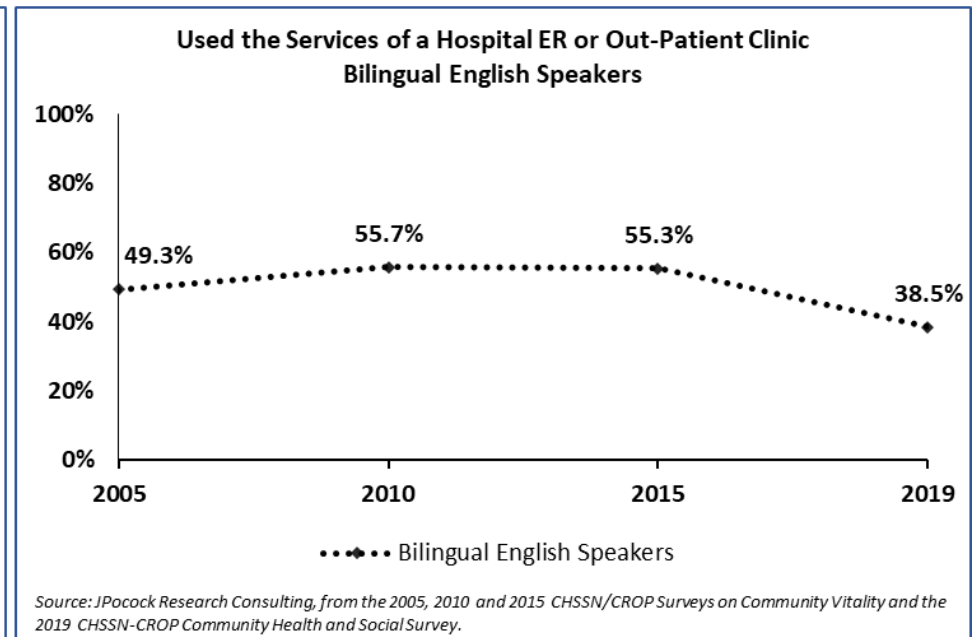
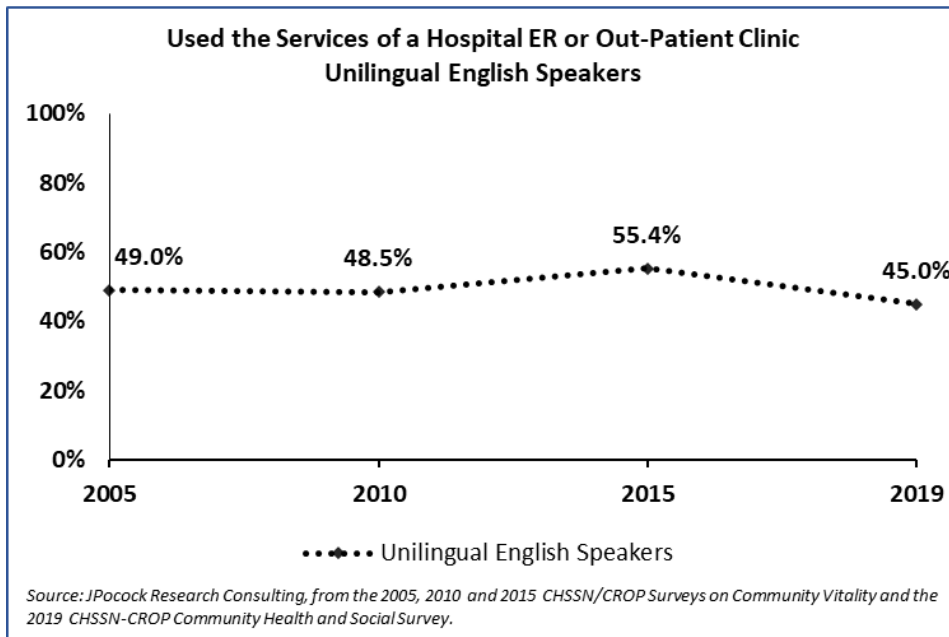
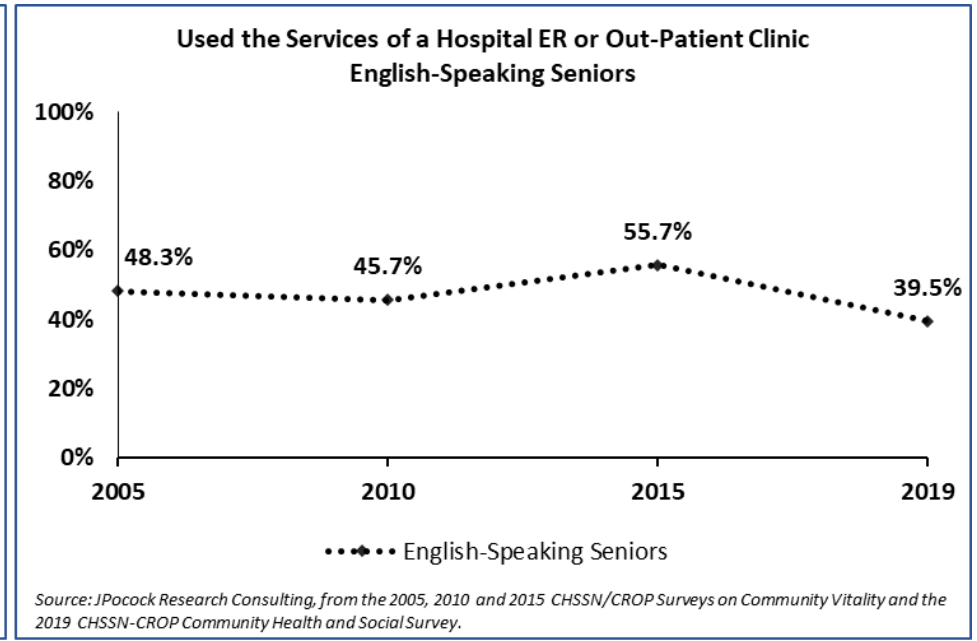
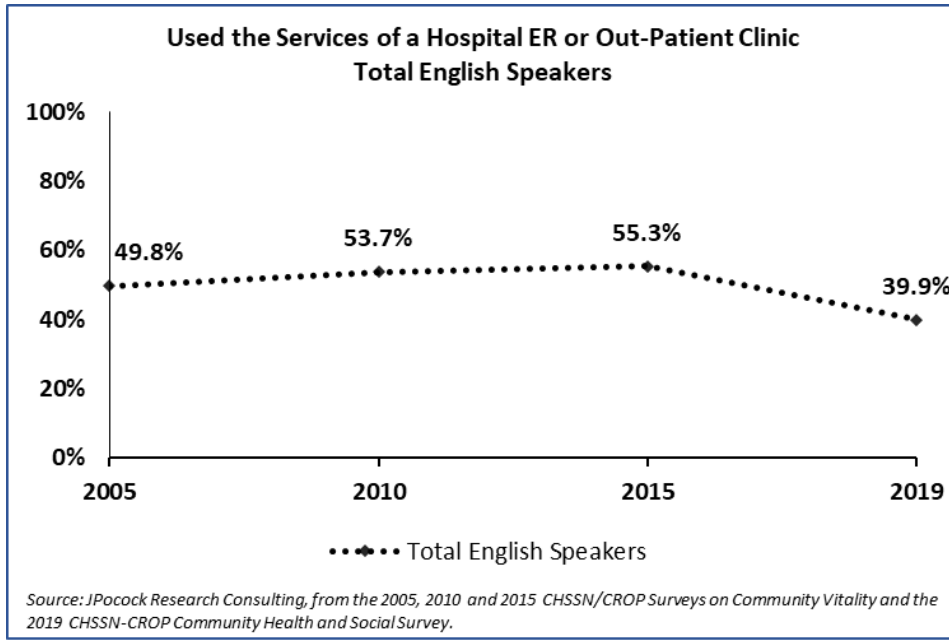
### 3.5 Hospital Emergency Room or Out-Patient Clinic

#### 3.5.1 Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months

Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	49.8% (n=1111)	51.7% (n=1138)	59.6% (n=1064)	50.0% (n=1184)
	female	52.4% (n=1518)	53.0% (n=1591)	64.2% (n=1647)	60.8% (n=1871)
age	18-24 years	46.5% (n=125)	47.2% (n=70)	50.4% (n=64)	33.1% (n=63)
	25-44 years	49.0% (n=895)	54.0% (n=699)	55.1% (n=468)	39.6% (n=340)
	45-64 years	52.1% (n=1057)	56.1% (n=1259)	56.2% (n=1313)	41.5% (n=1375)
	65 years and over	48.3% (n=552)	45.7% (n=701)	55.7% (n=866)	39.5% (n=1277)
household income	less than \$30k	46.3% (n=505)	54.9% (n=430)	56.4% (n=408)	40.9% (n=430)
	\$30-70k	51.6% (n=911)	54.9% (n=871)	58.3% (n=908)	40.7% (n=800)
	\$70-100k	50.0% (n=363)	56.2% (n=364)	50.4% (n=362)	39.5% (n=413)
	\$100k and over	56.3% (n=347)	49.2% (n=449)	54.3% (n=565)	41.6% (n=654)
knowledge of English and French	bilingual	49.3% (n=1401)	55.7% (n=1979)	55.3% (n=1986)	38.5% (n=2319)
	unilingual English	49.0% (n=574)	48.5% (n=739)	55.4% (n=725)	45.0% (n=731)
<b>Total</b>		<b>49.8%</b> (n=2629)	<b>53.7%</b> (n=2729)	<b>55.3%</b> (n=2711)	<b>39.9%</b> (n=3055)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

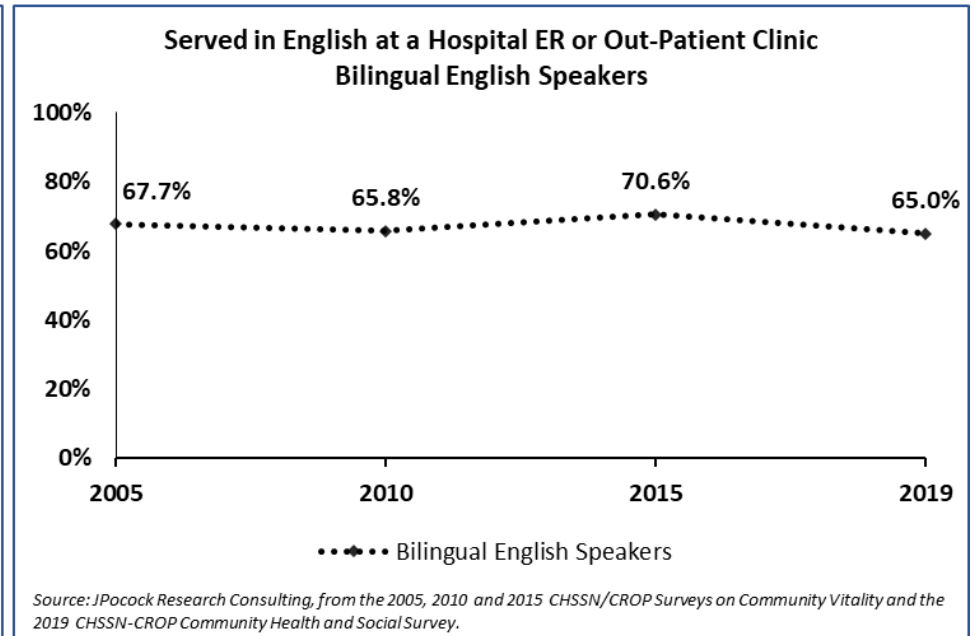
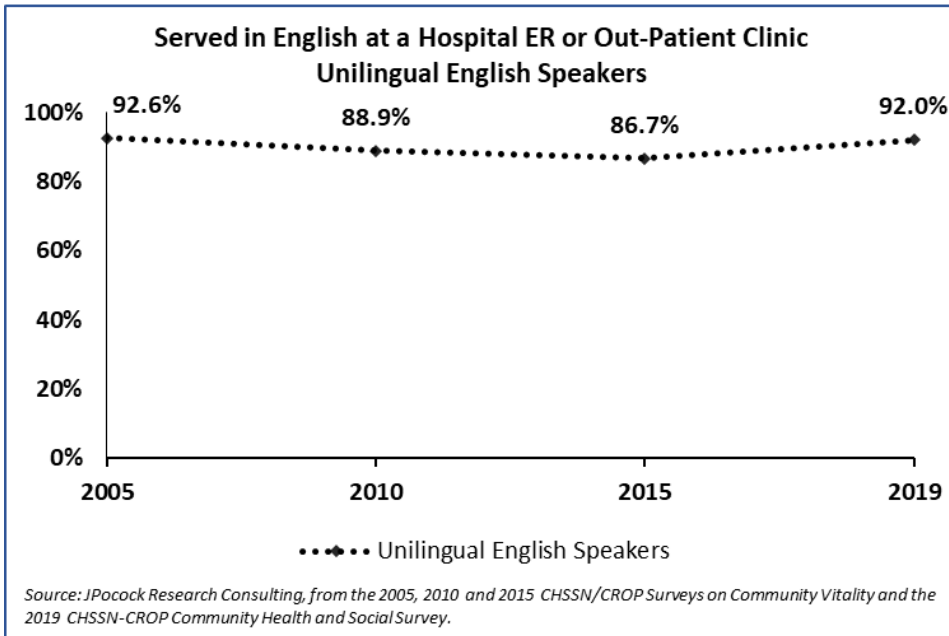
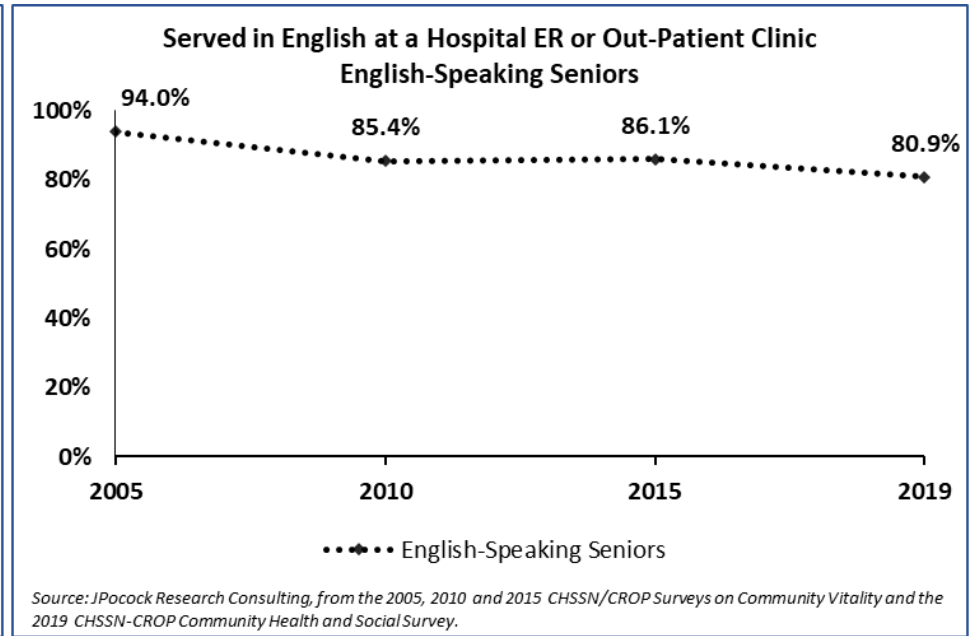
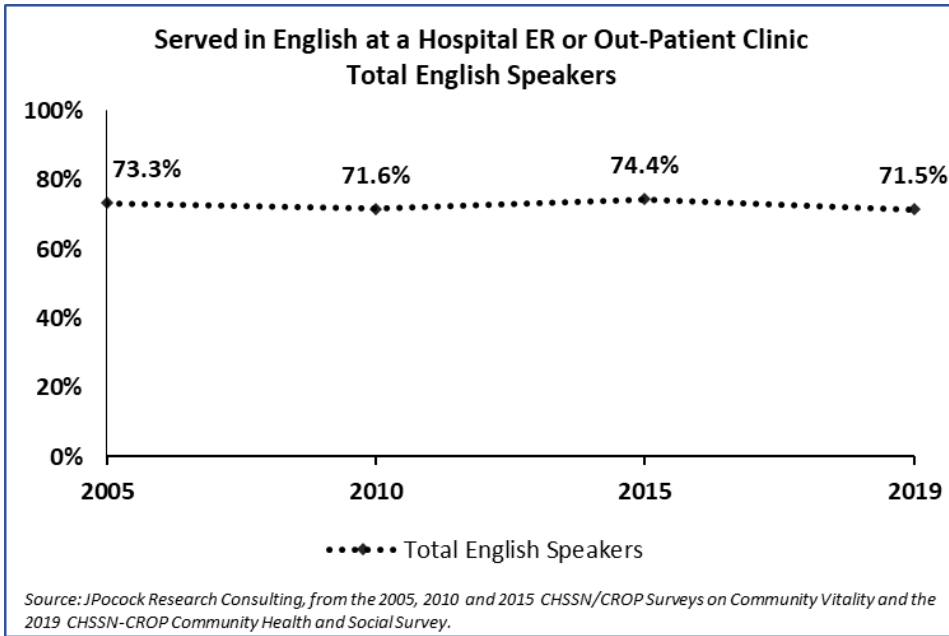
3.5.1 Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months – graphs



### 3.5.2 Served in English at a Hospital Emergency Room or Out-Patient Clinic

Served in English at a Hospital Emergency Room or Out-Patient Clinic Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	71.7% (n=525)	70.5% (n=534)	74.4% (n=569)	71.7% (n=442)
	female	74.8% (n=816)	72.1% (n=852)	74.4% (n=941)	71.3% (n=754)
age	18-24 years	81.4% (n=57)	56.3% (n=32)	68.3% (n=30)	84.7% (n=22)
	25-44 years	64.9% (n=475)	66.6% (n=374)	70.2% (n=291)	71.3% (n=136)
	45-64 years	71.1% (n=553)	69.7% (n=665)	73.7% (n=739)	65.2% (n=556)
	65 years and over	94.0% (n=256)	85.4% (n=315)	86.1% (n=450)	80.9% (n=482)
household income	less than \$30k	78.5% (n=231)	69.7% (n=214)	84.1% (n=216)	79.8% (n=163)
	\$30-70k	73.7% (n=489)	69.7% (n=461)	74.5% (n=528)	73.3% (n=315)
	\$70-100k	67.3% (n=196)	67.1% (n=195)	68.5% (n=198)	62.8% (n=162)
	\$100k and over	64.6% (n=190)	74.0% (n=222)	68.5% (n=326)	74.2% (n=264)
knowledge of English and French	bilingual	67.7% (n=726)	65.8% (n=1027)	70.6% (n=1112)	65.0% (n=926)
	unilingual English	92.6% (n=266)	88.9% (n=352)	86.7% (n=398)	92.0% (n=269)
<b>Total</b>		<b>73.3%</b> (n=1341)	<b>71.6%</b> (n=1386)	<b>74.4%</b> (n=1510)	<b>71.5%</b> (n=1196)
<p><i>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</i></p>					

3.5.2 Served in English at a Hospital Emergency Room or Out-Patient Clinic – graphs



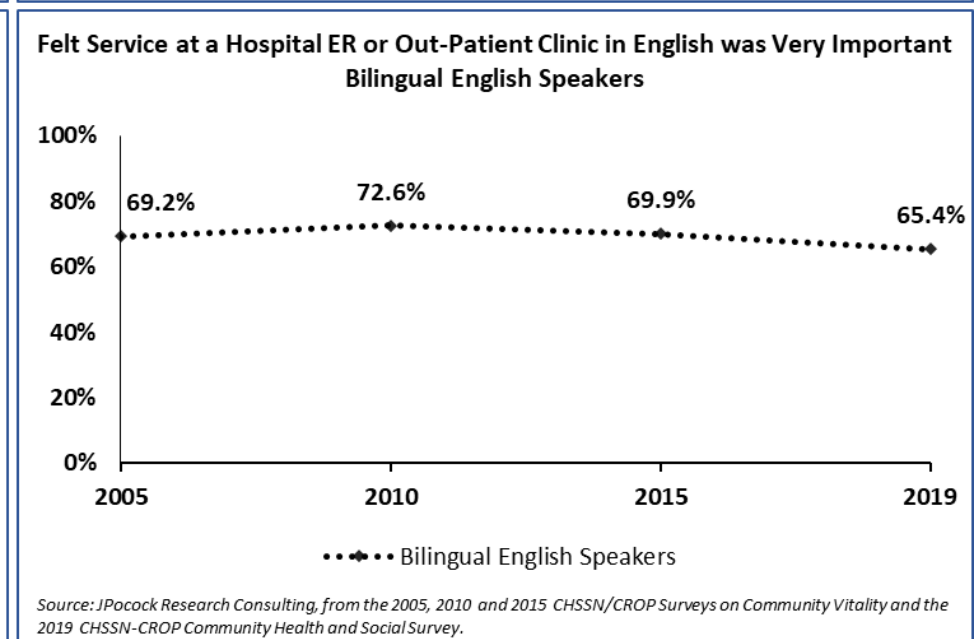
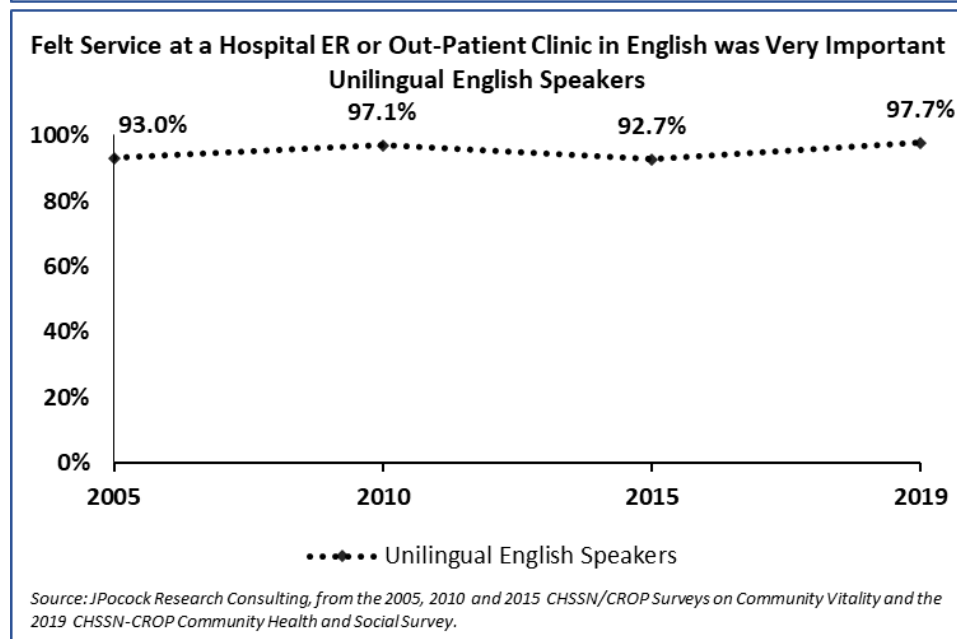
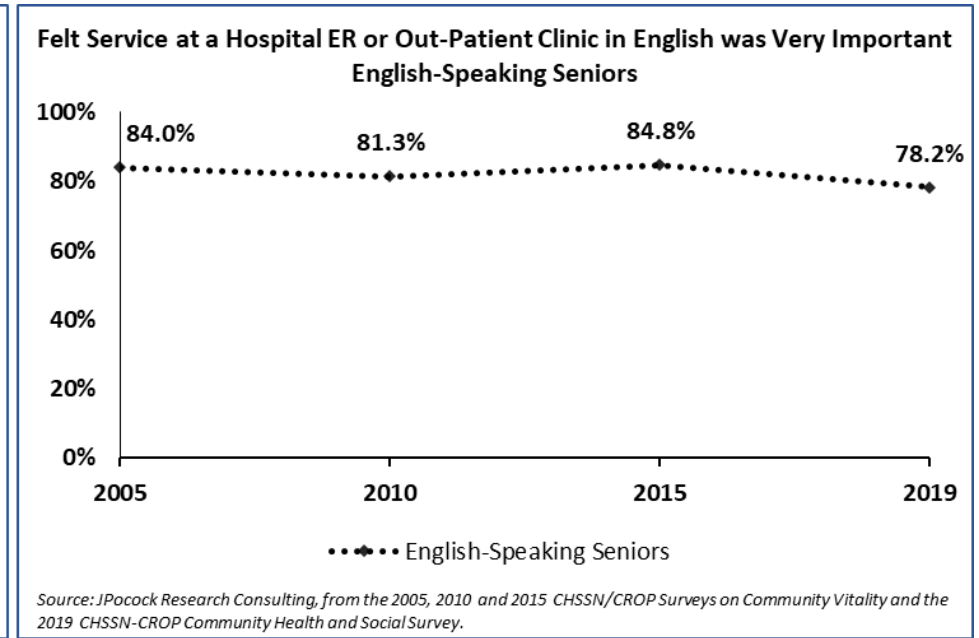
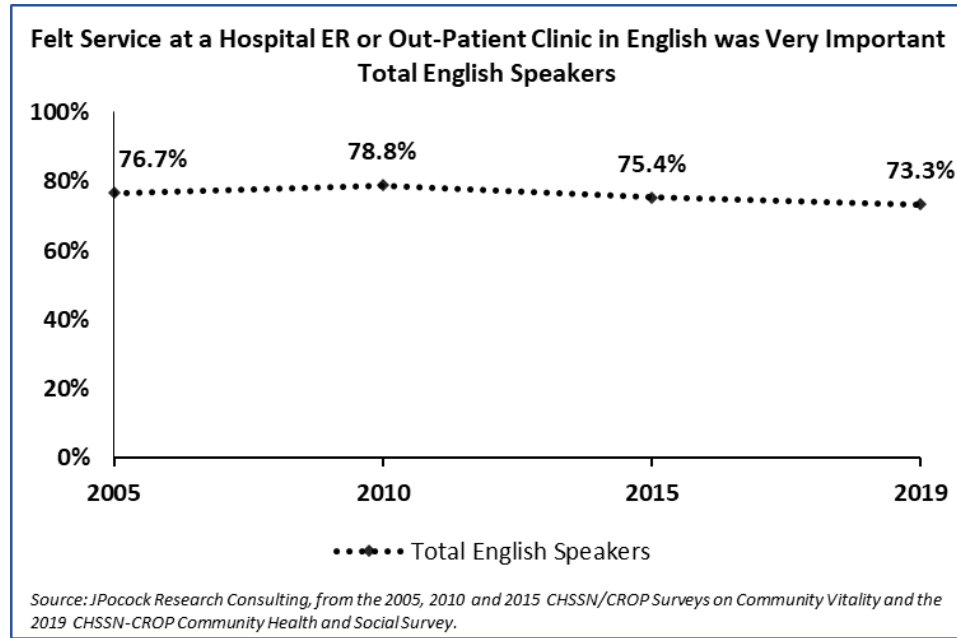
### 3.5.3 Felt that the Services of a Hospital Emergency Room or Out-Patient Clinic in English was Very Important

Felt Service at a Hospital Emergency Room or Out-Patient Clinic in English was Very Important Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	72.1% (n=530)	73.8% (n=535)	70.4% (n=568)	69.8% (n=437)
	female	80.6% (n=823)	80.9% (n=858)	80.0% (n=945)	76.3% (n=743)
age	18-24 years	59.0% (n=57)	45.8% (n=33)	73.0% (n=31)	54.6% (n=21)
	25-44 years	72.7% (n=480)	74.1% (n=379)	69.0% (n=288)	73.3% (n=136)
	45-64 years	80.7% (n=559)	79.6% (n=664)	77.3% (n=745)	73.4% (n=549)
	65 years and over	84.0% (n=257)	81.3% (n=317)	84.8% (n=449)	78.2% (n=474)
household income	less than \$30k	82.7% (n=230)	80.1% (n=216)	87.0% (n=216)	82.3% (n=160)
	\$30-70k	76.7% (n=493)	80.8% (n=462)	77.1% (n=522)	74.9% (n=312)
	\$70-100k	65.5% (n=198)	73.7% (n=196)	63.7% (n=202)	62.8% (n=160)
	\$100k and over	75.7% (n=194)	75.0% (n=222)	69.5% (n=329)	73.2% (n=263)
knowledge of English and French	bilingual	69.2% (n=731)	72.6% (n=1034)	69.9% (n=1117)	65.4% (n=911)
	unilingual English	93.0% (n=269)	97.1% (n=352)	92.7% (n=396)	97.7% (n=268)
<b>Total</b>		<b>76.7%</b> (n=1353)	<b>78.8%</b> (n=1393)	<b>75.4%</b> (n=1513)	<b>73.3%</b> (n=1180)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.



### 3.5.3 Felt that the Services of a Hospital Emergency Room or Out-Patient Clinic in English was Very Important – Graphs



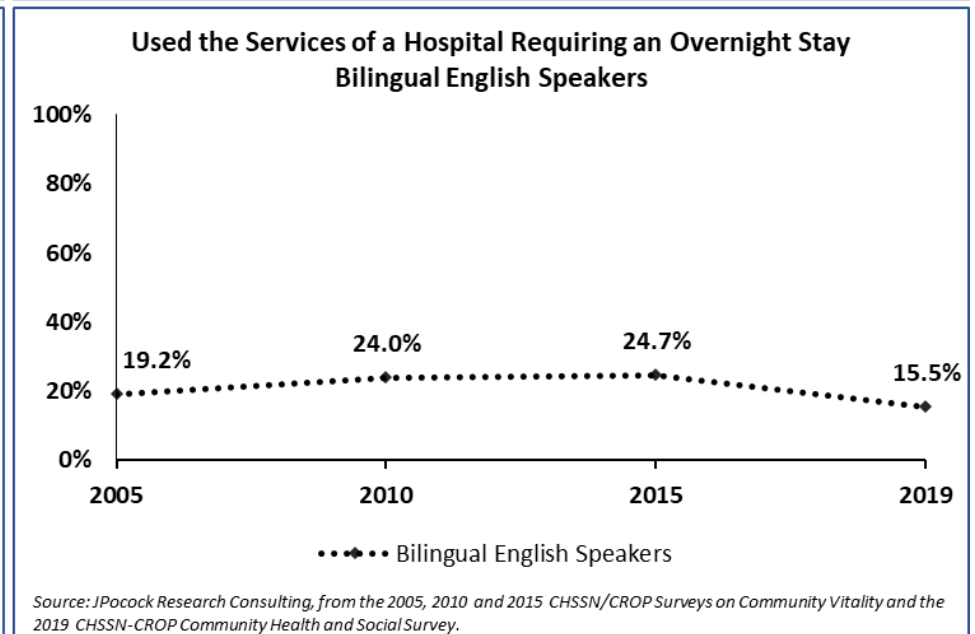
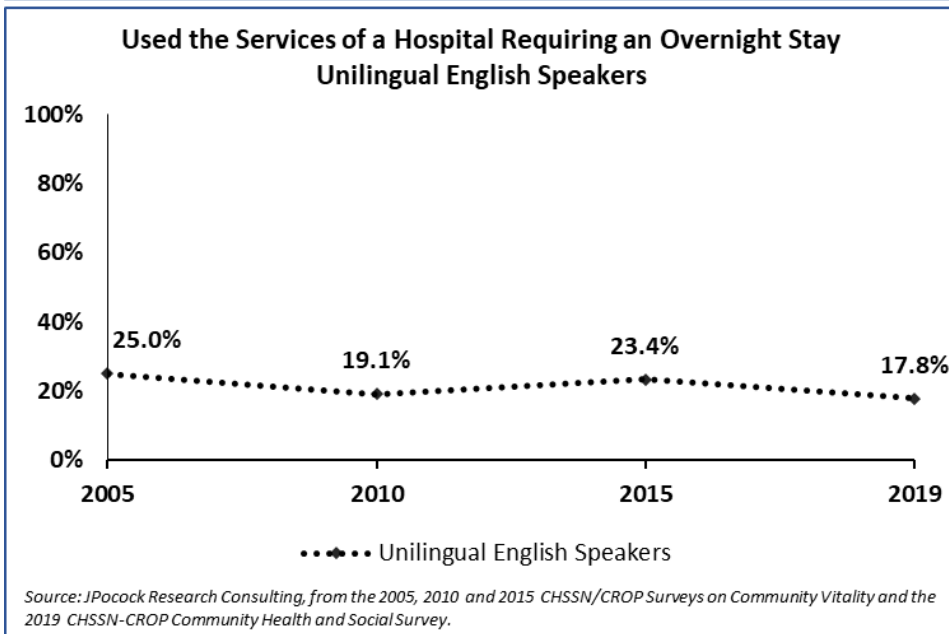
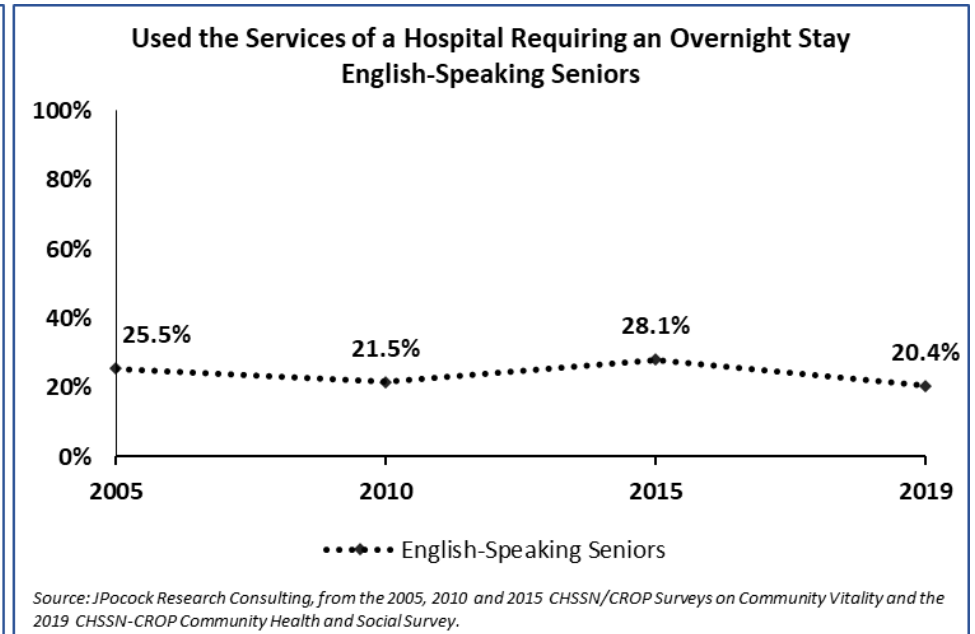
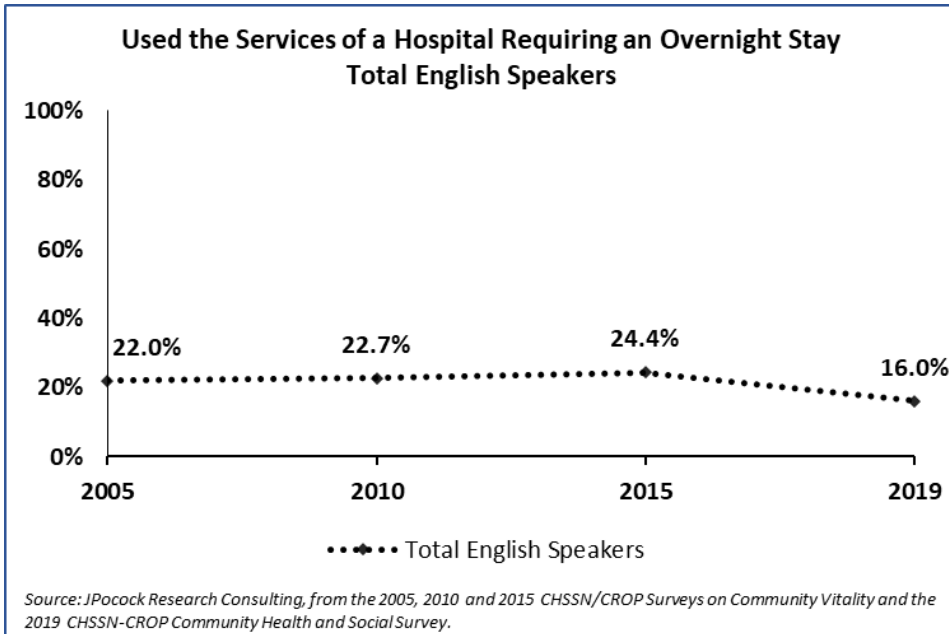
### 3.6 Hospital Services Requiring an Overnight Stay

#### 3.6.1 Used the Services of a Hospital Requiring an Overnight Stay in the Past Twelve Months

Used the Services of a Hospital Requiring an Overnight Stay in the Past Twelve Months Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	19.0% (n=1111)	21.9% (n=1135)	22.9% (n=1060)	14.0% (n=1185)
	female	25.1% (n=1519)	23.0% (n=1590)	25.9% (n=1646)	17.9% (n=1882)
age	18-24 years	29.6% (n=125)	13.5% (n=69)	12.9% (n=63)	10.7% (n=64)
	25-44 years	18.4% (n=897)	23.3% (n=699)	24.6% (n=468)	12.9% (n=341)
	45-64 years	22.3% (n=1057)	22.9% (n=1258)	24.4% (n=1310)	17.3% (n=1381)
	65 years and over	25.5% (n=551)	21.5% (n=699)	28.1% (n=865)	20.4% (n=1281)
household income	less than \$30k	24.5% (n=507)	21.0% (n=429)	27.3% (n=406)	17.4% (n=427)
	\$30-70k	20.7% (n=913)	25.3% (n=869)	25.5% (n=907)	16.6% (n=805)
	\$70-100k	16.8% (n=363)	23.3% (n=364)	21.4% (n=362)	13.6% (n=414)
	\$100k and over	24.4% (n=346)	19.3% (n=449)	22.3% (n=564)	16.0% (n=654)
knowledge of English and French	bilingual	19.2% (n=1402)	24.0% (n=1977)	24.7% (n=1981)	15.5% (n=2330)
	unilingual English	25.0% (n=574)	19.1% (n=737)	23.4% (n=725)	17.8% (n=733)
<b>Total</b>		<b>22.0%</b> (n=2630)	<b>22.7%</b> (n=2725)	<b>24.4%</b> (n=2706)	<b>16.0%</b> (n=3067)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n-) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

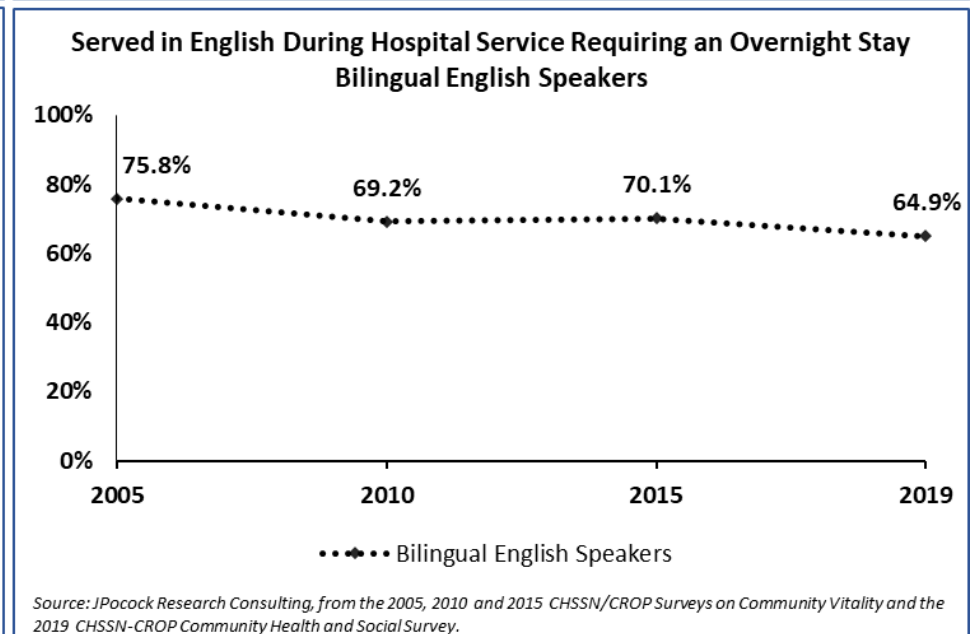
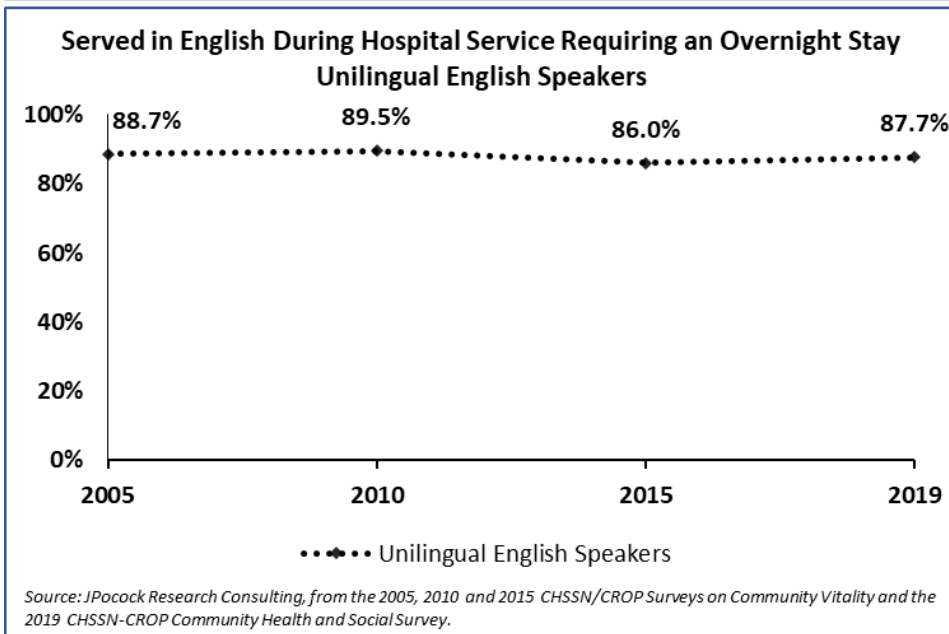
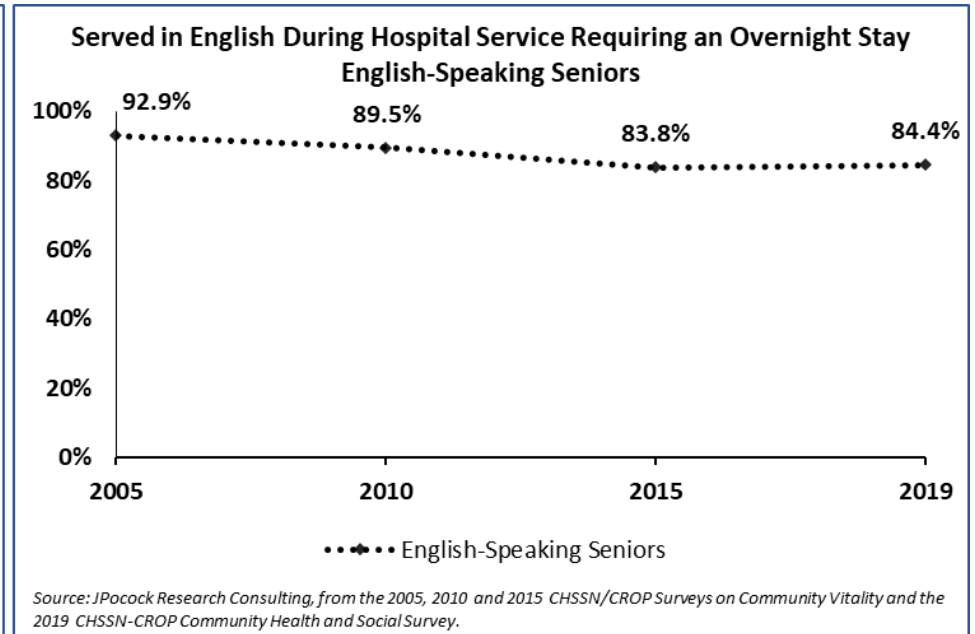
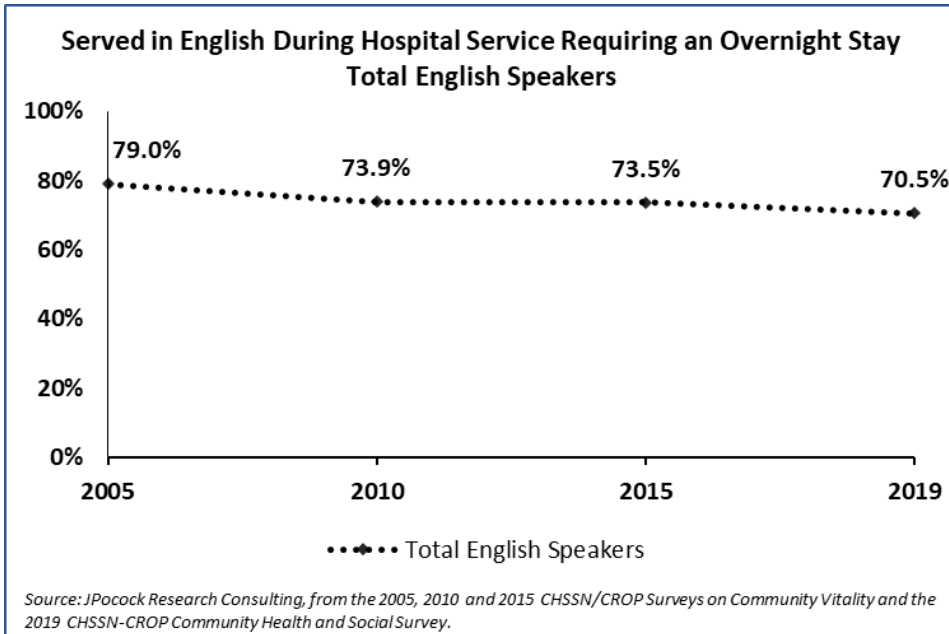
3.6.1 Used the Services of a Hospital Requiring an Overnight Stay – graphs



### 3.6.2 Served in English During a Hospital Service Requiring an Overnight Stay

Served in English During Hospital Service Requiring an Overnight Stay Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	84.6% (n=198)	71.6% (n=232)	75.6% (n=247)	73.9% (n=183)
	female	74.8% (n=354)	75.0% (n=351)	71.8% (n=434)	68.0% (n=362)
age	18-24 years	69.8% (n=22)	- (n=7)	- (n=9)	- (n=4)
	25-44 years	74.7% (n=177)	70.6% (n=154)	72.5% (n=114)	61.0% (n=51)
	45-64 years	77.9% (n=216)	70.5% (n=270)	70.6% (n=329)	66.2% (n=240)
	65 years and over	92.9% (n=137)	89.5% (n=152)	83.8% (n=229)	84.4% (n=250)
household income	less than \$30k	78.9% (n=109)	76.4% (n=87)	78.9% (n=111)	79.5% (n=84)
	\$30-70k	81.5% (n=193)	71.7% (n=205)	72.6% (n=241)	69.4% (n=147)
	\$70-100k	79.6% (n=72)	67.8% (n=79)	64.6% (n=80)	68.0% (n=68)
	\$100k and over	67.1% (n=73)	75.8% (n=85)	71.0% (n=124)	75.8% (n=110)
knowledge of English and French	bilingual	75.8% (n=287)	69.2% (n=433)	70.1% (n=506)	64.9% (n=421)
	unilingual English	88.7% (n=122)	89.5% (n=146)	86.0% (n=175)	87.7% (n=123)
<b>Total</b>		<b>79.0%</b> (n=552)	<b>73.9%</b> (n=583)	<b>73.5%</b> (n=681)	<b>70.5%</b> (n=545)
<p><i>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</i></p>					

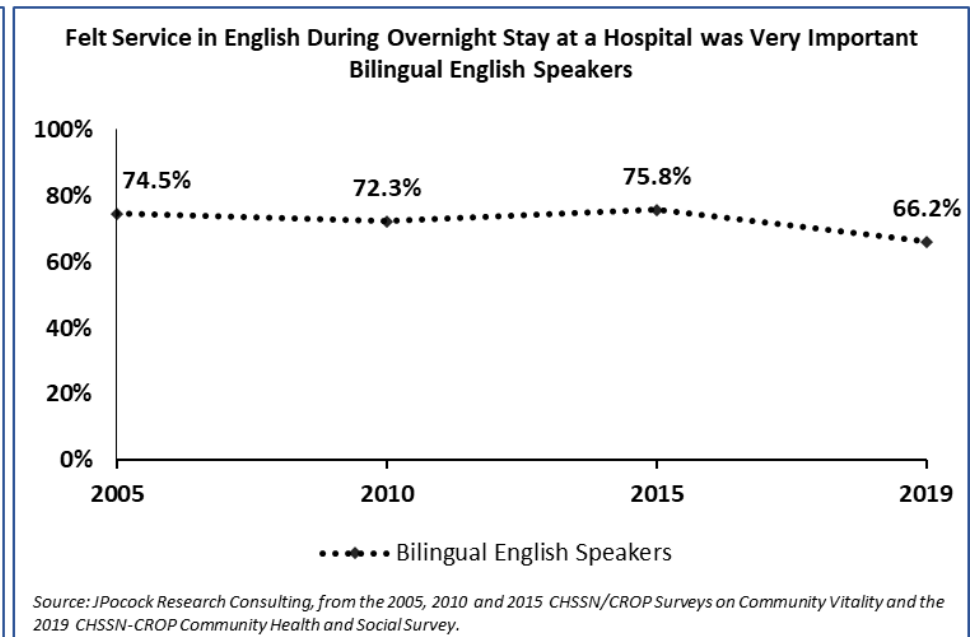
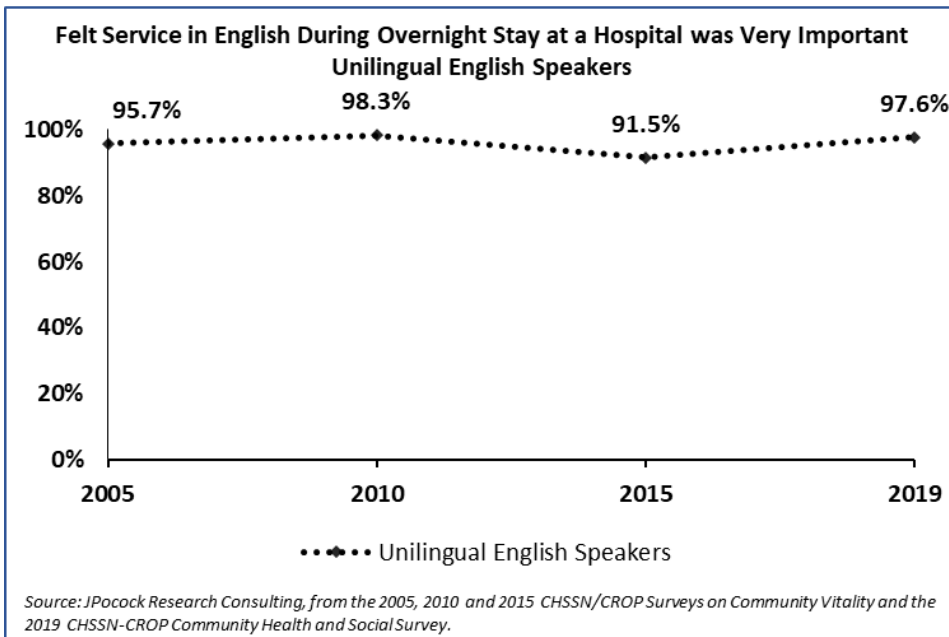
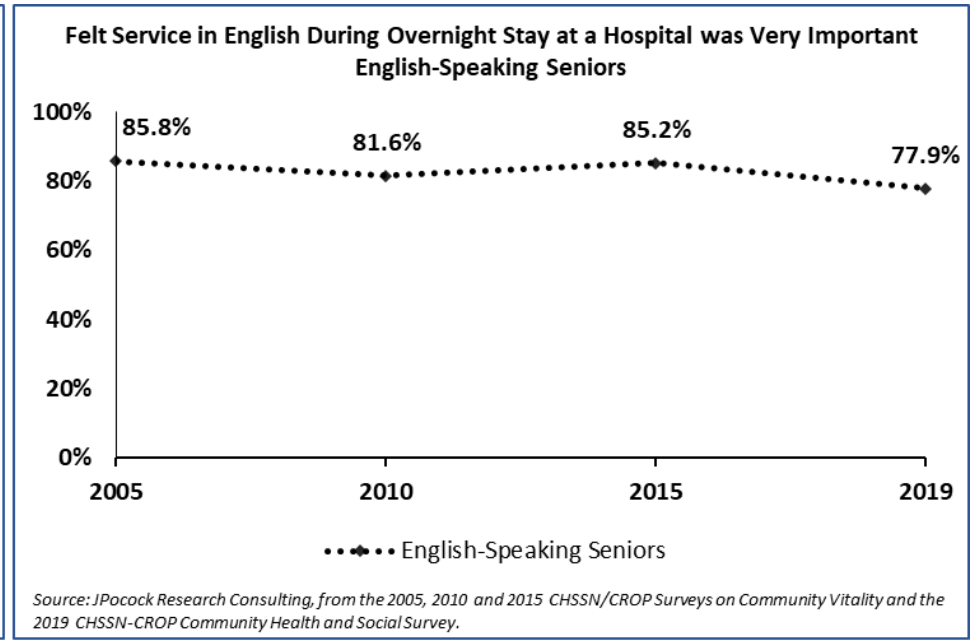
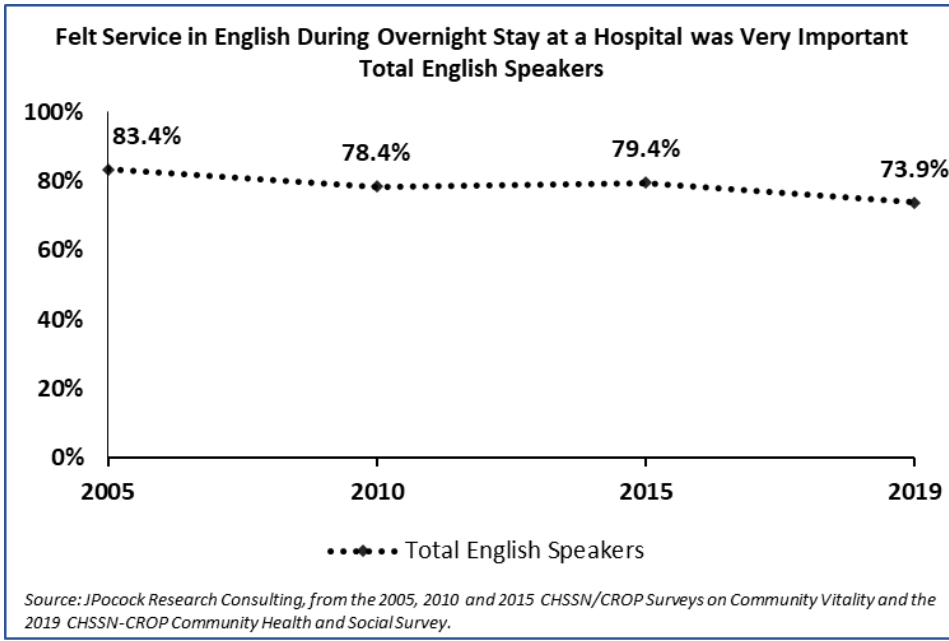
3.6.2 Served in English During a Hospital Service Requiring an Overnight Stay – graphs



### 3.6.3 Felt Service in English During Overnight Stay at a Hospital was Very Important

Felt Service in English During Overnight Stay at a Hospital was Very Important Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	80.7% (n=202)	71.4% (n=233)	75.5% (n=252)	66.1% (n=179)
	female	85.5% (n=359)	81.7% (n=357)	82.7% (n=444)	79.3% (n=359)
age	18-24 years	81.2% (n=25)	- (n=7)	- (n=10)	- (n=4)
	25-44 years	79.0% (n=180)	72.8% (n=156)	77.2% (n=117)	76.1% (n=51)
	45-64 years	86.6% (n=218)	79.2% (n=272)	77.8% (n=336)	72.6% (n=238)
	65 years and over	85.8% (n=138)	81.6% (n=155)	85.2% (n=233)	77.9% (n=245)
household income	less than \$30k	88.9% (n=109)	81.0% (n=88)	92.1% (n=113)	78.4% (n=81)
	\$30-70k	81.8% (n=197)	76.9% (n=205)	76.6% (n=246)	72.7% (n=145)
	\$70-100k	82.1% (n=73)	75.2% (n=80)	65.4% (n=80)	62.5% (n=68)
	\$100k and over	79.5% (n=74)	75.8% (n=86)	76.3% (n=128)	76.3% (n=108)
knowledge of English and French	bilingual	74.5% (n=295)	72.3% (n=440)	75.8% (n=515)	66.2% (n=415)
	unilingual English	95.7% (n=121)	98.3% (n=146)	91.5% (n=181)	97.6% (n=122)
<b>Total</b>		<b>83.4%</b> (n=561)	<b>78.4%</b> (n=590)	<b>79.4%</b> (n=696)	<b>73.9%</b> (n=538)
<p>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</p>					

### 3.6.3 Felt Service in English During Overnight Stay at a Hospital was Very Important – Graphs



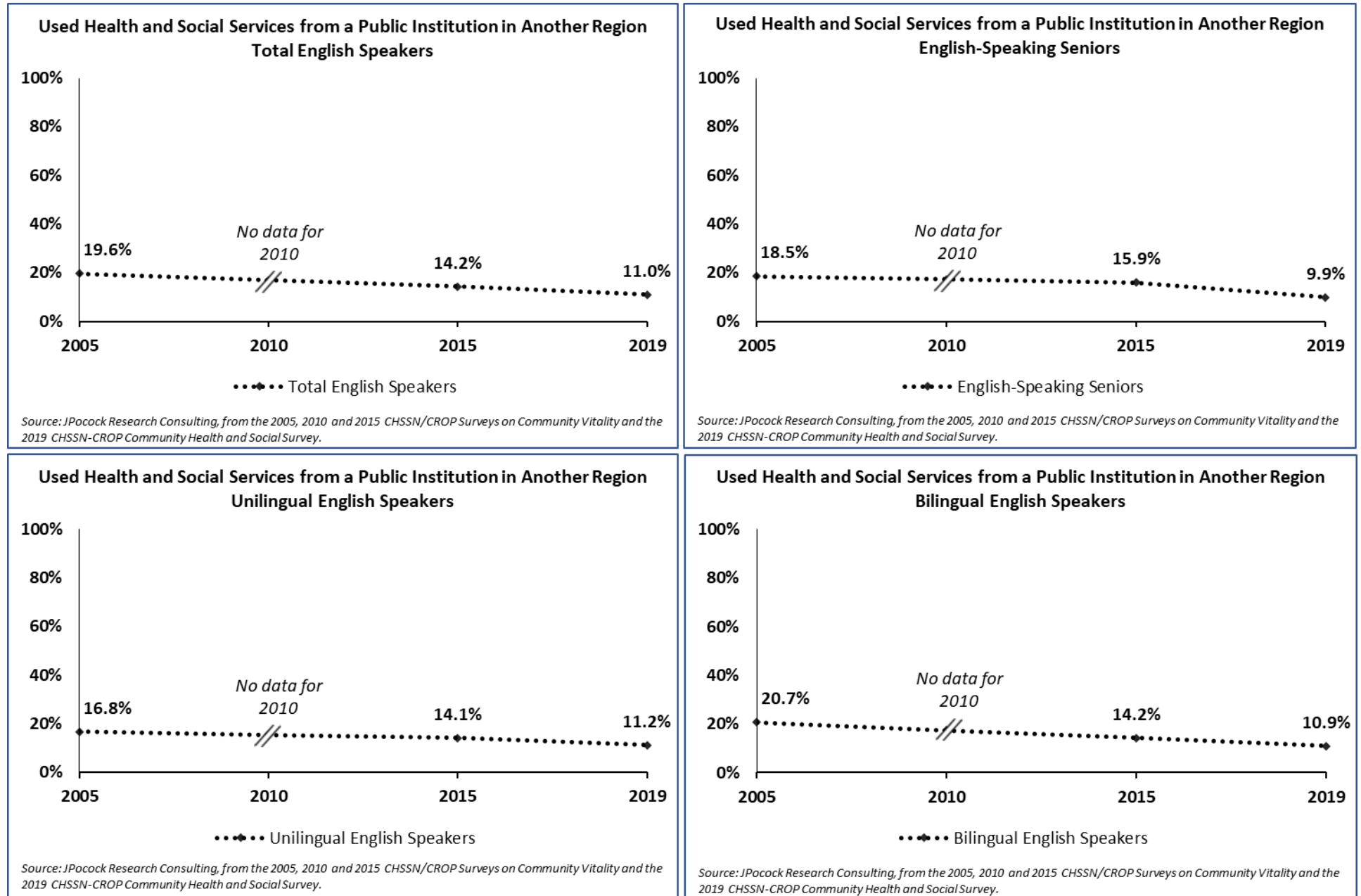
### 3.7 Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months

Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	18.7% (n=1107)	This question was not asked in 2010	10.8% (n=1063)	8.6% (n=1185)
	female	20.5% (n=1517)		17.4% (n=1650)	13.1% (n=1879)
age	18-24 years	14.7% (n=125)		6.4% (n=63)	2.7% (n=64)
	25-44 years	20.5% (n=894)		12.8% (n=470)	12.6% (n=342)
	45-64 years	20.4% (n=1052)		16.1% (n=1314)	11.6% (n=1378)
	65 years and over	18.5% (n=553)		15.9% (n=866)	9.9% (n=1280)
household income	less than \$30k	13.3% (n=502)		11.1% (n=408)	7.3% (n=431)
	\$30-70k	17.8% (n=912)		12.8% (n=909)	9.8% (n=801)
	\$70-100k	26.1% (n=362)		14.9% (n=361)	12.6% (n=412)
	\$100k and over	26.1% (n=346)		17.9% (n=564)	14.3% (n=655)
knowledge of English and French	bilingual	20.7% (n=1398)		14.2% (n=1987)	10.9% (n=2330)
	unilingual English	16.8% (n=573)		14.1% (n=726)	11.2% (n=729)
<b>Total</b>		<b>19.6%</b> (n=2624)		<b>14.2%</b> (n=2713)	<b>11.0%</b> (n=3064)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively. This question was not asked in the 2010 survey.



### 3.7 Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months – Graphs



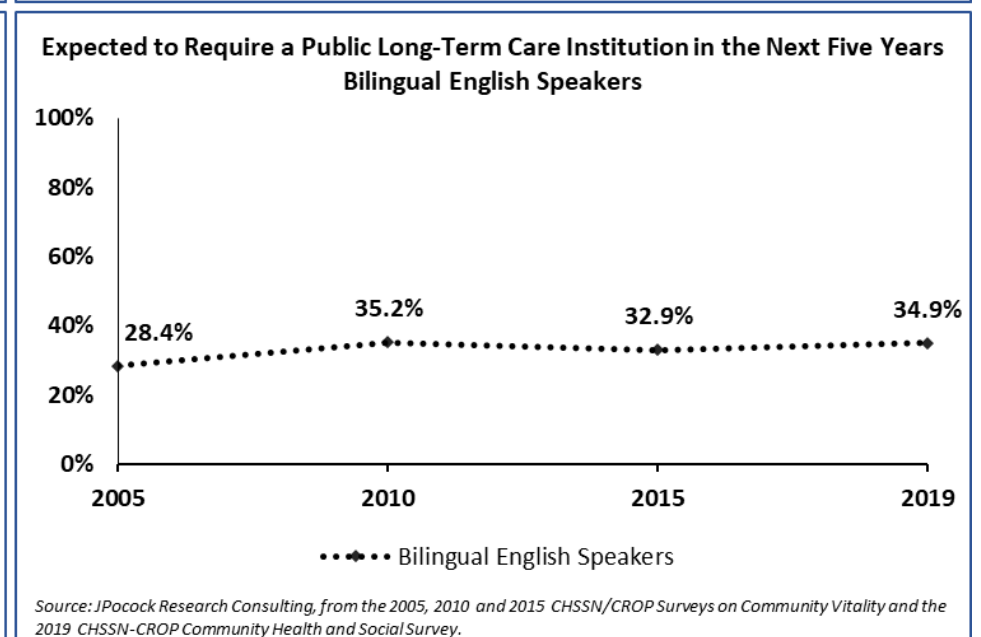
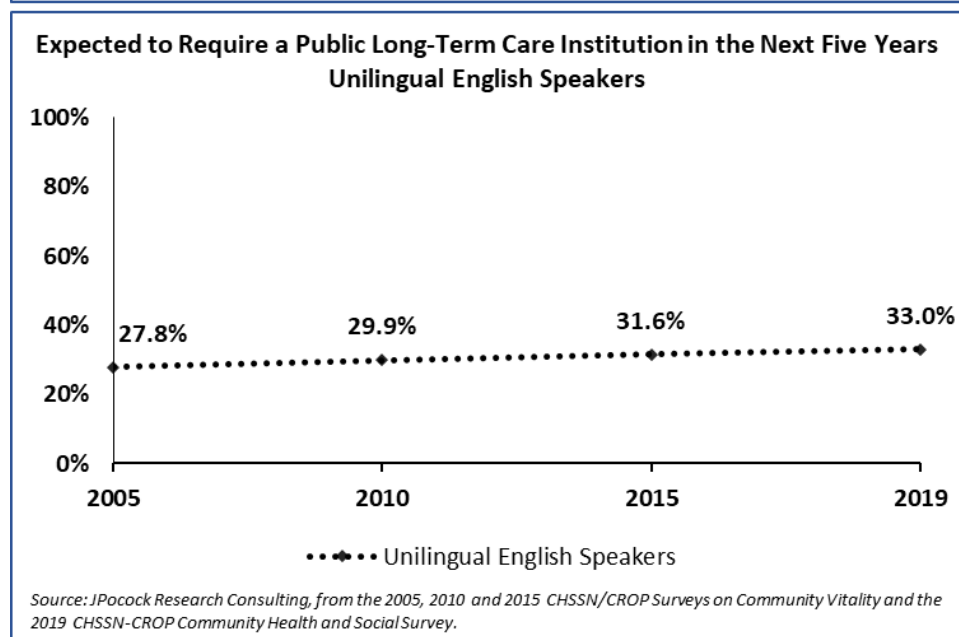
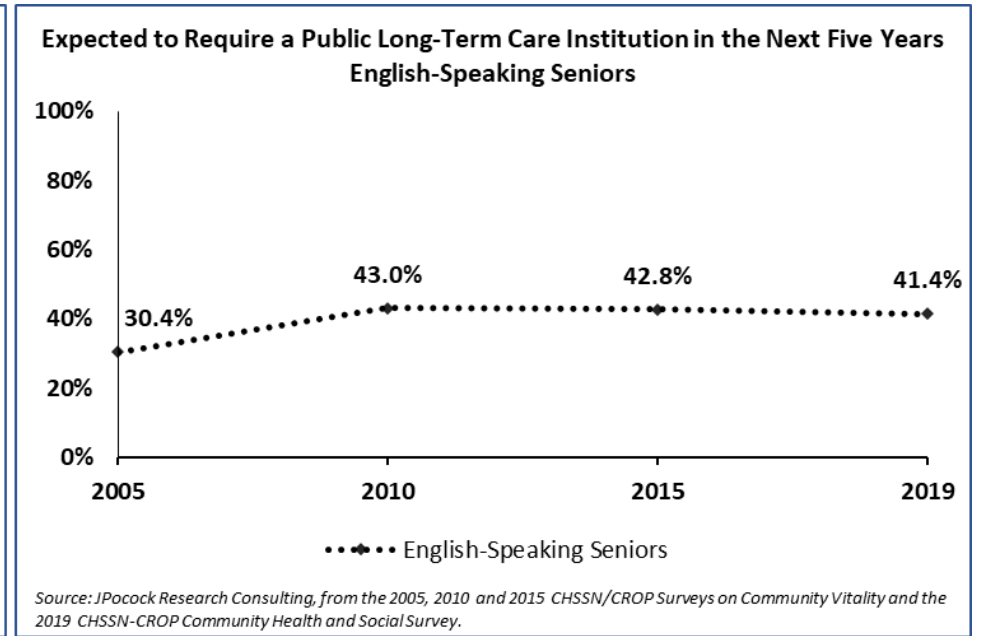
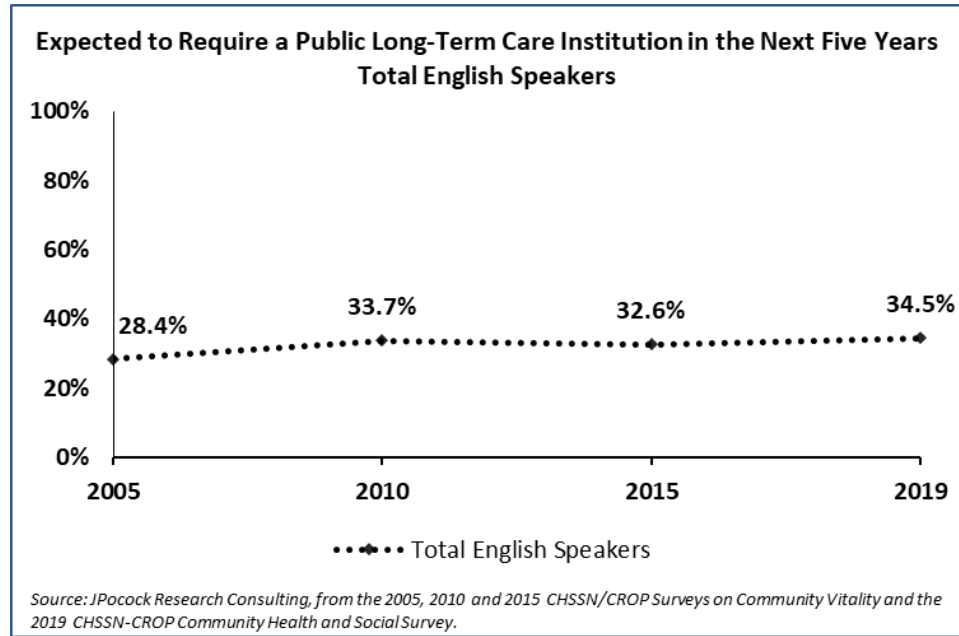
### 3.8 Public Long-Term Care Institutions

#### 3.8.1 Expected to Require a Public Long-Term Care Institution in the Next Five Years

Expected to Require a Public Long-Term Care Institution in the Next Five Years Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	27.9% (n=1028)	30.6% (n=1065)	33.0% (n=977)	36.4% (n=1071)
	female	29.0% (n=1380)	35.3% (n=1447)	32.2% (n=1523)	32.7% (n=1681)
age	18-24 years	25.5% (n=118)	31.8% (n=61)	19.9% (n=61)	42.5% (n=61)
	25-44 years	24.1% (n=857)	26.3% (n=667)	23.9% (n=457)	27.4% (n=325)
	45-64 years	33.0% (n=990)	33.3% (n=1189)	39.0% (n=1249)	35.8% (n=1281)
	65 years and over	30.4% (n=443)	43.0% (n=595)	42.8% (n=733)	41.4% (n=1085)
household income	less than \$30k	31.1% (n=447)	37.3% (n=363)	35.6% (n=363)	36.9% (n=373)
	\$30-70k	28.4% (n=850)	33.9% (n=824)	32.3% (n=845)	33.3% (n=711)
	\$70-100k	26.9% (n=347)	36.0% (n=351)	34.4% (n=344)	34.3% (n=388)
	\$100k and over	29.5% (n=336)	30.4% (n=432)	31.4% (n=544)	32.7% (n=620)
knowledge of English and French	bilingual	28.4% (n=1305)	35.2% (n=1857)	32.9% (n=1861)	34.9% (n=2121)
	unilingual English	27.8% (n=497)	29.9% (n=647)	31.6% (n=639)	33.0% (n=628)
<b>Total</b>		<b>28.4%</b> (n=2408)	<b>33.7%</b> (n=2512)	<b>32.6%</b> (n=2500)	<b>34.5%</b> (n=2752)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.

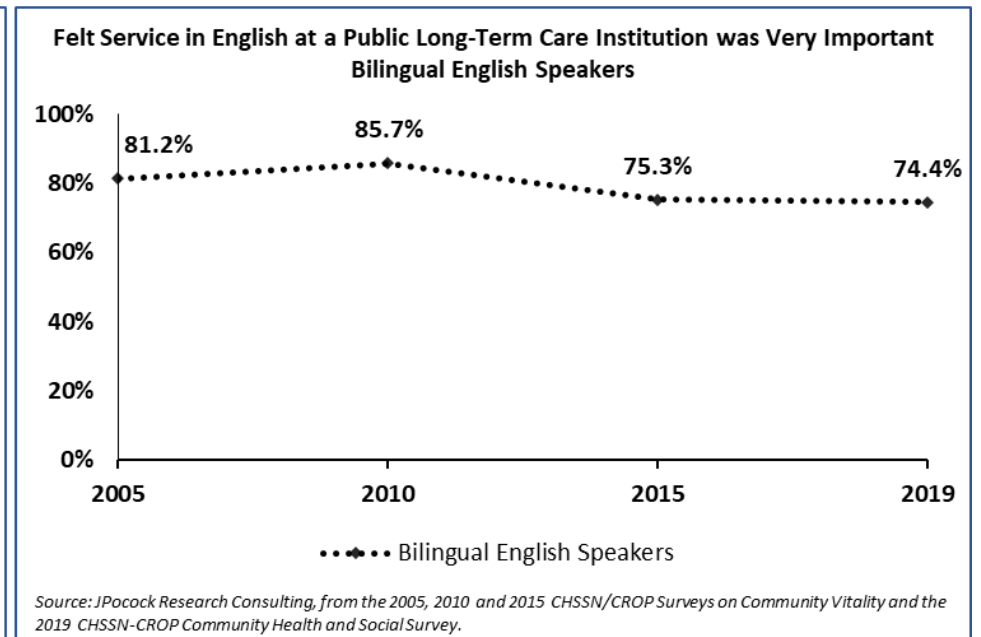
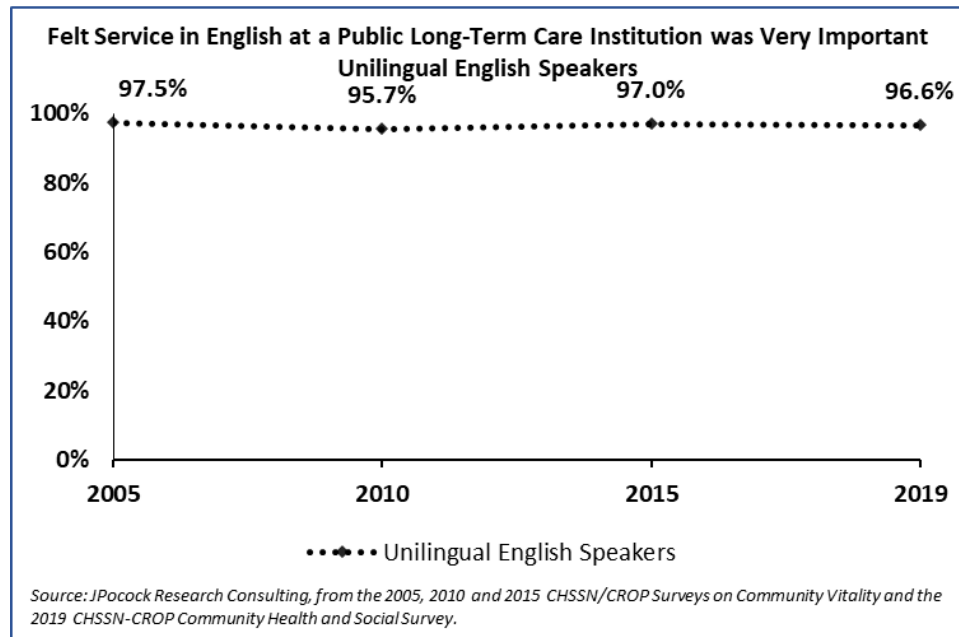
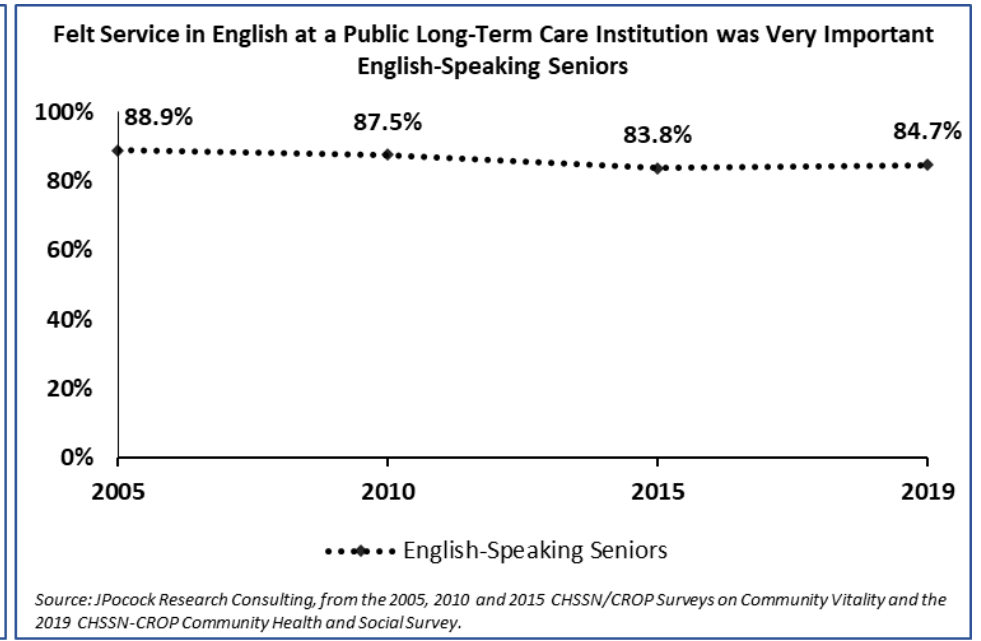
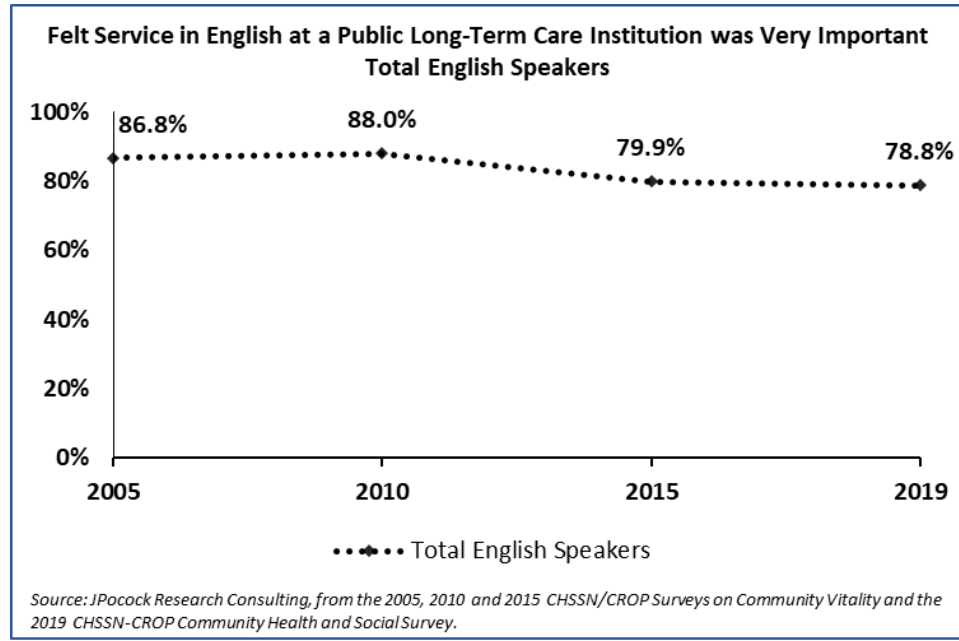
### 3.8.1 Expected to Require Public Long-Term Care Institutions in the Next Five Years – Graphs



### 3.8.2 Felt Service in English at a Public Long-Term Care Institution was Very Important

Felt Service in English at a Public Long-Term Care Institution was Very Important Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	84.0% (n=430)	83.6% (n=455)	76.0% (n=485)	72.6% (n=406)
	female	89.3% (n=630)	89.9% (n=728)	83.3% (n=862)	85.5% (n=639)
age	18-24 years	88.2% (n=47)	72.9% (n=29)	60.5% (n=21)	48.3% (n=24)
	25-44 years	85.1% (n=313)	79.2% (n=250)	76.4% (n=188)	80.1% (n=90)
	45-64 years	86.9% (n=455)	90.5% (n=529)	81.9% (n=671)	81.5% (n=492)
	65 years and over	88.9% (n=245)	87.5% (n=375)	83.8% (n=467)	84.7% (n=439)
household income	less than \$30k	82.8% (n=227)	90.1% (n=211)	83.3% (n=215)	83.5% (n=162)
	\$30-70k	90.4% (n=363)	87.6% (n=369)	80.9% (n=460)	82.6% (n=254)
	\$70-100k	87.5% (n=135)	86.5% (n=152)	78.4% (n=184)	78.2% (n=153)
	\$100k and over	87.7% (n=149)	85.9% (n=185)	78.0% (n=254)	82.8% (n=235)
knowledge of English and French	bilingual	81.2% (n=567)	85.7% (n=885)	75.3% (n=1000)	74.4% (n=808)
	unilingual English	97.5% (n=213)	95.7% (n=296)	97.0% (n=347)	96.6% (n=237)
<b>Total</b>		<b>86.8%</b> (n=1060)	<b>88.0%</b> (n=1183)	<b>79.9%</b> (n=1347)	<b>78.8%</b> (n=1045)
<p><i>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.</i></p>					

### 3.8.2 Felt Service in English at a Public Long-Term Care Institution was Very Important – graphs



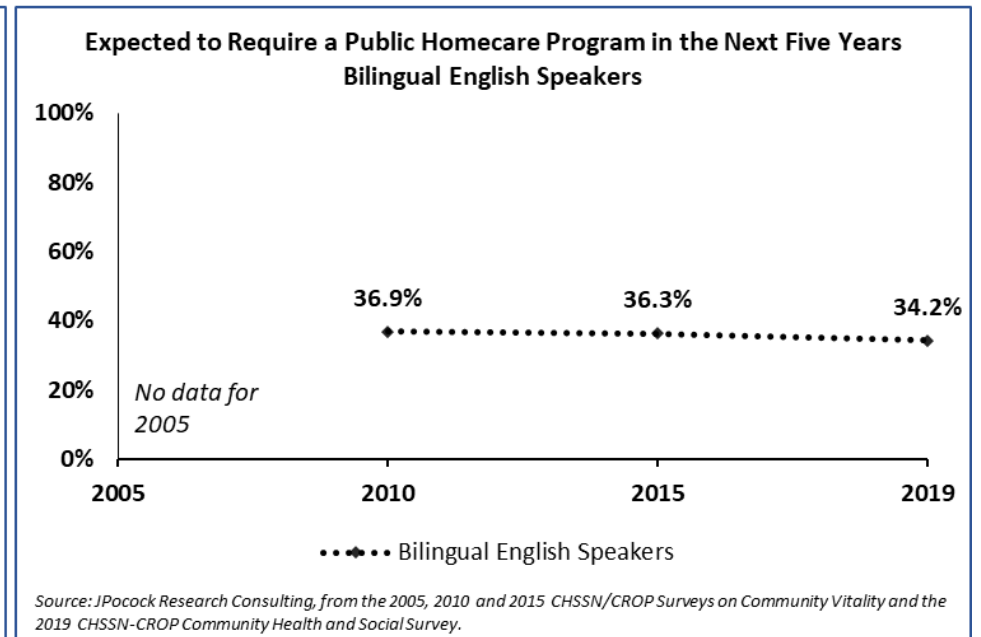
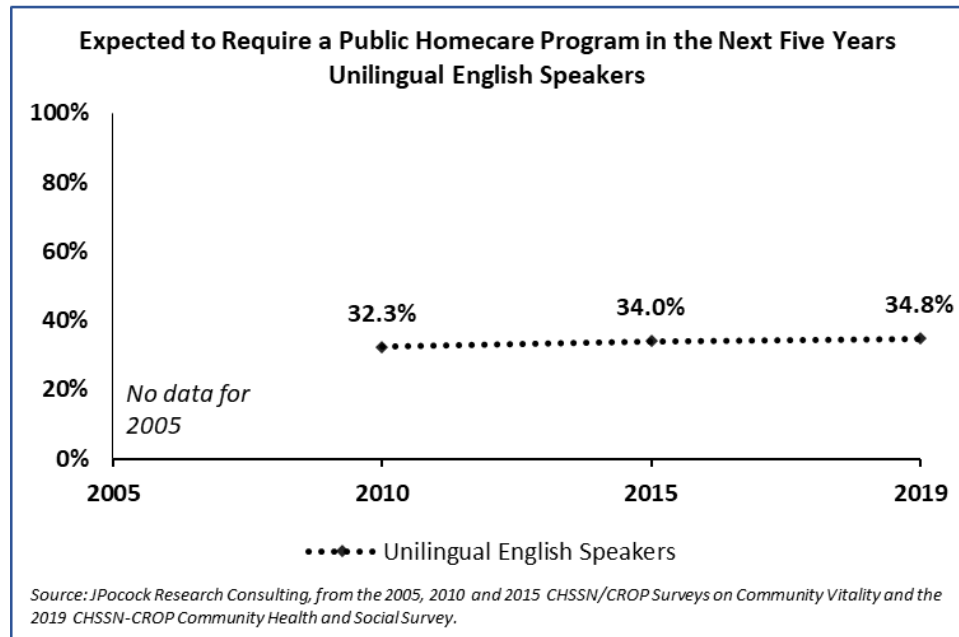
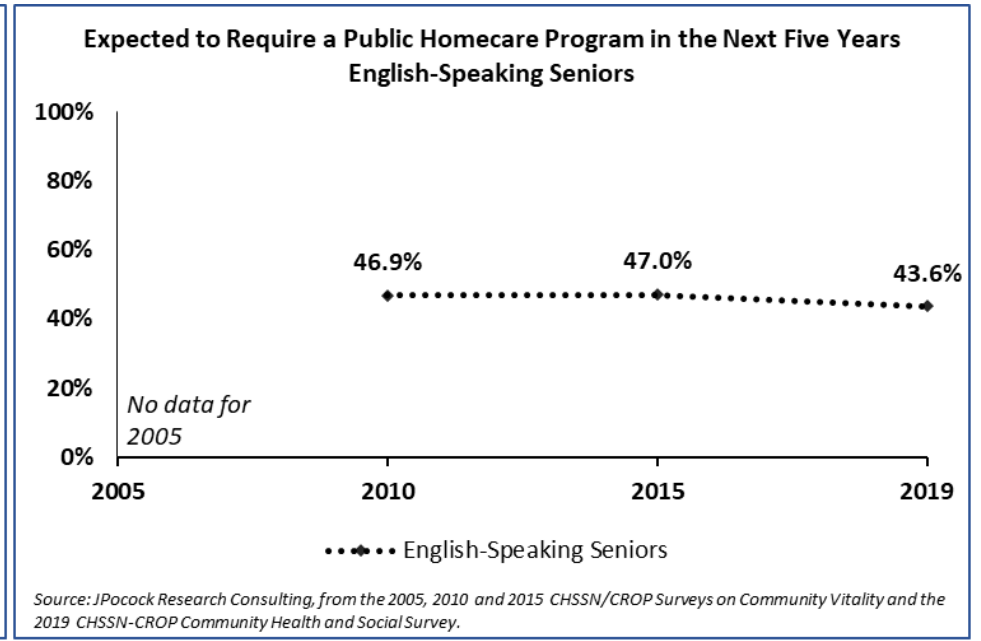
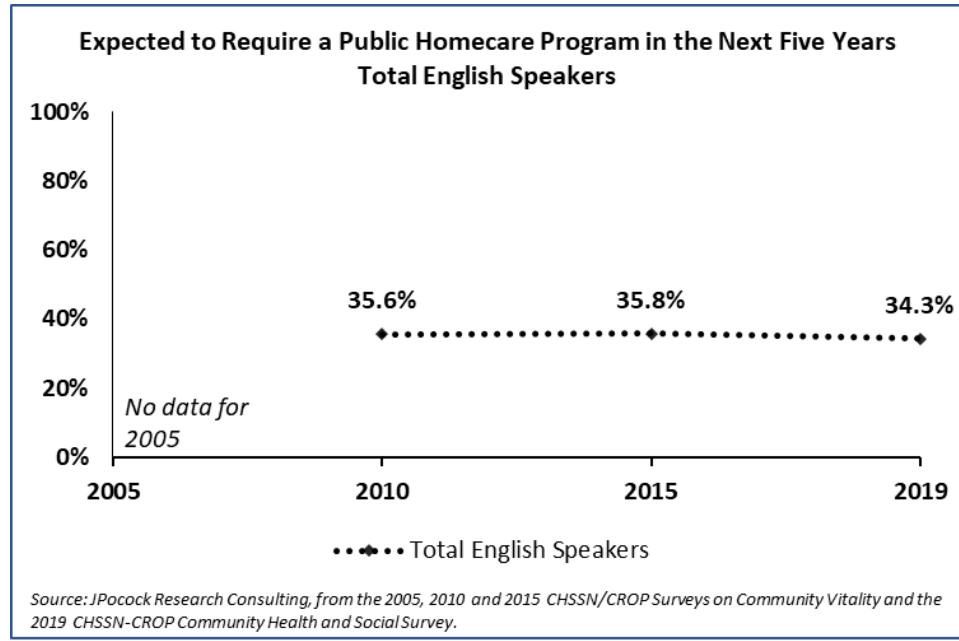
### 3.9 Public Homecare Programs

#### 3.9.1 Expected to Require a Public Homecare Program in the Next Five Years

Expected to Require a Public Homecare Program in the Next Five Years Total English Speakers, 2010-2019					
Variable		2005	2010	2015	2019
gender	male	<i>This question was not asked in 2005</i>	31.6% (n=1069)	34.0% (n=996)	34.4% (n=1079)
	female		37.7% (n=1448)	37.5% (n=1534)	34.3% (n=1685)
age	18-24 years		27.4% (n=65)	18.5% (n=60)	29.6% (n=60)
	25-44 years		28.5% (n=670)	28.0% (n=463)	28.2% (n=328)
	45-64 years		34.6% (n=1181)	41.7% (n=1255)	36.1% (n=1292)
	65 years and over		46.9% (n=601)	47.0% (n=752)	43.6% (n=1084)
household income	less than \$30k		45.2% (n=384)	39.3% (n=370)	35.1% (n=375)
	\$30-70k		33.3% (n=809)	38.4% (n=862)	37.2% (n=711)
	\$70-100k		36.0% (n=345)	37.5% (n=342)	32.7% (n=393)
	\$100k and over		31.8% (n=435)	33.1% (n=546)	35.0% (n=620)
knowledge of English and French	bilingual	36.9% (n=1856)	36.3% (n=1873)	34.2% (n=2135)	
	unilingual English	32.3% (n=654)	34.0% (n=657)	34.8% (n=628)	
<b>Total</b>			<b>35.6%</b> (n=2517)	<b>35.8%</b> (n=2530)	<b>34.3%</b> (n=2764)

*Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively. This question was not asked in the 2005 survey. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.*

### 3.9.1 Expected to Require a Public Homecare Program in the Next Five Years – Graphs



### 3.10 Private Residence or Nursing Home

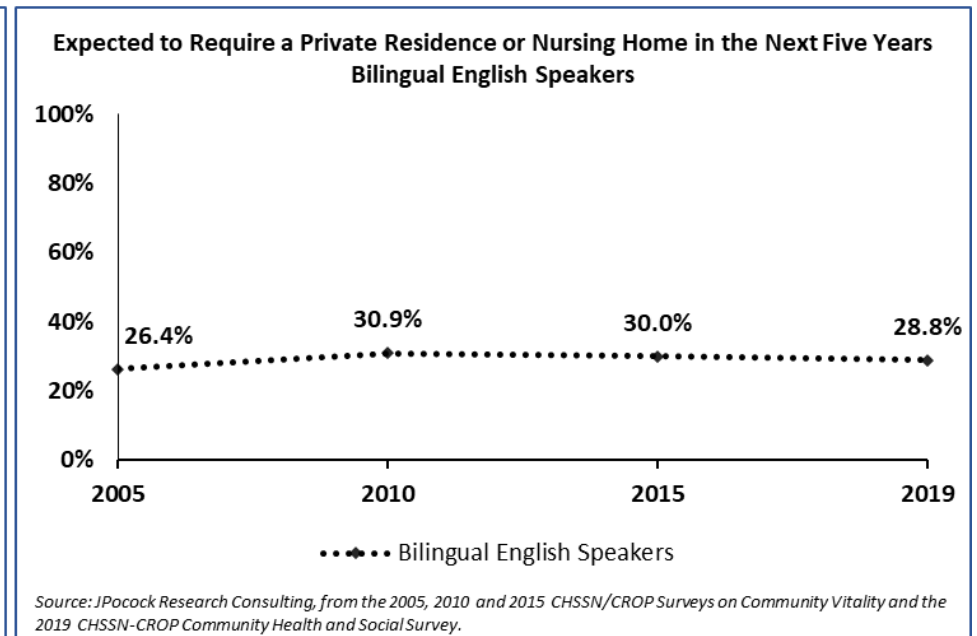
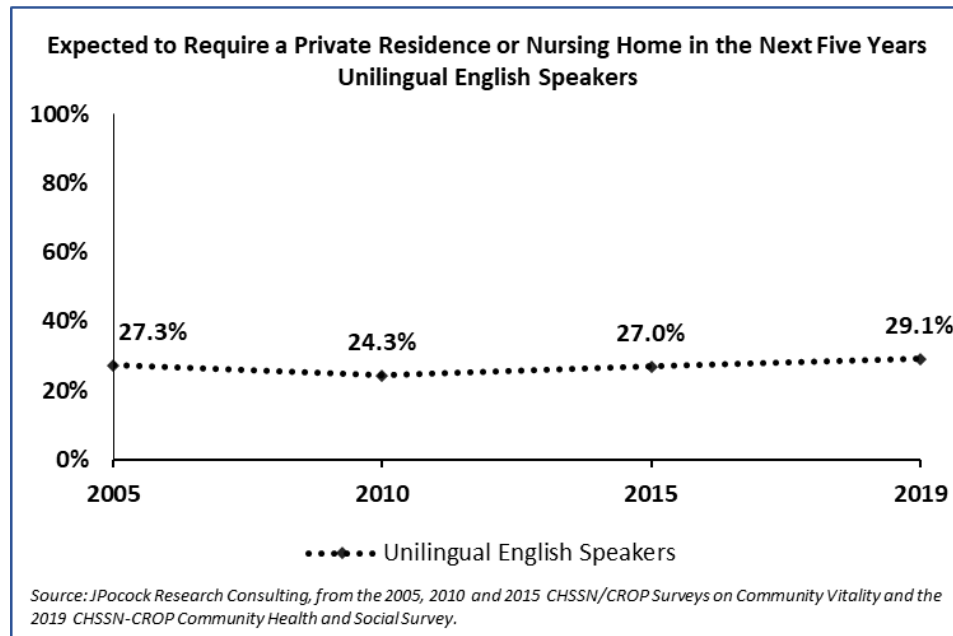
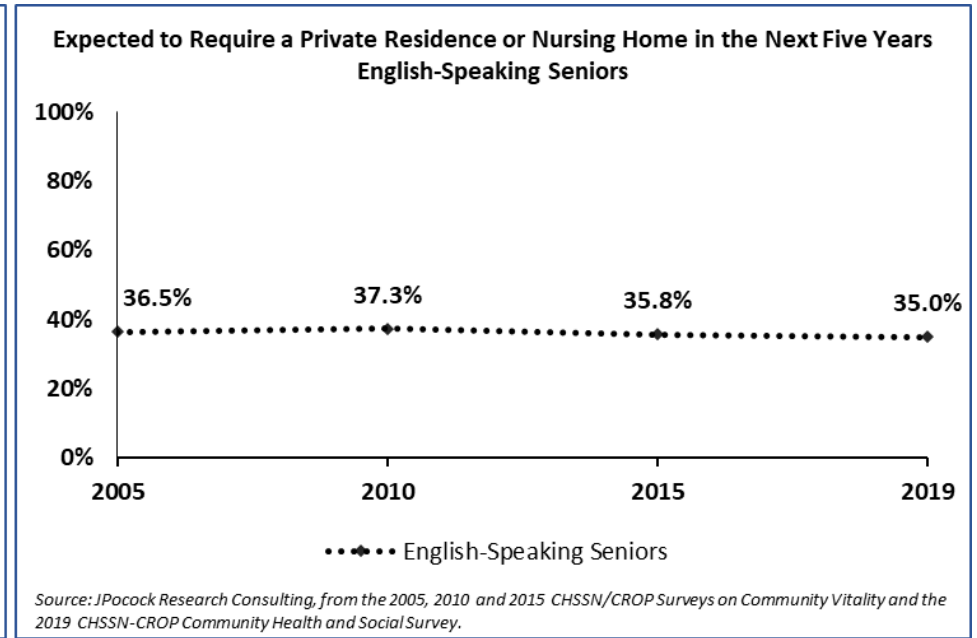
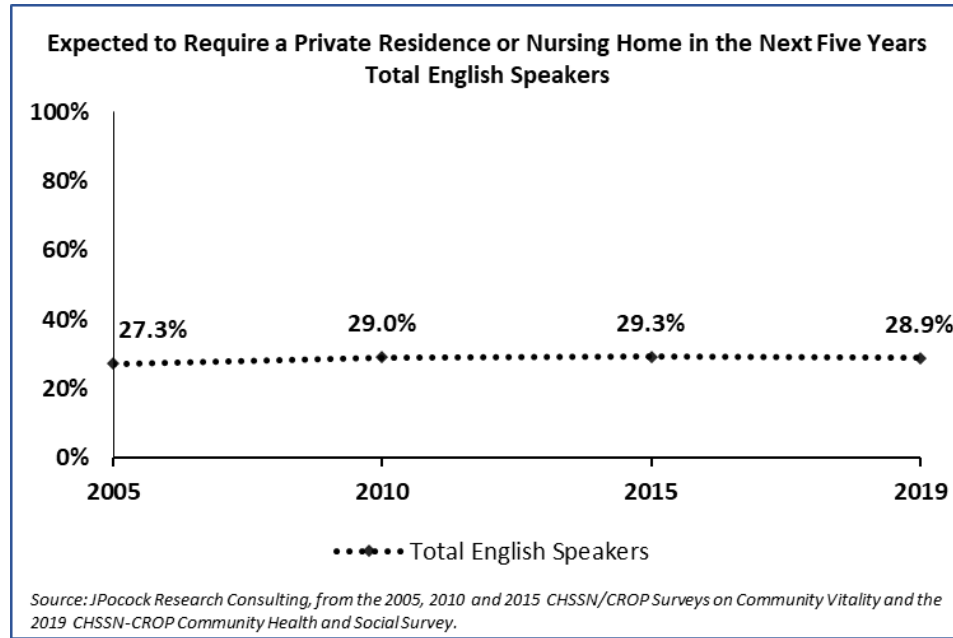
#### 3.10.1 Expected to Require a Private Residence or Nursing Home in the Next Five Years

Expected to Require a Private Residence or Nursing Home in the Next Five Years Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	26.7% (n=1031)	26.7% (n=1063)	27.6% (n=996)	28.5% (n=1076)
	female	27.9% (n=1402)	30.2% (n=1437)	31.0% (n=1523)	29.2% (n=1682)
age	18-24 years	15.2% (n=122)	15.6% (n=67)	6.1% (n=62)	22.4% (n=62)
	25-44 years	24.1% (n=871)	24.2% (n=667)	23.5% (n=461)	24.3% (n=330)
	45-64 years	30.0% (n=995)	28.3% (n=1180)	36.3% (n=1245)	31.1% (n=1299)
	65 years and over	36.5% (n=445)	37.3% (n=586)	35.8% (n=751)	35.0% (n=1067)
household income	less than \$30k	27.5% (n=453)	31.5% (n=382)	31.6% (n=374)	28.1% (n=373)
	\$30-70k	28.8% (n=863)	28.7% (n=808)	28.0% (n=846)	29.8% (n=708)
	\$70-100k	23.8% (n=342)	28.3% (n=345)	29.5% (n=349)	27.8% (n=394)
	\$100k and over	31.5% (n=335)	30.9% (n=428)	30.6% (n=543)	30.7% (n=627)
knowledge of English and French	bilingual	26.4% (n=1318)	30.9% (n=1838)	30.0% (n=1868)	28.8% (n=2134)
	unilingual English	27.3% (n=510)	24.3% (n=653)	27.0% (n=651)	29.1% (n=620)
<b>Total</b>		<b>27.3%</b> (n=2433)	<b>29.0%</b> (n=2500)	<b>29.3%</b> (n=2519)	<b>28.9%</b> (n=2758)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.



### 3.10.1 Expected to Require a Private Residence or Nursing Home in the Next Five Years – Graphs



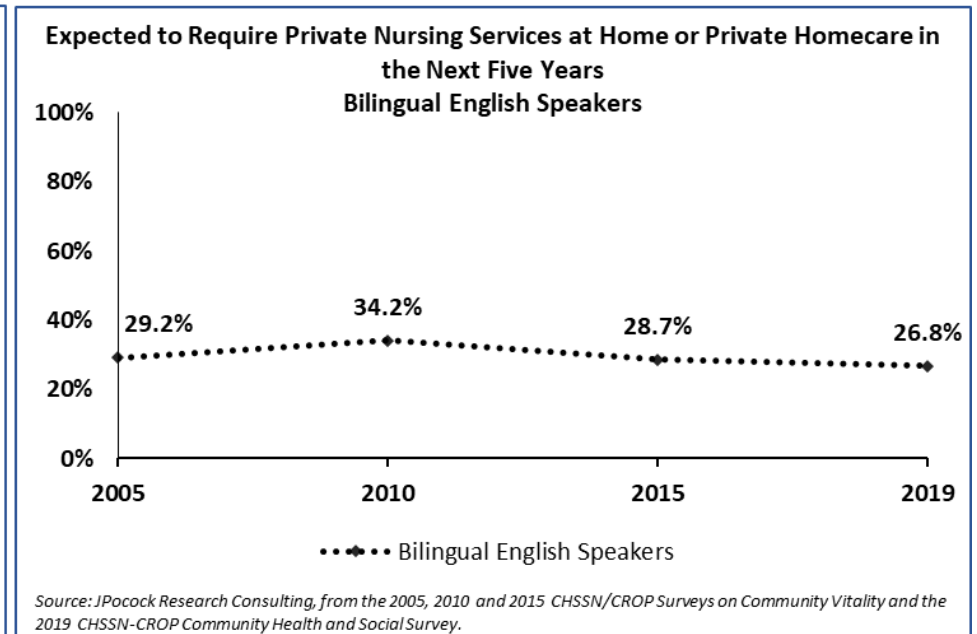
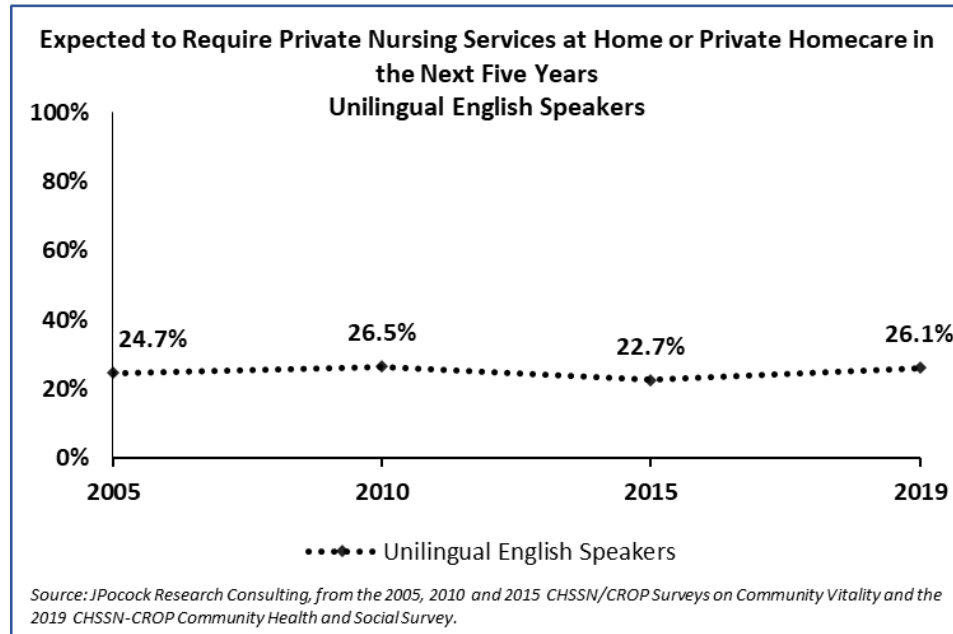
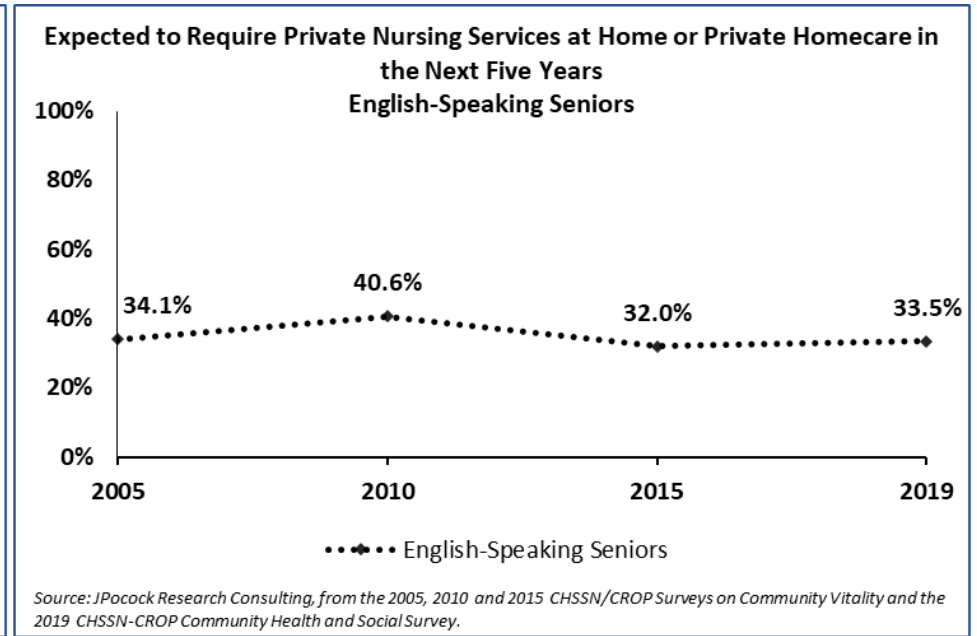
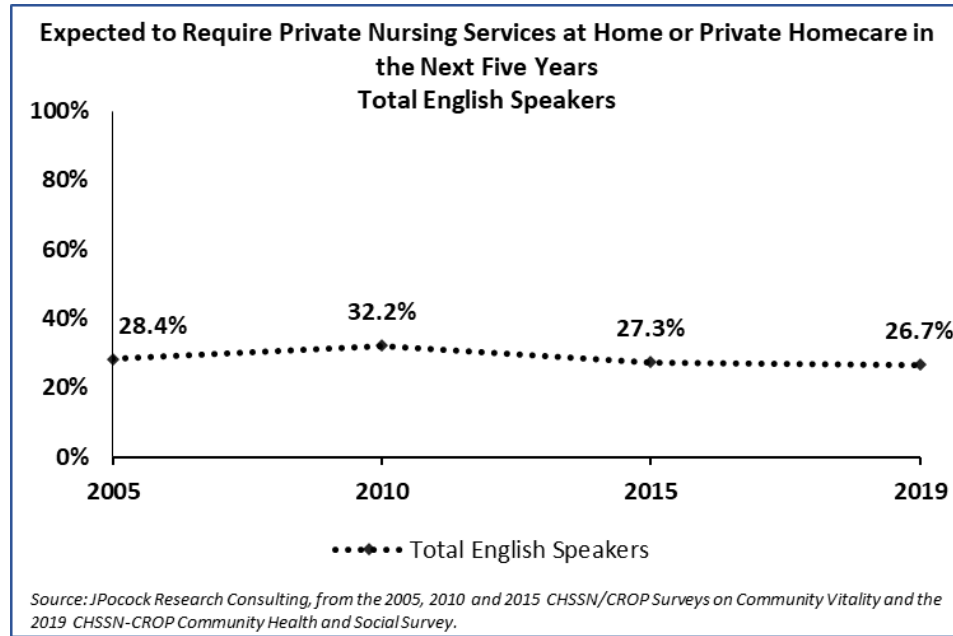
### 3.11 Private Nursing Services at Home or Private Homecare

#### 3.11.1 Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years

Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	27.8% (n=1049)	29.0% (n=1078)	27.7% (n=992)	28.2% (n=1068)
	female	28.9% (n=1424)	33.8% (n=1470)	26.9% (n=1540)	25.2% (n=1671)
age	18-24 years	24.5% (n=120)	23.9% (n=67)	11.1% (n=61)	33.7% (n=60)
	25-44 years	23.7% (n=876)	25.7% (n=676)	22.5% (n=465)	18.5% (n=324)
	45-64 years	32.0% (n=1006)	31.7% (n=1201)	32.9% (n=1258)	29.3% (n=1289)
	65 years and over	34.1% (n=471)	40.6% (n=604)	32.0% (n=748)	33.5% (n=1066)
household income	less than \$30k	25.8% (n=462)	36.4% (n=389)	26.2% (n=375)	25.2% (n=359)
	\$30-70k	29.6% (n=874)	31.4% (n=825)	25.6% (n=839)	23.5% (n=713)
	\$70-100k	27.3% (n=348)	30.2% (n=347)	29.8% (n=349)	27.0% (n=393)
	\$100k and over	33.0% (n=340)	32.4% (n=435)	29.8% (n=546)	28.6% (n=621)
knowledge of English and French	bilingual	29.2% (n=1332)	34.2% (n=1879)	28.7% (n=1875)	26.8% (n=2110)
	unilingual English	24.7% (n=516)	26.5% (n=661)	22.7% (n=657)	26.1% (n=628)
<b>Total</b>		<b>28.4%</b> (n=2473)	<b>32.2%</b> (n=2548)	<b>27.3%</b> (n=2532)	<b>26.7%</b> (n=2739)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

### 3.11.1 Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years – Graphs



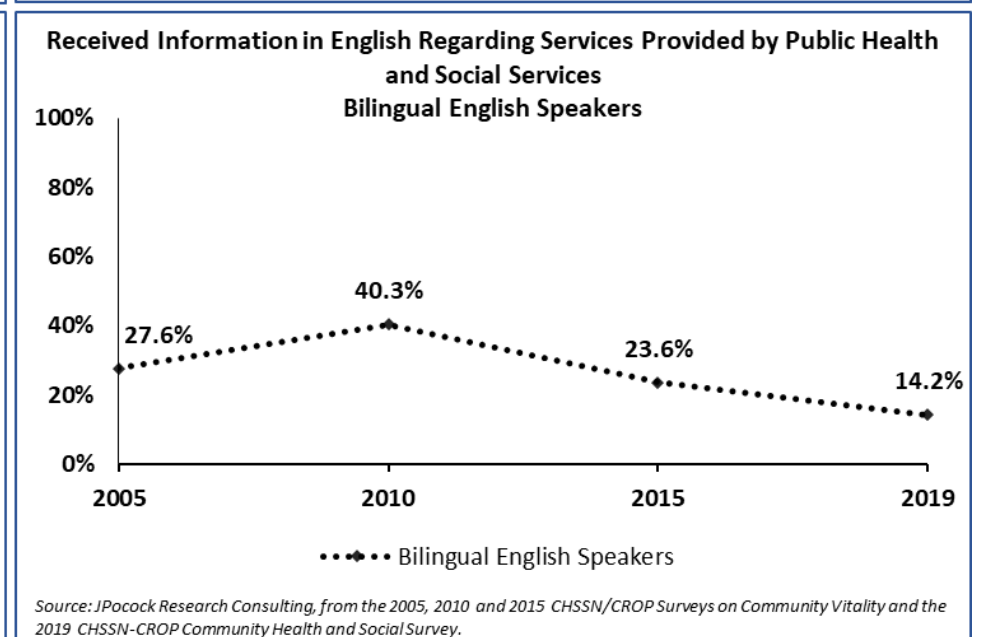
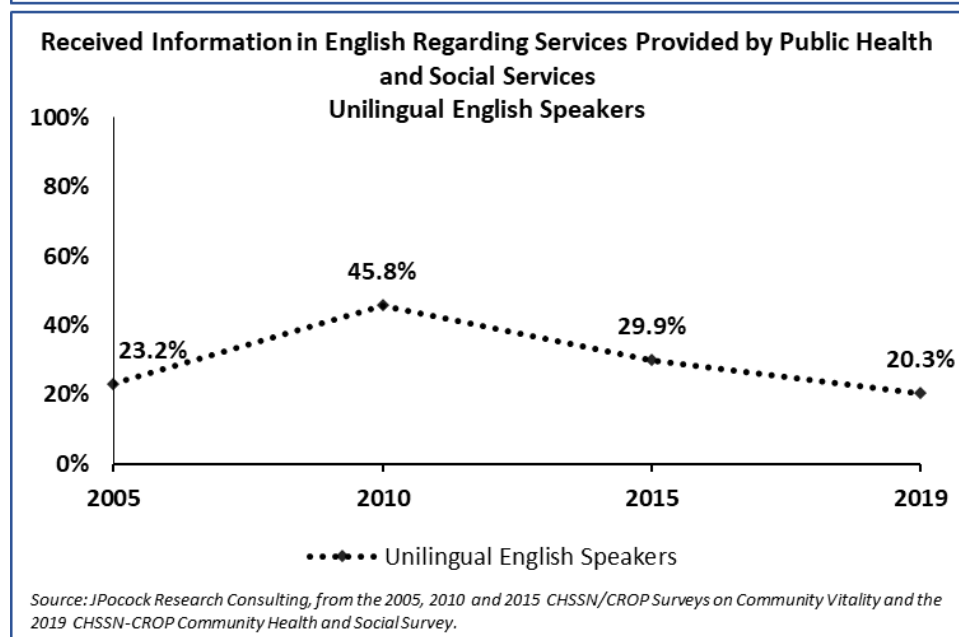
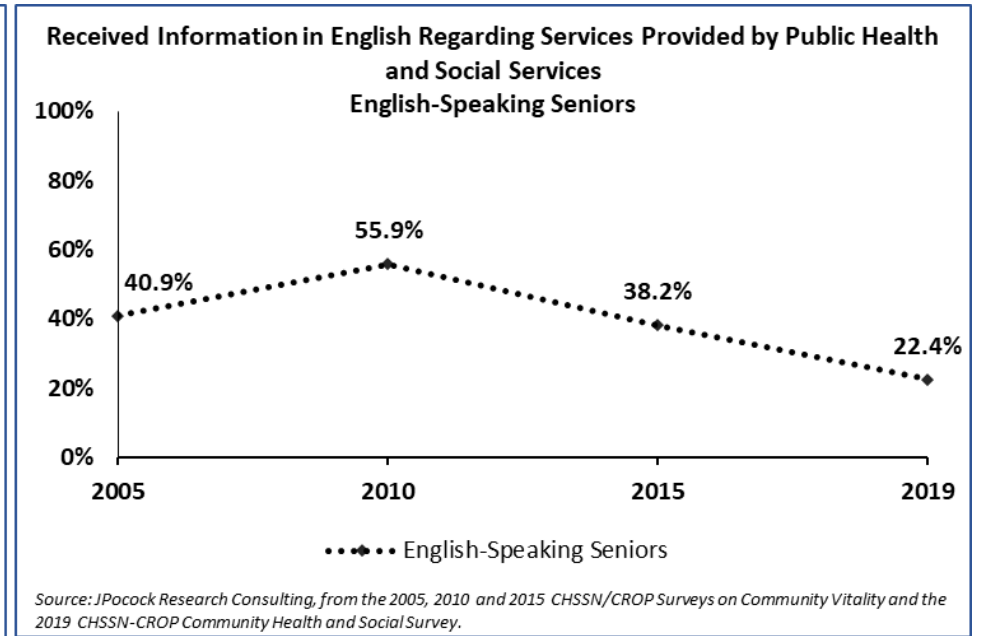
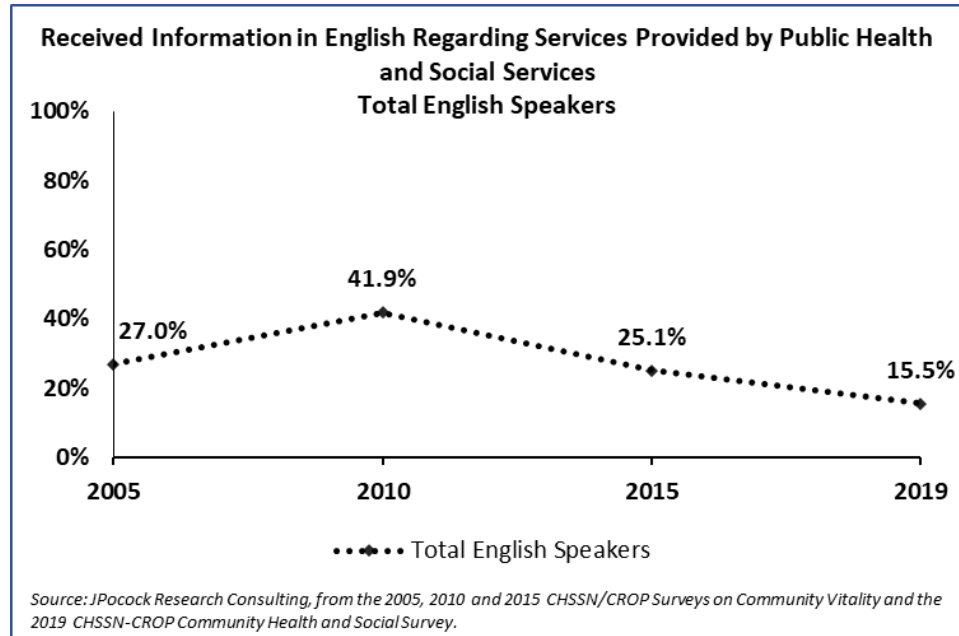
### 3.12 Received Information in English Regarding Public Health and Social Services

#### 3.12.1 Received Information in English Regarding Services Provided by Public Health and Social Services

Received Information in English Regarding Services Provided by Public Health and Social Services Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	26.6% (n=1028)	39.7% (n=1047)	27.5% (n=1009)	16.9% (n=1112)
	female	27.4% (n=1409)	42.9% (n=1498)	22.7% (n=1572)	14.3% (n=1787)
age	18-24 years	26.4% (n=113)	24.7% (n=64)	24.9% (n=63)	14.2% (n=58)
	25-44 years	20.0% (n=840)	29.1% (n=662)	19.5% (n=442)	12.5% (n=326)
	45-64 years	28.0% (n=980)	41.4% (n=1166)	24.0% (n=1257)	14.8% (n=1313)
	65 years and over	40.9% (n=504)	55.9% (n=653)	38.2% (n=819)	22.4% (n=1202)
household income	less than \$30k	23.1% (n=475)	39.3% (n=412)	34.2% (n=390)	20.7% (n=409)
	\$30-70k	28.0% (n=846)	44.8% (n=818)	25.9% (n=873)	18.0% (n=765)
	\$70-100k	25.7% (n=335)	38.8% (n=336)	20.7% (n=339)	14.0% (n=398)
	\$100k and over	25.7% (n=318)	42.7% (n=417)	19.1% (n=529)	14.5% (n=616)
knowledge of English and French	bilingual	27.6% (n=1311)	40.3% (n=1842)	23.6% (n=1895)	14.2% (n=2198)
	unilingual English	23.2% (n=530)	45.8% (n=693)	29.9% (n=686)	20.3% (n=697)
<b>Total</b>		<b>27.0%</b> (n=2437)	<b>41.9%</b> (n=2545)	<b>25.1%</b> (n=2581)	<b>15.5%</b> (n=2899)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

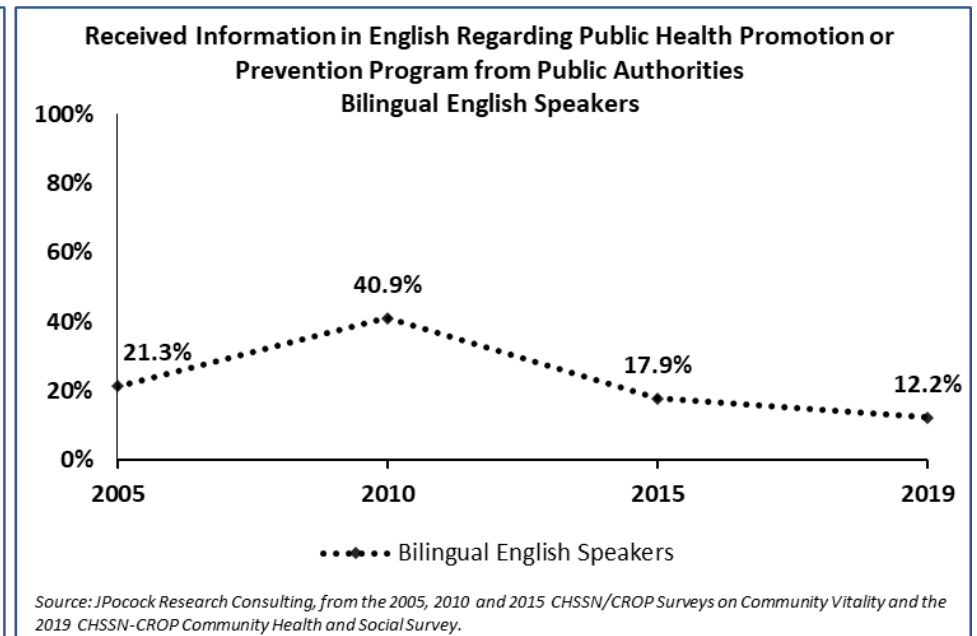
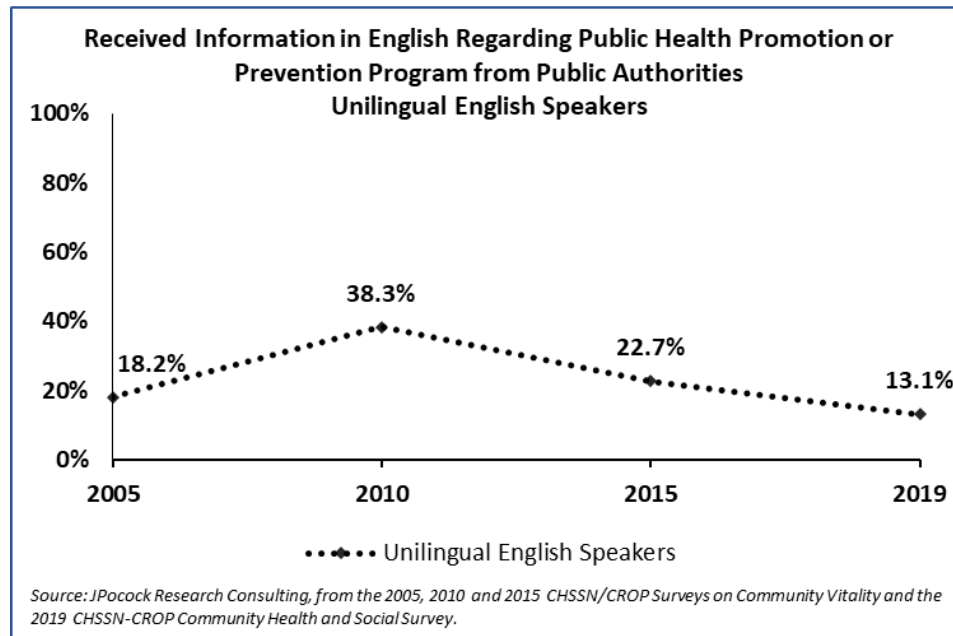
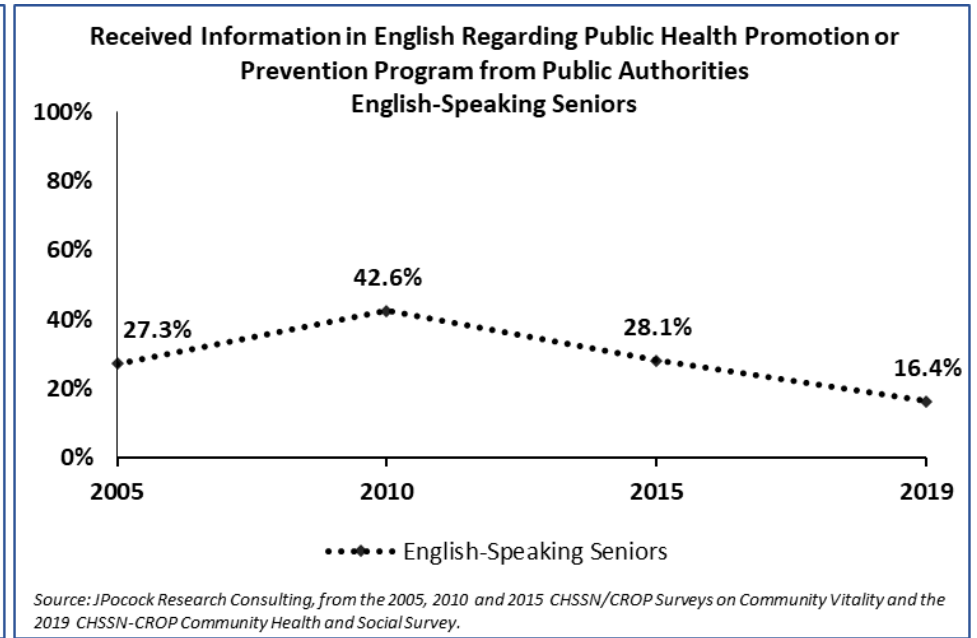
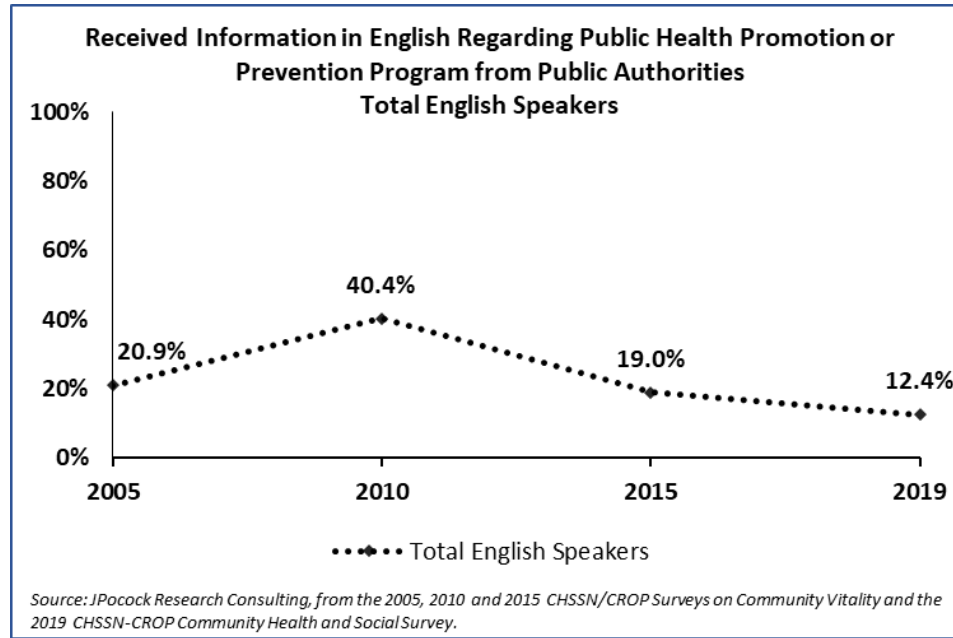
3.12.1 Received Information in English Regarding Services Provided by Public Health and Social Services – graphs



### 3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities

Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	21.2% (n=1022)	41.7% (n=1055)	18.5% (n=1014)	11.5% (n=1126)
	female	20.6% (n=1416)	39.7% (n=1492)	19.5% (n=1562)	13.2% (n=1787)
age	18-24 years	12.1% (n=112)	28.1% (n=67)	14.5% (n=62)	14.5% (n=58)
	25-44 years	16.8% (n=825)	32.3% (n=656)	14.9% (n=445)	9.8% (n=329)
	45-64 years	24.1% (n=988)	42.0% (n=1180)	19.2% (n=1250)	12.3% (n=1314)
	65 years and over	27.3% (n=513)	42.6% (n=644)	28.1% (n=819)	16.4% (n=1212)
household income	less than \$30k	17.1% (n=474)	31.9% (n=406)	21.5% (n=392)	14.6% (n=415)
	\$30-70k	21.1% (n=858)	42.8% (n=821)	16.5% (n=868)	13.1% (n=772)
	\$70-100k	22.5% (n=336)	41.5% (n=338)	21.6% (n=342)	11.8% (n=394)
	\$100k and over	25.8% (n=316)	47.4% (n=413)	19.3% (n=531)	12.2% (n=624)
knowledge of English and French	bilingual	21.3% (n=1307)	40.9% (n=1861)	17.9% (n=1891)	12.2% (n=2214)
	unilingual English	18.2% (n=528)	38.3% (n=678)	22.7% (n=685)	13.1% (n=695)
<b>Total</b>		<b>20.9%</b> (n=2438)	<b>40.4%</b> (n=2547)	<b>19.0%</b> (n=2576)	<b>12.4%</b> (n=2913)
<p>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</p>					

3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities – graphs



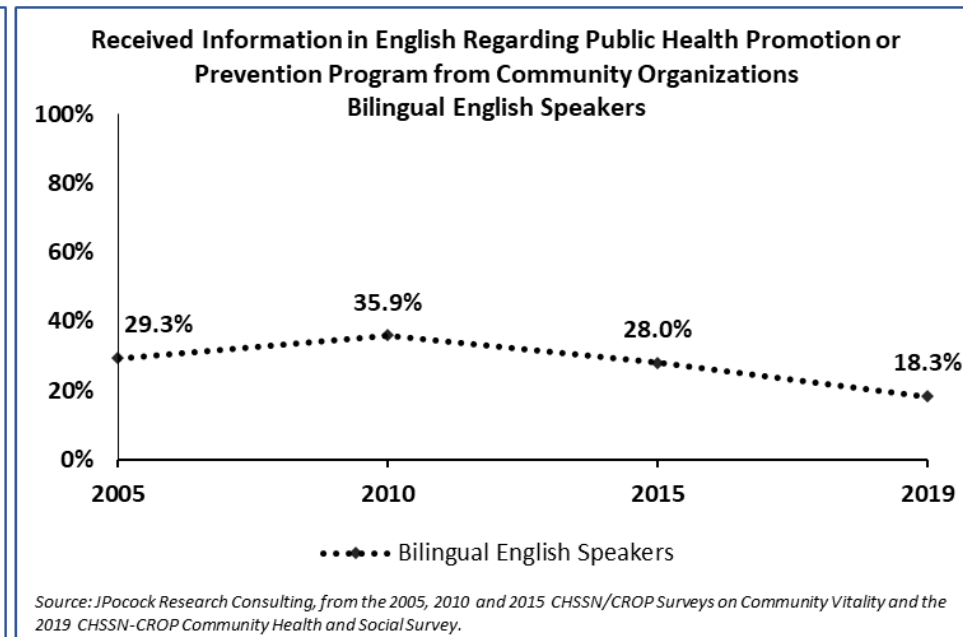
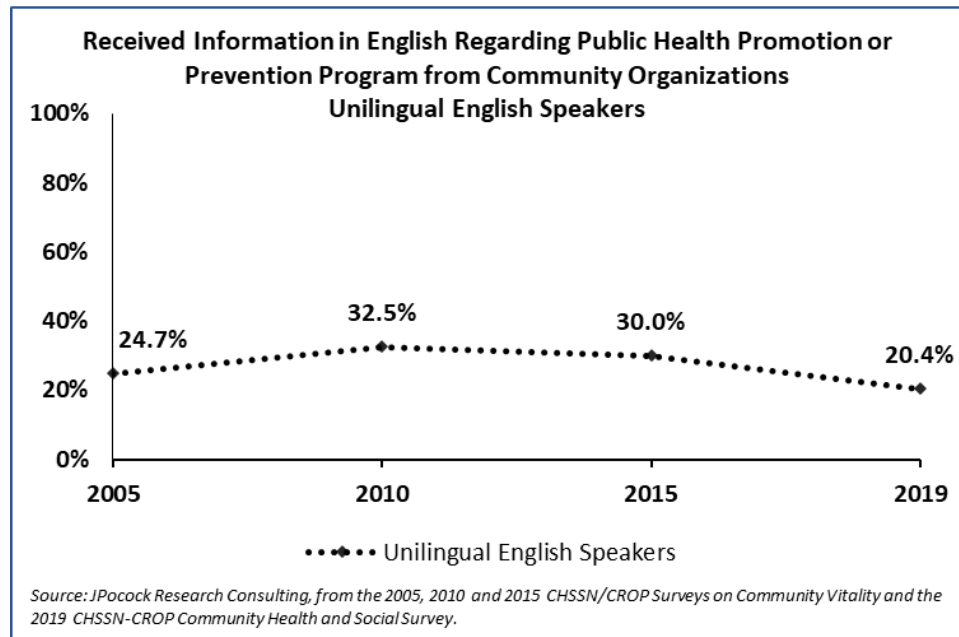
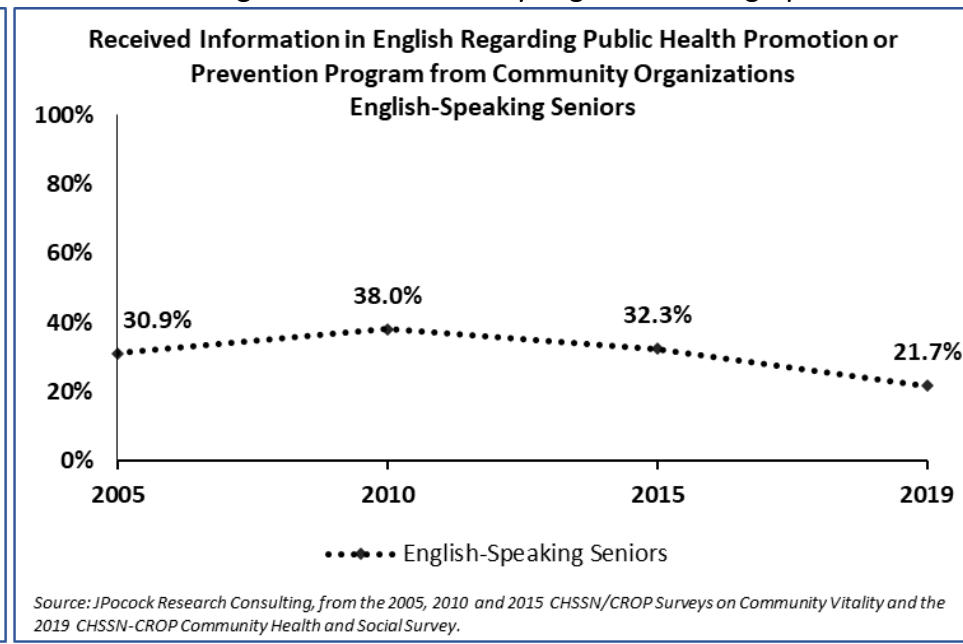
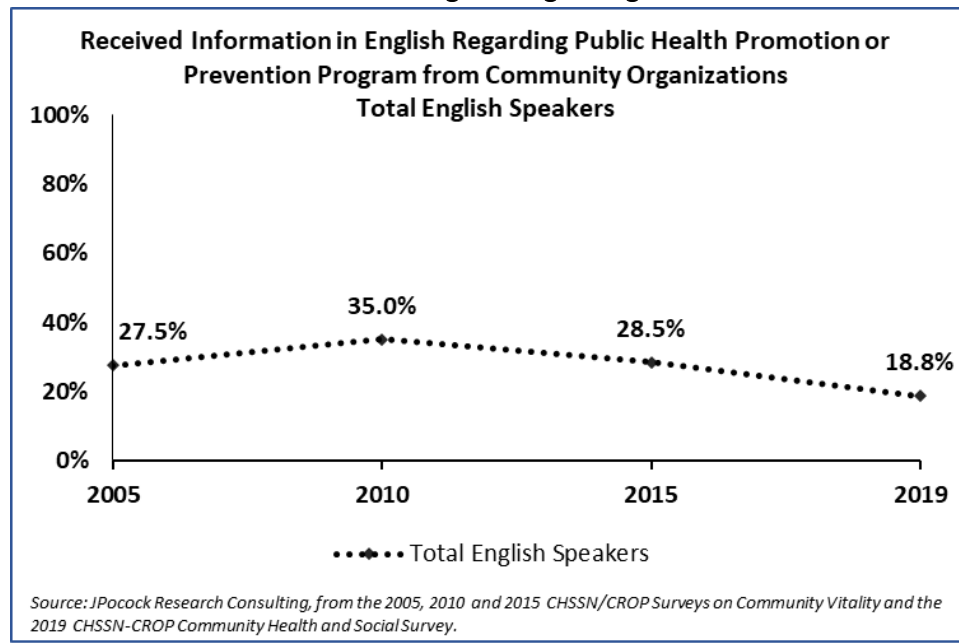
### 3.12.3 Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations

Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	29.2% (n=1045)	33.8% (n=1067)	26.2% (n=1024)	18.1% (n=1133)
	female	25.8% (n=1447)	35.6% (n=1491)	30.6% (n=1590)	19.3% (n=1797)
age	18-24 years	25.4% (n=111)	23.1% (n=68)	33.2% (n=63)	15.6% (n=58)
	25-44 years	26.8% (n=848)	29.2% (n=662)	27.6% (n=451)	16.8% (n=328)
	45-64 years	27.1% (n=1013)	35.8% (n=1185)	26.5% (n=1273)	19.4% (n=1324)
	65 years and over	30.9% (n=520)	38.0% (n=643)	32.3% (n=827)	21.7% (n=1220)
household income	less than \$30k	25.0% (n=483)	30.3% (n=408)	33.0% (n=397)	24.4% (n=415)
	\$30-70k	26.1% (n=877)	34.3% (n=819)	27.5% (n=881)	20.3% (n=774)
	\$70-100k	30.9% (n=340)	37.7% (n=346)	31.6% (n=345)	20.5% (n=398)
	\$100k and over	31.4% (n=326)	41.3% (n=421)	27.8% (n=540)	18.3% (n=623)
knowledge of English and French	bilingual	29.3% (n=1329)	35.9% (n=1868)	28.0% (n=1924)	18.3% (n=2224)
	unilingual English	24.7% (n=543)	32.5% (n=681)	30.0% (n=690)	20.4% (n=703)
<b>Total</b>		<b>27.5%</b> (n=2492)	<b>35.0%</b> (n=2558)	<b>28.5%</b> (n=2614)	<b>18.8%</b> (n=2930)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.



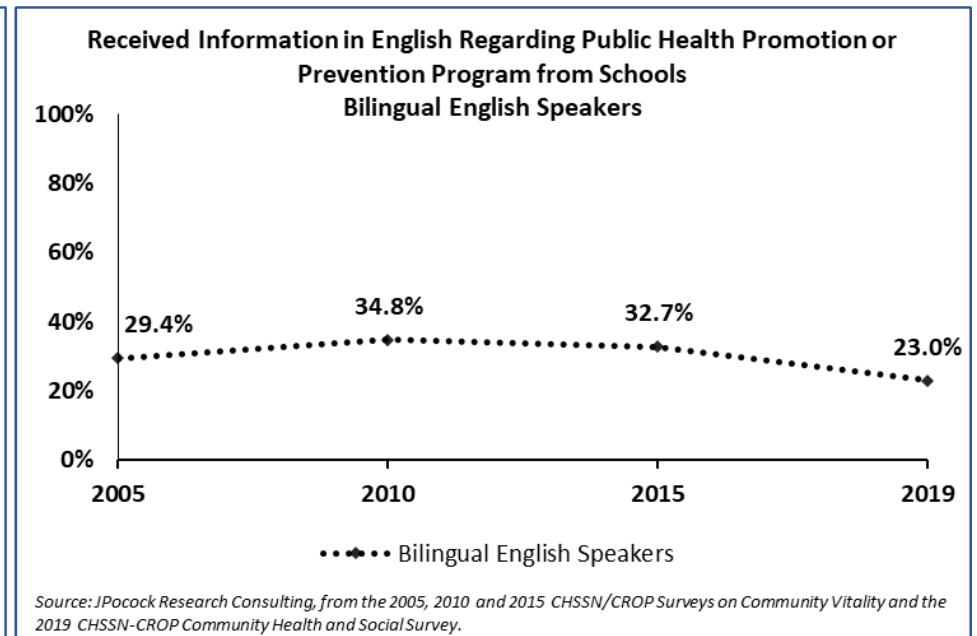
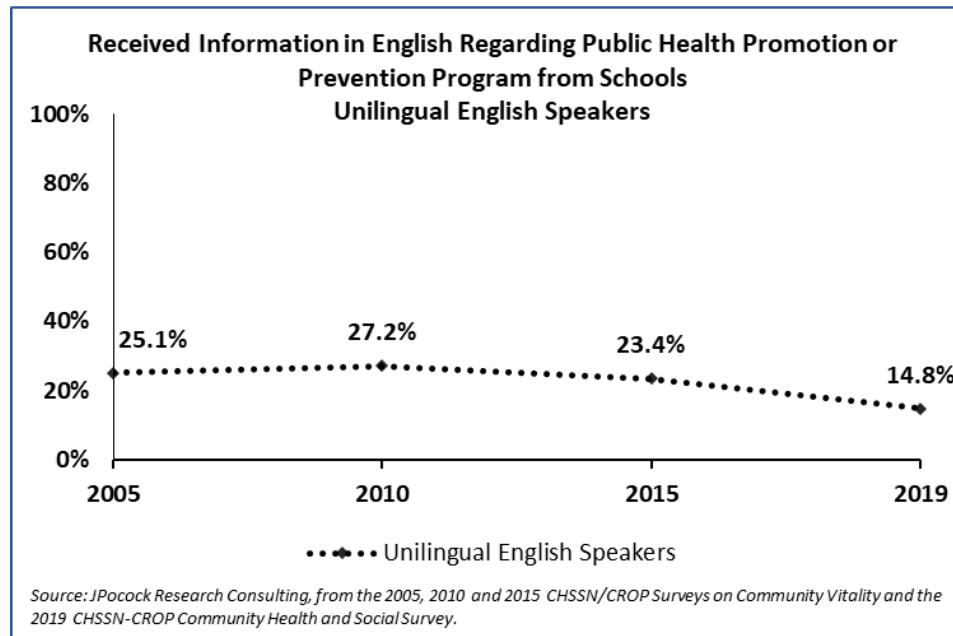
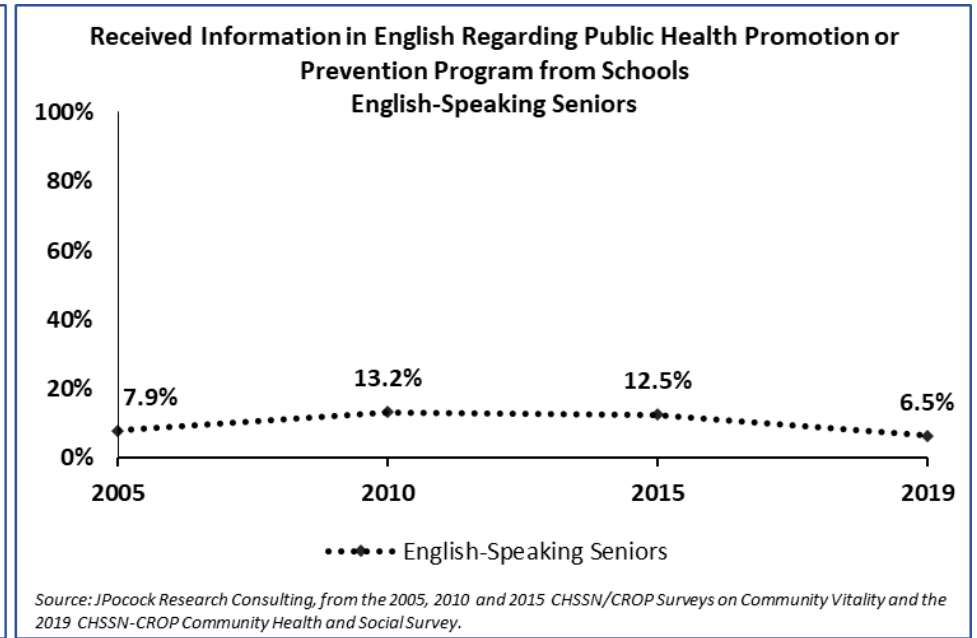
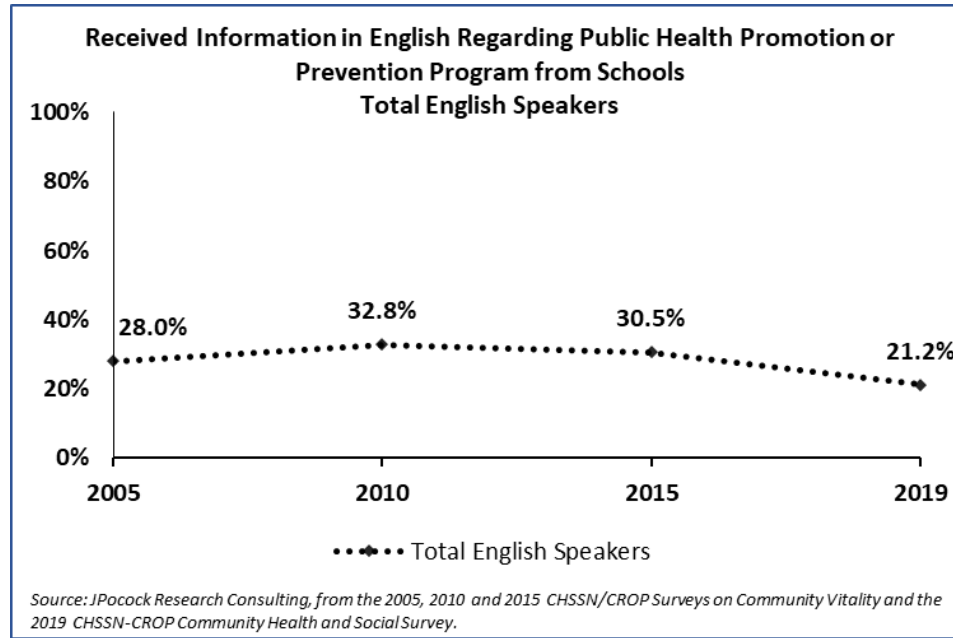
3.12.3 Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations – graphs



### 3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools

Received Information in English Regarding Public Health Promotion or Prevention Program from Schools Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	28.6% (n=1075)	31.4% (n=1090)	28.2% (n=1027)	20.1% (n=1154)
	female	27.4% (n=1464)	33.5% (n=1524)	32.8% (n=1579)	22.3% (n=1830)
age	18-24 years	41.3% (n=122)	64.2% (n=70)	46.3% (n=61)	43.9% (n=62)
	25-44 years	35.9% (n=871)	44.2% (n=672)	39.9% (n=455)	28.9% (n=337)
	45-64 years	25.9% (n=1017)	35.2% (n=1216)	27.5% (n=1268)	18.4% (n=1346)
	65 years and over	7.9% (n=529)	13.2% (n=656)	12.5% (n=822)	6.5% (n=1239)
household income	less than \$30k	23.5% (n=495)	23.9% (n=417)	28.3% (n=396)	11.8% (n=419)
	\$30-70k	26.7% (n=880)	31.6% (n=837)	25.3% (n=874)	19.7% (n=788)
	\$70-100k	37.0% (n=349)	41.8% (n=354)	32.6% (n=344)	23.6% (n=403)
	\$100k and over	36.1% (n=335)	40.8% (n=424)	38.6% (n=545)	28.8% (n=640)
knowledge of English and French	bilingual	29.4% (n=1355)	34.8% (n=1901)	32.7% (n=1917)	23.0% (n=2266)
	unilingual English	25.1% (n=551)	27.2% (n=704)	23.4% (n=689)	14.8% (n=714)
<b>Total</b>		<b>28.0%</b> (n=2539)	<b>32.8%</b> (n=2614)	<b>30.5%</b> (n=2606)	<b>21.2%</b> (n=2984)
<p>Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.</p>					

3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools – graphs

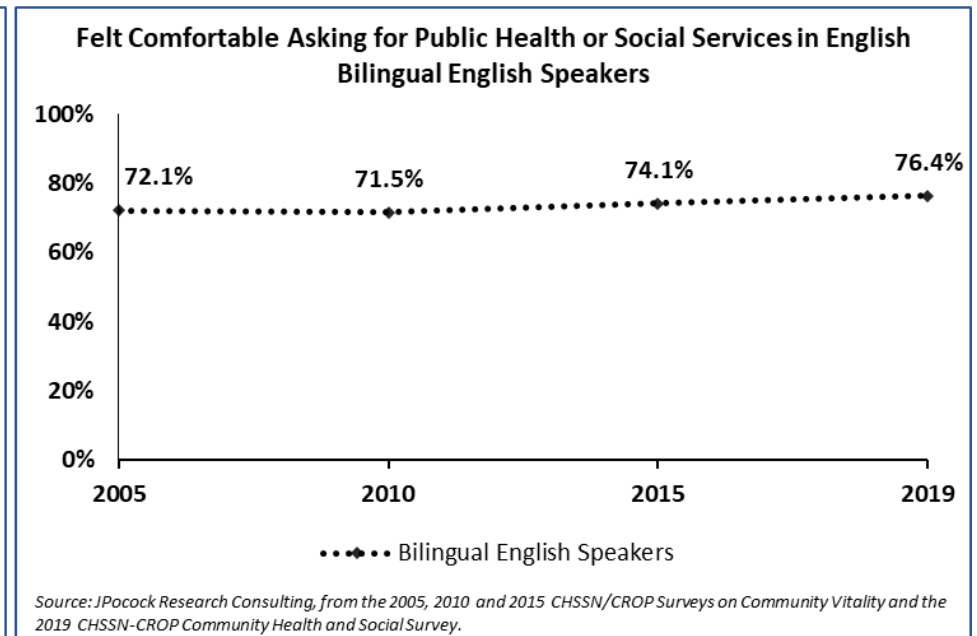
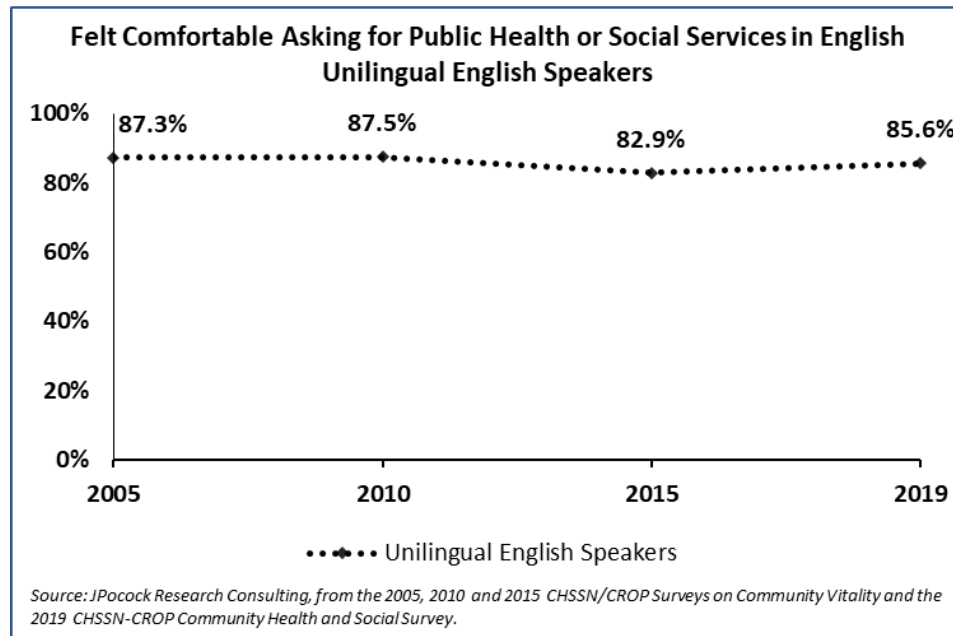
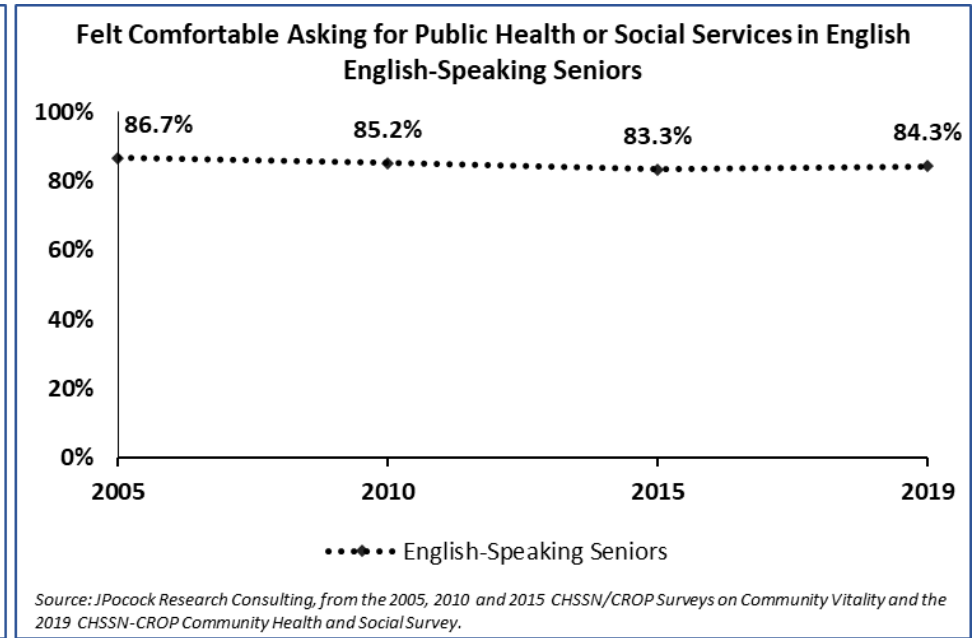
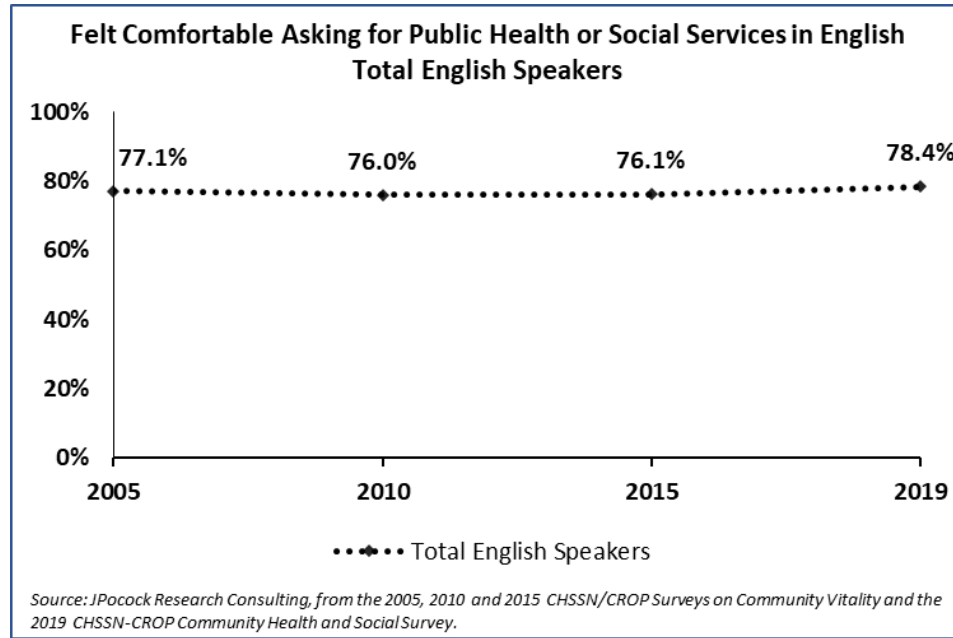


### 3.13 Comfortable Asking for Health or Social Services in English

Felt Comfortable Asking for Public Health or Social Services in English Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	76.8% (n=1097)	75.8% (n=1126)	77.3% (n=1053)	79.8% (n=1170)
	female	77.5% (n=1491)	76.1% (n=1559)	75.0% (n=1626)	77.1% (n=1849)
age	18-24 years	73.3% (n=125)	71.8% (n=69)	81.9% (n=64)	91.3% (n=64)
	25-44 years	75.6% (n=888)	68.9% (n=691)	75.2% (n=467)	76.5% (n=337)
	45-64 years	75.3% (n=1040)	75.3% (n=1244)	72.5% (n=1303)	74.5% (n=1360)
	65 years and over	86.7% (n=535)	85.2% (n=681)	83.3% (n=845)	84.3% (n=1258)
household income	less than \$30k	79.1% (n=496)	77.8% (n=426)	81.2% (n=401)	84.2% (n=422)
	\$30-70k	78.3% (n=903)	76.7% (n=858)	75.0% (n=902)	76.6% (n=786)
	\$70-100k	73.0% (n=356)	72.3% (n=360)	71.0% (n=356)	75.7% (n=411)
	\$100k and over	74.9% (n=344)	72.6% (n=437)	73.0% (n=559)	77.3% (n=646)
knowledge of English and French	bilingual	72.1% (n=1386)	71.5% (n=1944)	74.1% (n=1964)	76.4% (n=2293)
	unilingual English	87.3% (n=557)	87.5% (n=730)	82.9% (n=715)	85.6% (n=721)
<b>Total</b>		<b>77.1%</b> (n=2588)	<b>76.0%</b> (n=2685)	<b>76.1%</b> (n=2679)	<b>78.4%</b> (n=3019)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

### 3.13 Comfortable Asking for Health or Social Services in English – Graphs

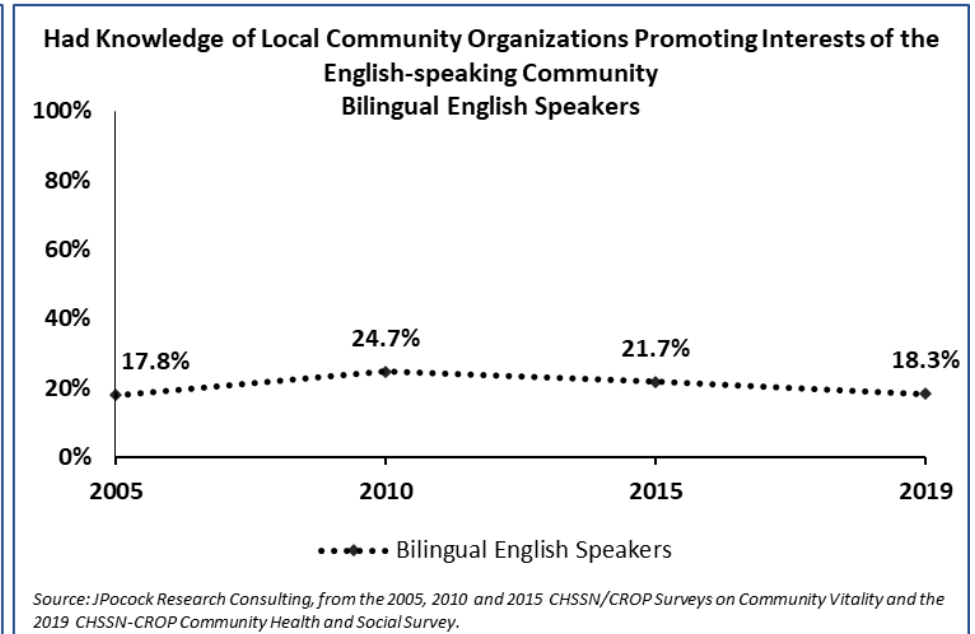
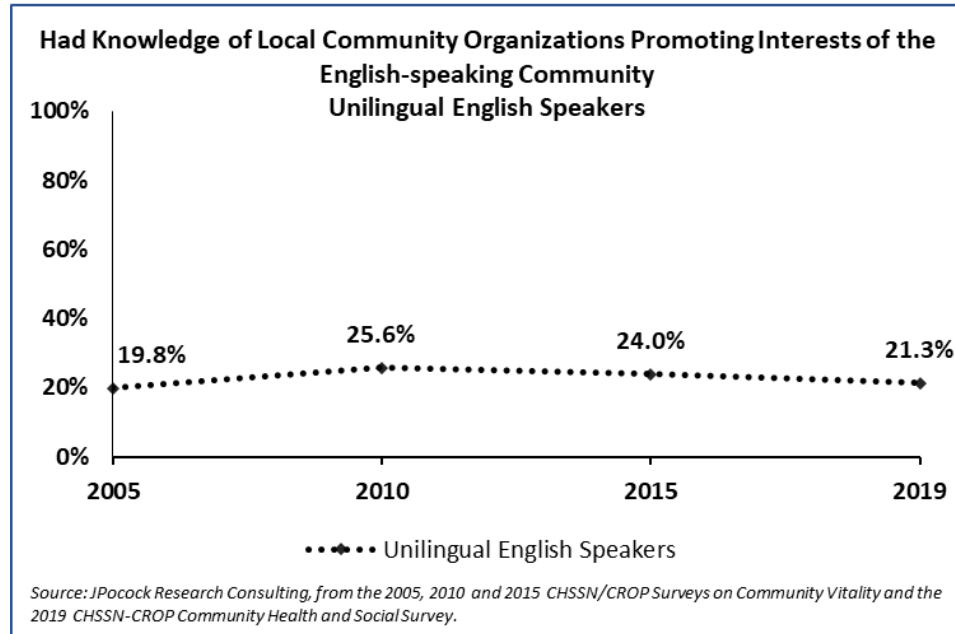
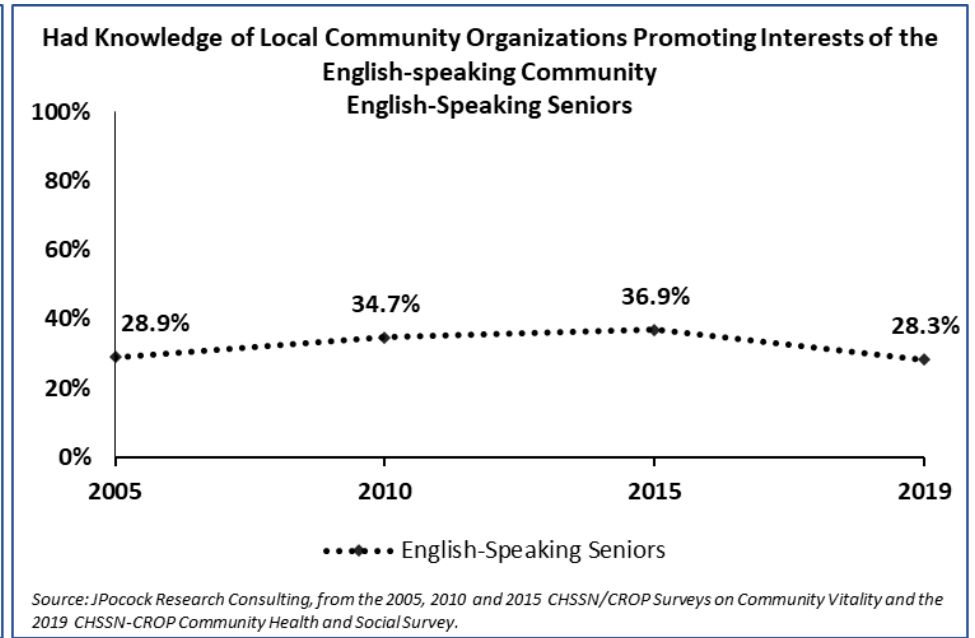
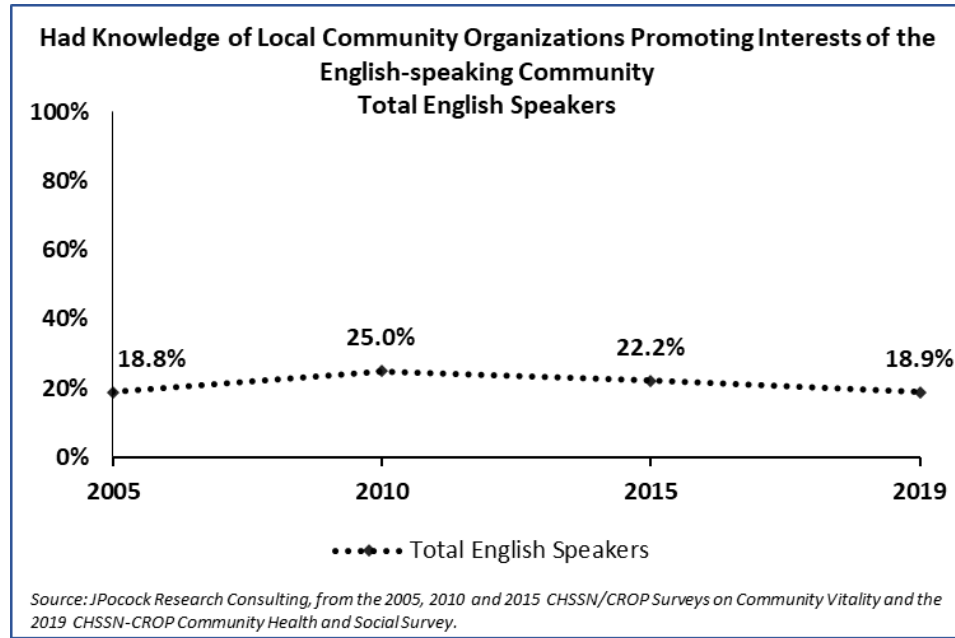


### 3.14 Knowledge of Local Community Organizations Promoting the Interests of English Speakers

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	19.0% (n=1085)	22.6% (n=1108)	21.4% (n=1024)	16.1% (n=1164)
	female	18.6% (n=1461)	26.2% (n=1530)	23.0% (n=1580)	21.6% (n=1833)
age	18-24 years	11.5% (n=120)	10.4% (n=68)	9.2% (n=60)	18.9% (n=61)
	25-44 years	14.0% (n=880)	11.5% (n=685)	14.8% (n=459)	15.8% (n=336)
	45-64 years	21.0% (n=1033)	26.1% (n=1227)	24.6% (n=1273)	16.7% (n=1349)
	65 years and over	28.9% (n=513)	34.7% (n=658)	36.9% (n=812)	28.3% (n=1251)
household income	less than \$30k	14.4% (n=485)	30.2% (n=406)	29.8% (n=381)	22.7% (n=418)
	\$30-70k	20.2% (n=890)	28.2% (n=844)	24.4% (n=883)	18.6% (n=787)
	\$70-100k	19.7% (n=357)	20.4% (n=359)	20.0% (n=350)	19.1% (n=405)
	\$100k and over	17.2% (n=343)	22.2% (n=442)	16.5% (n=552)	18.7% (n=645)
knowledge of English and French	bilingual	17.8% (n=1361)	24.7% (n=1928)	21.7% (n=1921)	18.3% (n=2286)
	unilingual English	19.8% (n=545)	25.6% (n=699)	24.0% (n=683)	21.3% (n=706)
<b>Total</b>		<b>18.8%</b> (n=2546)	<b>25.0%</b> (n=2638)	<b>22.2%</b> (n=2604)	<b>18.9%</b> (n=2997)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

### 3.14 Knowledge of Local Community Organizations Promoting the Interests of English Speakers – graphs



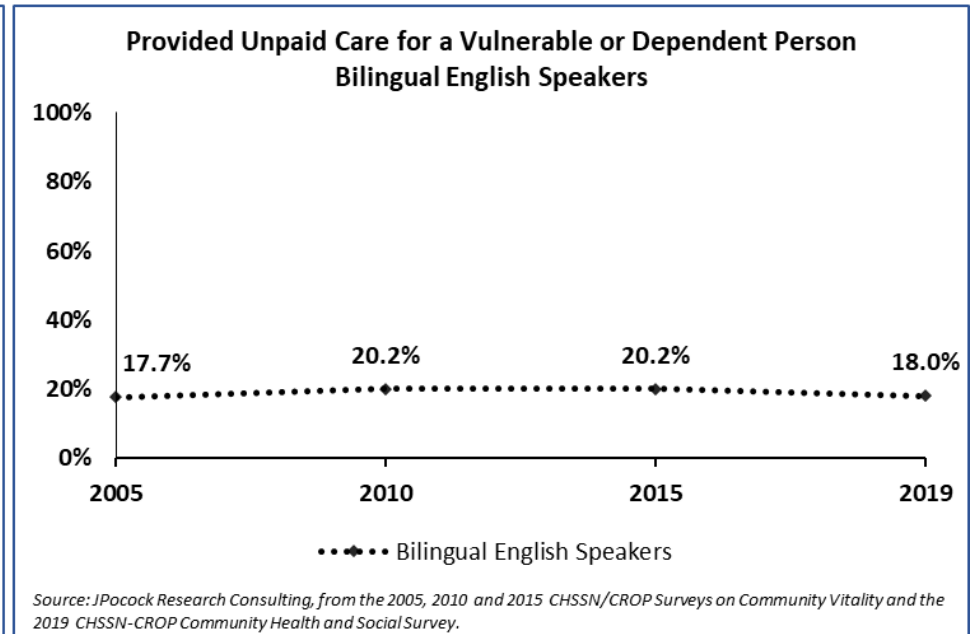
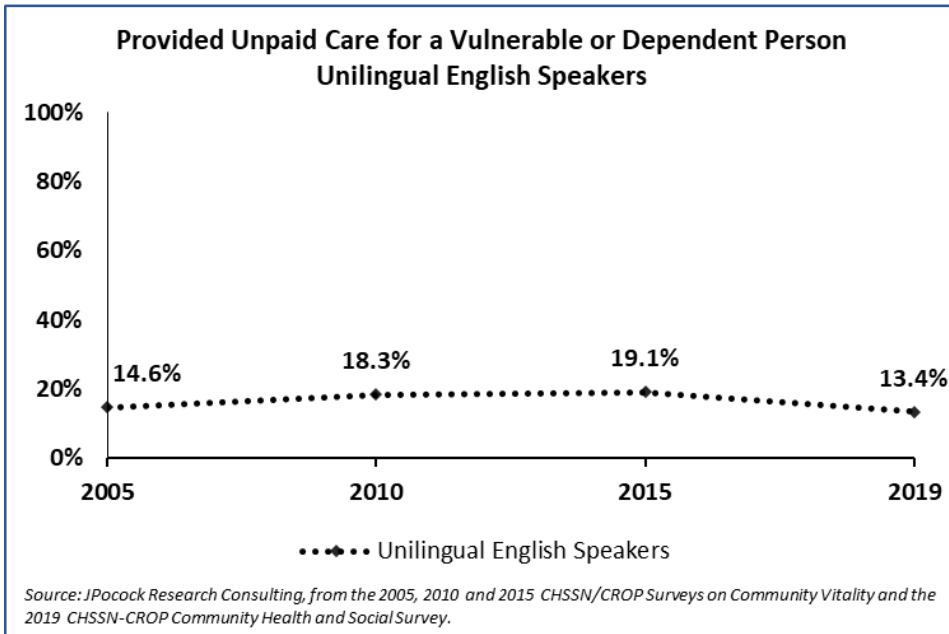
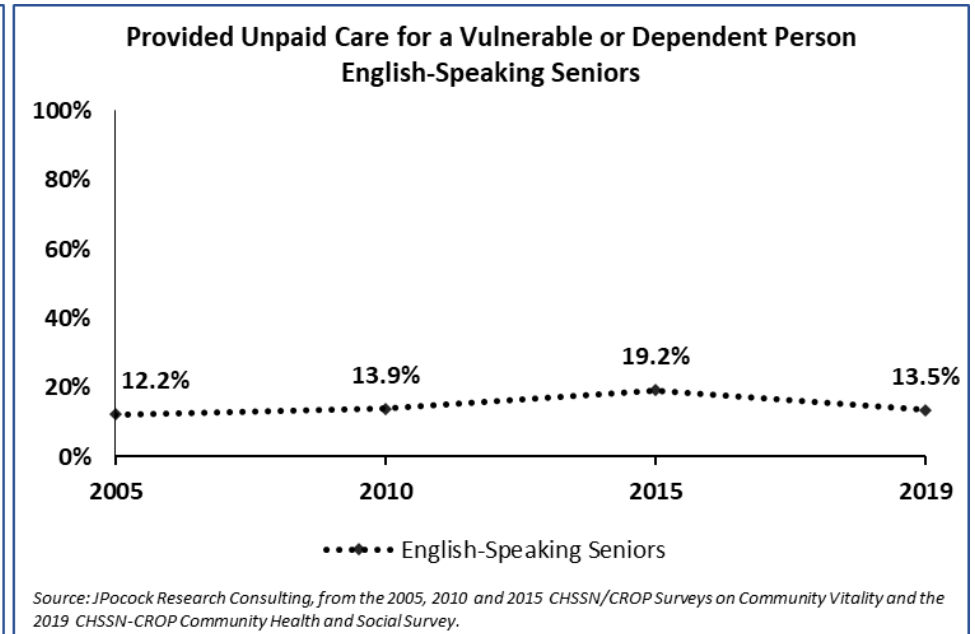
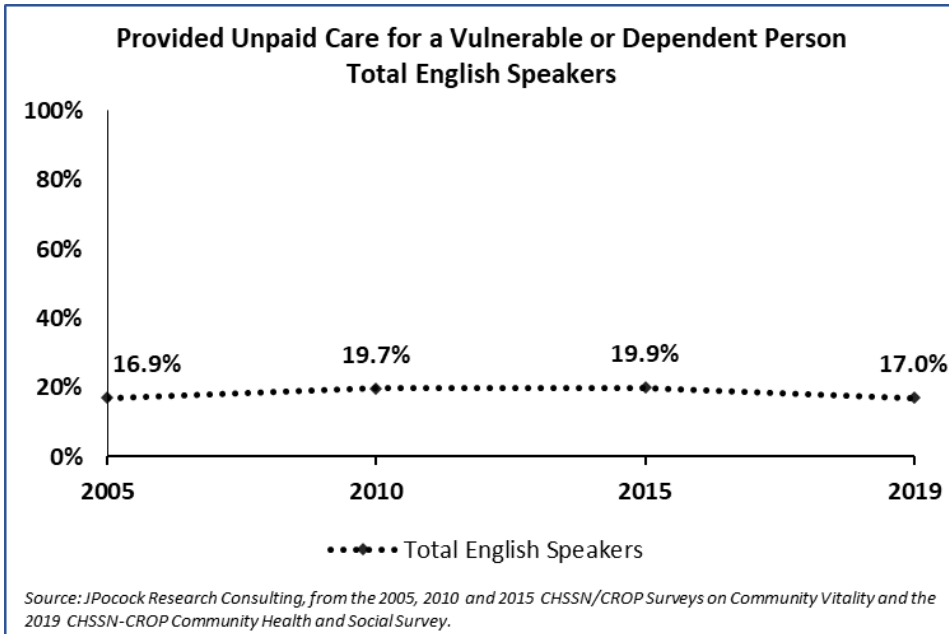
### 3.15 Provided Unpaid Care for a Vulnerable or Dependent Person

Provided Unpaid Care for a Vulnerable or Dependent Person Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	16.6% (n=1063)	16.1% (n=1106)	15.0% (n=1033)	14.8% (n=1176)
	female	17.3% (n=1449)	21.5% (n=1547)	24.6% (n=1611)	19.1% (n=1863)
age	18-24 years	8.8% (n=63)	22.1% (n=33)	16.1% (n=23)	22.0% (n=63)
	25-44 years	13.9% (n=846)	13.8% (n=669)	16.3% (n=448)	15.2% (n=337)
	45-64 years	23.1% (n=1053)	23.1% (n=1253)	23.7% (n=1308)	19.6% (n=1370)
	65 years and over	12.2% (n=550)	13.9% (n=698)	19.2% (n=865)	13.5% (n=1269)
household income	less than \$30k	15.2% (n=465)	19.6% (n=415)	21.9% (n=395)	10.4% (n=422)
	\$30-70k	18.3% (n=884)	22.1% (n=850)	21.4% (n=884)	18.4% (n=795)
	\$70-100k	16.7% (n=353)	21.2% (n=360)	22.1% (n=354)	12.0% (n=411)
	\$100k and over	15.6% (n=336)	16.6% (n=440)	17.3% (n=555)	20.9% (n=649)
knowledge of English and French	bilingual	17.7% (n=1317)	20.2% (n=1920)	20.2% (n=1936)	18.0% (n=2314)
	unilingual English	14.6% (n=551)	18.3% (n=722)	19.1% (n=708)	13.4% (n=720)
<b>Total</b>		<b>16.9%</b> (n=2512)	<b>19.7%</b> (n=2653)	<b>19.9%</b> (n=2644)	<b>17.0%</b> (n=3039)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.



### 3.15 Provided Unpaid Care for a Vulnerable or Dependent Person – Graphs

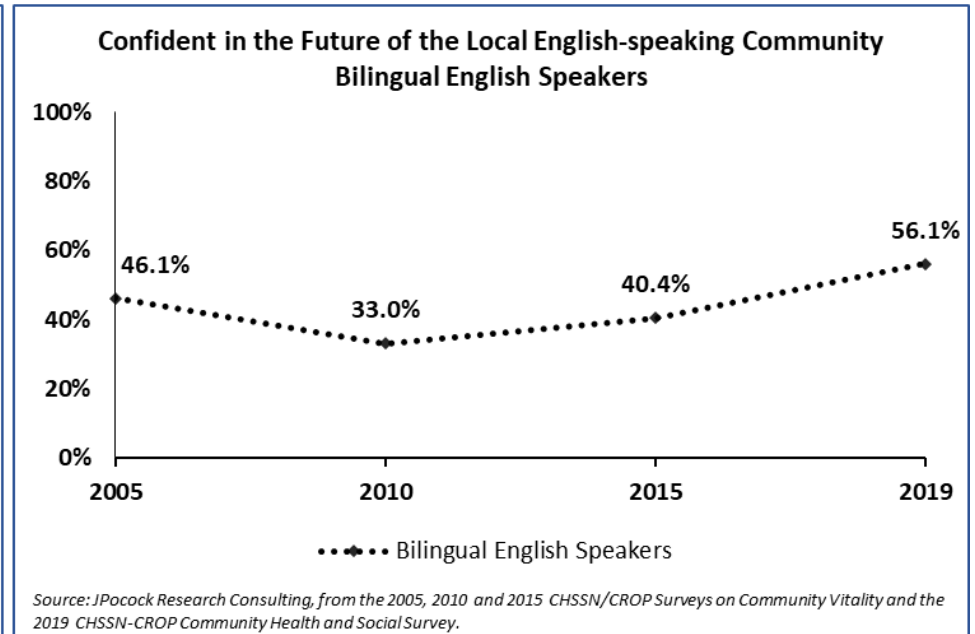
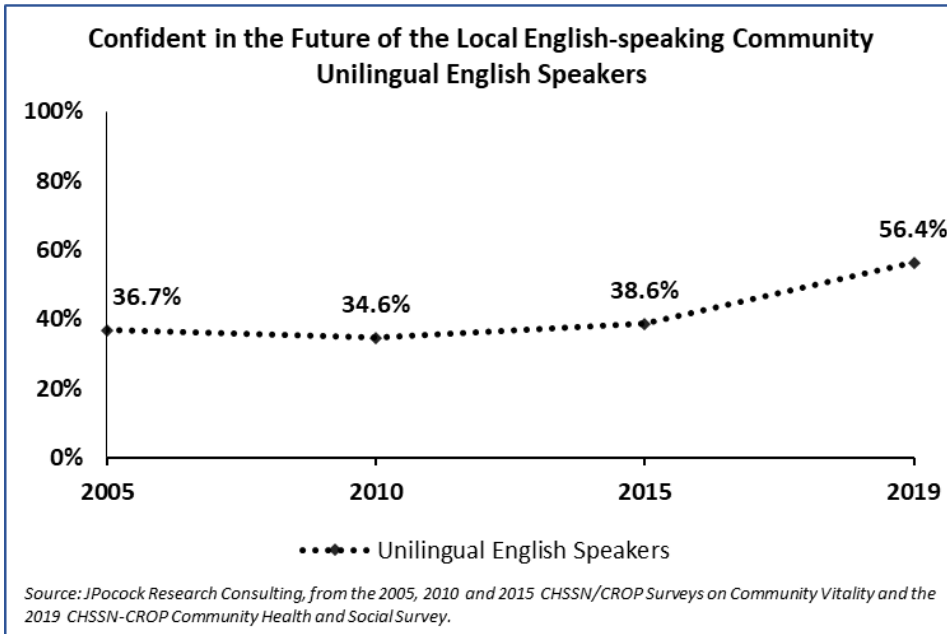
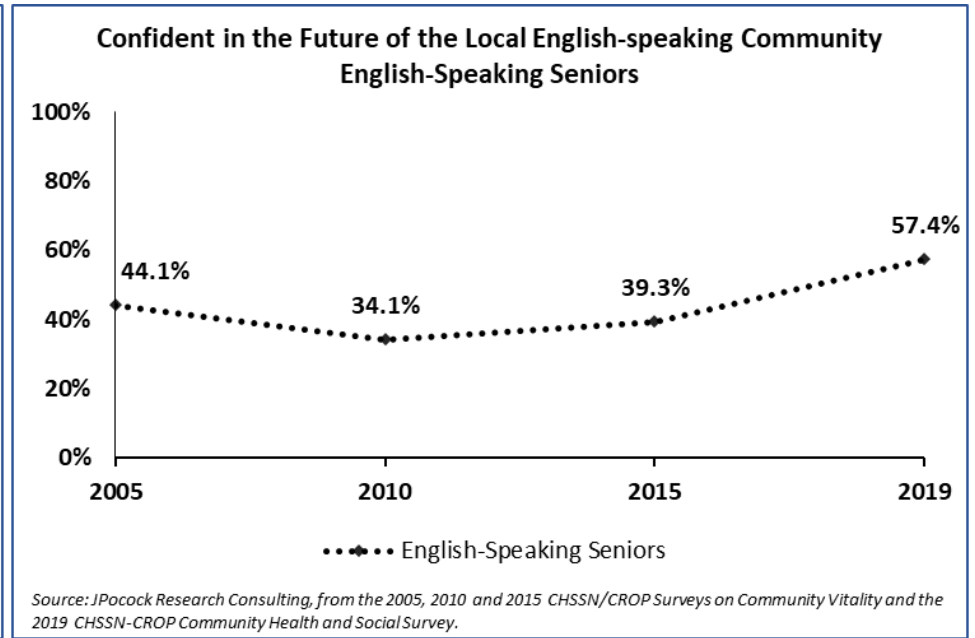
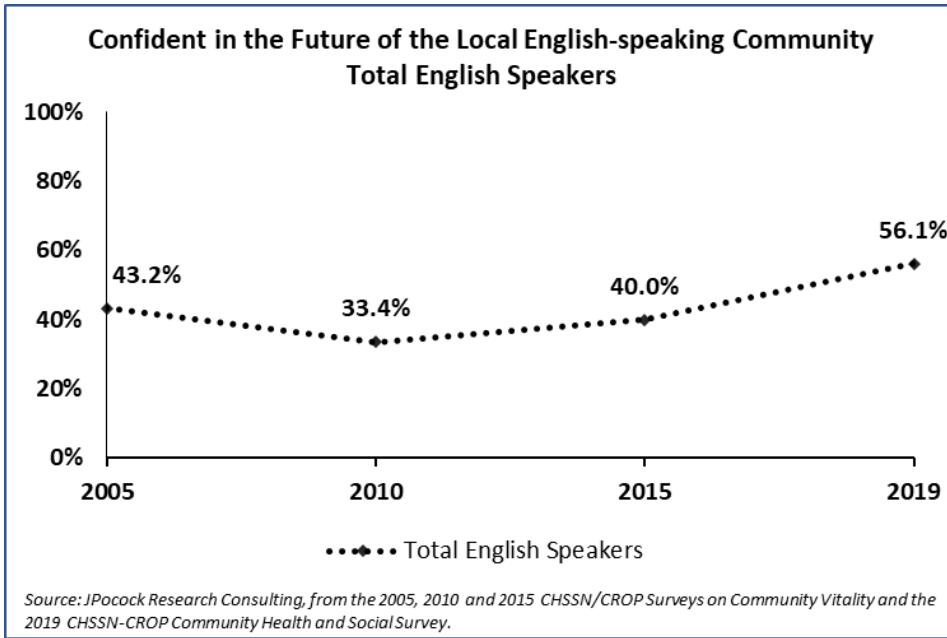


### 3.16 Confident in the Future of the Local English-Speaking Community

Confident in the Future of the Local English-speaking Community Total English Speakers, 2005-2019					
Variable		2005	2010	2015	2019
gender	male	47.7% (n=1047)	37.2% (n=1091)	40.5% (n=988)	61.3% (n=1120)
	female	38.6% (n=1413)	31.6% (n=1518)	39.4% (n=1478)	51.2% (n=1764)
age	18-24 years	52.8% (n=63)	51.1% (n=33)	64.8% (n=62)	73.6% (n=62)
	25-44 years	46.4% (n=840)	36.5% (n=661)	40.7% (n=433)	57.4% (n=318)
	45-64 years	38.4% (n=1028)	32.4% (n=1240)	34.7% (n=1214)	51.4% (n=1318)
	65 years and over	44.1% (n=529)	34.1% (n=675)	39.3% (n=757)	57.4% (n=1186)
household income	less than \$30k	34.9% (n=454)	28.9% (n=399)	49.3% (n=359)	56.7% (n=401)
	\$30-70k	45.4% (n=871)	32.4% (n=841)	41.6% (n=844)	53.5% (n=760)
	\$70-100k	49.5% (n=351)	34.9% (n=357)	36.0% (n=343)	56.7% (n=394)
	\$100k and over	42.4% (n=334)	38.5% (n=436)	35.0% (n=519)	58.2% (n=630)
knowledge of English and French	bilingual	46.1% (n=1299)	33.0% (n=1887)	40.4% (n=1821)	56.1% (n=2200)
	unilingual English	36.7% (n=529)	34.6% (n=711)	38.6% (n=645)	56.4% (n=680)
<b>Total</b>		<b>43.2%</b> (n=2460)	<b>33.4%</b> (n=2609)	<b>40.0%</b> (n=2466)	<b>56.1%</b> (n=2884)

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered positively.

### 3.16 Confident in Future of Local English-Speaking Community – Graphs



## **4 Appendix 1**

### **4.1 Survey Questions 2019**

#### **2.6 & 3.1 Satisfaction with the Availability of Local Health and Social Services in English**

On a scale from 1 to 5, where 1 means not satisfied at all and 5 means totally satisfied, how satisfied are you with the availability of health and social services in English in your region?

#### **3.2.1 Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months**

Within the last twelve months, in your region, have you used the services of a doctor in a private office or clinic either for yourself or to help another person?

#### **3.2.2 Served in English by a Doctor in a Private Office or Clinic**

Were you or the person you helped served in English by the doctor you saw at a private office or clinic?

#### **3.2.3 Felt Service by a Doctor in a Private Office or Clinic in English was Very Important**

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or would it have been acceptable to receive the service in French?

#### **3.3.1 Used the Services of a CLSC in the Past Twelve Months**

Within the last twelve months, in your region, have you used the services of a CLSC, other than Info Santé or Info Social line either for yourself or to help another person?

#### **3.3.2 Served in English at a CLSC**

Thinking of your most recent visit to a CLSC for yourself or to help another person... Were you or the person you helped served in English at the CLSC (other than Info Santé or Info Social)?

#### **3.3.3 Felt Service at CLSCs in English was Very Important**

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

#### 3.4.1 Used the Services of Info Santé in the Past Twelve Months

Within the last twelve months, in your region, have you used the services of Info Santé or Info Social either for yourself or to help another person?

#### 3.4.2 Served in English by Info Santé

Were you served in English by the person you spoke to at Info Santé or Info Social?

#### 3.4.3 Felt Service by Info Santé in English was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

#### 3.5.1 Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months

Within the last twelve months, in your region, have you used the services of a hospital emergency room or out-patient clinic either for yourself or to help another person?

#### 3.5.2 Served in English at a Hospital Emergency Room or Out-Patient Clinic

Were you or the person you helped served in English at the hospital emergency room or out-patient clinic?

#### 3.5.3 Felt Service at a Hospital Emergency Room or Out-Patient Clinic in English was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

#### 3.6.1 Used the Services of a Hospital Requiring an Overnight Stay in the Past Twelve Months

Within the last twelve months, in your region, have you used a hospital service requiring at least one overnight stay either for yourself or to help another person? (IF YES:) THE LAST TIME IT HAPPENED, was it for yourself or to help another person?

#### 3.6.2 Served in English During a Hospital Service Requiring an Overnight Stay

Were you served in English at the hospital when you or the person you helped stayed overnight for at least one night?

#### 3.6.3 Felt Service in English During Overnight Stay at a Hospital was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

### 3.7 Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months

Within the last twelve months, have you used (either for yourself or to help another person), health and social services from a public institution (CLSC, hospital, long-term care facility) in ANOTHER REGION?

#### 3.8.1 Expected to Require a Public Long-Term Care Institution in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require a public long-term care institution for seniors?

#### 3.8.2 Felt Service in English at a Public Long-Term Care Institution was Very Important

Do you feel it would be VERY IMPORTANT to receive these services in English or would it be acceptable to receive the service in French?

#### 3.9.1 Expected to Require a Public Homecare Program in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require a public homecare program for seniors?

#### 3.10.1 Expected to Require a Private Residence or Nursing Home in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require a private residence or private nursing home for seniors?

#### 3.11.1 Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require private nursing services at home or private homecare services for seniors?

#### 3.12.1 Received Information in English Regarding Public Health and Social Services

In the last two years, have you received information about services in English that are provided by the public health and social services institutions in your region?

#### 3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities

In the last two years, have you received information on a public health promotion or prevention program in English from public health and social services institutions or public health authorities in your region?

### 3.12.3 Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations

In the last two years, have you received information on a public health promotion or prevention program in English from a community organization in your region?

### 3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools

In the last two years, have you received information on a public health promotion or prevention program in English from schools in your region?

### 3.13 Comfortable Asking for Health or Social Services in English

When you require the service of a public health or social services institution, do you feel comfortable asking for the service in English?

### 3.14 Knowledge of Local Community Organizations Promoting the Interests of English Speakers

Do you know about the activities of a community organization in your region promoting the interests of the English-speaking community in health and social services?

### 3.15 Provided Unpaid Care for a Vulnerable or Dependent Person

Do you provide (unpaid) care for a vulnerable or dependent person?

### 3.16 Confident in the Future of the Local English-Speaking Community

Are you confident about the future of the English-speaking community in your region?