## Baseline Data Report 2019-2020

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

## Access to English-language Health and Social Services in Québec <br> RTS de l'Ouest-de-l'Île-de-Montréal

prepared for the Community Health and Social Services Network

By Dr. Joanne Pocock, Research Consultant

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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 Québecers, 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/

| 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 <br> 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 Quebéc | 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 ${ }^{1}$ 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 adminstrative 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 reoccurr 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 Québecers 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.

[^0]
## English Speakers 2005

| Region | Total | gender |  | age group |  |  |  | household income |  |  |  | bilingual status |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | male | female | $\begin{aligned} & 18-24 \\ & \text { years } \end{aligned}$ | $\begin{aligned} & \hline 25-44 \\ & \text { years } \end{aligned}$ | $\begin{aligned} & \hline 45-64 \\ & \text { years } \end{aligned}$ | 65 years and over | $\begin{gathered} \text { less than } \\ \$ 30 \mathrm{k} \end{gathered}$ | \$30k-70k | \$70k-100k | $\begin{gathered} \$ 100 k \text { and } \\ \text { over } \end{gathered}$ | 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 I'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 |
| Total | 2,634 | 1,113 | 1,521 | 125 | 898 | 1,058 | 553 | 507 | 913 | 363 | 347 | 1,405 | 574 |

## English Speakers 2010

| Region | Total | gender |  | age group |  |  |  | household income |  |  |  | bilingual status |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | male | female | $\begin{aligned} & \hline 18-24 \\ & \text { years } \end{aligned}$ | $\begin{aligned} & \hline 25-44 \\ & \text { years } \end{aligned}$ | $\begin{aligned} & \hline 45-64 \\ & \text { years } \end{aligned}$ | 65 years and over | $\begin{gathered} \hline \begin{array}{c} \text { less than } \\ \$ 30 \mathrm{k} \end{array} \\ \hline \end{gathered}$ | \$30k-70k | \$70k-100k | $\begin{gathered} \$ 100 \mathrm{k} \text { and } \\ \text { over } \end{gathered}$ | 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'İle-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'İle-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 |
| Total | 2,731 | 1,138 | 1,593 | 70 | 699 | 1,261 | 701 | 431 | 871 | 364 | 449 | 1,980 | 740 |

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Total | gender |  | age group |  |  |  | household income |  |  |  | bilingual status |  |
| Region |  | male | female | $\begin{aligned} & \hline 18-24 \\ & \text { years } \end{aligned}$ | $\begin{aligned} & \hline 25-44 \\ & \text { years } \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45-64 \\ & \text { years } \\ & \hline \end{aligned}$ | 65 years and over | $\begin{gathered} \text { less than } \\ \$ 30 \mathrm{k} \end{gathered}$ | \$30k-70k | \$70k-100k | $\begin{gathered} \$ 100 \mathrm{k} \text { and } \\ \text { over } \end{gathered}$ | 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'Ille-de-Montréal | 90 | 37 | 53 | 2 | 23 | 53 | 12 | 11 | 29 | 10 | 20 | 77 | 13 |
| Total | 2,720 | 1,067 | 1,653 | 64 | 470 | 1,317 | 869 | 409 | 911 | 362 | 565 | 1,992 | 728 |

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 | $\begin{aligned} & 18-24 \\ & \text { years } \end{aligned}$ | $\begin{aligned} & \hline 25-44 \\ & \text { years } \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45-64 \\ & \text { years } \end{aligned}$ | 65 years and over | $\begin{gathered} \text { less than } \\ \$ 30 \mathrm{k} \end{gathered}$ | \$30k-70k | \$70k-100k | $\begin{gathered} \$ 100 \mathrm{k} \text { and } \\ \text { over } \end{gathered}$ | 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'İle-de-Montréal | 243 | 90 | 153 | 10 | 30 | 123 | 80 | 40 | 63 | 35 | 37 | 194 | 49 |
| Total | 3,073 | 1,186 | 1,887 | 64 | 342 | 1,382 | 1,285 | 431 | 805 | 414 | 655 | 2,334 | 734 |
| 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 Chaudiere-Appalaches, Cote-Nord (middle and upper parts), Abitibi-Temiscamingue 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. 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. In the accompanying example, the table presents the responses of all those residing in Gaspesie 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 | $\begin{aligned} & 51.8 \% \\ & (n=70) \end{aligned}$ | $\begin{aligned} & \hline 61.1 \% \\ & (n=54) \end{aligned}$ | $\begin{aligned} & 52.4 \% \\ & (n=80) \end{aligned}$ | $\begin{aligned} & 40.4 \% \\ & (n=31) \end{aligned}$ | $\begin{gathered} 46.6 \% \\ (n=1,107) \end{gathered}$ | $\begin{gathered} 49.1 \% \\ (n=1,135) \end{gathered}$ | $\begin{gathered} 46.6 \% \\ (n=1,054) \end{gathered}$ | $\begin{gathered} 33.3 \% \\ (n=1,179) \end{gathered}$ |
|  | female | $\begin{aligned} & 39.6 \% \\ & (n=92) \end{aligned}$ | $\begin{aligned} & \text { 58.6\% } \\ & (n=91) \end{aligned}$ | $\begin{aligned} & \hline 54.3 \% \\ & (n=101) \end{aligned}$ | $\begin{aligned} & 45.7 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{gathered} 47.2 \% \\ (n=1,517) \end{gathered}$ | $\begin{gathered} 52.5 \% \\ (n=1,583) \end{gathered}$ | $\begin{gathered} 51.6 \% \\ (n=1,643) \\ \hline \end{gathered}$ | $\begin{gathered} 36.1 \% \\ (n=1,875) \end{gathered}$ |
| age | 18-24 years | $(n=8)$ | $(n=2)$ | $(n=2)$ | $(n=)$ | $\begin{gathered} 45.8 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{aligned} & 58.5 \% \\ & (n=69) \end{aligned}$ | $\begin{aligned} & 35.8 \% \\ & (n=63) \end{aligned}$ | $\begin{aligned} & 15.1 \% \\ & (n=63) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 38.3 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 55.4 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 42.4 \% \\ & (n=27) \\ & \hline \end{aligned}$ | $(n=3)$ | $\begin{aligned} & \hline 46.9 \% \\ & (n=895) \\ & \hline \end{aligned}$ | $\begin{gathered} 55.2 \% \\ (n=696) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 49.2 \% \\ (n=465) \\ \hline \end{gathered}$ | $\begin{gathered} 38.2 \% \\ (n=339) \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 52.7 \% \\ & (n=69) \\ & \hline \end{aligned}$ | $\begin{aligned} & 58.6 \% \\ & (n=74) \end{aligned}$ | $\begin{aligned} & 55.0 \% \\ & (n=93) \end{aligned}$ | $\begin{aligned} & 40.5 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{gathered} 44.9 \% \\ (n=1,053) \\ \hline \end{gathered}$ | $\begin{gathered} 48.7 \% \\ (n=1,256) \\ \hline \end{gathered}$ | $\begin{gathered} 48.7 \% \\ (n=1,307) \\ \hline \end{gathered}$ | $\begin{gathered} 34.0 \% \\ (n=1,376) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 44.0 \% \\ & (n=40) \\ & \hline \end{aligned}$ | $\begin{aligned} & 61.9 \% \\ & (n=46) \\ & \hline \end{aligned}$ | $\begin{aligned} & 58.2 \% \\ & (n=59) \end{aligned}$ | $\begin{aligned} & 42.1 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{gathered} 51.8 \% \\ (n=551) \\ \hline \end{gathered}$ | $\begin{gathered} 56.3 \% \\ (n=697) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 54.9 \% \\ & (n=862) \end{aligned}$ | $\begin{gathered} 36.9 \% \\ (n=1,276) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 33.0 \% \\ & (n=61) \end{aligned}$ | $\begin{aligned} & 67.1 \% \\ & (n=37) \end{aligned}$ | $\begin{aligned} & 59.3 \% \\ & (n=47) \end{aligned}$ | $\begin{aligned} & 52.6 \% \\ & (n=21) \end{aligned}$ | $\begin{aligned} & \hline 53.2 \% \\ & (n=504) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 57.0 \% \\ & (n=429) \end{aligned}$ | $\begin{aligned} & \hline 51.1 \% \\ & (n=405) \end{aligned}$ | $\begin{aligned} & \hline 37.3 \% \\ & (n=429) \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 65.5 \% \\ & (n=55) \end{aligned}$ | $\begin{aligned} & 49.2 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & 49.7 \% \\ & (n=73) \end{aligned}$ | $\begin{aligned} & 40.1 \% \\ & (n=26) \\ & \hline \end{aligned}$ | $\begin{gathered} 48.4 \% \\ (n=912) \\ \hline \end{gathered}$ | $\begin{gathered} 52.5 \% \\ (n=866) \\ \hline \end{gathered}$ | $\begin{gathered} 51.5 \% \\ (n=901) \\ \hline \end{gathered}$ | $\begin{gathered} 32.7 \% \\ (n=799) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 27.2 \% \\ & (n=15) \end{aligned}$ | $(n=8)$ | $\begin{aligned} & \hline 40.6 \% \\ & (n=28) \end{aligned}$ | $(n=7)$ | $\begin{aligned} & \hline 51.4 \% \\ & (n=361) \end{aligned}$ | $\begin{aligned} & \hline 51.2 \% \\ & (n=364) \end{aligned}$ | $\begin{aligned} & \hline 47.1 \% \\ & (n=361) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.2 \% \\ & (n=413) \end{aligned}$ |
|  | \$100k and over | $(n=6)$ | $(n=8)$ | $\begin{aligned} & \hline 70.1 \% \\ & (n=17) \\ & \hline \end{aligned}$ | $(n=7)$ | $\begin{aligned} & \hline 41.9 \% \\ & (n=345) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 42.1 \% \\ (n=446) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 46.2 \% \\ (n=563) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 37.2 \% \\ (n=653) \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 52.2 \% \\ & (n=59) \end{aligned}$ | $\begin{aligned} & 59.2 \% \\ & (n=89) \end{aligned}$ | $\begin{gathered} 60.8 \% \\ (n=117) \\ \hline \end{gathered}$ | $\begin{aligned} & 47.1 \% \\ & (n=49) \end{aligned}$ | $\begin{gathered} \hline 43.5 \% \\ (n=1,402) \\ \hline \end{gathered}$ | $\begin{gathered} 51.7 \% \\ (n=1,971) \\ \hline \end{gathered}$ | $\begin{array}{\|c} \hline 49.5 \% \\ (n=1,979) \\ \hline \end{array}$ | $\begin{gathered} 34.1 \% \\ (n=2,321) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 33.0 \% \\ & (n=54) \end{aligned}$ | $\begin{aligned} & 58.7 \% \\ & (n=55) \end{aligned}$ | $\begin{aligned} & \hline 41.6 \% \\ & (n=64) \end{aligned}$ | $\begin{aligned} & 36.8 \% \\ & (n=24) \end{aligned}$ | $\begin{gathered} \hline 48.9 \% \\ (n=569) \\ \hline \hline \end{gathered}$ | $\begin{gathered} \begin{array}{c} 49.8 \% \\ (n=736) \end{array} \\ \hline \hline \end{gathered}$ | $\begin{gathered} \begin{array}{c} 48.1 \% \\ (n=718) \end{array} \\ \hline \hline \end{gathered}$ | $\begin{aligned} & \begin{array}{l} 37.2 \% \\ (n=728) \\ \hline \hline \end{array} \end{aligned}$ |
| Total |  | $\begin{gathered} \mathbf{4 5 . 3 \%} \\ (n=162) \\ \hline \end{gathered}$ | $\begin{gathered} \mathbf{5 9 . 2 \%} \\ (n=145) \\ \hline \end{gathered}$ | $\begin{aligned} & \mathbf{5 3 . 4 \%} \\ & (n=181) \end{aligned}$ | $\begin{aligned} & \mathbf{4 3 . 5 \%} \\ & (n=73) \end{aligned}$ | $\begin{gathered} 46.9 \% \\ (n=2,624) \\ \hline \end{gathered}$ | $\begin{gathered} 51.3 \% \\ (n=2,718) \\ \hline \end{gathered}$ | $\begin{array}{\|c} \hline 49.2 \% \\ (n=2,697) \\ \hline \end{array}$ | $\begin{gathered} \hline 34.8 \% \\ (n=3,054) \\ \hline \end{gathered}$ |

[^1]
## Column and Row Headings

[^2]
## 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-Ia-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-I'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'İle-de-Montréal | 108 | 88 | 82 | 203 | 45.5\% | 48.7\% | 48.3\% | 48.8\% |
| RTS du Nord-de-l'İle-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\% |
| Total | 2519 | 2625 | 2633 | 2766 | 45.7\% | 47.0\% | 42.3\% | 48.8\% |

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 Regional Profile of RTS de l'Ouest-de-l'île-de-Montréal, 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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 42.6 \% \\ & (n=183) \end{aligned}$ | $\begin{gathered} \hline 62.8 \% \\ (n=178) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 56.3 \% \\ & (n=153) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 71.7 \% \\ (n=179) \end{gathered}$ | $\begin{gathered} \hline 48.1 \% \\ (n=1058) \end{gathered}$ | $\begin{gathered} 51.0 \% \\ (n=1093) \end{gathered}$ | $\begin{gathered} \hline 44.5 \% \\ (n=1035) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 51.9 \% \\ (n=1074) \end{gathered}$ |
|  | female | $\begin{aligned} & 55.2 \% \\ & (n=238) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 56.3 \% \\ & (n=255) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 52.3 \% \\ & (n=268) \end{aligned}$ | $\begin{aligned} & \hline 49.7 \% \\ & (n=273) \end{aligned}$ | $\begin{gathered} 43.2 \% \\ (n=1461) \end{gathered}$ | $\begin{gathered} \hline 45.0 \% \\ (n=1532) \\ \hline \end{gathered}$ | $\begin{gathered} 40.1 \% \\ (n=1598) \\ \hline \end{gathered}$ | $\begin{gathered} 45.9 \% \\ (n=1692) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 61.4 \% \\ & (n=17) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 78.1 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & \hline 71.1 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 68.5 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 40.4 \% \\ & (n=116) \\ & \hline \end{aligned}$ | $\begin{aligned} & 51.9 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 58.2 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & 65.4 \% \\ & (n=60) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 50.1 \% \\ & (n=144) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 57.0 \% \\ & (n=100) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 55.2 \% \\ & (n=74) \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 65.5\% } \\ & (n=31) \end{aligned}$ | $\begin{aligned} & \hline 41.0 \% \\ & (n=864) \end{aligned}$ | $\begin{gathered} \hline 38.6 \% \\ (n=671) \end{gathered}$ | $\begin{aligned} & \hline 36.8 \% \\ & (n=455) \end{aligned}$ | $\begin{aligned} & \hline 45.4 \% \\ & (n=317) \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 57.0 \% \\ & (n=186) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 57.0 \% \\ (n=218) \end{gathered}$ | $\begin{aligned} & \hline 45.5 \% \\ & (n=202) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 53.5 \% \\ & (n=218) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 42.4 \% \\ (n=1013) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 45.4 \% \\ (n=1212) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 39.6 \% \\ (n=1280) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 43.7 \% \\ (n=1255) \\ \hline \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 65.3 \% \\ & (n=74) \\ & \hline \end{aligned}$ | $\begin{gathered} 64.4 \% \\ (n=104) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 60.3 \% \\ (n=132) \\ \hline \end{gathered}$ | $\begin{aligned} & 58.6 \% \\ & (n=191) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 65.4 \% \\ (n=526) \\ \hline \end{gathered}$ | $\begin{gathered} 59.9 \% \\ (n=672) \\ \hline \end{gathered}$ | $\begin{gathered} 52.3 \% \\ (n=837) \\ \hline \end{gathered}$ | $\begin{gathered} 58.4 \% \\ (n=1134) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 52.8 \% \\ & (n=40) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 51.1 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 46.7 \% \\ & (n=41) \end{aligned}$ | $\begin{aligned} & \text { 57.9\% } \\ & (n=45) \end{aligned}$ | $\begin{aligned} & \hline 46.0 \% \\ & (n=476) \\ & \hline \end{aligned}$ | $\begin{aligned} & 47.9 \% \\ & (n=413) \end{aligned}$ | $\begin{gathered} \hline 46.9 \% \\ (n=398) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 54.2 \% \\ & (n=387) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & \hline 64.3 \% \\ & (n=136) \end{aligned}$ | $\begin{aligned} & \hline 55.6 \% \\ & (n=122) \\ & \hline \end{aligned}$ | $\begin{aligned} & 55.1 \% \\ & (n=126) \\ & \hline \end{aligned}$ | $\begin{aligned} & 62.5 \% \\ & (n=107) \end{aligned}$ | $\begin{aligned} & \hline 47.4 \% \\ & (n=888) \end{aligned}$ | $\begin{gathered} 45.2 \% \\ (n=847) \end{gathered}$ | $\begin{aligned} & \hline 40.7 \% \\ & (n=878) \end{aligned}$ | $\begin{aligned} & \hline 49.9 \% \\ & (n=730) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 55.7 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & 57.5 \% \\ & (n=67) \end{aligned}$ | $\begin{aligned} & 58.7 \% \\ & (n=50) \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 45.9\% } \\ & (n=65) \end{aligned}$ | $\begin{aligned} & \hline 41.5 \% \\ & (n=349) \end{aligned}$ | $\begin{aligned} & 43.4 \% \\ & (n=350) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 41.8 \% \\ (n=351) \end{gathered}$ | $\begin{aligned} & \hline 43.6 \% \\ & (n=376) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 46.1 \% \\ & (n=97) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 65.4 \% \\ & (n=105) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 55.5 \% \\ (n=121) \\ \hline \end{gathered}$ | $\begin{gathered} \begin{array}{c} 67.1 \% \\ (n=129) \end{array} \\ \hline \end{gathered}$ | $\begin{gathered} 39.5 \% \\ (n=333) \end{gathered}$ | $\begin{aligned} & 49.9 \% \\ & (n=433) \end{aligned}$ | $\begin{gathered} \hline 38.6 \% \\ (n=548) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 48.7 \% \\ & (n=594) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 56.3 \% \\ & (n=219) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 57.1 \% \\ & (n=317) \\ & \hline \end{aligned}$ | $\begin{aligned} & 51.5 \% \\ & (n=300) \\ & \hline \end{aligned}$ | $\begin{gathered} 61.4 \% \\ (n=321) \\ \hline \end{gathered}$ | $\begin{gathered} 45.3 \% \\ (n=1335) \\ \hline \end{gathered}$ | $\begin{gathered} 45.7 \% \\ (n=1898) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 41.4 \% \\ (n=1927) \\ \hline \end{gathered}$ | $\begin{gathered} 48.5 \% \\ (n=2075) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 59.8 \% \\ & (n=93) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 62.2 \% \\ (n=115) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 62.1 \% \\ & (n=121) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 53.1 \% \\ & (n=130) \end{aligned}$ | $\begin{aligned} & \hline 51.0 \% \\ & (n=550) \\ & \hline \end{aligned}$ | $\begin{gathered} 50.6 \% \\ (n=716) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 45.1 \% \\ & (n=706) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 49.7 \% \\ (n=686) \\ \hline \end{gathered}$ |
| Total |  | $\begin{aligned} & \hline 56.9 \% \\ & (n=421) \end{aligned}$ | $\begin{aligned} & \hline 58.2 \% \\ & (n=433) \end{aligned}$ | $\begin{aligned} & \hline \text { 54.3\% } \\ & (n=421) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{5 9 . 7 \%} \\ & (n=452) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 45.7 \% \\ (n=2519) \end{gathered}$ | $\begin{gathered} \hline \mathbf{4 7 . 0 \%} \\ (n=2625) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { 42.3\% } \\ (n=2633) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \mathbf{4 8 . 8 \%} \\ (n=2766) \end{gathered}$ |

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 postively. 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
English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} 73.8 \% \\ (n=183) \\ \hline \end{gathered}$ | $\begin{gathered} 79.6 \% \\ (n=182) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 73.5 \% \\ & (n=155) \end{aligned}$ | $\begin{gathered} \hline 51.7 \% \\ (n=191) \\ \hline \end{gathered}$ | $\begin{gathered} \begin{array}{c} 64.1 \% \\ (n=1108) \\ \hline \end{array} \\ \hline \end{gathered}$ | $\begin{gathered} 74.8 \% \\ (n=1135) \\ \hline \end{gathered}$ | $\begin{gathered} 67.6 \% \\ (n=1065) \\ \hline \end{gathered}$ | $\begin{gathered} 44.1 \% \\ (n=1179) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & 68.8 \% \\ & (n=242) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.1 \% \\ & (n=263) \end{aligned}$ | $\begin{aligned} & 70.8 \% \\ & (n=278) \end{aligned}$ | $\begin{aligned} & 42.8 \% \\ & (n=286) \end{aligned}$ | $\begin{gathered} 67.3 \% \\ (n=1516) \\ \hline \end{gathered}$ | $\begin{gathered} 76.0 \% \\ (n=1591) \end{gathered}$ | $\begin{gathered} 69.9 \% \\ (n=1648) \end{gathered}$ | $\begin{gathered} 44.1 \% \\ (n=1880) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 45.7 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & 74.0 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & 46.7 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & 50.1 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 59.6 \% \\ (n=124) \\ \hline \end{gathered}$ | $\begin{aligned} & 68.2 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{aligned} & 53.4 \% \\ & (n=64) \\ & \hline \end{aligned}$ | $\begin{aligned} & 42.0 \% \\ & (n=64) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 73.3 \% \\ (n=144) \end{gathered}$ | $\begin{gathered} \hline 78.8 \% \\ (n=104) \end{gathered}$ | $\begin{aligned} & 73.1 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & \hline 39.4 \% \\ & (n=31) \end{aligned}$ | $\begin{aligned} & \hline 60.2 \% \\ & (n=894) \end{aligned}$ | $\begin{aligned} & \hline 71.2 \% \\ & (n=697) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 68.0 \% \\ (n=470) \end{gathered}$ | $\begin{aligned} & \hline 39.6 \% \\ & (n=340) \end{aligned}$ |
|  | 45-64 years | $\begin{array}{r} 72.7 \% \\ (n=186) \\ \hline \end{array}$ | $\begin{gathered} 79.7 \% \\ (n=223) \end{gathered}$ | $\begin{aligned} & \hline 73.8 \% \\ & (n=206) \end{aligned}$ | $\begin{aligned} & 48.5 \% \\ & (n=233) \end{aligned}$ | $\begin{gathered} \begin{array}{c} 69.7 \% \\ (n=1055) \end{array} \\ \hline \end{gathered}$ | $\begin{gathered} 76.1 \% \\ (n=1261) \end{gathered}$ | $\begin{gathered} 69.4 \% \\ (n=1312) \end{gathered}$ | $\begin{gathered} 47.1 \% \\ (n=1377) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 77.7 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.2 \% \\ & (n=107) \end{aligned}$ | $\begin{aligned} & \hline 80.9 \% \\ & (n=136) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 51.5 \% \\ & (n=201) \end{aligned}$ | $\begin{gathered} \hline 72.5 \% \\ (n=551) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 77.9 \% \\ (n=698) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 74.9 \% \\ & (n=867) \end{aligned}$ | $\begin{gathered} \hline 46.5 \% \\ (n=1278) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 74.3 \% \\ & (n=39) \end{aligned}$ | $\begin{aligned} & 72.6 \% \\ & (n=44) \end{aligned}$ | $\begin{aligned} & \hline 70.1 \% \\ & (n=43) \end{aligned}$ | $\begin{aligned} & 35.1 \% \\ & (n=47) \end{aligned}$ | $\begin{gathered} \hline 61.0 \% \\ (n=505) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 72.9 \% \\ & (n=431) \end{aligned}$ | $\begin{aligned} & \hline 66.9 \% \\ & (n=407) \end{aligned}$ | $\begin{aligned} & \hline 37.2 \% \\ & (n=431) \end{aligned}$ |
|  | \$30-70k | $\begin{gathered} \hline 70.1 \% \\ (n=136) \end{gathered}$ | $\begin{gathered} \hline 78.3 \% \\ (n=123) \end{gathered}$ | $\begin{aligned} & \hline 69.2 \% \\ & (n=129) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 55.6 \% \\ & (n=112) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 65.7 \% \\ (n=910) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 76.1 \% \\ (n=868) \end{gathered}$ | $\begin{aligned} & \hline 66.7 \% \\ & (n=910) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 43.5 \% \\ & (n=798) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 74.8 \% \\ & (n=82) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.2 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.8 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & 38.4 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 66.8 \% \\ (n=363) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 76.9 \% \\ & (n=364) \end{aligned}$ | $\begin{aligned} & \hline 70.1 \% \\ & (n=361) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45.8 \% \\ & (n=412) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 78.9 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & 85.2 \% \\ & (n=109) \\ & \hline \end{aligned}$ | $\begin{gathered} 78.6 \% \\ (n=124) \end{gathered}$ | $\begin{aligned} & \hline 54.0 \% \\ & (n=134) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 74.1 \% \\ (n=346) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 78.4 \% \\ (n=448) \end{gathered}$ | $\begin{gathered} \hline 71.2 \% \\ (n=565) \end{gathered}$ | $\begin{gathered} \hline 49.6 \% \\ (n=655) \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 66.4 \% \\ & (n=220) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 79.7 \% \\ (n=329) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 73.0 \% \\ & (n=307) \end{aligned}$ | $\begin{aligned} & \hline 49.1 \% \\ & (n=342) \\ & \hline \end{aligned}$ | $\begin{gathered} 64.3 \% \\ (n=1399) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 75.6 \% \\ (n=1979) \end{gathered}$ | $\begin{gathered} \hline 68.9 \% \\ (n=1986) \end{gathered}$ | $\begin{gathered} \hline 44.2 \% \\ (n=2327) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 72.5 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{array}{r} 81.9 \% \\ (n=115) \\ \hline \end{array}$ | $\begin{array}{r} 69.8 \% \\ (n=126) \\ \hline \end{array}$ | $\begin{array}{r} 38.5 \% \\ (n=135) \\ \hline \end{array}$ | $\begin{aligned} & \hline 61.9 \% \\ & (n=573) \\ & \hline \end{aligned}$ | $\begin{gathered} 75.6 \% \\ (n=737) \end{gathered}$ | $\begin{gathered} 68.6 \% \\ (n=727) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 43.8 \% \\ & (n=728) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline 71.2 \% \\ & (n=425) \end{aligned}$ | $\begin{gathered} \hline 79.9 \% \\ (n=445) \end{gathered}$ | $\begin{aligned} & \hline \mathbf{7 2 . 1 \%} \\ & (n=433) \end{aligned}$ | $\begin{aligned} & \hline 46.9 \% \\ & (n=477) \end{aligned}$ | $\begin{gathered} \hline 65.7 \% \\ (n=2624) \\ \hline \end{gathered}$ | $\begin{gathered} 75.6 \% \\ (n=2726) \end{gathered}$ | $\begin{gathered} 68.8 \% \\ (n=2713) \end{gathered}$ | $\begin{gathered} \hline 44.1 \% \\ (n=3059) \end{gathered}$ |

[^3]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 English Speakers of Ouest-de-I'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} 97.9 \% \\ (n=142) \\ \hline \end{gathered}$ | $\begin{aligned} & 96.6 \% \\ & (n=143) \\ & \hline \end{aligned}$ | $\begin{aligned} & 98.6 \% \\ & (n=121) \end{aligned}$ | $\begin{aligned} & 94.1 \% \\ & (n=108) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.5 \% \\ & (n=713) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.3 \% \\ & (n=814) \end{aligned}$ | $\begin{aligned} & 80.9 \% \\ & (n=730) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 78.7 \% \\ (n=559) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & 96.5 \% \\ & (n=175) \end{aligned}$ | $\begin{aligned} & 97.2 \% \\ & (n=210) \end{aligned}$ | $\begin{aligned} & 96.7 \% \\ & (n=199) \end{aligned}$ | $\begin{gathered} 95.6 \% \\ (n=127) \end{gathered}$ | $\begin{gathered} 86.5 \% \\ (n=1014) \end{gathered}$ | $\begin{gathered} 87.0 \% \\ (n=1177) \end{gathered}$ | $\begin{gathered} 84.1 \% \\ (n=1140) \end{gathered}$ | $\begin{aligned} & 83.7 \% \\ & (n=843) \end{aligned}$ |
| age | 18-24 years | $\begin{gathered} 100.0 \% \\ (n=11) \end{gathered}$ | $(n=8)$ | $(n=7)$ | $(n=7)$ | $\begin{aligned} & 86.3 \% \\ & (n=66) \\ & \hline \end{aligned}$ | $\begin{aligned} & 71.9 \% \\ & (n=44) \end{aligned}$ | $\begin{aligned} & 72.4 \% \\ & (n=33) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 76.3 \% \\ & (n=29) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 93.8 \% \\ & (n=104) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.6 \% \\ & (n=81) \end{aligned}$ | $\begin{aligned} & \hline 99.2 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 100.0 \% \\ (n=14) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 85.1 \% \\ & (n=564) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 77.7 \% \\ & (n=475) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 77.4 \% \\ & (n=318) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 75.3 \% \\ & (n=135) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{gathered} 98.5 \% \\ (n=143) \end{gathered}$ | $\begin{aligned} & 97.3 \% \\ & (n=177) \\ & \hline \end{aligned}$ | $\begin{aligned} & 97.1 \% \\ & (n=152) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.3 \% \\ & (n=106) \end{aligned}$ | $\begin{aligned} & 85.6 \% \\ & (n=709) \\ & \hline \end{aligned}$ | $\begin{aligned} & 86.4 \% \\ & (n=930) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.2 \% \\ & (n=889) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.8 \% \\ & (n=635) \\ & \hline \end{aligned}$ |
|  | 65 years and over | $\begin{aligned} & 98.9 \% \\ & (n=59) \\ & \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=87) \end{gathered}$ | $\begin{aligned} & \hline 98.0 \% \\ & (n=106) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 93.3 \% \\ & (n=108) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 96.3 \% \\ & (n=388) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.5 \% \\ & (n=542) \\ & \hline \end{aligned}$ | $\begin{aligned} & 93.0 \% \\ & (n=630) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.1 \% \\ & (n=603) \\ & \hline \end{aligned}$ |
| household income | less than \$30k | $\begin{aligned} & \hline 91.1 \% \\ & (n=27) \\ & \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=33) \end{gathered}$ | $\begin{gathered} 100.0 \% \\ (n=32) \\ \hline \end{gathered}$ | $\begin{aligned} & 85.0 \% \\ & (n=24) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 91.6 \% \\ & (n=307) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.6 \% \\ & (n=303) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.7 \% \\ & (n=271) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 78.4 \% \\ & (n=165) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{gathered} \hline 97.9 \% \\ (n=101) \\ \hline \end{gathered}$ | $\begin{aligned} & 96.5 \% \\ & (n=92) \end{aligned}$ | $\begin{aligned} & \hline 97.6 \% \\ & (n=97) \\ & \hline \end{aligned}$ | $\begin{aligned} & 87.4 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.9 \% \\ & (n=600) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.0 \% \\ & (n=648) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.3 \% \\ & (n=625) \end{aligned}$ | $\begin{aligned} & 83.7 \% \\ & (n=354) \\ & \hline \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 98.0 \% \\ & (n=64) \\ & \hline \end{aligned}$ | $\begin{aligned} & 94.6 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 97.9 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 95.4 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.0 \% \\ & (n=255) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.2 \% \\ & (n=269) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 77.6 \% \\ (n=253) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 85.0 \% \\ & (n=207) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & \hline 97.1 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 95.7 \% \\ & (n=94) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 97.9 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 99.2 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.4 \% \\ & (n=252) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.2 \% \\ & (n=337) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.5 \% \\ & (n=407) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 76.3 \% \\ & (n=335) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 96.0 \% \\ & (n=161) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 96.1 \% \\ & (n=258) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 97.2 \% \\ & (n=226) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 94.4 \% \\ & (n=173) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 84.8 \% \\ & (n=917) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 81.8 \% \\ (n=1435) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 79.0 \% \\ (n=1379) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 79.7 \% \\ (n=1083) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 97.0 \% \\ & (n=71) \\ & \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=95) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 99.1 \% \\ & (n=94) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 96.7 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 96.7 \% \\ & (n=355) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 97.5 \% \\ & (n=547) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 94.1 \% \\ & (n=491) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 87.0 \% \\ & (n=317) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline 97.2 \% \\ & (n=317) \end{aligned}$ | $\begin{aligned} & 97.0 \% \\ & (n=353) \end{aligned}$ | $\begin{aligned} & \hline 97.7 \% \\ & (n=320) \end{aligned}$ | $\begin{aligned} & \mathbf{9 4 . 8 \%} \\ & (n=235) \end{aligned}$ | $\begin{gathered} \hline 87.5 \% \\ (n=1727) \end{gathered}$ | $\begin{gathered} \hline 86.1 \% \\ (n=1991) \end{gathered}$ | $\begin{gathered} \hline 82.5 \% \\ (n=1870) \end{gathered}$ | $\begin{gathered} \hline \mathbf{8 1 . 3 \%} \\ (n=1402) \end{gathered}$ |

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 postively.

### 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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-l'Île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 80.2 \% \\ & (n=142) \end{aligned}$ | $\begin{aligned} & \hline 79.1 \% \\ & (n=144) \end{aligned}$ | $\begin{aligned} & \hline 78.3 \% \\ & (n=120) \end{aligned}$ | $\begin{gathered} \hline 62.5 \% \\ (n=108) \end{gathered}$ | $\begin{aligned} & \hline 74.3 \% \\ & (n=716) \end{aligned}$ | $\begin{gathered} \hline 71.4 \% \\ (n=816) \\ \hline \end{gathered}$ | $\begin{gathered} 67.1 \% \\ (n=722) \\ \hline \end{gathered}$ | $\begin{gathered} 67.5 \% \\ (n=553) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 84.6 \% \\ & (n=172) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.4 \% \\ & (n=208) \end{aligned}$ | $\begin{aligned} & \hline 89.0 \% \\ & (n=200) \end{aligned}$ | $\begin{aligned} & \hline 77.9 \% \\ & (n=127) \end{aligned}$ | $\begin{gathered} 81.1 \% \\ (n=1011) \end{gathered}$ | $\begin{gathered} \hline 80.3 \% \\ (n=1175) \end{gathered}$ | $\begin{gathered} \hline 78.0 \% \\ (n=1141) \end{gathered}$ | $\begin{gathered} 76.1 \% \\ (n=836) \end{gathered}$ |
| age | 18-24 years | $(n=10)$ | $(n=7)$ | $(n=7)$ | $(n=7)$ | $\begin{aligned} & 69.6 \% \\ & (n=66) \end{aligned}$ | $\begin{aligned} & 45.5 \% \\ & (n=43) \end{aligned}$ | $\begin{aligned} & 67.7 \% \\ & (n=32) \end{aligned}$ | $\begin{aligned} & 48.3 \% \\ & (n=28) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 84.5 \% \\ & (n=103) \end{aligned}$ | $\begin{aligned} & 77.9 \% \\ & (n=81) \end{aligned}$ | $\begin{aligned} & 82.9 \% \\ & (n=54) \end{aligned}$ | $\begin{aligned} & 51.9 \% \\ & (n=14) \end{aligned}$ | $\begin{aligned} & \hline 75.9 \% \\ & (n=563) \end{aligned}$ | $\begin{gathered} 70.3 \% \\ (n=475) \end{gathered}$ | $\begin{gathered} \hline 68.3 \% \\ (n=315) \end{gathered}$ | $\begin{aligned} & 70.0 \% \\ & (n=133) \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 80.9 \% \\ & (n=143) \end{aligned}$ | $\begin{aligned} & \hline 82.1 \% \\ & (n=176) \end{aligned}$ | $\begin{aligned} & 80.8 \% \\ & (n=153) \end{aligned}$ | $\begin{aligned} & 83.1 \% \\ & (n=106) \end{aligned}$ | $\begin{aligned} & 76.0 \% \\ & (n=714) \end{aligned}$ | $\begin{gathered} 77.3 \% \\ (n=932) \\ \hline \end{gathered}$ | $\begin{gathered} 73.0 \% \\ (n=888) \end{gathered}$ | $\begin{aligned} & 74.1 \% \\ & (n=629) \end{aligned}$ |
|  | 65 years and over | $\begin{aligned} & 87.9 \% \\ & (n=58) \\ & \hline \end{aligned}$ | $\begin{aligned} & 86.4 \% \\ & (n=88) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.7 \% \\ & (n=106) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.5 \% \\ & (n=108) \\ & \hline \end{aligned}$ | $\begin{gathered} 88.2 \% \\ (n=384) \\ \hline \end{gathered}$ | $\begin{gathered} 84.3 \% \\ (n=541) \\ \hline \end{gathered}$ | $\begin{gathered} 81.6 \% \\ (n=628) \\ \hline \end{gathered}$ | $\begin{gathered} 77.7 \% \\ (n=599) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 81.4 \% \\ & (n=27) \\ & \hline \end{aligned}$ | $\begin{aligned} & 85.4 \% \\ & (n=33) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.7 \% \\ & (n=32) \\ & \hline \end{aligned}$ | $\begin{aligned} & 72.2 \% \\ & (n=24) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 84.3 \% \\ & (n=307) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.2 \% \\ & (n=302) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 84.0 \% \\ & (n=266) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 78.3 \% \\ & (n=164) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & \hline 81.0 \% \\ & (n=101) \end{aligned}$ | $\begin{aligned} & 83.2 \% \\ & (n=93) \end{aligned}$ | $\begin{aligned} & \hline 84.8 \% \\ & (n=98) \end{aligned}$ | $\begin{aligned} & 77.1 \% \\ & (n=57) \end{aligned}$ | $\begin{gathered} \hline 79.3 \% \\ (n=599) \end{gathered}$ | $\begin{aligned} & \hline 77.6 \% \\ & (n=649) \end{aligned}$ | $\begin{gathered} \hline 73.3 \% \\ (n=629) \end{gathered}$ | $\begin{gathered} \hline 75.3 \% \\ (n=349) \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & \hline 83.6 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.1 \% \\ & (n=56) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 79.6 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.7 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{aligned} & 68.1 \% \\ & (n=254) \end{aligned}$ | $\begin{aligned} & \hline 74.1 \% \\ & (n=268) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.2 \% \\ & (n=253) \end{aligned}$ | $\begin{aligned} & 73.4 \% \\ & (n=205) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 80.8 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.8 \% \\ & (n=94) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.6 \% \\ & (n=95) \end{aligned}$ | $\begin{aligned} & \hline 61.9 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{gathered} 75.6 \% \\ (n=253) \\ \hline \end{gathered}$ | $\begin{gathered} 72.5 \% \\ (n=337) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 67.0 \% \\ (n=400) \end{gathered}$ | $\begin{aligned} & 66.5 \% \\ & (n=333) \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{gathered} 73.5 \% \\ (n=159) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 76.8 \% \\ & (n=257) \end{aligned}$ | $\begin{aligned} & \hline 78.8 \% \\ & (n=226) \end{aligned}$ | $\begin{aligned} & \hline 64.3 \% \\ & (n=173) \end{aligned}$ | $\begin{gathered} \hline 69.8 \% \\ (n=918) \end{gathered}$ | $\begin{gathered} \hline 70.0 \% \\ (n=1437) \end{gathered}$ | $\begin{gathered} 66.4 \% \\ (n=1368) \end{gathered}$ | $\begin{gathered} 65.4 \% \\ (n=1071) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 98.1 \% \\ & (n=71) \end{aligned}$ | $\begin{aligned} & 98.3 \% \\ & (n=95) \end{aligned}$ | $\begin{aligned} & 97.6 \% \\ & (n=94) \end{aligned}$ | $\begin{aligned} & 97.8 \% \\ & (n=62) \end{aligned}$ | $\begin{aligned} & 96.7 \% \\ & (n=353) \end{aligned}$ | $\begin{aligned} & \hline 97.1 \% \\ & (n=545) \end{aligned}$ | $\begin{gathered} 93.4 \% \\ (n=495) \end{gathered}$ | $\begin{gathered} \hline 95.3 \% \\ (n=316) \end{gathered}$ |
| Total |  | $\begin{aligned} & \text { 82.4\% } \\ & (n=314) \\ & \hline \end{aligned}$ | $\begin{gathered} 82.2 \% \\ (n=352) \\ \hline \end{gathered}$ | $\begin{aligned} & 83.7 \% \\ & (n=320) \end{aligned}$ | $\begin{aligned} & \mathbf{7 0 . 1 \%} \\ & (n=235) \end{aligned}$ | $\begin{gathered} \hline 77.7 \% \\ (n=1727) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 77.5 \% \\ (n=1991) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 72.8 \% \\ (n=1863) \\ \hline \end{gathered}$ | $\begin{gathered} 72.0 \% \\ (n=1389) \\ \hline \end{gathered}$ |

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 postively.

### 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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'Île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 41.2 \% \\ & (n=182) \end{aligned}$ | $\begin{aligned} & \hline 45.9 \% \\ & (n=182) \\ & \hline \end{aligned}$ | $\begin{aligned} & 34.5 \% \\ & (n=152) \\ & \hline \end{aligned}$ | $\begin{gathered} 21.6 \% \\ (n=191) \\ \hline \end{gathered}$ | $\begin{gathered} 46.6 \% \\ (n=1107) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 49.1 \% \\ (n=1135) \\ \hline \end{gathered}$ | $\begin{gathered} 46.6 \% \\ (n=1054) \end{gathered}$ | $\begin{gathered} 33.3 \% \\ (n=1179) \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 41.3 \% \\ & (n=243) \end{aligned}$ | $\begin{aligned} & \hline 47.6 \% \\ & (n=262) \\ & \hline \end{aligned}$ | $\begin{aligned} & 47.9 \% \\ & (n=279) \end{aligned}$ | $\begin{aligned} & 30.0 \% \\ & (n=284) \end{aligned}$ | $\begin{gathered} 47.2 \% \\ (n=1517) \\ \hline \end{gathered}$ | $\begin{gathered} 52.5 \% \\ (n=1583) \\ \hline \end{gathered}$ | $\begin{gathered} 51.6 \% \\ (n=1643) \end{gathered}$ | $\begin{gathered} 36.1 \% \\ (n=1875) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & \hline 36.7 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $(n=10)$ | $\begin{aligned} & 24.2 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 17.6 \% \\ & (n=12) \end{aligned}$ | $\begin{aligned} & \hline 45.8 \% \\ & (n=125) \end{aligned}$ | $\begin{aligned} & 58.5 \% \\ & (n=69) \\ & \hline \end{aligned}$ | $\begin{aligned} & 35.8 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 15.1 \% \\ & (n=63) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 38.4 \% \\ & (n=144) \end{aligned}$ | $\begin{aligned} & \hline 44.5 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & 45.4 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & \hline 28.1 \% \\ & (n=31) \end{aligned}$ | $\begin{aligned} & \hline 46.9 \% \\ & (n=895) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 55.2 \% \\ & (n=696) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 49.2 \% \\ & (n=465) \end{aligned}$ | $\begin{aligned} & \hline 38.2 \% \\ & (n=339) \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 38.9 \% \\ & (n=187) \end{aligned}$ | $\begin{aligned} & \hline 46.3 \% \\ & (n=223) \end{aligned}$ | $\begin{aligned} & \hline 41.5 \% \\ & (n=205) \end{aligned}$ | $\begin{aligned} & \hline 25.8 \% \\ & (n=232) \end{aligned}$ | $\begin{gathered} 44.9 \% \\ (n=1053) \\ \hline \end{gathered}$ | $\begin{gathered} 48.7 \% \\ (n=1256) \end{gathered}$ | $\begin{gathered} 48.7 \% \\ (n=1307) \end{gathered}$ | $\begin{gathered} 34.0 \% \\ (n=1376) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 52.2 \% \\ & (n=75) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 53.3 \% \\ (n=107) \end{gathered}$ | $\begin{aligned} & \hline 44.4 \% \\ & (n=135) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 28.8 \% \\ & (n=200) \end{aligned}$ | $\begin{gathered} \hline 51.8 \% \\ (n=551) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 56.3 \% \\ & (n=697) \end{aligned}$ | $\begin{aligned} & \hline 54.9 \% \\ & (n=862) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 36.9 \% \\ (n=1276) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 49.5 \% \\ & (n=40) \end{aligned}$ | $\begin{aligned} & 56.2 \% \\ & (n=44) \end{aligned}$ | $\begin{aligned} & 33.3 \% \\ & (n=42) \end{aligned}$ | $\begin{aligned} & 26.0 \% \\ & (n=47) \end{aligned}$ | $\begin{aligned} & \hline 53.2 \% \\ & (n=504) \end{aligned}$ | $\begin{aligned} & \hline 57.0 \% \\ & (n=429) \end{aligned}$ | $\begin{aligned} & \hline 51.1 \% \\ & (n=405) \end{aligned}$ | $\begin{gathered} 37.3 \% \\ (n=429) \end{gathered}$ |
|  | \$30-70k | $\begin{aligned} & \hline 44.7 \% \\ & (n=137) \end{aligned}$ | $\begin{gathered} \hline 51.3 \% \\ (n=123) \end{gathered}$ | $\begin{aligned} & \hline 44.4 \% \\ & (n=128) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 26.3 \% \\ & (n=111) \end{aligned}$ | $\begin{aligned} & \hline 48.4 \% \\ & (n=912) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 52.5 \% \\ (n=866) \end{gathered}$ | $\begin{aligned} & \hline 51.5 \% \\ & (n=901) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 32.7 \% \\ & (n=799) \\ & \hline \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 40.2 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 43.5 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 41.6 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & 28.2 \% \\ & (n=71) \end{aligned}$ | $\begin{gathered} \hline 51.4 \% \\ (n=361) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 51.2 \% \\ & (n=364) \end{aligned}$ | $\begin{aligned} & \hline 47.1 \% \\ & (n=361) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.2 \% \\ & (n=413) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 38.8 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 36.4 \% \\ & (n=109) \end{aligned}$ | $\begin{aligned} & \hline 38.5 \% \\ & (n=123) \end{aligned}$ | $\begin{aligned} & \hline 23.3 \% \\ & (n=133) \end{aligned}$ | $\begin{gathered} \hline 41.9 \% \\ (n=345) \end{gathered}$ | $\begin{gathered} \hline 42.1 \% \\ (n=446) \end{gathered}$ | $\begin{aligned} & \hline 46.2 \% \\ & (n=563) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 37.2 \% \\ & (n=653) \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 36.3 \% \\ & (n=222) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 47.0 \% \\ & (n=328) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 42.1 \% \\ & (n=306) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 23.8 \% \\ & (n=340) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 43.5 \% \\ (n=1402) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 51.7 \% \\ (n=1971) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 49.5 \% \\ (n=1979) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 34.1 \% \\ (n=2321) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 54.4 \% \\ & (n=95) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 46.5 \% \\ & (n=115) \end{aligned}$ | $\begin{aligned} & \hline 39.5 \% \\ & (n=125) \end{aligned}$ | $\begin{aligned} & \hline 34.4 \% \\ & (n=134) \end{aligned}$ | $\begin{gathered} \hline 48.9 \% \\ (n=569) \end{gathered}$ | $\begin{gathered} \hline 49.8 \% \\ (n=736) \end{gathered}$ | $\begin{aligned} & \hline 48.1 \% \\ & (n=718) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 37.2 \% \\ & (n=728) \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline 41.3 \% \\ & (n=425) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 47.1 \% \\ & (n=444) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 41.4 \% \\ & (n=431) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline \mathbf{2 6 . 1 \%} \\ & (n=475) \end{aligned}$ | $\begin{gathered} \hline 46.9 \% \\ (n=2624) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 51.3 \% \\ (n=2718) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 49.2 \% \\ (n=2697) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 34.8 \% \\ (n=3054) \\ \hline \end{gathered}$ |

[^4] 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 postively.

### 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 <br> English Speakers of Ouest-de-I'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 83.3 \% \\ & (n=75) \end{aligned}$ | $\begin{aligned} & \hline 79.3 \% \\ & (n=81) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.2 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.7 \% \\ & (n=43) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 67.9 \% \\ (n=493) \end{gathered}$ | $\begin{aligned} & \hline 66.0 \% \\ & (n=557) \end{aligned}$ | $\begin{gathered} 59.3 \% \\ (n=522) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 57.6 \% \\ & (n=395) \end{aligned}$ |
|  | female | $\begin{gathered} 78.2 \% \\ (n=102) \\ \hline \end{gathered}$ | $\begin{gathered} 80.0 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{aligned} & 71.6 \% \\ & (n=124) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.3 \% \\ & (n=75) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.1 \% \\ & (n=730) \end{aligned}$ | $\begin{gathered} 66.6 \% \\ (n=832) \\ \hline \end{gathered}$ | $\begin{gathered} 54.7 \% \\ (n=865) \\ \hline \end{gathered}$ | $\begin{aligned} & 55.6 \% \\ & (n=676) \\ & \hline \end{aligned}$ |
| age | 18-24 years | $(n=7)$ | $\begin{gathered} - \\ (n=4) \end{gathered}$ | $(n=3)$ | $(n=1)$ | $\begin{aligned} & \hline 62.5 \% \\ & (n=54) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 46.5 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.3 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 70.6 \% \\ & (n=11) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 68.7 \% \\ & (n=59) \\ & \hline \end{aligned}$ | $\begin{aligned} & 67.4 \% \\ & (n=45) \end{aligned}$ | $\begin{aligned} & \hline 63.4 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $(n=10)$ | $\begin{aligned} & \hline 61.1 \% \\ & (n=437) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 46.6 \% \\ (n=378) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 42.5 \% \\ & (n=238) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45.7 \% \\ & (n=135) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & 83.2 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{gathered} 79.1 \% \\ (n=101) \\ \hline \end{gathered}$ | $\begin{aligned} & 77.1 \% \\ & (n=83) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.6 \% \\ & (n=59) \\ & \hline \end{aligned}$ | $\begin{gathered} 66.7 \% \\ (n=465) \\ \hline \end{gathered}$ | $\begin{aligned} & 66.3 \% \\ & (n=590) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 56.8 \% \\ & (n=653) \\ & \hline \end{aligned}$ | $\begin{gathered} 58.0 \% \\ (n=474) \\ \hline \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 93.1 \% \\ & (n=35) \end{aligned}$ | $\begin{aligned} & \hline 92.8 \% \\ & (n=56) \end{aligned}$ | $\begin{aligned} & 87.2 \% \\ & (n=57) \end{aligned}$ | $\begin{aligned} & \hline 89.4 \% \\ & (n=48) \end{aligned}$ | $\begin{aligned} & \hline 81.7 \% \\ & (n=267) \end{aligned}$ | $\begin{aligned} & \hline 85.1 \% \\ & (n=385) \end{aligned}$ | $\begin{aligned} & \hline 77.9 \% \\ & (n=473) \end{aligned}$ | $\begin{gathered} \hline 70.3 \% \\ (n=451) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 92.4 \% \\ & (n=21) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 78.1 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.8 \% \\ & (n=16) \\ & \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=15) \end{gathered}$ | $\begin{gathered} 78.1 \% \\ (n=248) \\ \hline \end{gathered}$ | $\begin{aligned} & 73.5 \% \\ & (n=239) \\ & \hline \end{aligned}$ | $\begin{gathered} 66.2 \% \\ (n=214) \\ \hline \end{gathered}$ | $\begin{array}{r} 71.3 \% \\ (n=148) \\ \hline \end{array}$ |
|  | \$30-70k | $\begin{aligned} & \hline 77.2 \% \\ & (n=61) \end{aligned}$ | $\begin{aligned} & \hline 80.2 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & 73.1 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 70.0 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 67.6 \% \\ & (n=452) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 69.3 \% \\ (n=452) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 60.9 \% \\ (n=498) \end{gathered}$ | $\begin{aligned} & \hline 57.3 \% \\ & (n=288) \\ & \hline \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 86.9 \% \\ & (n=36) \end{aligned}$ | $\begin{aligned} & \hline 81.5 \% \\ & (n=31) \end{aligned}$ | $\begin{aligned} & 73.0 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 61.0 \% \\ & (n=18) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 61.9 \% \\ & (n=177) \end{aligned}$ | $\begin{aligned} & 58.8 \% \\ & (n=190) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 44.8 \% \\ & (n=182) \end{aligned}$ | $\begin{aligned} & \hline 47.8 \% \\ & (n=140) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 73.4 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.6 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $\begin{aligned} & 69.7 \% \\ & (n=46) \\ & \hline \end{aligned}$ | $\begin{aligned} & 79.2 \% \\ & (n=29) \\ & \hline \end{aligned}$ | $\begin{gathered} 62.4 \% \\ (n=134) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 55.8 \% \\ & (n=197) \\ & \hline \end{aligned}$ | $\begin{aligned} & 44.6 \% \\ & (n=251) \\ & \hline \end{aligned}$ | $\begin{gathered} 49.2 \% \\ (n=220) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 68.4 \% \\ & (n=89) \\ & \hline \end{aligned}$ | $\begin{gathered} 74.1 \% \\ (n=148) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 72.9 \% \\ & (n=134) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 74.8 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{gathered} 56.2 \% \\ (n=648) \\ \hline \end{gathered}$ | $\begin{gathered} 57.1 \% \\ (n=1004) \\ \hline \end{gathered}$ | $\begin{gathered} 49.2 \% \\ (n=1014) \\ \hline \end{gathered}$ | $\begin{gathered} 47.2 \% \\ (n=835) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 95.3 \% \\ & (n=48) \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=57) \end{gathered}$ | $\begin{aligned} & 86.1 \% \\ & (n=47) \end{aligned}$ | $\begin{aligned} & 96.7 \% \\ & (n=37) \end{aligned}$ | $\begin{aligned} & 94.2 \% \\ & (n=265) \end{aligned}$ | $\begin{aligned} & \hline 92.0 \% \\ & (n=377) \end{aligned}$ | $\begin{aligned} & \hline 82.5 \% \\ & (n=373) \end{aligned}$ | $\begin{aligned} & 87.6 \% \\ & (n=234) \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline 80.6 \% \\ & (n=177) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 79.8 \% \\ & (n=206) \end{aligned}$ | $\begin{aligned} & \hline 76.3 \% \\ & (n=181) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.8 \% \\ & (n=118) \end{aligned}$ | $\begin{gathered} \hline \mathbf{6 7 . 0 \%} \\ (n=1223) \end{gathered}$ | $\begin{gathered} \hline 66.4 \% \\ (n=1389) \end{gathered}$ | $\begin{gathered} 56.8 \% \\ (n=1387) \end{gathered}$ | $\begin{gathered} 56.5 \% \\ (n=1071) \end{gathered}$ |

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 postively.

### 3.3.2 Served in English at a CLSC - Graphs

| Served in English at a CLSC <br> Total English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |  | Served in English at a CLSC <br> English-Speaking Seniors in Ouest-de-l'Île-de-Montréal |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 100\% |  |  |  |  | 100\% | 93.1\% | 92.8\% | 87.2\% | 89.4\% |
|  | 80.6\% | 79.8\% | 76.3\% | 80.8\% |  |  |  |  |  |
| 80\% |  |  | 6.3\% |  | 80\% |  |  |  |  |
| 60\% |  |  |  |  | 60\% |  |  |  |  |
| 40\% |  |  |  |  | 40\% |  |  |  |  |
| 20\% |  |  |  |  | 20\% |  |  |  |  |
| 0\% | - | - | , |  | 0\% | - | 1 |  |  |
| 200 | 05 | 2010 | 2015 | 2019 |  | 05 | 2010 | 2015 | 2019 |
|  |  | glish Spe <br> glish Spe | -l'Île-de |  |  | -• | peaking peaking | de-ITle- |  |
| 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. |  |  |  |  | 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. |  |  |  |  |
| Served in English at a CLSC <br> Unilingual English Speakers in Ouest-de-l'Île-de-Montréal <br> Served in English at a CLSC Bilingual English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |  |  |  |  |  |  |
| 100\% | $95.3 \%$ |  | 86.1\% | 96.7\% | 100\% |  |  |  |  |
| 80\% |  |  |  |  | 80\% | 68.4\% | 74.1\% | 72.9\% | 74.8\% |
| 60\% |  |  |  |  | 60\% |  |  |  |  |
| 40\% |  |  |  |  | 40\% |  |  |  |  |
| 20\% |  |  |  |  | 20\% |  |  |  |  |
|  |  | - | T |  | 0\% | - |  |  |  |
|  | 05 | 2010 | 2015 | 2019 | 2005 |  | 2010 | 2015 | 2019 |
|  | $\qquad$ <br> Unilingual English Speakers in Ouest-de-l'île-de-Montréal ..**.. Unilingual English Speakers |  |  |  | $\ldots$ Bilingual English Speakers in Ouest-de-l'Île-de-Montréal <br> - ... Bilingual English Speakers |  |  |  |  |
| 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. |  |  |  |  | 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. |  |  |  |  |

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

## Felt Service at CLSCs in English was Very Important

English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 74.4 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.2 \% \\ & (n=81) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.4 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.2 \% \\ & (n=43) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 66.2 \% \\ (n=501) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 57.3 \% \\ & (n=564) \\ & \hline \end{aligned}$ | $\begin{aligned} & 64.2 \% \\ & (n=521) \end{aligned}$ | $\begin{aligned} & \hline 56.3 \% \\ & (n=388) \\ & \hline \end{aligned}$ |
|  | female | $\begin{aligned} & 81.3 \% \\ & (n=103) \end{aligned}$ | $\begin{aligned} & \hline 81.5 \% \\ & (n=125) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.4 \% \\ & (n=128) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.7 \% \\ & (n=74) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.1 \% \\ & (n=737) \end{aligned}$ | $\begin{aligned} & \hline 70.7 \% \\ & (n=845) \\ & \hline \end{aligned}$ | $\begin{gathered} 70.1 \% \\ (n=878) \\ \hline \end{gathered}$ | $\begin{gathered} 66.1 \% \\ (n=667) \\ \hline \end{gathered}$ |
| age | 18-24 years | $(n=8)$ | $(n=4)$ | $(n=3)$ | $\begin{aligned} & (n=1) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 67.7 \% \\ & (n=56) \end{aligned}$ | $\begin{aligned} & \hline 37.8 \% \\ & (n=36) \end{aligned}$ | $\begin{aligned} & 57.6 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.9 \% \\ & (n=11) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 75.7 \% \\ & (n=59) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 65.8 \% \\ & (n=46) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.5 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $(n=10)$ | $\begin{aligned} & 63.6 \% \\ & (n=438) \end{aligned}$ | $\begin{aligned} & \hline 57.2 \% \\ & (n=386) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 65.0 \% \\ & (n=239) \end{aligned}$ | $\begin{gathered} \hline 57.8 \% \\ (n=135) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 89.1 \% \\ & (n=77) \end{aligned}$ | $\begin{aligned} & \hline 78.4 \% \\ & (n=101) \end{aligned}$ | $\begin{aligned} & 75.1 \% \\ & (n=87) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.0 \% \\ & (n=58) \\ & \hline \end{aligned}$ | $\begin{aligned} & 71.5 \% \\ & (n=473) \end{aligned}$ | $\begin{gathered} \hline 66.6 \% \\ (n=600) \end{gathered}$ | $\begin{aligned} & \hline 63.8 \% \\ & (n=661) \end{aligned}$ | $\begin{gathered} \hline 61.9 \% \\ (n=469) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 71.8 \% \\ & (n=35) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.9 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.5 \% \\ & (n=56) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 79.1 \% \\ & (n=48) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 79.4 \% \\ & (n=271) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 75.3 \% \\ & (n=387) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.5 \% \\ & (n=476) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.8 \% \\ & (n=440) \end{aligned}$ |
| household income | less than \$30k | $\begin{aligned} & 88.2 \% \\ & (n=21) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 76.8 \% \\ & (n=26) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.4 \% \\ & (n=17) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.6 \% \\ & (n=15) \\ & \hline \end{aligned}$ | $\begin{array}{r} 75.8 \% \\ (n=252) \\ \hline \end{array}$ | $\begin{aligned} & 72.5 \% \\ & (n=241) \\ & \hline \end{aligned}$ | $\begin{gathered} 78.3 \% \\ (n=217) \\ \hline \end{gathered}$ | $\begin{array}{r} 75.4 \% \\ (n=145) \\ \hline \end{array}$ |
|  | \$30-70k | $\begin{aligned} & \hline 70.6 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 72.6 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.1 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.1 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{gathered} 71.9 \% \\ (n=459) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 65.0 \% \\ (n=454) \\ \hline \end{gathered}$ | $\begin{gathered} 71.6 \% \\ (n=493) \\ \hline \end{gathered}$ | $\begin{aligned} & 63.3 \% \\ & (n=285) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 73.1 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & 78.7 \% \\ & (n=31) \end{aligned}$ | $\begin{aligned} & 63.5 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & 53.1 \% \\ & (n=18) \\ & \hline \end{aligned}$ | $\begin{gathered} 57.8 \% \\ (n=180) \\ \hline \end{gathered}$ | $\begin{aligned} & 64.4 \% \\ & (n=193) \\ & \hline \end{aligned}$ | $\begin{aligned} & 48.8 \% \\ & (n=187) \\ & \hline \end{aligned}$ | $\begin{gathered} 53.4 \% \\ (n=138) \\ \hline \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & \hline 79.1 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 67.5 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 70.6 \% \\ & (n=48) \\ & \hline \end{aligned}$ | $\begin{aligned} & 64.9 \% \\ & (n=29) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.8 \% \\ & (n=137) \end{aligned}$ | $\begin{gathered} \hline 55.2 \% \\ (n=201) \\ \hline \end{gathered}$ | $\begin{aligned} & 56.0 \% \\ & (n=253) \\ & \hline \end{aligned}$ | $\begin{aligned} & 52.5 \% \\ & (n=219) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 68.2 \% \\ & (n=91) \end{aligned}$ | $\begin{aligned} & \hline 71.6 \% \\ & (n=148) \end{aligned}$ | $\begin{aligned} & \hline 73.0 \% \\ & (n=138) \end{aligned}$ | $\begin{aligned} & 70.7 \% \\ & (n=79) \end{aligned}$ | $\begin{gathered} \hline 58.1 \% \\ (n=656) \end{gathered}$ | $\begin{gathered} 57.3 \% \\ (n=1020) \end{gathered}$ | $\begin{gathered} 59.0 \% \\ (n=1024) \end{gathered}$ | $\begin{aligned} & 51.9 \% \\ & (n=820) \end{aligned}$ |
|  | unilingual English | $\begin{aligned} & \begin{array}{l} 93.3 \% \\ (n=48) \end{array} \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 93.6 \% \\ & (n=57) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 96.5 \% \\ & (n=47) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 96.5 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 96.2 \% \\ & (n=268) \end{aligned}$ | $\begin{aligned} & \hline 91.2 \% \\ & (n=380) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 95.6 \% \\ & (n=375) \end{aligned}$ | $\begin{aligned} & 93.5 \% \\ & (n=233) \end{aligned}$ |
| Total |  | $\begin{array}{r} 78.1 \% \\ (n=179) \\ \hline \end{array}$ | $\begin{array}{r} 77.2 \% \\ (n=206) \\ \hline \end{array}$ | $\begin{aligned} & \hline 78.8 \% \\ & (n=185) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 77.8 \% \\ & (n=117) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 69.7 \% \\ (n=1238) \\ \hline \end{gathered}$ | $\begin{gathered} 66.5 \% \\ (n=1409) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \hline 67.4 \% \\ (n=1399) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \hline 61.6 \% \\ (n=1055) \end{gathered}$ |

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 postively.
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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-I'Île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 14.9 \% \\ & (n=178) \end{aligned}$ | $\begin{gathered} 16.1 \% \\ (n=182) \end{gathered}$ | $\begin{aligned} & 18.0 \% \\ & (n=153) \end{aligned}$ | $\begin{gathered} \hline 6.0 \% \\ (n=189) \\ \hline \end{gathered}$ | $\begin{gathered} 14.2 \% \\ (n=1097) \end{gathered}$ | $\begin{gathered} 18.1 \% \\ (n=1134) \end{gathered}$ | $\begin{gathered} 27.6 \% \\ (n=1044) \end{gathered}$ | $\begin{gathered} \hline 17.8 \% \\ (n=1168) \end{gathered}$ |
|  | female | $\begin{aligned} & 19.6 \% \\ & (n=241) \end{aligned}$ | $\begin{gathered} 25.6 \% \\ (n=261) \end{gathered}$ | $\begin{aligned} & \hline 30.5 \% \\ & (n=274) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 14.7 \% \\ & (n=283) \\ & \hline \end{aligned}$ | $\begin{gathered} 22.1 \% \\ (n=1502) \end{gathered}$ | $\begin{gathered} \hline 26.9 \% \\ (n=1578) \end{gathered}$ | $\begin{gathered} \hline 30.4 \% \\ (n=1628) \\ \hline \end{gathered}$ | $\begin{gathered} 23.1 \% \\ (n=1851) \end{gathered}$ |
| age | 18-24 years | $\begin{gathered} \hline 9.0 \% \\ (n=19) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 37.0 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & 12.4 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 7.0 \% \\ & (n=12) \end{aligned}$ | $\begin{aligned} & 18.8 \% \\ & (n=124) \end{aligned}$ | $\begin{aligned} & \hline 33.0 \% \\ & (n=69) \\ & \hline \end{aligned}$ | $\begin{aligned} & 21.4 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 11.0 \% \\ & (n=63) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 24.4 \% \\ (n=144) \end{gathered}$ | $\begin{aligned} & \hline 37.1 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & 34.1 \% \\ & (n=77) \\ & \hline \end{aligned}$ | $\begin{aligned} & 14.2 \% \\ & (n=30) \end{aligned}$ | $\begin{gathered} \hline 24.8 \% \\ (n=892) \end{gathered}$ | $\begin{aligned} & \hline 40.6 \% \\ & (n=697) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 39.9 \% \\ & (n=465) \end{aligned}$ | $\begin{gathered} \hline 29.9 \% \\ (n=337) \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 19.7 \% \\ & (n=183) \end{aligned}$ | $\begin{gathered} 21.9 \% \\ (n=223) \end{gathered}$ | $\begin{gathered} 20.8 \% \\ (n=204) \end{gathered}$ | $\begin{gathered} 9.1 \% \\ (n=233) \end{gathered}$ | $\begin{gathered} 15.7 \% \\ (n=1044) \end{gathered}$ | $\begin{gathered} 21.7 \% \\ (n=1258) \end{gathered}$ | $\begin{gathered} 23.4 \% \\ (n=1302) \end{gathered}$ | $\begin{gathered} 16.9 \% \\ (n=1370) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 6.7 \% \\ & (n=73) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 13.4 \% \\ (n=105) \end{gathered}$ | $\begin{gathered} \hline 22.8 \% \\ (n=133) \end{gathered}$ | $\begin{aligned} & \hline 11.6 \% \\ & (n=197) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 8.1 \% \\ (n=539) \end{gathered}$ | $\begin{aligned} & \hline 15.5 \% \\ & (n=688) \end{aligned}$ | $\begin{gathered} \hline 22.0 \% \\ (n=843) \end{gathered}$ | $\begin{gathered} \hline 15.2 \% \\ (n=1249) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 11.3 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 19.4 \% \\ & (n=44) \end{aligned}$ | $\begin{aligned} & 21.5 \% \\ & (n=43) \\ & \hline \end{aligned}$ | $\begin{aligned} & 14.3 \% \\ & (n=47) \end{aligned}$ | $\begin{aligned} & 15.8 \% \\ & (n=494) \end{aligned}$ | $\begin{aligned} & 21.4 \% \\ & (n=424) \end{aligned}$ | $\begin{aligned} & \hline 28.6 \% \\ & (n=393) \end{aligned}$ | $\begin{aligned} & \hline 17.7 \% \\ & (n=421) \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & \hline 19.1 \% \\ & (n=137) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.2 \% \\ & (n=123) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 26.2 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 13.7 \% \\ & (n=110) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 18.5 \% \\ & (n=905) \end{aligned}$ | $\begin{aligned} & \hline 25.6 \% \\ & (n=870) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 31.6 \% \\ & (n=900) \end{aligned}$ | $\begin{aligned} & \hline 18.3 \% \\ & (n=789) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 18.1 \% \\ & (n=79) \end{aligned}$ | $\begin{aligned} & 18.5 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{aligned} & 26.7 \% \\ & (n=50) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 20.5 \% \\ & (n=71) \end{aligned}$ | $\begin{gathered} \hline 21.2 \% \\ (n=360) \end{gathered}$ | $\begin{aligned} & \hline 25.0 \% \\ & (n=363) \end{aligned}$ | $\begin{gathered} \hline 27.9 \% \\ (n=358) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 25.1 \% \\ & (n=409) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 24.5 \% \\ & (n=97) \end{aligned}$ | $\begin{aligned} & 18.7 \% \\ & (n=109) \end{aligned}$ | $\begin{aligned} & \hline 24.2 \% \\ & (n=123) \end{aligned}$ | $\begin{aligned} & 10.9 \% \\ & (n=133) \end{aligned}$ | $\begin{gathered} 20.8 \% \\ (n=341) \end{gathered}$ | $\begin{gathered} 23.1 \% \\ (n=449) \end{gathered}$ | $\begin{gathered} 29.2 \% \\ (n=561) \end{gathered}$ | $\begin{gathered} 25.2 \% \\ (n=648) \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 20.4 \% \\ & (n=222) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 24.8 \% \\ (n=328) \\ \hline \end{gathered}$ | $\begin{gathered} 26.2 \% \\ (n=304) \end{gathered}$ | $\begin{gathered} \hline 9.9 \% \\ (n=339) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 19.6 \% \\ (n=1394) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 26.4 \% \\ (n=1972) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 30.5 \% \\ (n=1965) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 20.2 \% \\ (n=2308) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 14.9 \% \\ & (n=92) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 17.1 \% \\ (n=114) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 19.1 \% \\ (n=123) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 14.1 \% \\ & (n=132) \end{aligned}$ | $\begin{gathered} \hline 13.4 \% \\ (n=562) \\ \hline \end{gathered}$ | $\begin{gathered} 17.5 \% \\ (n=729) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 24.3 \% \\ & (n=707) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 21.7 \% \\ (n=706) \end{gathered}$ |
| Total |  | $\begin{gathered} \hline \mathbf{1 7 . 4 \%} \\ (n=419) \end{gathered}$ | $\begin{aligned} & \hline 22.8 \% \\ & (n=443) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{2 4 . 3 \%} \\ & (n=427) \end{aligned}$ | $\begin{aligned} & \hline 10.7 \% \\ & (n=472) \end{aligned}$ | $\begin{gathered} \hline 18.2 \% \\ (n=2599) \end{gathered}$ | $\begin{gathered} \hline \mathbf{2 4 . 0 \%} \\ (n=2712) \end{gathered}$ | $\begin{gathered} 29.0 \% \\ (n=2672) \end{gathered}$ | $\begin{gathered} 20.5 \% \\ (n=3019) \end{gathered}$ |

[^5]
### 3.4.1 Used the Services of Info Santé in the Past Twelve Months - Graphs



## Served in English by Info Santé

English Speakers of Ouest-de-I'Île-de-Montréal, 2005-2019

| Variable |  | English | eakers Mo | $\begin{aligned} & \text { Juest-d } \\ & \text { réal } \end{aligned}$ | île-de- | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 69.1 \% \\ & (n=30) \end{aligned}$ | $\begin{aligned} & 76.3 \% \\ & (n=28) \end{aligned}$ | $\begin{aligned} & 85.1 \% \\ & (n=28) \end{aligned}$ | $\begin{aligned} & 52.7 \% \\ & (n=14) \end{aligned}$ | $\begin{aligned} & \hline 56.9 \% \\ & (n=153) \end{aligned}$ | $\begin{gathered} \hline 62.8 \% \\ (n=217) \end{gathered}$ | $\begin{aligned} & 65.8 \% \\ & (n=229) \end{aligned}$ | $\begin{aligned} & \hline 61.0 \% \\ & (n=190) \end{aligned}$ |
|  | female | $\begin{aligned} & 78.5 \% \\ & (n=52) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.2 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{aligned} & 77.8 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{aligned} & 66.3 \% \\ & (n=38) \end{aligned}$ | $\begin{gathered} \hline 62.0 \% \\ (n=310) \end{gathered}$ | $\begin{gathered} \hline 65.7 \% \\ (n=430) \\ \hline \end{gathered}$ | $\begin{aligned} & 65.1 \% \\ & (n=421) \end{aligned}$ | $\begin{aligned} & 55.3 \% \\ & (n=325) \end{aligned}$ |
| age | 18-24 years | $(n=2)$ | $\stackrel{-}{(n=4)}$ | $(n=2)$ | $(n=1)$ | $\begin{aligned} & 31.7 \% \\ & (n=24) \end{aligned}$ | $\begin{aligned} & 58.5 \% \\ & (n=20) \end{aligned}$ | $\begin{aligned} & 62.9 \% \\ & (n=15) \end{aligned}$ | $(n=10)$ |
|  | 25-44 years | $\begin{aligned} & 74.1 \% \\ & (n=40) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 67.0 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 75.4 \% \\ & (n=26) \\ & \hline \end{aligned}$ | $(n=5)$ | $\begin{gathered} \hline 57.1 \% \\ (n=240) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 57.0 \% \\ & (n=272) \\ & \hline \end{aligned}$ | $\begin{aligned} & 63.4 \% \\ & (n=177) \end{aligned}$ | $\begin{aligned} & 57.4 \% \\ & (n=103) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & 83.0 \% \\ & (n=36) \end{aligned}$ | $\begin{aligned} & 77.3 \% \\ & (n=46) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.7 \% \\ & (n=43) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 75.7 \% \\ & (n=24) \end{aligned}$ | $\begin{aligned} & \hline 68.1 \% \\ & (n=154) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 67.3 \% \\ (n=259) \\ \hline \end{gathered}$ | $\begin{aligned} & 61.9 \% \\ & (n=292) \end{aligned}$ | $\begin{aligned} & \hline 58.0 \% \\ & (n=231) \end{aligned}$ |
|  | 65 years and over | $(n=4)$ | $\begin{aligned} & 83.3 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{aligned} & 93.4 \% \\ & (n=27) \end{aligned}$ | $\begin{aligned} & 83.7 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.2 \% \\ & (n=45) \end{aligned}$ | $\begin{aligned} & 74.1 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.2 \% \\ & (n=166) \end{aligned}$ | $\begin{aligned} & \hline 70.3 \% \\ & (n=171) \end{aligned}$ |
| household income | less than \$30k | $(n=6)$ | $(n=9)$ | $(n=10)$ | $(n=6)$ | $\begin{aligned} & 56.9 \% \\ & (n=81) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.1 \% \\ & (n=90) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.6 \% \\ & (n=94) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 89.0 \% \\ & (n=68) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 61.0 \% \\ & (n=26) \end{aligned}$ | $\begin{aligned} & 85.1 \% \\ & (n=31) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 74.8 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.3 \% \\ & (n=14) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 58.9 \% \\ & (n=161) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 68.2 \% \\ (n=219) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 70.3 \% \\ & (n=217) \end{aligned}$ | $\begin{aligned} & \hline 63.2 \% \\ & (n=133) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 76.5 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & 67.9 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 79.9 \% \\ & (n=13) \end{aligned}$ | $(n=9)$ | $\begin{aligned} & 53.7 \% \\ & (n=84) \end{aligned}$ | $\begin{aligned} & 51.4 \% \\ & (n=97) \end{aligned}$ | $\begin{aligned} & 46.5 \% \\ & (n=86) \end{aligned}$ | $\begin{aligned} & \hline 43.6 \% \\ & (n=74) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 87.2 \% \\ & (n=22) \end{aligned}$ | $\begin{aligned} & \hline 68.2 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.7 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & 44.5 \% \\ & (n=16) \end{aligned}$ | $\begin{aligned} & \hline 67.7 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 63.7 \% \\ & (n=112) \\ & \hline \end{aligned}$ | $\begin{aligned} & 56.4 \% \\ & (n=142) \end{aligned}$ | $\begin{aligned} & \hline 51.5 \% \\ & (n=117) \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 66.6 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & \hline 77.0 \% \\ & (n=81) \end{aligned}$ | $\begin{aligned} & 77.2 \% \\ & (n=76) \end{aligned}$ | $\begin{aligned} & 53.7 \% \\ & (n=34) \end{aligned}$ | $\begin{aligned} & \begin{array}{l} 55.7 \% \\ (n=277) \end{array} \end{aligned}$ | $\begin{aligned} & \hline 59.6 \% \\ & (n=520) \end{aligned}$ | $\begin{aligned} & 58.8 \% \\ & (n=506) \end{aligned}$ | $\begin{aligned} & \hline 47.5 \% \\ & (n=397) \end{aligned}$ |
|  | unilingual English | $\begin{aligned} & 86.4 \% \\ & (n=15) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \text { 69.0\% } \\ & (n=17) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \text { 92.8\% } \\ & (n=22) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 87.4 \% \\ & (n=18) \end{aligned}$ | $\begin{aligned} & \hline 89.3 \% \\ & (n=72) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 86.0 \% \\ & (n=125) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.3 \% \\ & (n=144) \end{aligned}$ | $\begin{aligned} & \hline 91.0 \% \\ & (n=118) \\ & \hline \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & 74.7 \% \\ & (n=82) \end{aligned}$ | $\begin{aligned} & \hline 75.4 \% \\ & (n=98) \end{aligned}$ | $\begin{aligned} & \hline 80.5 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 62.9 \% \\ & (n=52) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline \mathbf{6 0 . 0 \%} \\ & (n=463) \end{aligned}$ | $\begin{aligned} & \hline 65.0 \% \\ & (n=647) \end{aligned}$ | $\begin{aligned} & \hline 65.4 \% \\ & (n=650) \end{aligned}$ | $\begin{aligned} & \hline 57.7 \% \\ & (n=515) \\ & \hline \end{aligned}$ |

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 postively.


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. 2019 CHSSN-CROP Community Health and Social Survey.

## Served in English by Info Santé

Unilingual English Speakers in Ouest-de-l'île-de-Montréal



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.
 2019 CHSSN-CROP Community Health and Social Survey.

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

| Felt Service by Info Santé in English was Very Important English Speakers of Ouest-de-I'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-I'Île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 75.9 \% \\ & (n=30) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 67.3 \% \\ & (n=28) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.4 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 61.6 \% \\ & (n=14) \\ & \hline \end{aligned}$ | $\begin{gathered} 68.0 \% \\ (n=157) \\ \hline \end{gathered}$ | $\begin{gathered} 60.4 \% \\ (n=224) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 64.2 \% \\ (n=521) \\ \hline \end{gathered}$ | $\begin{aligned} & 64.7 \% \\ & (n=189) \end{aligned}$ |
|  | female | $\begin{aligned} & 75.2 \% \\ & (n=53) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.7 \% \\ & (n=71) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.4 \% \\ & (n=128) \end{aligned}$ | $\begin{aligned} & 90.8 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 74.1 \% \\ & (n=320) \end{aligned}$ | $\begin{aligned} & 74.6 \% \\ & (n=442) \\ & \hline \end{aligned}$ | $\begin{gathered} 70.1 \% \\ (n=878) \end{gathered}$ | $\begin{aligned} & 65.4 \% \\ & (n=322) \end{aligned}$ |
| age | 18-24 years | $(n=2)$ | $(n=4)$ | $(n=3)$ | $(n=1)$ | $\begin{aligned} & 41.2 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 76.3 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & 57.6 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $(n=10)$ |
|  | 25-44 years | $\begin{aligned} & \hline 75.0 \% \\ & (n=41) \\ & \hline \end{aligned}$ | $\begin{aligned} & 73.5 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.5 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $(n=5)$ | $\begin{aligned} & 66.7 \% \\ & (n=247) \end{aligned}$ | $\begin{aligned} & \hline 64.0 \% \\ & (n=279) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 65.0 \% \\ & (n=239) \\ & \hline \end{aligned}$ | $\begin{aligned} & 62.9 \% \\ & (n=102) \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & 84.8 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.3 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.1 \% \\ & (n=87) \\ & \hline \end{aligned}$ | $\begin{aligned} & 96.9 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & 86.2 \% \\ & (n=160) \\ & \hline \end{aligned}$ | $\begin{gathered} 74.0 \% \\ (n=266) \\ \hline \end{gathered}$ | $\begin{gathered} 63.8 \% \\ (n=661) \\ \hline \end{gathered}$ | $\begin{gathered} 68.4 \% \\ (n=230) \\ \hline \end{gathered}$ |
|  | 65 years and over | $(n=4)$ | $\begin{aligned} & 76.9 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.5 \% \\ & (n=56) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.0 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.1 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 75.7 \% \\ & (n=102) \\ & \hline \end{aligned}$ | $\begin{gathered} 80.5 \% \\ (n=476) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 78.2 \% \\ (n=169) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $(n=6)$ | $(n=9)$ | $\begin{aligned} & 92.4 \% \\ & (n=17) \\ & \hline \end{aligned}$ | $(n=6)$ | $\begin{aligned} & 76.8 \% \\ & (n=83) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.6 \% \\ & (n=90) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 78.3 \% \\ & (n=217) \end{aligned}$ | $\begin{aligned} & 85.0 \% \\ & (n=67) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 73.9 \% \\ & (n=26) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 84.9 \% \\ & (n=32) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.1 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.7 \% \\ & (n=14) \\ & \hline \end{aligned}$ | $\begin{array}{r} 76.4 \% \\ (n=166) \\ \hline \end{array}$ | $\begin{gathered} 71.5 \% \\ (n=225) \\ \hline \end{gathered}$ | $\begin{aligned} & 71.6 \% \\ & (n=493) \\ & \hline \end{aligned}$ | $\begin{gathered} 73.1 \% \\ (n=133) \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & \hline 78.8 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 65.6 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & 63.5 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{gathered} - \\ (n=9) \\ \hline \end{gathered}$ | $\begin{aligned} & 63.7 \% \\ & (n=86) \\ & \hline \end{aligned}$ | $\begin{aligned} & 63.5 \% \\ & (n=100) \\ & \hline \end{aligned}$ | $\begin{aligned} & 48.8 \% \\ & (n=187) \\ & \hline \end{aligned}$ | $\begin{aligned} & 55.4 \% \\ & (n=73) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 78.2 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.0 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 70.6 \% \\ & (n=48) \\ & \hline \end{aligned}$ | $\begin{aligned} & 52.5 \% \\ & (n=15) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 68.8 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 59.8 \% \\ & (n=118) \\ & \hline \end{aligned}$ | $\begin{aligned} & 56.0 \% \\ & (n=253) \\ & \hline \end{aligned}$ | $\begin{aligned} & 55.2 \% \\ & (n=115) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 67.0 \% \\ & (n=52) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.7 \% \\ & (n=82) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.0 \% \\ & (n=138) \\ & \hline \end{aligned}$ | $\begin{aligned} & 77.5 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{gathered} 64.4 \% \\ (n=286) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 64.6 \% \\ & (n=536) \\ & \hline \end{aligned}$ | $\begin{gathered} 59.0 \% \\ (n=1024) \\ \hline \end{gathered}$ | $\begin{aligned} & 54.7 \% \\ & (n=395) \end{aligned}$ |
|  | unilingual English | $\begin{aligned} & 96.2 \% \\ & (n=15) \\ & \hline \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=17) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 96.5 \% \\ & (n=47) \\ & \hline \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=17) \\ \hline \end{gathered}$ | $\begin{aligned} & \begin{array}{l} 94.7 \% \\ (n=73) \end{array} \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 96.7 \% \\ & (n=128) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 95.6 \% \\ & (n=375) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 99.3 \% \\ & (n=116) \\ & \hline \hline \end{aligned}$ |
| Total |  | $\begin{gathered} \hline 75.5 \% \\ (n=83) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline \hline 81.1 \% \\ & (n=99) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 78.8 \% \\ & (n=185) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.4 \% \\ & (n=51) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 71.7 \% \\ (n=477) \\ \hline \end{gathered}$ | $\begin{gathered} 71.1 \% \\ (n=666) \\ \hline \end{gathered}$ | $\begin{gathered} 67.4 \% \\ (n=1399) \end{gathered}$ | $\begin{aligned} & 65.1 \% \\ & (n=511) \end{aligned}$ |

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 postively.

### 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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 53.4 \% \\ & (n=184) \\ & \hline \end{aligned}$ | $\begin{aligned} & 55.6 \% \\ & (n=182) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 58.2 \% \\ & (n=155) \\ & \hline \end{aligned}$ | $\begin{aligned} & 34.0 \% \\ & (n=192) \\ & \hline \end{aligned}$ | $\begin{gathered} 53.4 \% \\ (n=1111) \\ \hline \end{gathered}$ | $\begin{gathered} 55.6 \% \\ (n=1138) \\ \hline \end{gathered}$ | $\begin{gathered} 58.2 \% \\ (n=1064) \\ \hline \end{gathered}$ | $\begin{gathered} 34.0 \% \\ (n=1184) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & 56.1 \% \\ & (n=243) \end{aligned}$ | $\begin{gathered} \begin{array}{c} 60.1 \% \\ (n=263) \end{array} \\ \hline \end{gathered}$ | $\begin{aligned} & 63.4 \% \\ & (n=279) \\ & \hline \end{aligned}$ | $\begin{gathered} 40.1 \% \\ (n=286) \\ \hline \end{gathered}$ | $\begin{gathered} 56.1 \% \\ (n=1518) \\ \hline \end{gathered}$ | $\begin{gathered} 60.1 \% \\ (n=1591) \\ \hline \end{gathered}$ | $\begin{gathered} 63.4 \% \\ (n=1647) \\ \hline \end{gathered}$ | $\begin{gathered} 40.1 \% \\ (n=1871) \\ \hline \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 43.3 \% \\ & (n=19) \end{aligned}$ | $\begin{aligned} & 26.0 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & 52.2 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & \hline 46.7 \% \\ & (n=12) \end{aligned}$ | $\begin{aligned} & \hline 46.5 \% \\ & (n=125) \end{aligned}$ | $\begin{aligned} & 47.2 \% \\ & (n=70) \end{aligned}$ | $\begin{aligned} & 50.4 \% \\ & (n=64) \end{aligned}$ | $\begin{aligned} & 33.1 \% \\ & (n=63) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 55.2 \% \\ & (n=145) \\ & \hline \end{aligned}$ | $\begin{aligned} & 58.1 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & 68.3 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & 25.2 \% \\ & (n=31) \\ & \hline \end{aligned}$ | $\begin{gathered} 49.0 \% \\ (n=895) \\ \hline \end{gathered}$ | $\begin{gathered} 54.0 \% \\ (n=699) \end{gathered}$ | $\begin{aligned} & 55.1 \% \\ & (n=468) \\ & \hline \end{aligned}$ | $\begin{gathered} 39.6 \% \\ (n=340) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & \hline 58.2 \% \\ & (n=187) \end{aligned}$ | $\begin{aligned} & \hline 61.2 \% \\ & (n=223) \end{aligned}$ | $\begin{aligned} & \hline 58.0 \% \\ & (n=207) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 40.7 \% \\ & (n=233) \end{aligned}$ | $\begin{gathered} \hline 52.1 \% \\ (n=1057) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 56.1 \% \\ (n=1259) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 56.2 \% \\ (n=1313) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 41.5 \% \\ (n=1375) \\ \hline \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 53.9 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 48.6 \% \\ & (n=107) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 59.7 \% \\ & (n=136) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 40.9 \% \\ & (n=202) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 48.3 \% \\ & (n=552) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45.7 \% \\ & (n=701) \\ & \hline \end{aligned}$ | $\begin{aligned} & 55.7 \% \\ & (n=866) \\ & \hline \end{aligned}$ | $\begin{gathered} 39.5 \% \\ (n=1277) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 35.7 \% \\ & (n=39) \end{aligned}$ | $\begin{aligned} & \hline 71.6 \% \\ & (n=44) \end{aligned}$ | $\begin{aligned} & 53.6 \% \\ & (n=43) \end{aligned}$ | $\begin{aligned} & 55.6 \% \\ & (n=47) \end{aligned}$ | $\begin{aligned} & \hline 46.3 \% \\ & (n=505) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 54.9 \% \\ & (n=430) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 56.4 \% \\ & (n=408) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 40.9 \% \\ & (n=430) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 54.5 \% \\ & (n=138) \end{aligned}$ | $\begin{aligned} & \hline 56.1 \% \\ & (n=123) \end{aligned}$ | $\begin{aligned} & \hline 65.4 \% \\ & (n=129) \end{aligned}$ | $\begin{gathered} 42.0 \% \\ (n=111) \end{gathered}$ | $\begin{aligned} & 51.6 \% \\ & (n=911) \end{aligned}$ | $\begin{gathered} 54.9 \% \\ (n=871) \end{gathered}$ | $\begin{aligned} & 58.3 \% \\ & (n=908) \end{aligned}$ | $\begin{aligned} & 40.7 \% \\ & (n=800) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & \hline 70.5 \% \\ & (n=82) \end{aligned}$ | $\begin{aligned} & 64.6 \% \\ & (n=68) \end{aligned}$ | $\begin{aligned} & 58.5 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & \hline 33.7 \% \\ & (n=71) \end{aligned}$ | $\begin{aligned} & 50.0 \% \\ & (n=363) \end{aligned}$ | $\begin{aligned} & \hline 56.2 \% \\ & (n=364) \end{aligned}$ | $\begin{aligned} & 50.4 \% \\ & (n=362) \end{aligned}$ | $\begin{gathered} \hline 39.5 \% \\ (n=413) \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & 60.5 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & 55.4 \% \\ & (n=109) \\ & \hline \end{aligned}$ | $\begin{aligned} & 59.1 \% \\ & (n=124) \\ & \hline \end{aligned}$ | $\begin{gathered} 34.9 \% \\ (n=134) \\ \hline \end{gathered}$ | $\begin{gathered} 56.3 \% \\ (n=347) \\ \hline \end{gathered}$ | $\begin{gathered} 49.2 \% \\ (n=449) \\ \hline \end{gathered}$ | $\begin{aligned} & 54.3 \% \\ & (n=565) \\ & \hline \end{aligned}$ | $\begin{gathered} 41.6 \% \\ (n=654) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 59.2 \% \\ & (n=221) \end{aligned}$ | $\begin{aligned} & \hline 61.3 \% \\ & (n=329) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 60.6 \% \\ & (n=308) \end{aligned}$ | $\begin{gathered} \hline 34.8 \% \\ (n=341) \end{gathered}$ | $\begin{gathered} \hline 49.3 \% \\ (n=1401) \end{gathered}$ | $\begin{gathered} \hline 55.7 \% \\ (n=1979) \\ \hline \end{gathered}$ | $\begin{gathered} 55.3 \% \\ (n=1986) \end{gathered}$ | $\begin{gathered} \hline 38.5 \% \\ (n=2319) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 46.8 \% \\ & (n=97) \end{aligned}$ | $\begin{aligned} & \hline 50.6 \% \\ & (n=115) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 61.4 \% \\ & (n=126) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 46.7 \% \\ (n=136) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 49.0 \% \\ & (n=574) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 48.5 \% \\ & (n=739) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 55.4 \% \\ & (n=725) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45.0 \% \\ & (n=731) \end{aligned}$ |
| Total |  | $\begin{aligned} & \text { 54.9\% } \\ & (n=427) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 58.8 \% \\ & (n=445) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 60.8 \% \\ & (n=434) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 37.3 \% \\ & (n=478) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 49.8 \% \\ (n=2629) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 53.7 \% \\ (n=2729) \\ \hline \end{gathered}$ | $\begin{gathered} 55.3 \% \\ (n=2711) \\ \hline \end{gathered}$ | $\begin{gathered} 39.9 \% \\ (n=3055) \\ \hline \end{gathered}$ |

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 postively.

### 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 English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 82.0 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & 89.5 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.9 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.0 \% \\ & (n=75) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 71.7 \% \\ (n=525) \\ \hline \end{gathered}$ | $\begin{aligned} & 70.5 \% \\ & (n=534) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 74.4 \% \\ (n=569) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 71.7 \% \\ (n=442) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 87.9 \% \\ & (n=142) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.9 \% \\ & (n=151) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.4 \% \\ & (n=167) \\ & \hline \end{aligned}$ | $\begin{gathered} 77.0 \% \\ (n=114) \\ \hline \end{gathered}$ | $\begin{array}{r} 74.8 \% \\ (n=816) \\ \hline \end{array}$ | $\begin{aligned} & \hline 72.1 \% \\ & (n=852) \\ & \hline \end{aligned}$ | $\begin{array}{r} 74.4 \% \\ (n=941) \\ \hline \end{array}$ | $\begin{gathered} \hline 71.3 \% \\ (n=754) \\ \hline \end{gathered}$ |
| age | 18-24 years | $(n=8)$ | $(n=3)$ | $(n=6)$ | $(n=6)$ | $\begin{aligned} & 81.4 \% \\ & (n=57) \end{aligned}$ | $\begin{aligned} & \hline 56.3 \% \\ & (n=32) \end{aligned}$ | $\begin{aligned} & \hline 68.3 \% \\ & (n=30) \end{aligned}$ | $\begin{aligned} & 84.7 \% \\ & (n=22) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 70.7 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 76.0 \% \\ & (n=58) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.4 \% \\ & (n=54) \\ & \hline \end{aligned}$ | $(n=8)$ | $\begin{aligned} & 64.9 \% \\ & (n=475) \end{aligned}$ | $\begin{gathered} 66.6 \% \\ (n=374) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 70.2 \% \\ & (n=291) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 71.3 \% \\ (n=136) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & \hline 87.5 \% \\ & (n=115) \end{aligned}$ | $\begin{aligned} & 90.7 \% \\ & (n=135) \end{aligned}$ | $\begin{aligned} & \hline 90.5 \% \\ & (n=116) \end{aligned}$ | $\begin{aligned} & 79.7 \% \\ & (n=95) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 71.1 \% \\ (n=553) \end{gathered}$ | $\begin{gathered} \hline 69.7 \% \\ (n=665) \end{gathered}$ | $\begin{aligned} & \hline 73.7 \% \\ & (n=739) \end{aligned}$ | $\begin{aligned} & \hline 65.2 \% \\ & (n=556) \end{aligned}$ |
|  | 65 years and over | $\begin{aligned} & 98.5 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 94.1 \% \\ & (n=51) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.8 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.0 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 94.0 \% \\ & (n=256) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.4 \% \\ & (n=315) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 86.1 \% \\ & (n=450) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.9 \% \\ & (n=482) \end{aligned}$ |
| household income | less than \$30k | $\begin{aligned} & 84.8 \% \\ & (n=16) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 89.9 \% \\ & (n=29) \\ & \hline \end{aligned}$ | $\begin{aligned} & 97.0 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.5 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{gathered} 78.5 \% \\ (n=231) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 69.7 \% \\ (n=214) \\ \hline \end{gathered}$ | $\begin{aligned} & 84.1 \% \\ & (n=216) \\ & \hline \end{aligned}$ | $\begin{array}{r} 79.8 \% \\ (n=163) \\ \hline \end{array}$ |
|  | \$30-70k | $\begin{aligned} & 86.9 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 86.7 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.0 \% \\ & (n=78) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.3 \% \\ & (n=48) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 73.7 \% \\ (n=489) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 69.7 \% \\ (n=461) \\ \hline \end{gathered}$ | $\begin{aligned} & 74.5 \% \\ & (n=528) \\ & \hline \end{aligned}$ | $\begin{aligned} & 73.3 \% \\ & (n=315) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 86.4 \% \\ & (n=56) \end{aligned}$ | $\begin{aligned} & 83.6 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 95.8 \% \\ & (n=27) \end{aligned}$ | $\begin{aligned} & 56.2 \% \\ & (n=24) \end{aligned}$ | $\begin{aligned} & \hline 67.3 \% \\ & (n=196) \end{aligned}$ | $\begin{gathered} \hline 67.1 \% \\ (n=195) \end{gathered}$ | $\begin{aligned} & 68.5 \% \\ & (n=198) \end{aligned}$ | $\begin{gathered} \hline 62.8 \% \\ (n=162) \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & \hline 74.7 \% \\ & (n=54) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.6 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.2 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 86.9 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 64.6 \% \\ (n=190) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 74.0 \% \\ & (n=222) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 68.5 \% \\ & (n=326) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 74.2 \% \\ (n=264) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 84.1 \% \\ & (n=143) \end{aligned}$ | $\begin{aligned} & \hline 86.3 \% \\ & (n=188) \end{aligned}$ | $\begin{aligned} & \hline 87.0 \% \\ & (n=179) \end{aligned}$ | $\begin{gathered} \hline 76.8 \% \\ (n=134) \end{gathered}$ | $\begin{aligned} & \hline 67.7 \% \\ & (n=726) \end{aligned}$ | $\begin{gathered} \hline 65.8 \% \\ (n=1027) \end{gathered}$ | $\begin{gathered} \hline 70.6 \% \\ (n=1112) \end{gathered}$ | $\begin{aligned} & \hline 65.0 \% \\ & (n=926) \end{aligned}$ |
|  | unilingual English | $\begin{aligned} & \begin{array}{l} 93.3 \% \\ (n=46) \end{array} \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 98.8 \% \\ & (n=58) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 96.1 \% \\ & (n=73) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \begin{array}{l} 96.5 \% \\ (n=55) \end{array} \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 92.6 \% \\ & (n=266) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 88.9 \% \\ (n=352) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 86.7 \% \\ & (n=398) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 92.0 \% \\ & (n=269) \end{aligned}$ |
| Total |  | $\begin{aligned} & 85.3 \% \\ & (n=246) \\ & \hline \end{aligned}$ | $\begin{gathered} 89.1 \% \\ (n=247) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 89.5 \% \\ & (n=252) \\ & \hline \end{aligned}$ | $\begin{array}{r} \mathbf{8 2 . 1 \%} \\ (n=189) \\ \hline \end{array}$ | $\begin{gathered} \hline 73.3 \% \\ (n=1341) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 71.6 \% \\ (n=1386) \\ \hline \end{gathered}$ | $\begin{gathered} 74.4 \% \\ (n=1510) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \hline 71.5 \% \\ (n=1196) \\ \hline \end{gathered}$ |

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 postively.

### 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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 79.0 \% \\ & (n=105) \end{aligned}$ | $\begin{aligned} & \hline 82.1 \% \\ & (n=96) \end{aligned}$ | $\begin{aligned} & \hline 83.1 \% \\ & (n=86) \end{aligned}$ | $\begin{aligned} & 78.6 \% \\ & (n=74) \end{aligned}$ | $\begin{gathered} 72.1 \% \\ (n=530) \end{gathered}$ | $\begin{aligned} & 73.8 \% \\ & (n=535) \end{aligned}$ | $\begin{aligned} & 70.4 \% \\ & (n=568) \end{aligned}$ | $\begin{aligned} & 69.8 \% \\ & (n=437) \end{aligned}$ |
|  | female | $\begin{aligned} & 82.9 \% \\ & (n=142) \end{aligned}$ | $\begin{gathered} 91.3 \% \\ (n=150) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 88.9 \% \\ & (n=172) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 84.5 \% \\ & (n=114) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.6 \% \\ & (n=823) \end{aligned}$ | $\begin{aligned} & \hline 80.9 \% \\ & (n=858) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.0 \% \\ & (n=945) \end{aligned}$ | $\begin{gathered} 76.3 \% \\ (n=743) \\ \hline \end{gathered}$ |
| age | 18-24 years | $(n=9)$ | $(n=3)$ | $(n=6)$ | $(n=6)$ | $\begin{aligned} & \hline 59.0 \% \\ & (n=57) \end{aligned}$ | $\begin{aligned} & \hline 45.8 \% \\ & (n=33) \end{aligned}$ | $\begin{aligned} & 73.0 \% \\ & (n=31) \end{aligned}$ | $\begin{aligned} & \hline 54.6 \% \\ & (n=21) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 77.4 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 86.8 \% \\ & (n=59) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.0 \% \\ & (n=54) \\ & \hline \end{aligned}$ | $(n=8)$ | $\begin{gathered} \hline 72.7 \% \\ (n=480) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 74.1 \% \\ & (n=379) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 69.0 \% \\ & (n=288) \end{aligned}$ | $\begin{gathered} \hline 73.3 \% \\ (n=136) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 84.1 \% \\ & (n=117) \end{aligned}$ | $\begin{aligned} & \hline 89.9 \% \\ & (n=132) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.4 \% \\ & (n=121) \end{aligned}$ | $\begin{aligned} & 90.0 \% \\ & (n=95) \end{aligned}$ | $\begin{aligned} & \hline 80.7 \% \\ & (n=559) \end{aligned}$ | $\begin{aligned} & \hline 79.6 \% \\ & (n=664) \end{aligned}$ | $\begin{aligned} & \hline 77.3 \% \\ & (n=745) \end{aligned}$ | $\begin{aligned} & \hline 73.4 \% \\ & (n=549) \end{aligned}$ |
|  | 65 years and over | $\begin{aligned} & 90.0 \% \\ & (n=36) \end{aligned}$ | $\begin{aligned} & \hline 84.6 \% \\ & (n=52) \end{aligned}$ | $\begin{aligned} & 86.6 \% \\ & (n=77) \end{aligned}$ | $\begin{aligned} & 87.8 \% \\ & (n=79) \end{aligned}$ | $\begin{aligned} & 84.0 \% \\ & (n=257) \end{aligned}$ | $\begin{aligned} & \hline 81.3 \% \\ & (n=317) \end{aligned}$ | $\begin{aligned} & 84.8 \% \\ & (n=449) \end{aligned}$ | $\begin{aligned} & 78.2 \% \\ & (n=474) \end{aligned}$ |
| household income | less than \$30k | $\begin{aligned} & 85.5 \% \\ & (n=16) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.7 \% \\ & (n=30) \\ & \hline \end{aligned}$ | $\begin{aligned} & 95.4 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.4 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.7 \% \\ & (n=230) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.1 \% \\ & (n=216) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.0 \% \\ & (n=216) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.3 \% \\ & (n=160) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 75.4 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.3 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & 87.7 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & 78.7 \% \\ & (n=48) \\ & \hline \end{aligned}$ | $\begin{array}{r} 76.7 \% \\ (n=493) \\ \hline \end{array}$ | $\begin{aligned} & \hline 80.8 \% \\ & (n=462) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 77.1 \% \\ (n=522) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 74.9 \% \\ (n=312) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 81.6 \% \\ & (n=56) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.2 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.2 \% \\ & (n=28) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.8 \% \\ & (n=24) \\ & \hline \end{aligned}$ | $\begin{gathered} 65.5 \% \\ (n=198) \\ \hline \end{gathered}$ | $\begin{aligned} & 73.7 \% \\ & (n=196) \end{aligned}$ | $\begin{aligned} & 63.7 \% \\ & (n=202) \end{aligned}$ | $\begin{aligned} & 62.8 \% \\ & (n=160) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 79.4 \% \\ & (n=55) \end{aligned}$ | $\begin{aligned} & 82.3 \% \\ & (n=60) \\ & \hline \end{aligned}$ | $\begin{aligned} & 77.2 \% \\ & (n=69) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.1 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.7 \% \\ & (n=194) \end{aligned}$ | $\begin{aligned} & \hline 75.0 \% \\ & (n=222) \\ & \hline \end{aligned}$ | $\begin{aligned} & 69.5 \% \\ & (n=329) \end{aligned}$ | $\begin{gathered} 73.2 \% \\ (n=263) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 77.0 \% \\ & (n=143) \end{aligned}$ | $\begin{aligned} & \hline 86.0 \% \\ & (n=187) \end{aligned}$ | $\begin{aligned} & \hline 81.7 \% \\ & (n=186) \end{aligned}$ | $\begin{aligned} & 75.7 \% \\ & (n=133) \end{aligned}$ | $\begin{aligned} & 69.2 \% \\ & (n=731) \end{aligned}$ | $\begin{gathered} \hline 72.6 \% \\ (n=1034) \end{gathered}$ | $\begin{gathered} \hline 69.9 \% \\ (n=1117) \end{gathered}$ | $\begin{aligned} & \hline 65.4 \% \\ & (n=911) \end{aligned}$ |
|  | unilingual English | $\begin{aligned} & 93.5 \% \\ & (n=46) \\ & \hline \hline \end{aligned}$ |  | $\begin{aligned} & \text { 98.4\% } \\ & (n=72) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 99.0 \% \\ & (n=55) \\ & \hline \hline \end{aligned}$ | $\begin{gathered} 93.0 \% \\ (n=269) \end{gathered}$ | $\begin{array}{r} \hline 97.1 \% \\ (n=352) \\ \hline \end{array}$ | $\begin{aligned} & \hline 92.7 \% \\ & (n=396) \\ & \hline \end{aligned}$ | $\begin{gathered} 97.7 \% \\ (n=268) \\ \hline \end{gathered}$ |
| Total |  | $\begin{aligned} & \hline 81.2 \% \\ & (n=247) \end{aligned}$ | $\begin{aligned} & \hline 88.8 \% \\ & (n=246) \end{aligned}$ | $\begin{aligned} & \hline 86.2 \% \\ & (n=258) \end{aligned}$ | $\begin{aligned} & \hline 82.0 \% \\ & (n=188) \\ & \hline \end{aligned}$ | $\begin{gathered} 76.7 \% \\ (n=1353) \end{gathered}$ | $\begin{gathered} \hline 78.8 \% \\ (n=1393) \end{gathered}$ | $\begin{gathered} \hline 75.4 \% \\ (n=1513) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 73.3 \% \\ (n=1180) \\ \hline \end{gathered}$ |

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 postively.

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

| Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important Total English Speakers in Ouest-de-l'İle-de-Montréal |  |  |  |  | Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important English-Speaking Seniors in Ouest-de-l'Île-de-Montréal |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 100\% | 81.2\% | 88.8\% | 86.2\% | 82.0\% | 100\% | 90.0\% | 84.6\% | 86.6\% | 87.8\% |
| 80\% | - |  |  |  | 80\% |  |  |  | . |
| 60\% |  |  |  |  | 60\% |  |  |  |  |
| 40\% |  |  |  |  | 40\% |  |  |  |  |
| 20\% |  |  |  |  | 20\% |  |  |  |  |
|  | - | 1 | - |  | 0\% | - |  |  |  |
|  | 005 | 2010 | 2015 | 2019 | 20 | 05 | 2010 | 2015 | 2019 |
|  |  | lish Spe lish Spe | \|'Île-d |  |  |  | peaking peaking | de-l'île-d |  |
| Source:JPD 2019 CHSSN | ocock Resear SN-CROP Com | the 2005, Social Sur | CROPSurvey | and the | $\begin{aligned} & \text { Source: } \\ & 2019 \text { CH } \end{aligned}$ | cock Rese -CROPC | m the 2005, d Social Sur | CROP Survey | and the |
| Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important Unilingual English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |  | Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important Bilingual English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |  |
|  |  | 98.4\% | 98.4\% | 99.0\% |  |  |  |  |  |
| 100\% | 93.5\% | . |  |  | 100\% | 77.0\% | 86.0\% | 81.7\% |  |
| 80\% |  |  |  |  | 80\% | , |  |  | 75.7\% |
| 60\% |  |  |  |  | 60\% | ( |  |  |  |
| 40\% |  |  |  |  | 40\% |  |  |  |  |
| 20\% |  |  |  |  | 20\% |  |  |  |  |
|  |  | - | - |  | 0\% |  |  |  |  |
|  | 005 | 2010 | 2015 | 2019 |  | 005 | 2010 | 2015 | 2019 |
|  | Unilingual English Speakers in Ouest-de-l'Île-de-Montréal <br> Unilingual English Speakers |  |  |  |  |  | English Sp <br> English Sp | -de-l'Île |  |
| 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. |  |  |  |  | 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. |  |  |  |  |

### 3.6 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
English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} \hline 22.8 \% \\ (n=185) \end{gathered}$ | $\begin{gathered} \hline 27.6 \% \\ (n=181) \end{gathered}$ | $\begin{aligned} & 21.4 \% \\ & (n=155) \end{aligned}$ | $\begin{aligned} & 16.5 \% \\ & (n=192) \\ & \hline \end{aligned}$ | $\begin{gathered} 19.0 \% \\ (n=1111) \\ \hline \end{gathered}$ | $\begin{gathered} 21.9 \% \\ (n=1135) \\ \hline \end{gathered}$ | $\begin{gathered} 22.9 \% \\ (n=1060) \\ \hline \end{gathered}$ | $\begin{gathered} 14.0 \% \\ (n=1185) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & 24.1 \% \\ & (n=243) \end{aligned}$ | $\begin{aligned} & \hline 25.2 \% \\ & (n=262) \end{aligned}$ | $\begin{aligned} & \text { 29.0\% } \\ & (n=279) \end{aligned}$ | $\begin{aligned} & 19.9 \% \\ & (n=287) \end{aligned}$ | $\begin{gathered} \hline 25.1 \% \\ (n=1519) \end{gathered}$ | $\begin{gathered} 23.0 \% \\ (n=1590) \end{gathered}$ | $\begin{gathered} \hline 25.9 \% \\ (n=1646) \end{gathered}$ | $\begin{gathered} \hline 17.9 \% \\ (n=1882) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 18.4 \% \\ & (n=19) \end{aligned}$ | $\begin{aligned} & \hline 0.0 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & \hline 9.3 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & \begin{array}{l} 30.3 \% \\ (n=12) \end{array} \end{aligned}$ | $\begin{gathered} \hline 29.6 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 13.5 \% \\ & (n=69) \end{aligned}$ | $\begin{aligned} & \hline 12.9 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 10.7 \% \\ & (n=64) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 20.8 \% \\ & (n=145) \end{aligned}$ | $\begin{aligned} & 32.1 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & 29.0 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & 12.6 \% \\ & (n=31) \end{aligned}$ | $\begin{aligned} & \hline 18.4 \% \\ & (n=897) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 23.3 \% \\ (n=699) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 24.6 \% \\ (n=468) \end{gathered}$ | $\begin{gathered} \hline 12.9 \% \\ (n=341) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 23.6 \% \\ & (n=188) \end{aligned}$ | $\begin{aligned} & 24.9 \% \\ & (n=221) \end{aligned}$ | $\begin{aligned} & 24.8 \% \\ & (n=207) \end{aligned}$ | $\begin{aligned} & 19.6 \% \\ & (n=234) \\ & \hline \end{aligned}$ | $\begin{gathered} 22.3 \% \\ (n=1057) \end{gathered}$ | $\begin{gathered} 22.9 \% \\ (n=1258) \end{gathered}$ | $\begin{gathered} \hline 24.4 \% \\ (n=1310) \end{gathered}$ | $\begin{gathered} 17.3 \% \\ (n=1381) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 29.8 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 25.2 \% \\ & (n=107) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 29.1 \% \\ & (n=136) \end{aligned}$ | $\begin{aligned} & 16.9 \% \\ & (n=202) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 25.5 \% \\ (n=551) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 21.5 \% \\ (n=699) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 28.1 \% \\ (n=865) \\ \hline \end{gathered}$ | $\begin{gathered} 20.4 \% \\ (n=1281) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 26.8 \% \\ & (n=40) \end{aligned}$ | $\begin{aligned} & \begin{array}{l} 20.2 \% \\ (n=44) \end{array} \end{aligned}$ | $\begin{aligned} & 24.1 \% \\ & (n=43) \end{aligned}$ | $\begin{aligned} & \hline 17.6 \% \\ & (n=47) \end{aligned}$ | $\begin{gathered} \hline 24.5 \% \\ (n=507) \end{gathered}$ | $\begin{aligned} & \hline 21.0 \% \\ & (n=429) \end{aligned}$ | $\begin{gathered} \hline 27.3 \% \\ (n=406) \end{gathered}$ | $\begin{aligned} & \hline 17.4 \% \\ & (n=427) \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 22.7 \% \\ & (n=138) \end{aligned}$ | $\begin{aligned} & 29.3 \% \\ & (n=121) \end{aligned}$ | $\begin{aligned} & 28.3 \% \\ & (n=129) \end{aligned}$ | $\begin{aligned} & 15.7 \% \\ & (n=112) \end{aligned}$ | $\begin{gathered} 20.7 \% \\ (n=913) \end{gathered}$ | $\begin{gathered} \hline 25.3 \% \\ (n=869) \end{gathered}$ | $\begin{aligned} & 25.5 \% \\ & (n=907) \end{aligned}$ | $\begin{gathered} 16.6 \% \\ (n=805) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 20.7 \% \\ & (n=82) \end{aligned}$ | $\begin{aligned} & 28.4 \% \\ & (n=68) \end{aligned}$ | $\begin{aligned} & 21.8 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & 22.6 \% \\ & (n=71) \end{aligned}$ | $\begin{gathered} 16.8 \% \\ (n=363) \end{gathered}$ | $\begin{aligned} & \hline 23.3 \% \\ & (n=364) \end{aligned}$ | $\begin{gathered} \hline 21.4 \% \\ (n=362) \\ \hline \end{gathered}$ | $\begin{aligned} & 13.6 \% \\ & (n=414) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 22.1 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & 22.5 \% \\ & (n=109) \\ & \hline \end{aligned}$ | $\begin{gathered} 20.3 \% \\ (n=124) \\ \hline \end{gathered}$ | $\begin{aligned} & 19.7 \% \\ & (n=134) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 24.4 \% \\ (n=346) \\ \hline \end{gathered}$ | $\begin{gathered} 19.3 \% \\ (n=449) \\ \hline \end{gathered}$ | $\begin{aligned} & 22.3 \% \\ & (n=564) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 16.0 \% \\ & (n=654) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 21.1 \% \\ & (n=222) \end{aligned}$ | $\begin{aligned} & \hline 27.8 \% \\ & (n=328) \end{aligned}$ | $\begin{aligned} & 26.0 \% \\ & (n=308) \end{aligned}$ | $\begin{aligned} & 18.4 \% \\ & (n=342) \end{aligned}$ | $\begin{gathered} \hline 19.2 \% \\ (n=1402) \end{gathered}$ | $\begin{gathered} 24.0 \% \\ (n=1977) \end{gathered}$ | $\begin{gathered} \hline 24.7 \% \\ (n=1981) \\ \hline \end{gathered}$ | $\begin{gathered} 15.5 \% \\ (n=2330) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 30.7 \% \\ & (n=97) \end{aligned}$ | $\begin{aligned} & 20.5 \% \\ & (n=114) \end{aligned}$ | $\begin{aligned} & \hline 23.4 \% \\ & (n=126) \end{aligned}$ | $\begin{aligned} & \hline 18.3 \% \\ & (n=136) \end{aligned}$ | $\begin{aligned} & 25.0 \% \\ & (n=574) \\ & \hline \end{aligned}$ | $\begin{gathered} 19.1 \% \\ (n=737) \end{gathered}$ | $\begin{aligned} & \hline 23.4 \% \\ & (n=725) \end{aligned}$ | $\begin{aligned} & \hline 17.8 \% \\ & (n=733) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{gathered} \hline 23.5 \% \\ (n=428) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 25.9 \% \\ & (n=443) \end{aligned}$ | $\begin{aligned} & \mathbf{2 5 . 3 \%} \\ & (n=434) \end{aligned}$ | $\begin{aligned} & \hline 18.4 \% \\ & (n=479) \end{aligned}$ | $\begin{gathered} \text { 22.0\% } \\ (n=2630) \end{gathered}$ | $\begin{gathered} \hline 22.7 \% \\ (n=2725) \\ \hline \end{gathered}$ | $\begin{gathered} \mathbf{2 4 . 4 \%} \\ (n=2706) \end{gathered}$ | $\begin{gathered} 1.0 \% \\ (n=3067) \end{gathered}$ |

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 postively.

### 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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 96.9 \% \\ & (n=41) \end{aligned}$ | $\begin{aligned} & 88.5 \% \\ & (n=49) \\ & \hline \end{aligned}$ | $\begin{aligned} & 78.8 \% \\ & (n=35) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 72.0 \% \\ & (n=32) \\ & \hline \end{aligned}$ | $\begin{gathered} 84.6 \% \\ (n=198) \\ \hline \end{gathered}$ | $\begin{aligned} & 71.6 \% \\ & (n=232) \end{aligned}$ | $\begin{gathered} 75.6 \% \\ (n=247) \\ \hline \end{gathered}$ | $\begin{gathered} 73.9 \% \\ (n=183) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 95.9 \% \\ & (n=59) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.0 \% \\ & (n=65) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.0 \% \\ & (n=79) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.1 \% \\ & (n=53) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 74.8 \% \\ (n=354) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 75.0 \% \\ & (n=351) \end{aligned}$ | $\begin{gathered} 71.8 \% \\ (n=434) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 68.0 \% \\ (n=362) \\ \hline \end{gathered}$ |
| age | 18-24 years | $(n=4)$ | ${ }_{(n=1}^{-}$ | $(n=2)$ | $(n=3)$ | $\begin{aligned} & \hline 69.8 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $(n=7)$ | $(n=9)$ | $\begin{aligned} & (n=4) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 90.8 \% \\ & (n=30) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.9 \% \\ & (n=32) \\ & \hline \end{aligned}$ | $\begin{aligned} & 86.4 \% \\ & (n=20) \\ & \hline \end{aligned}$ | $(n=4)$ | $\begin{gathered} \hline 74.7 \% \\ (n=177) \\ \hline \end{gathered}$ | $\begin{aligned} & 70.6 \% \\ & (n=154) \end{aligned}$ | $\begin{gathered} 72.5 \% \\ (n=114) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 61.0 \% \\ & (n=51) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 97.1 \% \\ & (n=46) \end{aligned}$ | $\begin{aligned} & 91.0 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.5 \% \\ & (n=53) \end{aligned}$ | $\begin{aligned} & \hline 83.1 \% \\ & (n=44) \end{aligned}$ | $\begin{gathered} \hline 77.9 \% \\ (n=216) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 70.5 \% \\ & (n=270) \end{aligned}$ | $\begin{gathered} \hline 70.6 \% \\ (n=329) \end{gathered}$ | $\begin{gathered} \hline 66.2 \% \\ (n=240) \end{gathered}$ |
|  | 65 years and over | $\begin{gathered} \hline 100.0 \% \\ (n=20) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 96.3 \% \\ & (n=27) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.9 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 97.9 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 92.9 \% \\ (n=137) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 89.5 \% \\ & (n=152) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 83.8 \% \\ (n=229) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 84.4 \% \\ (n=250) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $(n=8)$ | $(n=10)$ | $\begin{aligned} & 90.5 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 100.0 \% \\ (n=11) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 78.9 \% \\ (n=109) \\ \hline \end{gathered}$ | $\begin{aligned} & 76.4 \% \\ & (n=87) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 78.9 \% \\ (n=111) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 79.5 \% \\ & (n=84) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 92.8 \% \\ & (n=35) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.0 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.2 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=21) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 81.5 \% \\ (n=193) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 71.7 \% \\ (n=205) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 72.6 \% \\ (n=241) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 69.4 \% \\ (n=147) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 96.3 \% \\ & (n=17) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.3 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $(n=10)$ | $\begin{aligned} & 45.9 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{aligned} & 79.6 \% \\ & (n=72) \\ & \hline \end{aligned}$ | $\begin{aligned} & 67.8 \% \\ & (n=79) \end{aligned}$ | $\begin{aligned} & 64.6 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 68.0 \% \\ & (n=68) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{gathered} \hline 100.0 \% \\ (n=21) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 88.0 \% \\ & (n=24) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.3 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 92.9 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 67.1 \% \\ & (n=73) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.8 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & 71.0 \% \\ & (n=124) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 75.8 \% \\ (n=110) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 93.7 \% \\ & (n=54) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 89.8 \% \\ & (n=90) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.5 \% \\ & (n=81) \end{aligned}$ | $\begin{aligned} & \hline 77.2 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 75.8 \% \\ (n=287) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 69.2 \% \\ & (n=433) \end{aligned}$ | $\begin{aligned} & \hline 70.1 \% \\ & (n=506) \end{aligned}$ | $\begin{aligned} & \hline 64.9 \% \\ & (n=421) \end{aligned}$ |
|  | unilingual English | $\begin{gathered} \hline 100.0 \% \\ (n=24) \\ \hline \hline \end{gathered}$ | $\begin{aligned} & \hline 92.1 \% \\ & (n=24) \\ & \hline \end{aligned}$ | $\begin{aligned} & 85.7 \% \\ & (n=33) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 80.4 \% \\ & (n=23) \\ & \hline \hline \end{aligned}$ | $\begin{gathered} \hline 88.7 \% \\ (n=122) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 89.5 \% \\ & (n=146) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 86.0 \% \\ & (n=175) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 87.7 \% \\ (n=123) \\ \hline \hline \end{gathered}$ |
| Total |  | $\begin{gathered} 96.4 \% \\ (n=100) \end{gathered}$ | $\begin{gathered} \mathbf{9 0 . 2 \%} \\ (n=114) \end{gathered}$ | $\begin{aligned} & 84.0 \% \\ & (n=114) \end{aligned}$ | $\begin{aligned} & \hline 77.9 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 79.0 \% \\ (n=552) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 73.9 \% \\ & (n=583) \end{aligned}$ | $\begin{gathered} \hline 73.5 \% \\ (n=681) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 70.5 \% \\ (n=545) \\ \hline \end{gathered}$ |

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 postively.

### 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

 English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 83.6 \% \\ & (n=44) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.5 \% \\ & (n=49) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.9 \% \\ & (n=35) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 66.8 \% \\ & (n=32) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.7 \% \\ & (n=202) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 71.4 \% \\ & (n=233) \\ & \hline \end{aligned}$ | $\begin{gathered} 75.5 \% \\ (n=252) \\ \hline \end{gathered}$ | $\begin{gathered} 66.1 \% \\ (n=179) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 86.2 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 96.7 \% \\ & (n=66) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.3 \% \\ & (n=82) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.1 \% \\ & (n=53) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.5 \% \\ & (n=359) \end{aligned}$ | $\begin{aligned} & \hline 81.7 \% \\ & (n=357) \end{aligned}$ | $\begin{aligned} & \hline 82.7 \% \\ & (n=444) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 79.3 \% \\ (n=359) \\ \hline \end{gathered}$ |
| age | 18-24 years | $(n=5)$ | $(n=)$ | $(n=2)$ | $(n=3)$ | $\begin{aligned} & 81.2 \% \\ & (n=25) \end{aligned}$ | $(n=7)$ | $(n=10)$ | $\begin{aligned} & (n=4) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 85.6 \% \\ & (n=33) \end{aligned}$ | $\begin{aligned} & 79.3 \% \\ & (n=33) \\ & \hline \end{aligned}$ | $\begin{aligned} & 94.1 \% \\ & (n=21) \end{aligned}$ | $(n=4)$ | $\begin{aligned} & \hline 79.0 \% \\ & (n=180) \end{aligned}$ | $\begin{aligned} & \hline 72.8 \% \\ & (n=156) \\ & \hline \end{aligned}$ | $\begin{gathered} 77.2 \% \\ (n=117) \\ \hline \end{gathered}$ | $\begin{aligned} & 76.1 \% \\ & (n=51) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & 84.6 \% \\ & (n=48) \end{aligned}$ | $\begin{aligned} & 96.5 \% \\ & (n=55) \end{aligned}$ | $\begin{aligned} & \hline 87.0 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 92.1 \% \\ & (n=44) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 86.6 \% \\ & (n=218) \end{aligned}$ | $\begin{aligned} & \hline 79.2 \% \\ & (n=272) \end{aligned}$ | $\begin{aligned} & \hline 77.8 \% \\ & (n=336) \end{aligned}$ | $\begin{aligned} & 72.6 \% \\ & (n=238) \end{aligned}$ |
|  | 65 years and over | $\begin{aligned} & \hline 91.5 \% \\ & (n=20) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.9 \% \\ & (n=27) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.2 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.4 \% \\ & (n=34) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 85.8 \% \\ (n=138) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 81.6 \% \\ & (n=155) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 85.2 \% \\ (n=233) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 77.9 \% \\ (n=245) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $(n=8)$ | $(n=10)$ | $\begin{gathered} 100.0 \% \\ (n=13) \end{gathered}$ | $\begin{aligned} & 86.3 \% \\ & (n=11) \\ & \hline \end{aligned}$ | $\begin{gathered} 88.9 \% \\ (n=109) \\ \hline \end{gathered}$ | $\begin{aligned} & 81.0 \% \\ & (n=88) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 92.1 \% \\ (n=113) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 78.4 \% \\ & (n=81) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & \hline 75.2 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.5 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 85.4 \% \\ & (n=40) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.6 \% \\ & (n=21) \\ & \hline \end{aligned}$ | $\begin{gathered} 81.8 \% \\ (n=197) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 76.9 \% \\ & (n=205) \end{aligned}$ | $\begin{gathered} \hline 76.6 \% \\ (n=246) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 72.7 \% \\ (n=145) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 91.9 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & 96.8 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $(n=10)$ | $\begin{aligned} & 55.8 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.1 \% \\ & (n=73) \end{aligned}$ | $\begin{aligned} & 75.2 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & 65.4 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & 62.5 \% \\ & (n=68) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & \hline 90.8 \% \\ & (n=22) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.0 \% \\ & (n=24) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.8 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 71.4 \% \\ & (n=23) \\ & \hline \end{aligned}$ | $\begin{aligned} & 79.5 \% \\ & (n=74) \\ & \hline \end{aligned}$ | $\begin{aligned} & 75.8 \% \\ & (n=86) \\ & \hline \end{aligned}$ | $\begin{aligned} & 76.3 \% \\ & (n=128) \\ & \hline \end{aligned}$ | $\begin{gathered} 76.3 \% \\ (n=108) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 77.0 \% \\ & (n=58) \end{aligned}$ | $\begin{aligned} & 91.1 \% \\ & (n=90) \end{aligned}$ | $\begin{aligned} & \hline 87.1 \% \\ & (n=84) \end{aligned}$ | $\begin{aligned} & \hline 69.1 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 74.5 \% \\ & (n=295) \end{aligned}$ | $\begin{aligned} & \hline 72.3 \% \\ & (n=440) \end{aligned}$ | $\begin{aligned} & \hline 75.8 \% \\ & (n=515) \end{aligned}$ | $\begin{gathered} \hline 66.2 \% \\ (n=415) \end{gathered}$ |
|  | unilingual English | $\begin{gathered} \hline 100.0 \% \\ (n=24) \\ \hline \end{gathered}$ | $\begin{aligned} & 97.1 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=33) \\ \hline \hline \end{gathered}$ | $\begin{gathered} \hline 100.0 \% \\ (n=23) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 95.7 \% \\ & (n=121) \end{aligned}$ | $\begin{aligned} & \hline 98.3 \% \\ & (n=146) \\ & \hline \hline \end{aligned}$ | $\begin{gathered} \hline 91.5 \% \\ (n=181) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 97.6 \% \\ (n=122) \\ \hline \hline \end{gathered}$ |
| Total |  | $\begin{aligned} & 85.0 \% \\ & (n=106) \end{aligned}$ | $\begin{aligned} & \hline 92.3 \% \\ & (n=115) \end{aligned}$ | $\begin{aligned} & \hline 90.3 \% \\ & (n=117) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 75.8 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.4 \% \\ & (n=561) \end{aligned}$ | $\begin{aligned} & \hline 78.4 \% \\ & (n=590) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 79.4 \% \\ (n=696) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 73.9 \% \\ (n=538) \\ \hline \end{gathered}$ |

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 postively.

### 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

| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 11.7 \% \\ & (n=185) \end{aligned}$ | This question was not asked in 2010 | $\begin{gathered} \hline 2.5 \% \\ (n=154) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 2.2 \% \\ (n=192) \end{gathered}$ | $\begin{gathered} 18.7 \% \\ (n=1107) \end{gathered}$ | This question was not asked in 2010 | $\begin{gathered} 10.8 \% \\ (n=1063) \end{gathered}$ | $\begin{gathered} 8.6 \% \\ (n=1185) \end{gathered}$ |
|  | female | $\begin{gathered} \hline 11.3 \% \\ (n=242) \\ \hline \end{gathered}$ |  | $\begin{aligned} & \hline 13.4 \% \\ & (n=279) \end{aligned}$ | $\begin{gathered} \hline 7.8 \% \\ (n=287) \end{gathered}$ | $\begin{gathered} 20.5 \% \\ (n=1517) \end{gathered}$ |  | $\begin{gathered} 17.4 \% \\ (n=1650) \end{gathered}$ | $\begin{gathered} 13.1 \% \\ (n=1879) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 10.6 \% \\ & (n=19) \end{aligned}$ |  | $\begin{aligned} & \hline 8.8 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 0.0 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 14.7 \% \\ & (n=125) \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \hline 6.4 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 2.7 \% \\ & (n=64) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 15.6 \% \\ (n=145) \\ \hline \end{gathered}$ |  | $\begin{aligned} & 8.2 \% \\ & (n=78) \\ & \hline \end{aligned}$ | $\begin{aligned} & 4.9 \% \\ & (n=31) \\ & \hline \end{aligned}$ | $\begin{gathered} 20.5 \% \\ (n=894) \\ \hline \end{gathered}$ |  | $\begin{aligned} & 12.8 \% \\ & (n=470) \\ & \hline \end{aligned}$ | $\begin{gathered} 12.6 \% \\ (n=342) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 10.0 \% \\ & (n=187) \end{aligned}$ |  | $\begin{gathered} \hline 8.1 \% \\ (n=206) \end{gathered}$ | $\begin{gathered} \hline 6.1 \% \\ (n=234) \end{gathered}$ | $\begin{gathered} \hline 20.4 \% \\ (n=1052) \end{gathered}$ |  | $\begin{gathered} 16.1 \% \\ (n=1314) \end{gathered}$ | $\begin{gathered} 11.6 \% \\ (n=1378) \end{gathered}$ |
|  | 65 years and over | $\begin{gathered} \hline 8.7 \% \\ (n=76) \\ \hline \end{gathered}$ |  | $\begin{gathered} \hline 7.5 \% \\ (n=136) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 6.7 \% \\ (n=202) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 18.5 \% \\ & (n=553) \\ & \hline \end{aligned}$ |  | $\begin{aligned} & 15.9 \% \\ & (n=866) \end{aligned}$ | $\begin{gathered} 9.9 \% \\ (n=1280) \end{gathered}$ |
| household income | less than \$30k | $\begin{gathered} \hline 3.1 \% \\ (n=39) \\ \hline \end{gathered}$ |  | $\begin{aligned} & 8.1 \% \\ & (n=43) \end{aligned}$ | $\begin{aligned} & 2.4 \% \\ & (n=47) \end{aligned}$ | $\begin{gathered} 13.3 \% \\ (n=502) \end{gathered}$ |  | $\begin{aligned} & \hline 11.1 \% \\ & (n=408) \end{aligned}$ | $\begin{gathered} \hline 7.3 \% \\ (n=431) \\ \hline \end{gathered}$ |
|  | \$30-70k | $\begin{gathered} 12.1 \% \\ (n=138) \end{gathered}$ |  | $\begin{gathered} \hline 5.5 \% \\ (n=129) \end{gathered}$ | $\begin{gathered} \hline 6.2 \% \\ (n=112) \end{gathered}$ | $\begin{gathered} \hline 17.8 \% \\ (n=912) \\ \hline \end{gathered}$ |  | $\begin{aligned} & 12.8 \% \\ & (n=909) \end{aligned}$ | $\begin{gathered} 9.8 \% \\ (n=801) \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 14.2 \% \\ & (n=82) \end{aligned}$ |  | $\begin{aligned} & 11.8 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & 3.5 \% \\ & (n=71) \end{aligned}$ | $\begin{aligned} & \hline 26.1 \% \\ & (n=362) \end{aligned}$ |  | $\begin{aligned} & \hline 14.9 \% \\ & (n=361) \end{aligned}$ | $\begin{aligned} & \hline 12.6 \% \\ & (n=412) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 13.1 \% \\ & (n=98) \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \hline 10.0 \% \\ & (n=123) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 6.0 \% \\ (n=134) \end{gathered}$ | $\begin{gathered} \hline 26.1 \% \\ (n=346) \\ \hline \end{gathered}$ |  | $\begin{aligned} & \hline 17.9 \% \\ & (n=564) \end{aligned}$ | $\begin{aligned} & 14.3 \% \\ & (n=655) \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{gathered} \hline 11.6 \% \\ (n=221) \\ \hline \end{gathered}$ |  | $\begin{gathered} 8.4 \% \\ (n=308) \end{gathered}$ | $\begin{gathered} \hline 6.1 \% \\ (n=342) \end{gathered}$ | $\begin{gathered} \hline 20.7 \% \\ (n=1398) \end{gathered}$ |  | $\begin{gathered} 14.2 \% \\ (n=1987) \end{gathered}$ | $\begin{gathered} 10.9 \% \\ (n=2330) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 12.5 \% \\ & (n=97) \\ & \hline \end{aligned}$ |  | $\begin{gathered} \hline 7.3 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 1.8 \% \\ (n=136) \\ \hline \end{gathered}$ | $\begin{aligned} & 16.8 \% \\ & (n=573) \end{aligned}$ |  | $\begin{aligned} & \hline 14.1 \% \\ & (n=726) \\ & \hline \end{aligned}$ | $\begin{aligned} & 11.2 \% \\ & (n=729) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{gathered} \hline 11.5 \% \\ (n=427) \end{gathered}$ |  | $\begin{gathered} \hline 8.1 \% \\ (n=433) \end{gathered}$ | $\begin{gathered} \hline 5.2 \% \\ (n=479) \end{gathered}$ | $\begin{gathered} \hline 19.6 \% \\ (n=2624) \end{gathered}$ |  | $\begin{gathered} \hline 14.2 \% \\ (n=2713) \end{gathered}$ | $\begin{gathered} \hline 11.0 \% \\ (n=3064) \end{gathered}$ |

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 postively. 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

| Used Health and Social Services from a Public Institution in Another Region | Used Health and Social Services from a Public Institution in Another Region English-Speaking Seniors in Ouest-de-l'Île-de-Montréal |
| :---: | :---: |
| Total English Speakers in Ouest-de-ITle-de-Montreal | $100 \%$ |
| 80\% | 80\% |
| 60\% | 60\% |
| 40\% | 40\% |
| No data for | No data for |
| 20\% ..................... 2010 | 20\% .................... 2010 |
|  | 0\% 8.7\% 7.5\% 6.7\% |
| 200520102015 | 200520102015 |
| $\qquad$ Total English Speakers in Ouest-de--'Île-de-Montréal <br> ...... Total English Speakers | $\ldots$ English-Speaking Seniors in Ouest-de-l'île-de-Montréal |
| 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. | 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. |
| Used Health and Social Services from a Public Institution in Another Region Unilingual English Speakers in Ouest-de-l'Île-de-Montréal | Used Health and Social Services from a Public Institution in Another Region Bilingual English Speakers in Ouest-de-l'Île-de-Montréal |
| 80\% | 80\% |
| 60\% | 60\% |
| 40\% | 40\% |
| No data for | No data for |
| 20\% ..................... 2010 | 20\% ¢..................... 2010 |
| $0 \% 12.5 \% \quad 7.3 \%-1.8 \%$ | 0\% 11.6\% 8.4\% 6.1\% |
| 200520102019 | 200520102015 |
| $\ldots$ Unilingual English Speakers in Ouest-de-l'Île-de-Montréal | $\qquad$ Bilingual English Speakers in Ouest-de-l'Île-de-Montréal ...*.. Bilingual English Speakers |
| 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. | 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. |

### 3.8 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 English Speakers of Ouest-de-l'İle-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} 26.8 \% \\ (n=171) \\ \hline \end{gathered}$ | $\begin{gathered} 32.4 \% \\ (n=173) \\ \hline \end{gathered}$ | $\begin{aligned} & 37.5 \% \\ & (n=143) \end{aligned}$ | $\begin{aligned} & \hline 36.1 \% \\ & (n=167) \\ & \hline \end{aligned}$ | $\begin{gathered} \begin{array}{c} 27.9 \% \\ (n=1028) \end{array} \\ \hline \end{gathered}$ | $\begin{gathered} 30.6 \% \\ (n=1065) \\ \hline \end{gathered}$ | $\begin{aligned} & 33.0 \% \\ & (n=977) \end{aligned}$ | $\begin{gathered} 36.4 \% \\ (n=1071) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & 32.9 \% \\ & (n=223) \end{aligned}$ | $\begin{aligned} & \begin{array}{l} 40.1 \% \\ (n=237) \end{array} \end{aligned}$ | $\begin{aligned} & 34.9 \% \\ & (n=253) \end{aligned}$ | $\begin{aligned} & \hline 31.7 \% \\ & (n=255) \end{aligned}$ | $\begin{gathered} \hline 29.0 \% \\ (n=1380) \end{gathered}$ | $\begin{gathered} 35.3 \% \\ (n=1447) \end{gathered}$ | $\begin{gathered} 32.2 \% \\ (n=1523) \end{gathered}$ | $\begin{gathered} \hline 32.7 \% \\ (n=1681) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 29.9 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $(n=9)$ | $\begin{aligned} & 21.7 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & 48.2 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{gathered} 25.5 \% \\ (n=118) \\ \hline \end{gathered}$ | $\begin{aligned} & 31.8 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & 19.9 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & 42.5 \% \\ & (n=61) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 27.4 \% \\ (n=138) \\ \hline \end{gathered}$ | $\begin{aligned} & 32.4 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & 20.1 \% \\ & (n=74) \\ & \hline \end{aligned}$ | $\begin{aligned} & 17.7 \% \\ & (n=29) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 24.1 \% \\ & (n=857) \\ & \hline \end{aligned}$ | $\begin{aligned} & 26.3 \% \\ & (n=667) \end{aligned}$ | $\begin{aligned} & \hline 23.9 \% \\ & (n=457) \end{aligned}$ | $\begin{gathered} \hline 27.4 \% \\ (n=325) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 31.4 \% \\ & (n=174) \end{aligned}$ | $\begin{aligned} & 38.7 \% \\ & (n=208) \end{aligned}$ | $\begin{aligned} & 46.8 \% \\ & (n=200) \end{aligned}$ | $\begin{aligned} & 37.6 \% \\ & (n=220) \end{aligned}$ | $\begin{gathered} 33.0 \% \\ (n=990) \end{gathered}$ | $\begin{gathered} 33.3 \% \\ (n=1189) \end{gathered}$ | $\begin{gathered} 39.0 \% \\ (n=1249) \end{gathered}$ | $\begin{gathered} 35.8 \% \\ (n=1281) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 31.6 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 38.9 \% \\ & (n=95) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 49.9 \% \\ & (n=109) \end{aligned}$ | $\begin{gathered} \hline 38.6 \% \\ (n=161) \end{gathered}$ | $\begin{aligned} & 30.4 \% \\ & (n=443) \end{aligned}$ | $\begin{aligned} & \hline 43.0 \% \\ & (n=595) \end{aligned}$ | $\begin{aligned} & \hline 42.8 \% \\ & (n=733) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 41.4 \% \\ (n=1085) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 25.8 \% \\ & (n=36) \end{aligned}$ | $\begin{aligned} & 35.1 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $\begin{aligned} & 47.5 \% \\ & (n=38) \end{aligned}$ | $\begin{aligned} & 51.0 \% \\ & (n=37) \end{aligned}$ | $\begin{aligned} & \hline 31.1 \% \\ & (n=447) \end{aligned}$ | $\begin{gathered} 37.3 \% \\ (n=363) \end{gathered}$ | $\begin{aligned} & \hline 35.6 \% \\ & (n=363) \end{aligned}$ | $\begin{aligned} & \hline 36.9 \% \\ & (n=373) \end{aligned}$ |
|  | \$30-70k | $\begin{gathered} \hline 29.1 \% \\ (n=127) \end{gathered}$ | $\begin{gathered} \hline 41.2 \% \\ (n=114) \end{gathered}$ | $\begin{aligned} & \hline 34.4 \% \\ & (n=117) \end{aligned}$ | $\begin{aligned} & 27.8 \% \\ & (n=97) \end{aligned}$ | $\begin{gathered} \hline 28.4 \% \\ (n=850) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 33.9 \% \\ & (n=824) \end{aligned}$ | $\begin{aligned} & \hline 32.3 \% \\ & (n=845) \end{aligned}$ | $\begin{gathered} \hline 33.3 \% \\ (n=711) \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 21.7 \% \\ & (n=77) \end{aligned}$ | $\begin{aligned} & 35.9 \% \\ & (n=65) \\ & \hline \end{aligned}$ | $\begin{aligned} & 26.2 \% \\ & (n=48) \end{aligned}$ | $\begin{aligned} & \hline 31.4 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 26.9 \% \\ (n=347) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 36.0 \% \\ & (n=351) \end{aligned}$ | $\begin{aligned} & \hline 34.4 \% \\ & (n=344) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.3 \% \\ & (n=388) \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 35.6 \% \\ & (n=92) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 40.3 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & \hline 35.8 \% \\ & (n=118) \end{aligned}$ | $\begin{aligned} & \hline 38.4 \% \\ & (n=125) \end{aligned}$ | $\begin{gathered} \hline 29.5 \% \\ (n=336) \end{gathered}$ | $\begin{aligned} & \hline 30.4 \% \\ & (n=432) \end{aligned}$ | $\begin{gathered} 31.4 \% \\ (n=544) \end{gathered}$ | $\begin{gathered} \hline 32.7 \% \\ (n=620) \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 30.4 \% \\ & (n=211) \end{aligned}$ | $\begin{aligned} & \hline 41.6 \% \\ & (n=308) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.4 \% \\ & (n=291) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.2 \% \\ & (n=307) \end{aligned}$ | $\begin{gathered} \hline 28.4 \% \\ (n=1305) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 35.2 \% \\ (n=1857) \end{gathered}$ | $\begin{gathered} \hline 32.9 \% \\ (n=1861) \end{gathered}$ | $\begin{gathered} \hline 34.9 \% \\ (n=2121) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 30.5 \% \\ & (n=88) \\ & \hline \end{aligned}$ | $\begin{array}{r} 26.0 \% \\ (n=101) \end{array}$ | $\begin{aligned} & 41.6 \% \\ & (n=105) \\ & \hline \end{aligned}$ | $\begin{array}{r} 31.7 \% \\ (n=115) \\ \hline \end{array}$ | $\begin{aligned} & 27.8 \% \\ & (n=497) \end{aligned}$ | $\begin{gathered} 29.9 \% \\ (n=647) \\ \hline \end{gathered}$ | $\begin{gathered} 31.6 \% \\ (n=639) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 33.0 \% \\ & (n=628) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline \mathbf{3 0 . 0 \%} \\ & (n=394) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{3 7 . 8 \%} \\ & (n=410) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 36.2 \% \\ & (n=396) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 33.7 \% \\ & (n=422) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 28.4 \% \\ (n=2408) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 33.7 \% \\ (n=2512) \end{gathered}$ | $\begin{gathered} \hline 32.6 \% \\ (n=2500) \end{gathered}$ | $\begin{gathered} \hline 34.5 \% \\ (n=2752) \end{gathered}$ |

[^6] 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 postively. 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 English Speakers of Ouest-de-I'Île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 93.7 \% \\ & (n=73) \\ & \hline \end{aligned}$ | $\begin{aligned} & 88.8 \% \\ & (n=79) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.2 \% \\ & (n=73) \end{aligned}$ | $\begin{aligned} & \hline 74.4 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.0 \% \\ & (n=430) \\ & \hline \end{aligned}$ | $\begin{aligned} & 83.6 \% \\ & (n=455) \\ & \hline \end{aligned}$ | $\begin{gathered} 76.0 \% \\ (n=485) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 72.6 \% \\ (n=406) \\ \hline \end{gathered}$ |
|  | female | $\begin{gathered} 92.4 \% \\ (n=113) \\ \hline \end{gathered}$ | $\begin{aligned} & 97.3 \% \\ & (n=127) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.6 \% \\ & (n=146) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.2 \% \\ & (n=91) \end{aligned}$ | $\begin{gathered} 89.3 \% \\ (n=630) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 89.9 \% \\ & (n=728) \\ & \hline \end{aligned}$ | $\begin{gathered} 83.3 \% \\ (n=862) \\ \hline \end{gathered}$ | $\begin{gathered} 85.5 \% \\ (n=639) \\ \hline \end{gathered}$ |
| age | 18-24 years | $(n=8)$ | $(n=2)$ | $(n=4)$ | $(n=7)$ | $\begin{aligned} & 88.2 \% \\ & (n=47) \end{aligned}$ | $\begin{aligned} & 72.9 \% \\ & (n=29) \end{aligned}$ | $\begin{aligned} & 60.5 \% \\ & (n=21) \end{aligned}$ | $\begin{aligned} & \hline 48.3 \% \\ & (n=24) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 90.2 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{aligned} & 86.8 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.4 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $(n=6)$ | $\begin{aligned} & \hline 85.1 \% \\ & (n=313) \\ & \hline \end{aligned}$ | $\begin{gathered} 79.2 \% \\ (n=250) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 76.4 \% \\ & (n=188) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.1 \% \\ & (n=90) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 95.1 \% \\ & (n=93) \end{aligned}$ | $\begin{aligned} & 97.1 \% \\ & (n=104) \end{aligned}$ | $\begin{aligned} & 89.0 \% \\ & (n=116) \end{aligned}$ | $\begin{aligned} & 86.2 \% \\ & (n=83) \end{aligned}$ | $\begin{aligned} & 86.9 \% \\ & (n=455) \end{aligned}$ | $\begin{aligned} & \hline 90.5 \% \\ & (n=529) \end{aligned}$ | $\begin{aligned} & \hline 81.9 \% \\ & (n=671) \end{aligned}$ | $\begin{aligned} & 81.5 \% \\ & (n=492) \end{aligned}$ |
|  | 65 years and over | $\begin{aligned} & \hline 97.1 \% \\ & (n=30) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.8 \% \\ & (n=55) \\ & \hline \end{aligned}$ | $\begin{aligned} & 85.8 \% \\ & (n=74) \\ & \hline \end{aligned}$ | $\begin{aligned} & 85.9 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.9 \% \\ & (n=245) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.5 \% \\ & (n=375) \\ & \hline \end{aligned}$ | $\begin{gathered} 83.8 \% \\ (n=467) \\ \hline \end{gathered}$ | $\begin{gathered} 84.7 \% \\ (n=439) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 90.9 \% \\ & (n=20) \\ & \hline \end{aligned}$ | $\begin{aligned} & 96.9 \% \\ & (n=20) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.4 \% \\ & (n=27) \\ & \hline \end{aligned}$ | $\begin{aligned} & 71.9 \% \\ & (n=17) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 82.8 \% \\ & (n=227) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.1 \% \\ & (n=211) \end{aligned}$ | $\begin{aligned} & \hline 83.3 \% \\ & (n=215) \\ & \hline \end{aligned}$ | $\begin{gathered} 83.5 \% \\ (n=162) \\ \hline \end{gathered}$ |
|  | \$30-70k | $\begin{aligned} & \hline 89.4 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & 94.1 \% \\ & (n=57) \end{aligned}$ | $\begin{aligned} & \hline 88.2 \% \\ & (n=66) \end{aligned}$ | $\begin{aligned} & 89.3 \% \\ & (n=27) \end{aligned}$ | $\begin{aligned} & \hline 90.4 \% \\ & (n=363) \end{aligned}$ | $\begin{aligned} & \hline 87.6 \% \\ & (n=369) \end{aligned}$ | $\begin{aligned} & 80.9 \% \\ & (n=460) \end{aligned}$ | $\begin{aligned} & 82.6 \% \\ & (n=254) \end{aligned}$ |
|  | \$70-100k | $\begin{gathered} \hline 100.0 \% \\ (n=31) \\ \hline \end{gathered}$ | $\begin{aligned} & 98.1 \% \\ & (n=30) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 90.0 \% \\ & (n=25) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 90.5 \% \\ & (n=26) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.5 \% \\ & (n=135) \\ & \hline \end{aligned}$ | $\begin{gathered} 86.5 \% \\ (n=152) \\ \hline \end{gathered}$ | $\begin{aligned} & 78.4 \% \\ & (n=184) \\ & \hline \end{aligned}$ | $\begin{aligned} & 78.2 \% \\ & (n=153) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 94.2 \% \\ & (n=47) \\ & \hline \end{aligned}$ | $\begin{aligned} & 90.8 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & 89.3 \% \\ & (n=57) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.8 \% \\ & (n=53) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.7 \% \\ & (n=149) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.9 \% \\ & (n=185) \end{aligned}$ | $\begin{aligned} & 78.0 \% \\ & (n=254) \\ & \hline \end{aligned}$ | $\begin{aligned} & 82.8 \% \\ & (n=235) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 88.4 \% \\ & (n=100) \end{aligned}$ | $\begin{aligned} & \hline 94.0 \% \\ & (n=164) \end{aligned}$ | $\begin{aligned} & 84.6 \% \\ & (n=163) \end{aligned}$ | $\begin{aligned} & 78.5 \% \\ & (n=115) \end{aligned}$ | $\begin{aligned} & \hline 81.2 \% \\ & (n=567) \end{aligned}$ | $\begin{aligned} & \hline 85.7 \% \\ & (n=885) \end{aligned}$ | $\begin{gathered} 75.3 \% \\ (n=1000) \end{gathered}$ | $\begin{gathered} 74.4 \% \\ (n=808) \end{gathered}$ |
|  | unilingual English | $\begin{gathered} \hline 100.0 \% \\ (n=37) \\ \hline \end{gathered}$ | $\begin{gathered} \begin{array}{c} 100.0 \% \\ (n=41) \end{array} \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 97.3 \% \\ & (n=56) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 98.0 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 97.5 \% \\ & (n=213) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 95.7 \% \\ & (n=296) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 97.0 \% \\ (n=347) \\ \hline \hline \end{gathered}$ | $\begin{gathered} 96.6 \% \\ (n=237) \\ \hline \end{gathered}$ |
| Total |  | $\begin{aligned} & \hline 92.9 \% \\ & (n=186) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 95.1 \% \\ (n=206) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 88.2 \% \\ & (n=219) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.8 \% \\ & (n=153) \\ & \hline \end{aligned}$ | $\begin{gathered} 86.8 \% \\ (n=1060) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 88.0 \% \\ (n=1183) \\ \hline \end{gathered}$ | $\begin{gathered} 79.9 \% \\ (n=1347) \end{gathered}$ | $\begin{gathered} 78.8 \% \\ (n=1045) \end{gathered}$ |

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 postively. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.

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

Felt Service in English at a Public Long-Term Care Institution was Very Important English-Speaking Seniors in Ouest-de-l'Île-de-Montréal
 2019 CHSSN-CROP Community Health and Social Survey.

Felt Service in English at a Public Long-Term Care Institution was Very Important Unilingual English Speakers in Ouest-de-l'Île-de-Montréal
$100 \%$


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. -

Felt Service in English at a Public Long-Term Care Institution was Very Important Bilingual English Speakers in Ouest-de-I'Île-de-Montréal

| $100 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | 2019 CHSSN-CROP Community Health and Social Survey.

### 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
English Speakers of Ouest-de-l'Île-de-Montréal, 2010-2019

| Variable |  | English Speakers of Ouest-de-I'Île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | This question was not asked in 2005 | $\begin{aligned} & 31.9 \% \\ & (n=174) \\ & \hline \end{aligned}$ | $\begin{aligned} & 36.2 \% \\ & (n=142) \\ & \hline \end{aligned}$ | $\begin{aligned} & 38.6 \% \\ & (n=172) \\ & \hline \end{aligned}$ | This question was not asked in 2005 | $\begin{gathered} 31.6 \% \\ (n=1069) \end{gathered}$ | $\begin{aligned} & 34.0 \% \\ & (n=996) \\ & \hline \end{aligned}$ | $\begin{gathered} 34.4 \% \\ (n=1079) \end{gathered}$ |
|  | female |  | $\begin{aligned} & 42.1 \% \\ & (n=234) \end{aligned}$ | $\begin{aligned} & 39.0 \% \\ & (n=256) \end{aligned}$ | $\begin{aligned} & 33.4 \% \\ & (n=257) \end{aligned}$ |  | $\begin{gathered} 37.7 \% \\ (n=1448) \end{gathered}$ | $\begin{gathered} 37.5 \% \\ (n=1534) \end{gathered}$ | $\begin{gathered} 34.3 \% \\ (n=1685) \end{gathered}$ |
| age | 18-24 years |  | $(n=10)$ | $\begin{aligned} & 13.1 \% \\ & (n=12) \\ & \hline \end{aligned}$ | $\begin{aligned} & 48.2 \% \\ & (n=12) \\ & \hline \end{aligned}$ |  | $\begin{aligned} & 27.4 \% \\ & (n=65) \\ & \hline \end{aligned}$ | $\begin{aligned} & 18.5 \% \\ & (n=60) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 29.6 \% \\ & (n=60) \\ & \hline \end{aligned}$ |
|  | 25-44 years |  | $\begin{aligned} & 39.4 \% \\ & (n=100) \end{aligned}$ | $\begin{aligned} & \hline 24.3 \% \\ & (n=76) \end{aligned}$ | $\begin{aligned} & \hline 25.6 \% \\ & (n=30) \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \hline 28.5 \% \\ & (n=670) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 28.0 \% \\ & (n=463) \end{aligned}$ | $\begin{gathered} 28.2 \% \\ (n=328) \\ \hline \end{gathered}$ |
|  | 45-64 years |  | $\begin{aligned} & 38.6 \% \\ & (n=204) \end{aligned}$ | $\begin{aligned} & \hline 48.4 \% \\ & (n=198) \end{aligned}$ | $\begin{aligned} & \hline 35.1 \% \\ & (n=218) \end{aligned}$ |  | $\begin{gathered} 34.6 \% \\ (n=1181) \end{gathered}$ | $\begin{gathered} \hline 41.7 \% \\ (n=1255) \\ \hline \end{gathered}$ | $\begin{gathered} 36.1 \% \\ (n=1292) \end{gathered}$ |
|  | 65 years and over |  | $\begin{aligned} & 41.5 \% \\ & (n=94) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 52.6 \% \\ & (n=112) \end{aligned}$ | $\begin{aligned} & \hline 43.8 \% \\ & (n=169) \end{aligned}$ |  | $\begin{aligned} & \hline 46.9 \% \\ & (n=601) \end{aligned}$ | $\begin{aligned} & \hline 47.0 \% \\ & (n=752) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 43.6 \% \\ (n=1084) \end{gathered}$ |
| household income | less than \$30k |  | $\begin{aligned} & 42.4 \% \\ & (n=41) \end{aligned}$ | $\begin{aligned} & 51.0 \% \\ & (n=37) \end{aligned}$ | $\begin{aligned} & 55.1 \% \\ & (n=40) \end{aligned}$ |  | $\begin{aligned} & \hline 45.2 \% \\ & (n=384) \end{aligned}$ | $\begin{aligned} & \hline 39.3 \% \\ & (n=370) \end{aligned}$ | $\begin{gathered} 35.1 \% \\ (n=375) \\ \hline \end{gathered}$ |
|  | \$30-70k |  | $\begin{aligned} & 35.8 \% \\ & (n=109) \end{aligned}$ | $\begin{aligned} & 38.4 \% \\ & (n=119) \end{aligned}$ | $\begin{aligned} & 34.2 \% \\ & (n=98) \end{aligned}$ |  | $\begin{aligned} & 33.3 \% \\ & (n=809) \end{aligned}$ | $\begin{aligned} & 38.4 \% \\ & (n=862) \end{aligned}$ | $\begin{gathered} 37.2 \% \\ (n=711) \end{gathered}$ |
|  | \$70-100k |  | $\begin{aligned} & \hline 42.7 \% \\ & (n=63) \end{aligned}$ | $\begin{aligned} & \hline 34.3 \% \\ & (n=48) \end{aligned}$ | $\begin{aligned} & \hline 26.0 \% \\ & (n=66) \end{aligned}$ |  | $\begin{aligned} & \hline 36.0 \% \\ & (n=345) \end{aligned}$ | $\begin{aligned} & \hline 37.5 \% \\ & (n=342) \end{aligned}$ | $\begin{aligned} & \hline 32.7 \% \\ & (n=393) \\ & \hline \end{aligned}$ |
|  | \$100k and over |  | $\begin{aligned} & 40.4 \% \\ & (n=106) \end{aligned}$ | $\begin{aligned} & 35.5 \% \\ & (n=119) \end{aligned}$ | $\begin{aligned} & 40.4 \% \\ & (n=124) \end{aligned}$ |  | $\begin{aligned} & 31.8 \% \\ & (n=435) \end{aligned}$ | $\begin{aligned} & \hline 33.1 \% \\ & (n=546) \end{aligned}$ | $\begin{gathered} 35.0 \% \\ (n=620) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual |  | $\begin{aligned} & \hline 42.3 \% \\ & (n=306) \end{aligned}$ | $\begin{aligned} & 35.9 \% \\ & (n=291) \end{aligned}$ | $\begin{aligned} & \hline 35.8 \% \\ & (n=313) \end{aligned}$ |  | $\begin{gathered} 36.9 \% \\ (n=1856) \end{gathered}$ | $\begin{gathered} \hline 36.3 \% \\ (n=1873) \end{gathered}$ | $\begin{gathered} \hline 34.2 \% \\ (n=2135) \\ \hline \end{gathered}$ |
|  | unilingual English |  | $\begin{aligned} & 28.8 \% \\ & (n=102) \end{aligned}$ | $\begin{aligned} & 43.0 \% \\ & (n=107) \end{aligned}$ | $\begin{aligned} & \hline 35.6 \% \\ & (n=115) \\ & \hline \end{aligned}$ |  | $\begin{aligned} & \hline 32.3 \% \\ & (n=654) \end{aligned}$ | $\begin{aligned} & \hline 34.0 \% \\ & (n=657) \end{aligned}$ | $\begin{gathered} \hline 34.8 \% \\ (n=628) \end{gathered}$ |
| Total |  |  | $\begin{aligned} & \hline 39.1 \% \\ & (n=408) \end{aligned}$ | $\begin{aligned} & \hline 37.6 \% \\ & (n=398) \end{aligned}$ | $\begin{aligned} & \hline 35.8 \% \\ & (n=429) \end{aligned}$ |  | $\begin{gathered} 35.6 \% \\ (n=2517) \end{gathered}$ | $\begin{gathered} 35.8 \% \\ (n=2530) \\ \hline \end{gathered}$ | $\begin{gathered} 34.3 \% \\ (n=2764) \end{gathered}$ |

[^7] 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 postively. 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 English Speakers of Ouest-de-I'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} \hline 25.5 \% \\ (n=172) \end{gathered}$ | $\begin{gathered} \hline 26.8 \% \\ (n=172) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 30.0 \% \\ & (n=143) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 31.1 \% \\ & (n=172) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 26.7 \% \\ (n=1031) \end{gathered}$ | $\begin{gathered} 26.7 \% \\ (n=1063) \end{gathered}$ | $\begin{aligned} & \hline 27.6 \% \\ & (n=996) \\ & \hline \end{aligned}$ | $\begin{gathered} 28.5 \% \\ (n=1076) \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 33.3 \% \\ & (n=227) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 35.4 \% \\ & (n=238) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 32.7 \% \\ & (n=256) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.5 \% \\ & (n=263) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 27.9 \% \\ (n=1402) \\ \hline \end{gathered}$ | $\begin{gathered} 30.2 \% \\ (n=1437) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 31.0 \% \\ (n=1523) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 29.2 \% \\ (n=1682) \\ \hline \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 19.1 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 4.1 \% \\ & (n=11) \\ & \hline \end{aligned}$ | $\begin{aligned} & 8.8 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & \hline 36.7 \% \\ & (n=12) \end{aligned}$ | $\begin{aligned} & \hline 15.2 \% \\ & (n=122) \\ & \hline \end{aligned}$ | $\begin{aligned} & 15.6 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 6.1 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & 22.4 \% \\ & (n=62) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 25.9 \% \\ (n=141) \end{gathered}$ | $\begin{aligned} & \hline 32.7 \% \\ & (n=99) \end{aligned}$ | $\begin{aligned} & 22.5 \% \\ & (n=76) \end{aligned}$ | $\begin{aligned} & \hline 22.1 \% \\ & (n=30) \end{aligned}$ | $\begin{gathered} \hline 24.1 \% \\ (n=871) \end{gathered}$ | $\begin{gathered} \hline 24.2 \% \\ (n=667) \end{gathered}$ | $\begin{aligned} & \hline 23.5 \% \\ & (n=461) \end{aligned}$ | $\begin{gathered} 24.3 \% \\ (n=330) \end{gathered}$ |
|  | 45-64 years | $\begin{gathered} \hline 31.5 \% \\ (n=176) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 32.4 \% \\ & (n=212) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 44.7 \% \\ & (n=196) \end{aligned}$ | $\begin{aligned} & \hline 32.8 \% \\ & (n=224) \end{aligned}$ | $\begin{aligned} & \hline 30.0 \% \\ & (n=995) \end{aligned}$ | $\begin{gathered} \hline 28.3 \% \\ (n=1180) \end{gathered}$ | $\begin{gathered} 36.3 \% \\ (n=1245) \end{gathered}$ | $\begin{gathered} \hline 31.1 \% \\ (n=1299) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 38.8 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 36.4 \% \\ & (n=88) \end{aligned}$ | $\begin{aligned} & \hline 32.5 \% \\ & (n=114) \end{aligned}$ | $\begin{aligned} & \hline 35.0 \% \\ & (n=169) \end{aligned}$ | $\begin{aligned} & \hline 36.5 \% \\ & (n=445) \end{aligned}$ | $\begin{gathered} \hline 37.3 \% \\ (n=586) \end{gathered}$ | $\begin{gathered} \hline 35.8 \% \\ (n=751) \end{gathered}$ | $\begin{gathered} \hline 35.0 \% \\ (n=1067) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 32.9 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & 35.3 \% \\ & (n=40) \end{aligned}$ | $\begin{aligned} & 35.8 \% \\ & (n=40) \end{aligned}$ | $\begin{aligned} & 37.2 \% \\ & (n=41) \end{aligned}$ | $\begin{gathered} 27.5 \% \\ (n=453) \end{gathered}$ | $\begin{aligned} & \hline 31.5 \% \\ & (n=382) \end{aligned}$ | $\begin{aligned} & \hline 31.6 \% \\ & (n=374) \end{aligned}$ | $\begin{gathered} \hline 28.1 \% \\ (n=373) \end{gathered}$ |
|  | \$30-70k | $\begin{gathered} \hline 32.6 \% \\ (n=131) \end{gathered}$ | $\begin{gathered} \hline 35.1 \% \\ (n=109) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 26.9 \% \\ (n=115) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 28.3 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 28.8 \% \\ (n=863) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 28.7 \% \\ (n=808) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 28.0 \% \\ (n=846) \end{gathered}$ | $\begin{gathered} \hline 29.8 \% \\ (n=708) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 21.5 \% \\ & (n=75) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 26.7 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 33.0 \% \\ & (n=50) \end{aligned}$ | $\begin{aligned} & \hline 29.1 \% \\ & (n=68) \end{aligned}$ | $\begin{gathered} \hline 23.8 \% \\ (n=342) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 28.3 \% \\ & (n=345) \end{aligned}$ | $\begin{aligned} & \hline 29.5 \% \\ & (n=349) \end{aligned}$ | $\begin{gathered} \hline 27.8 \% \\ (n=394) \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & 36.3 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{gathered} 36.1 \% \\ (n=106) \end{gathered}$ | $\begin{aligned} & \hline 34.7 \% \\ & (n=118) \end{aligned}$ | $\begin{aligned} & 35.0 \% \\ & (n=127) \end{aligned}$ | $\begin{aligned} & 31.5 \% \\ & (n=335) \end{aligned}$ | $\begin{aligned} & \hline 30.9 \% \\ & (n=428) \end{aligned}$ | $\begin{aligned} & \hline 30.6 \% \\ & (n=543) \end{aligned}$ | $\begin{aligned} & \hline 30.7 \% \\ & (n=627) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{gathered} \hline 25.8 \% \\ (n=213) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 36.7 \% \\ (n=309) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 31.5 \% \\ & (n=288) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.6 \% \\ & (n=319) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 26.4 \% \\ (n=1318) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 30.9 \% \\ (n=1838) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 30.0 \% \\ (n=1868) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 28.8 \% \\ (n=2134) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & \hline 31.9 \% \\ & (n=85) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 21.2 \% \\ (n=100) \end{gathered}$ | $\begin{aligned} & \hline 31.0 \% \\ & (n=111) \end{aligned}$ | $\begin{aligned} & \hline 31.3 \% \\ & (n=115) \end{aligned}$ | $\begin{gathered} \hline 27.3 \% \\ (n=510) \end{gathered}$ | $\begin{gathered} \hline 24.3 \% \\ (n=653) \end{gathered}$ | $\begin{aligned} & \hline 27.0 \% \\ & (n=651) \end{aligned}$ | $\begin{aligned} & \hline 29.1 \% \\ & (n=620) \end{aligned}$ |
| Total |  | $\begin{gathered} \hline 29.7 \% \\ (n=399) \end{gathered}$ | $\begin{aligned} & \hline 32.9 \% \\ & (n=410) \end{aligned}$ | $\begin{aligned} & \hline 31.3 \% \\ & (n=399) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{3 0 . 8 \%} \\ & (n=435) \end{aligned}$ | $\begin{gathered} \hline 27.3 \% \\ (n=2433) \\ \hline \end{gathered}$ | $\begin{gathered} 29.0 \% \\ (n=2500) \end{gathered}$ | $\begin{gathered} \hline 29.3 \% \\ (n=2519) \end{gathered}$ | $\begin{gathered} \mathbf{2 8 . 9 \%} \\ (n=2758) \end{gathered}$ |

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 postively.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 English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-I'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} \hline 28.9 \% \\ (n=179) \end{gathered}$ | $\begin{aligned} & \hline 31.2 \% \\ & (n=174) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 30.4 \% \\ (n=140) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 31.5 \% \\ & (n=173) \end{aligned}$ | $\begin{gathered} \hline 27.8 \% \\ (n=1049) \\ \hline \end{gathered}$ | $\begin{gathered} 29.0 \% \\ (n=1078) \end{gathered}$ | $\begin{gathered} 27.7 \% \\ (n=992) \\ \hline \end{gathered}$ | $\begin{gathered} 28.2 \% \\ (n=1068) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 34.9 \% \\ & (n=224) \end{aligned}$ | $\begin{aligned} & 36.8 \% \\ & (n=242) \end{aligned}$ | $\begin{gathered} 29.7 \% \\ (n=262) \\ \hline \end{gathered}$ | $\begin{gathered} 25.6 \% \\ (n=262) \end{gathered}$ | $\begin{gathered} 28.9 \% \\ (n=1424) \end{gathered}$ | $\begin{gathered} 33.8 \% \\ (n=1470) \end{gathered}$ | $\begin{gathered} 26.9 \% \\ (n=1540) \end{gathered}$ | $\begin{gathered} 25.2 \% \\ (n=1671) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & \hline 29.9 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 4.1 \% \\ (n=11) \\ \hline \end{gathered}$ | $\begin{aligned} & 12.4 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 48.2 \% \\ & (n=12) \end{aligned}$ | $\begin{gathered} \hline 24.5 \% \\ (n=120) \end{gathered}$ | $\begin{aligned} & \hline 23.9 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 11.1 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 33.7 \% \\ & (n=60) \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 25.3 \% \\ (n=141) \end{gathered}$ | $\begin{aligned} & \hline 31.1 \% \\ & (n=101) \end{aligned}$ | $\begin{aligned} & 24.1 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & 12.9 \% \\ & (n=30) \end{aligned}$ | $\begin{gathered} \hline 23.7 \% \\ (n=876) \end{gathered}$ | $\begin{aligned} & \hline 25.7 \% \\ & (n=676) \end{aligned}$ | $\begin{gathered} \hline 22.5 \% \\ (n=465) \end{gathered}$ | $\begin{aligned} & 18.5 \% \\ & (n=324) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 36.2 \% \\ & (n=179) \end{aligned}$ | $\begin{aligned} & \hline 34.8 \% \\ & (n=210) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 41.3 \% \\ (n=199) \end{gathered}$ | $\begin{gathered} \hline 29.1 \% \\ (n=223) \end{gathered}$ | $\begin{gathered} 32.0 \% \\ (n=1006) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 31.7 \% \\ (n=1201) \end{gathered}$ | $\begin{gathered} 32.9 \% \\ (n=1258) \end{gathered}$ | $\begin{gathered} 29.3 \% \\ (n=1289) \\ \hline \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 36.2 \% \\ & (n=64) \\ & \hline \end{aligned}$ | $\begin{aligned} & 41.5 \% \\ & (n=94) \end{aligned}$ | $\begin{gathered} \hline 27.8 \% \\ (n=112) \end{gathered}$ | $\begin{aligned} & \hline 36.0 \% \\ & (n=170) \end{aligned}$ | $\begin{aligned} & \hline 34.1 \% \\ & (n=471) \end{aligned}$ | $\begin{gathered} \hline 40.6 \% \\ (n=604) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 32.0 \% \\ (n=748) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 33.5 \% \\ (n=1066) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & \hline 21.8 \% \\ & (n=33) \end{aligned}$ | $\begin{aligned} & 21.5 \% \\ & (n=41) \end{aligned}$ | $\begin{aligned} & 35.9 \% \\ & (n=38) \end{aligned}$ | $\begin{aligned} & \hline 43.7 \% \\ & (n=40) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 25.8 \% \\ (n=462) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 36.4 \% \\ (n=389) \end{gathered}$ | $\begin{aligned} & \hline 26.2 \% \\ & (n=375) \end{aligned}$ | $\begin{gathered} \hline 25.2 \% \\ (n=359) \end{gathered}$ |
|  | \$30-70k | $\begin{aligned} & \hline 30.7 \% \\ & (n=135) \end{aligned}$ | $\begin{aligned} & \hline 40.3 \% \\ & (n=112) \end{aligned}$ | $\begin{gathered} 23.4 \% \\ (n=115) \end{gathered}$ | $\begin{aligned} & \hline 13.4 \% \\ & (n=99) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 29.6 \% \\ (n=874) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 31.4 \% \\ (n=825) \end{gathered}$ | $\begin{gathered} 25.6 \% \\ (n=839) \end{gathered}$ | $\begin{gathered} 23.5 \% \\ (n=713) \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & \hline 33.2 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & 32.6 \% \\ & (n=66) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 27.1 \% \\ & (n=50) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 26.4 \% \\ & (n=68) \end{aligned}$ | $\begin{aligned} & \hline 27.3 \% \\ & (n=348) \end{aligned}$ | $\begin{aligned} & 30.2 \% \\ & (n=347) \end{aligned}$ | $\begin{gathered} 29.8 \% \\ (n=349) \end{gathered}$ | $\begin{gathered} 27.0 \% \\ (n=393) \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & 39.0 \% \\ & (n=94) \end{aligned}$ | $\begin{aligned} & \hline 38.1 \% \\ & (n=106) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 33.9 \% \\ & (n=119) \end{aligned}$ | $\begin{aligned} & \hline 36.8 \% \\ & (n=127) \end{aligned}$ | $\begin{aligned} & \hline 33.0 \% \\ & (n=340) \end{aligned}$ | $\begin{aligned} & \hline 32.4 \% \\ & (n=435) \end{aligned}$ | $\begin{gathered} \hline 29.8 \% \\ (n=546) \end{gathered}$ | $\begin{gathered} \hline 28.6 \% \\ (n=621) \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{gathered} \hline 29.1 \% \\ (n=215) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 40.0 \% \\ & (n=313) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 31.3 \% \\ & (n=292) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.2 \% \\ & (n=317) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 29.2 \% \\ (n=1332) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 34.2 \% \\ (n=1879) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 28.7 \% \\ (n=1875) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 26.8 \% \\ (n=2110) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 36.5 \% \\ & (n=86) \\ & \hline \end{aligned}$ | $\begin{aligned} & 18.8 \% \\ & (n=102) \\ & \hline \end{aligned}$ | $\begin{gathered} 26.5 \% \\ (n=110) \end{gathered}$ | $\begin{gathered} \hline 20.3 \% \\ (n=117) \end{gathered}$ | $\begin{aligned} & 24.7 \% \\ & (n=516) \end{aligned}$ | $\begin{aligned} & \hline 26.5 \% \\ & (n=661) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 22.7 \% \\ (n=657) \end{gathered}$ | $\begin{gathered} 26.1 \% \\ (n=628) \end{gathered}$ |
| Total |  | $\begin{aligned} & \hline 32.0 \% \\ & (n=403) \end{aligned}$ | $\begin{aligned} & \hline 35.2 \% \\ & (n=416) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{3 0 . 1 \%} \\ & (n=402) \end{aligned}$ | $\begin{aligned} & \hline 28.4 \% \\ & (n=435) \end{aligned}$ | $\begin{gathered} \hline 28.4 \% \\ (n=2473) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 32.2 \% \\ (n=2548) \end{gathered}$ | $\begin{gathered} \hline 27.3 \% \\ (n=2532) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \mathbf{2 6 . 7 \%} \\ (n=2739) \\ \hline \end{gathered}$ |

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 postively.

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

| Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years <br> Total English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| 100\% \| |  |  |  |  |
| 80\% |  |  |  |  |
| 60\% |  |  |  |  |
| 40\% | 32.0\% | 35.2\% | 30.1\% |  |
| 20\% |  |  |  |  |
| 0\% |  |  |  |  |
|  | 05 | 2010 | 2015 |  |
|  |  | glish Spe glish Spe | -l'île-de |  |
| 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. |  |  |  |  |




### 3.12 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
English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019

| Variable |  | Montréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} 34.7 \% \\ (n=165) \end{gathered}$ | $\begin{aligned} & \hline 62.0 \% \\ & (n=166) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.8 \% \\ & (n=142) \end{aligned}$ | $\begin{aligned} & 18.7 \% \\ & (n=175) \end{aligned}$ | $\begin{gathered} 26.6 \% \\ (n=1028) \end{gathered}$ | $\begin{gathered} 39.7 \% \\ (n=1047) \end{gathered}$ | $\begin{gathered} 27.5 \% \\ (n=1009) \end{gathered}$ | $\begin{gathered} 16.9 \% \\ (n=1112) \end{gathered}$ |
|  | female | $\begin{gathered} 35.6 \% \\ (n=216) \\ \hline \end{gathered}$ | $\begin{aligned} & 58.9 \% \\ & (n=248) \end{aligned}$ | $\begin{gathered} 31.2 \% \\ (n=257) \\ \hline \end{gathered}$ | $\begin{aligned} & 13.4 \% \\ & (n=264) \end{aligned}$ | $\begin{gathered} 27.4 \% \\ (n=1409) \\ \hline \end{gathered}$ | $\begin{gathered} 42.9 \% \\ (n=1498) \\ \hline \end{gathered}$ | $\begin{gathered} 22.7 \% \\ (n=1572) \\ \hline \end{gathered}$ | $\begin{gathered} 14.3 \% \\ (n=1787) \\ \hline \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 19.9 \% \\ & (n=15) \\ & \hline \end{aligned}$ | $(n=8)$ | $\begin{aligned} & 40.8 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & 28.3 \% \\ & (n=11) \\ & \hline \end{aligned}$ | $\begin{gathered} 26.4 \% \\ (n=113) \\ \hline \end{gathered}$ | $\begin{aligned} & 24.7 \% \\ & (n=64) \\ & \hline \end{aligned}$ | $\begin{aligned} & 24.9 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 14.2 \% \\ & (n=58) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 17.5 \% \\ & (n=129) \end{aligned}$ | $\begin{aligned} & 45.4 \% \\ & (n=99) \end{aligned}$ | $\begin{aligned} & 25.8 \% \\ & (n=71) \end{aligned}$ | $\begin{gathered} 5.2 \% \\ (n=29) \end{gathered}$ | $\begin{aligned} & 20.0 \% \\ & (n=840) \end{aligned}$ | $\begin{gathered} \hline 29.1 \% \\ (n=662) \end{gathered}$ | $\begin{aligned} & \hline 19.5 \% \\ & (n=442) \end{aligned}$ | $\begin{aligned} & 12.5 \% \\ & (n=326) \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 41.0 \% \\ & (n=168) \end{aligned}$ | $\begin{aligned} & 60.6 \% \\ & (n=207) \\ & \hline \end{aligned}$ | $\begin{aligned} & 32.5 \% \\ & (n=190) \end{aligned}$ | $\begin{aligned} & 17.0 \% \\ & (n=211) \end{aligned}$ | $\begin{gathered} 28.0 \% \\ (n=980) \\ \hline \end{gathered}$ | $\begin{gathered} 41.4 \% \\ (n=1166) \\ \hline \end{gathered}$ | $\begin{gathered} 24.0 \% \\ (n=1257) \\ \hline \end{gathered}$ | $\begin{gathered} 14.8 \% \\ (n=1313) \\ \hline \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 54.5 \% \\ & (n=69) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 70.0 \% \\ (n=100) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 39.9 \% \\ & (n=125) \end{aligned}$ | $\begin{aligned} & \hline 21.7 \% \\ & (n=188) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 40.9 \% \\ & (n=504) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 55.9 \% \\ & (n=653) \end{aligned}$ | $\begin{aligned} & 38.2 \% \\ & (n=819) \\ & \hline \end{aligned}$ | $\begin{gathered} 22.4 \% \\ (n=1202) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & \hline 31.8 \% \\ & (n=36) \\ & \hline \end{aligned}$ | $\begin{aligned} & 50.2 \% \\ & (n=43) \\ & \hline \end{aligned}$ | $\begin{aligned} & 24.7 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 19.6 \% \\ & (n=46) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 23.1 \% \\ (n=475) \end{gathered}$ | $\begin{aligned} & 39.3 \% \\ & (n=412) \end{aligned}$ | $\begin{gathered} 34.2 \% \\ (n=390) \\ \hline \end{gathered}$ | $\begin{gathered} 20.7 \% \\ (n=409) \\ \hline \end{gathered}$ |
|  | \$30-70k | $\begin{aligned} & 39.7 \% \\ & (n=126) \end{aligned}$ | $\begin{aligned} & 61.0 \% \\ & (n=114) \end{aligned}$ | $\begin{aligned} & 35.1 \% \\ & (n=122) \\ & \hline \end{aligned}$ | $\begin{aligned} & 21.8 \% \\ & (n=102) \\ & \hline \end{aligned}$ | $\begin{aligned} & 28.0 \% \\ & (n=846) \end{aligned}$ | $\begin{aligned} & 44.8 \% \\ & (n=818) \end{aligned}$ | $\begin{aligned} & 25.9 \% \\ & (n=873) \end{aligned}$ | $\begin{aligned} & 18.0 \% \\ & (n=765) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 42.3 \% \\ & (n=77) \end{aligned}$ | $\begin{aligned} & \hline 55.6 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & 41.0 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & 13.2 \% \\ & (n=65) \\ & \hline \end{aligned}$ | $\begin{aligned} & 25.7 \% \\ & (n=335) \\ & \hline \end{aligned}$ | $\begin{aligned} & 38.8 \% \\ & (n=336) \\ & \hline \end{aligned}$ | $\begin{aligned} & 20.7 \% \\ & (n=339) \end{aligned}$ | $\begin{aligned} & 14.0 \% \\ & (n=398) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 28.0 \% \\ & (n=82) \end{aligned}$ | $\begin{aligned} & 56.9 \% \\ & (n=104) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 29.2 \% \\ & (n=111) \end{aligned}$ | $\begin{aligned} & 15.4 \% \\ & (n=125) \\ & \hline \end{aligned}$ | $\begin{gathered} 25.7 \% \\ (n=318) \\ \hline \end{gathered}$ | $\begin{aligned} & 42.7 \% \\ & (n=417) \end{aligned}$ | $\begin{gathered} 19.1 \% \\ (n=529) \end{gathered}$ | $\begin{gathered} 14.5 \% \\ (n=616) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 37.4 \% \\ & (n=198) \end{aligned}$ | $\begin{aligned} & \hline 57.1 \% \\ & (n=308) \\ & \hline \end{aligned}$ | $\begin{aligned} & 32.7 \% \\ & (n=283) \end{aligned}$ | $\begin{aligned} & 15.8 \% \\ & (n=315) \end{aligned}$ | $\begin{gathered} 27.6 \% \\ (n=1311) \end{gathered}$ | $\begin{gathered} \hline 40.3 \% \\ (n=1842) \end{gathered}$ | $\begin{gathered} 23.6 \% \\ (n=1895) \end{gathered}$ | $\begin{gathered} 14.2 \% \\ (n=2198) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 31.8 \% \\ & (n=89) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 69.5 \% \\ & (n=105) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & \hline 33.7 \% \\ & (n=116) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 16.3 \% \\ & (n=124) \\ & \hline \hline \end{aligned}$ | $\begin{array}{r} 23.2 \% \\ (n=530) \\ \hline \hline \end{array}$ | $\begin{aligned} & \hline 45.8 \% \\ & (n=693) \\ & \hline \hline \end{aligned}$ | $\begin{aligned} & 29.9 \% \\ & (n=686) \\ & \hline \end{aligned}$ | $\begin{array}{r} \hline 20.3 \% \\ (n=697) \\ \hline \hline \end{array}$ |
| Total |  | $\begin{aligned} & \hline 35.2 \% \\ & (n=381) \end{aligned}$ | $\begin{aligned} & \hline 59.8 \% \\ & (n=414) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 33.0 \% \\ & (n=399) \end{aligned}$ | $\begin{aligned} & \hline 15.9 \% \\ & (n=439) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 27.0 \% \\ (n=2437) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 41.9 \% \\ (n=2545) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \mathbf{2 5 . 1 \%} \\ (n=2581) \\ \hline \end{gathered}$ | $\begin{gathered} 15.5 \% \\ (n=2899) \\ \hline \end{gathered}$ |

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 postively.

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

| Received Information in English Regarding Services Provided by Public Health and Social Services <br> Total English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |
| :---: | :---: | :---: | :---: |
| 100\% \| |  |  |  |
| 80\% |  |  |  |
| $60 \%$ |  |  |  |
| 40\% 35.2\% $33.0 \%$ |  |  |  |
| 20\% |  |  |  |
|  |  |  |  |
| 2005 | 2010 | 2015 |  |
|  | lish Spe lish Spe | -l'Île- |  |
| 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. |  |  |  |





### 3.12.2 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

 English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019| Variable |  | English Speakers of Ouest-de-I'Île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 32.7 \% \\ & (n=166) \\ & \hline \end{aligned}$ | $\begin{aligned} & 59.7 \% \\ & (n=164) \\ & \hline \end{aligned}$ | $\begin{aligned} & 25.0 \% \\ & (n=142) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 15.4 \% \\ & (n=181) \end{aligned}$ | $\begin{gathered} \hline 21.2 \% \\ (n=1022) \end{gathered}$ | $\begin{gathered} \hline 41.7 \% \\ (n=1055) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 18.5 \% \\ (n=1014) \end{gathered}$ | $\begin{gathered} 11.5 \% \\ (n=1126) \end{gathered}$ |
|  | female | $\begin{aligned} & 23.6 \% \\ & (n=212) \end{aligned}$ | $\begin{gathered} 53.7 \% \\ (n=242) \\ \hline \end{gathered}$ | $\begin{gathered} 28.8 \% \\ (n=257) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 15.0 \% \\ (n=263) \\ \hline \end{gathered}$ | $\begin{gathered} 20.6 \% \\ (n=1416) \\ \hline \end{gathered}$ | $\begin{gathered} 39.7 \% \\ (n=1492) \\ \hline \end{gathered}$ | $\begin{gathered} 19.5 \% \\ (n=1562) \\ \hline \end{gathered}$ | $\begin{gathered} 13.2 \% \\ (n=1787) \\ \hline \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & \hline 10.0 \% \\ & (n=15) \\ & \hline \end{aligned}$ | $(n=10)$ | $\begin{aligned} & 18.1 \% \\ & (n=13) \\ & \hline \end{aligned}$ | $\begin{aligned} & 12.8 \% \\ & (n=11) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 12.1 \% \\ & (n=112) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 28.1 \% \\ & (n=67) \\ & \hline \end{aligned}$ | $\begin{aligned} & 14.5 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 14.5 \% \\ & (n=58) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} 19.5 \% \\ (n=126) \\ \hline \end{gathered}$ | $\begin{aligned} & 49.4 \% \\ & (n=95) \\ & \hline \end{aligned}$ | $\begin{aligned} & 23.1 \% \\ & (n=72) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 11.7 \% \\ & (n=28) \\ & \hline \end{aligned}$ | $\begin{aligned} & 16.8 \% \\ & (n=825) \end{aligned}$ | $\begin{aligned} & \hline 32.3 \% \\ & (n=656) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 14.9 \% \\ (n=445) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 9.8 \% \\ (n=329) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{gathered} 35.4 \% \\ (n=168) \\ \hline \end{gathered}$ | $\begin{gathered} 56.1 \% \\ (n=210) \\ \hline \end{gathered}$ | $\begin{gathered} 27.1 \% \\ (n=189) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 16.0 \% \\ (n=217) \\ \hline \end{gathered}$ | $\begin{array}{r} 24.1 \% \\ (n=988) \\ \hline \end{array}$ | $\begin{gathered} 42.0 \% \\ (n=1180) \\ \hline \end{gathered}$ | $\begin{gathered} 19.2 \% \\ (n=1250) \\ \hline \end{gathered}$ | $\begin{gathered} 12.3 \% \\ (n=1314) \\ \hline \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 32.6 \% \\ & (n=69) \end{aligned}$ | $\begin{aligned} & 58.2 \% \\ & (n=91) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 37.4 \% \\ & (n=125) \end{aligned}$ | $\begin{aligned} & \hline 19.2 \% \\ & (n=188) \end{aligned}$ | $\begin{aligned} & \hline 27.3 \% \\ & (n=513) \end{aligned}$ | $\begin{aligned} & \hline 42.6 \% \\ & (n=644) \end{aligned}$ | $\begin{aligned} & \hline 28.1 \% \\ & (n=819) \end{aligned}$ | $\begin{gathered} 16.4 \% \\ (n=1212) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 16.1 \% \\ & (n=37) \\ & \hline \end{aligned}$ | $\begin{aligned} & 42.9 \% \\ & (n=40) \\ & \hline \end{aligned}$ | $\begin{aligned} & 13.2 \% \\ & (n=41) \\ & \hline \end{aligned}$ | $\begin{aligned} & 23.7 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & 17.1 \% \\ & (n=474) \\ & \hline \end{aligned}$ | $\begin{gathered} 31.9 \% \\ (n=406) \\ \hline \end{gathered}$ | $\begin{gathered} 21.5 \% \\ (n=392) \\ \hline \end{gathered}$ | $\begin{gathered} 14.6 \% \\ (n=415) \\ \hline \end{gathered}$ |
|  | \$30-70k | $\begin{aligned} & 35.4 \% \\ & (n=126) \\ & \hline \end{aligned}$ | $\begin{aligned} & 57.2 \% \\ & (n=115) \end{aligned}$ | $\begin{aligned} & \hline 27.6 \% \\ & (n=121) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 18.8 \% \\ & (n=104) \\ & \hline \end{aligned}$ | $\begin{aligned} & 21.1 \% \\ & (n=858) \end{aligned}$ | $\begin{aligned} & 42.8 \% \\ & (n=821) \\ & \hline \end{aligned}$ | $\begin{aligned} & 16.5 \% \\ & (n=868) \\ & \hline \end{aligned}$ | $\begin{aligned} & 13.1 \% \\ & (n=772) \\ & \hline \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 32.2 \% \\ & (n=71) \\ & \hline \end{aligned}$ | $\begin{aligned} & 54.2 \% \\ & (n=60) \\ & \hline \end{aligned}$ | $\begin{aligned} & 44.5 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 13.1 \% \\ & (n=66) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 22.5 \% \\ (n=336) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 41.5 \% \\ & (n=338) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 21.6 \% \\ (n=342) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 11.8 \% \\ & (n=394) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 23.1 \% \\ & (n=83) \\ & \hline \end{aligned}$ | $\begin{aligned} & 60.7 \% \\ & (n=104) \\ & \hline \end{aligned}$ | $\begin{gathered} 26.4 \% \\ (n=110) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 14.2 \% \\ & (n=129) \\ & \hline \end{aligned}$ | $\begin{gathered} 25.8 \% \\ (n=316) \\ \hline \end{gathered}$ | $\begin{array}{r} 47.4 \% \\ (n=413) \\ \hline \end{array}$ | $\begin{gathered} 19.3 \% \\ (n=531) \\ \hline \end{gathered}$ | $\begin{aligned} & 12.2 \% \\ & (n=624) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & 29.7 \% \\ & (n=200) \end{aligned}$ | $\begin{aligned} & 56.6 \% \\ & (n=306) \end{aligned}$ | $\begin{aligned} & 25.8 \% \\ & (n=285) \end{aligned}$ | $\begin{aligned} & \hline 15.9 \% \\ & (n=319) \end{aligned}$ | $\begin{gathered} 21.3 \% \\ (n=1307) \end{gathered}$ | $\begin{gathered} 40.9 \% \\ (n=1861) \end{gathered}$ | $\begin{gathered} 17.9 \% \\ (n=1891) \end{gathered}$ | $\begin{gathered} 12.2 \% \\ (n=2214) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & \hline 23.1 \% \\ & (n=88) \end{aligned}$ | $\begin{aligned} & \hline 51.4 \% \\ & (n=100) \end{aligned}$ | $\begin{aligned} & \hline 30.1 \% \\ & (n=114) \end{aligned}$ | $\begin{aligned} & \hline 12.3 \% \\ & (n=124) \end{aligned}$ | $\begin{aligned} & 18.2 \% \\ & (n=528) \end{aligned}$ | $\begin{aligned} & \hline 38.3 \% \\ & (n=678) \end{aligned}$ | $\begin{aligned} & \hline 22.7 \% \\ & (n=685) \end{aligned}$ | $\begin{aligned} & 13.1 \% \\ & (n=695) \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline \mathbf{2 8 . 0 \%} \\ & (n=378) \end{aligned}$ | $\begin{aligned} & \hline 55.4 \% \\ & (n=406) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 26.9 \% \\ (n=399) \end{gathered}$ | $\begin{aligned} & \hline 15.2 \% \\ & (n=444) \\ & \hline \end{aligned}$ | $\begin{gathered} \mathbf{2 0 . 9 \%} \\ (n=2438) \end{gathered}$ | $\begin{gathered} \hline \mathbf{4 0 . 4 \%} \\ (n=2547) \end{gathered}$ | $\begin{gathered} 19.0 \% \\ (n=2576) \end{gathered}$ | $\begin{gathered} 12.4 \% \\ (n=2913) \end{gathered}$ |

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 postively.
3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities - Graphs

| Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities Total English Speakers in Ouest-de-l'Île-de-Montréal | Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities English-Speaking Seniors in Ouest-de-l'Île-de-Montréal |
| :---: | :---: |
| 100\% | 100\% |
| 80\% | 80\% |
| 60\% 55.4\% | $60 \% \quad 58.2 \%$ |
| 40\% 28.0\% | 40\% 32.6\% |
| 20\% $\ldots \ldots \ldots \ldots \ldots \ldots \ldots \ldots$ | 20\% |
|  |  |
| Total English Speakers in Ouest-de-l'île-de-Montréal <br> -** . . Total English Speakers | $\simeq$ English-Speaking Seniors in Ouest-de-l'île-de-Montréal <br> -•*.. English-Speaking Seniors |
| 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. | 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. |
| Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities Unilingual English Speakers in Ouest-de-l'Île-de-Montréal | Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities Bilingual English Speakers in Ouest-de-l'Île-de-Montréal |
| 80\% | 80\% |
| 60\% 51.4\% | $60 \% \quad 56.6 \%$ |
| 40\% 33.1\% |  |
| 20\% | 20\% ....... $15.9 \%$ |
| 200520102015 | 200520102015 |
| Unilingual English Speakers in Ouest-de-l'Île-de-Montréal ...... Unilingual English Speakers | Bilingual English Speakers in Ouest-de-l'Île-de-Montréal <br> -•*.••Bilingual English Speakers |
| 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. | 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. |

### 3.12.3 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 English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-I'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} 39.4 \% \\ (n=170) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 38.6 \% \\ (n=171) \\ \hline \end{gathered}$ | $\begin{gathered} 27.3 \% \\ (n=145) \\ \hline \end{gathered}$ | $\begin{aligned} & 19.7 \% \\ & (n=184) \\ & \hline \end{aligned}$ | $\begin{gathered} 29.2 \% \\ (n=1045) \\ \hline \end{gathered}$ | $\begin{gathered} 33.8 \% \\ (n=1067) \\ \hline \end{gathered}$ | $\begin{gathered} 26.2 \% \\ (n=1024) \\ \hline \end{gathered}$ | $\begin{gathered} 18.1 \% \\ (n=1133) \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 34.1 \% \\ & (n=220) \end{aligned}$ | $\begin{aligned} & \hline 42.1 \% \\ & (n=237) \end{aligned}$ | $\begin{gathered} 45.1 \% \\ (n=264) \end{gathered}$ | $\begin{aligned} & 18.4 \% \\ & (n=263) \end{aligned}$ | $\begin{gathered} 25.8 \% \\ (n=1447) \end{gathered}$ | $\begin{gathered} \hline 35.6 \% \\ (n=1491) \end{gathered}$ | $\begin{gathered} \hline 30.6 \% \\ (n=1590) \end{gathered}$ | $\begin{gathered} 19.3 \% \\ (n=1797) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 44.5 \% \\ & (n=16) \end{aligned}$ | $(n=10)$ | $\begin{aligned} & 25.6 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 23.8 \% \\ & (n=11) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 25.4 \% \\ & (n=111) \end{aligned}$ | $\begin{aligned} & 23.1 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{aligned} & 33.2 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 15.6 \% \\ & (n=58) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 40.0 \% \\ & (n=129) \\ & \hline \end{aligned}$ | $\begin{aligned} & 34.7 \% \\ & (n=98) \\ & \hline \end{aligned}$ | $\begin{aligned} & 39.5 \% \\ & (n=73) \end{aligned}$ | $\begin{aligned} & 14.7 \% \\ & (n=29) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 26.8 \% \\ & (n=848) \\ & \hline \end{aligned}$ | $\begin{gathered} 29.2 \% \\ (n=662) \end{gathered}$ | $\begin{gathered} \hline 27.6 \% \\ (n=451) \\ \hline \end{gathered}$ | $\begin{aligned} & 16.8 \% \\ & (n=328) \end{aligned}$ |
|  | 45-64 years | $\begin{gathered} 29.5 \% \\ (n=175) \end{gathered}$ | $\begin{aligned} & \hline 44.0 \% \\ & (n=207) \end{aligned}$ | $\begin{aligned} & \hline 38.4 \% \\ & (n=196) \end{aligned}$ | $\begin{gathered} \hline 19.6 \% \\ (n=216) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 27.1 \% \\ (n=1013) \end{gathered}$ | $\begin{gathered} \hline 35.8 \% \\ (n=1185) \end{gathered}$ | $\begin{gathered} 26.5 \% \\ (n=1273) \end{gathered}$ | $\begin{gathered} 19.4 \% \\ (n=1324) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & \hline 42.3 \% \\ & (n=70) \end{aligned}$ | $\begin{aligned} & \hline 33.2 \% \\ & (n=93) \end{aligned}$ | $\begin{aligned} & \hline 34.3 \% \\ & (n=127) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 20.7 \% \\ (n=191) \end{gathered}$ | $\begin{aligned} & \hline 30.9 \% \\ & (n=520) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 38.0 \% \\ & (n=643) \end{aligned}$ | $\begin{aligned} & \hline 32.3 \% \\ & (n=827) \end{aligned}$ | $\begin{gathered} \hline 21.7 \% \\ (n=1220) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 38.0 \% \\ & (n=37) \end{aligned}$ | $\begin{aligned} & 25.4 \% \\ & (n=39) \end{aligned}$ | $\begin{aligned} & 26.1 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 18.3 \% \\ & (n=45) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 25.0 \% \\ & (n=483) \end{aligned}$ | $\begin{aligned} & 30.3 \% \\ & (n=408) \end{aligned}$ | $\begin{aligned} & \hline 33.0 \% \\ & (n=397) \end{aligned}$ | $\begin{aligned} & 24.4 \% \\ & (n=415) \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & \hline 36.3 \% \\ & (n=134) \end{aligned}$ | $\begin{aligned} & \hline 44.5 \% \\ & (n=114) \end{aligned}$ | $\begin{gathered} \hline 37.7 \% \\ (n=124) \end{gathered}$ | $\begin{gathered} 19.6 \% \\ (n=106) \end{gathered}$ | $\begin{aligned} & \hline 26.1 \% \\ & (n=877) \end{aligned}$ | $\begin{aligned} & \hline 34.3 \% \\ & (n=819) \end{aligned}$ | $\begin{gathered} \hline 27.5 \% \\ (n=881) \end{gathered}$ | $\begin{aligned} & \hline 20.3 \% \\ & (n=774) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & \hline 45.7 \% \\ & (n=73) \end{aligned}$ | $\begin{aligned} & \hline 47.6 \% \\ & (n=61) \end{aligned}$ | $\begin{aligned} & \hline 47.5 \% \\ & (n=45) \end{aligned}$ | $\begin{aligned} & 18.3 \% \\ & (n=66) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.9 \% \\ & (n=340) \end{aligned}$ | $\begin{aligned} & \hline 37.7 \% \\ & (n=346) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 31.6 \% \\ (n=345) \end{gathered}$ | $\begin{gathered} \hline 20.5 \% \\ (n=398) \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & 38.1 \% \\ & (n=87) \end{aligned}$ | $\begin{aligned} & \hline 45.3 \% \\ & (n=107) \end{aligned}$ | $\begin{gathered} \hline 37.9 \% \\ (n=114) \\ \hline \end{gathered}$ | $\begin{aligned} & 25.5 \% \\ & (n=127) \end{aligned}$ | $\begin{gathered} \hline 31.4 \% \\ (n=326) \\ \hline \end{gathered}$ | $\begin{aligned} & 41.3 \% \\ & (n=421) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 27.8 \% \\ (n=540) \\ \hline \end{gathered}$ | $\begin{aligned} & 18.3 \% \\ & (n=623) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 38.4 \% \\ & (n=204) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 42.5 \% \\ (n=305) \end{gathered}$ | $\begin{aligned} & \hline 40.1 \% \\ & (n=295) \\ & \hline \end{aligned}$ | $\begin{aligned} & 19.4 \% \\ & (n=320) \end{aligned}$ | $\begin{gathered} \hline 29.3 \% \\ (n=1329) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 35.9 \% \\ (n=1868) \end{gathered}$ | $\begin{gathered} \hline 28.0 \% \\ (n=1924) \end{gathered}$ | $\begin{gathered} 18.3 \% \\ (n=2224) \\ \hline \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 37.4 \% \\ & (n=91) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 37.3 \% \\ (n=102) \\ \hline \end{gathered}$ | $\begin{gathered} 26.0 \% \\ (n=114) \\ \hline \end{gathered}$ | $\begin{aligned} & 17.4 \% \\ & (n=127) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 24.7 \% \\ & (n=543) \\ & \hline \end{aligned}$ | $\begin{gathered} 32.5 \% \\ (n=681) \\ \hline \end{gathered}$ | $\begin{aligned} & 30.0 \% \\ & (n=690) \end{aligned}$ | $\begin{gathered} 20.4 \% \\ (n=703) \end{gathered}$ |
| Total |  | $\begin{aligned} & \hline 36.6 \% \\ & (n=390) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{4 1 . 1 \%} \\ & (n=408) \end{aligned}$ | $\begin{aligned} & \hline 36.4 \% \\ & (n=409) \end{aligned}$ | $\begin{aligned} & \hline 19.0 \% \\ & (n=447) \end{aligned}$ | $\begin{gathered} \hline 27.5 \% \\ (n=2492) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 35.0 \% \\ (n=2558) \end{gathered}$ | $\begin{gathered} \hline 28.5 \% \\ (n=2614) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 18.8 \% \\ (n=2930) \\ \hline \end{gathered}$ |
| 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 postively. |  |  |  |  |  |  |  |  |  |

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


2019 CHSSN-CROP Community Health and Social Survey.

| Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations Unilingual English Speakers in Ouest-de-l'Ile-de-Montréal |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |
| 80\% |  |  |  |  |
| 60\% |  |  |  |  |
|  | 37.4\% 37.3\% |  |  |  |
|  |  | - |  |  |
| 20\% |  |  | 26.0\% |  |
|  |  |  |  | 17.4\% |
| 0\% |  | 2010 | 2015 | 2019 |
| $\qquad$ Unilingual English Speakers in Ouest-de-l'Île-de-Montréal <br> ...... Unilingual English Speakers |  |  |  |  |
| 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. |  |  |  |  |


| Received Information in English Regarding Public Health Promotion orPrevention Program from Community Organizations |  |  |  |
| :---: | :---: | :---: | :---: |
| 100\% English-Speaking Seniors in Ouest-de-l'Île-de-Montréal |  |  |  |
|  |  |  |  |
| 80\% |  |  |  |
| 60\% |  |  |  |
| 42.3\% 34.3\% |  |  |  |
| 40\% 34.3\% |  |  |  |
| 20\% | 33.2\% |  |  |
|  |  |  | 20.7\% |
| 0\% |  |  |  |
| 2005 | 2010 | 2015 | 2019 |
|  | peaking peaking | de-l'île |  |
| 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. |  |  |  |

2019 CHSSN-CROP Community Health and Social Survey.

| Received Information in English Regarding Public Health Promotion or |  |  |  |
| :---: | :---: | :---: | :---: |
| Prevention Program from Community Organizations |  |  |  |
| 100\% Bilingual English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |
|  |  |  |  |
| 80\% |  |  |  |
| 60\% |  |  |  |
| 38.4\% | 42.5\% | 40.1\% |  |
| 40\% |  |  |  |
| 20\% |  |  |  |
| 0\% |  |  |  |
| 2005 | 2010 | 2015 | 2019 |
| Bilingual English Speakers in Ouest-de-l'Île-de-Montréal Bilingual English Speakers |  |  |  |
| 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. |  |  |  |

### 3.12.4 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
English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-I'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & 34.2 \% \\ & (n=178) \\ & \hline \end{aligned}$ | $\begin{gathered} 33.4 \% \\ (n=177) \\ \hline \end{gathered}$ | $\begin{gathered} 33.5 \% \\ (n=150) \\ \hline \end{gathered}$ | $\begin{aligned} & 21.3 \% \\ & (n=186) \\ & \hline \end{aligned}$ | $\begin{gathered} 28.6 \% \\ (n=1075) \end{gathered}$ | $\begin{gathered} 31.4 \% \\ (n=1090) \\ \hline \end{gathered}$ | $\begin{gathered} 28.2 \% \\ (n=1027) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 20.1 \% \\ (n=1154) \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 37.5 \% \\ & (n=228) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 42.9 \% \\ & (n=248) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.8 \% \\ & (n=265) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 21.5 \% \\ & (n=275) \\ & \hline \end{aligned}$ | $\begin{gathered} 27.4 \% \\ (n=1464) \end{gathered}$ | $\begin{gathered} 33.5 \% \\ (n=1524) \end{gathered}$ | $\begin{gathered} 32.8 \% \\ (n=1579) \end{gathered}$ | $\begin{gathered} 22.3 \% \\ (n=1830) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & \hline 48.4 \% \\ & (n=18) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.9 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & 35.2 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 59.1 \% \\ & (n=11) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 41.3 \% \\ & (n=122) \end{aligned}$ | $\begin{aligned} & \hline 64.2 \% \\ & (n=70) \end{aligned}$ | $\begin{aligned} & \hline 46.3 \% \\ & (n=61) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 43.9 \% \\ & (n=62) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & 51.6 \% \\ & (n=138) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 50.9 \% \\ & (n=101) \\ & \hline \end{aligned}$ | $\begin{aligned} & 45.2 \% \\ & (n=73) \\ & \hline \end{aligned}$ | $\begin{aligned} & 28.8 \% \\ & (n=31) \\ & \hline \end{aligned}$ | $\begin{aligned} & 35.9 \% \\ & (n=871) \end{aligned}$ | $\begin{aligned} & \hline 44.2 \% \\ & (n=672) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 39.9 \% \\ & (n=455) \end{aligned}$ | $\begin{aligned} & \hline 28.9 \% \\ & (n=337) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 33.3 \% \\ & (n=180) \end{aligned}$ | $\begin{aligned} & \hline 43.4 \% \\ & (n=212) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 38.4 \% \\ & (n=198) \end{aligned}$ | $\begin{aligned} & 15.5 \% \\ & (n=225) \end{aligned}$ | $\begin{gathered} \hline 25.9 \% \\ (n=1017) \end{gathered}$ | $\begin{gathered} 35.2 \% \\ (n=1216) \end{gathered}$ | $\begin{gathered} 27.5 \% \\ (n=1268) \end{gathered}$ | $\begin{gathered} 18.4 \% \\ (n=1346) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 12.5 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 12.9 \% \\ & (n=101) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 10.2 \% \\ & (n=131) \\ & \hline \end{aligned}$ | $\begin{gathered} 5.8 \% \\ (n=194) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 7.9 \% \\ (n=529) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 13.2 \% \\ & (n=656) \\ & \hline \end{aligned}$ | $\begin{aligned} & 12.5 \% \\ & (n=822) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 6.5 \% \\ (n=1239) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & \hline 44.5 \% \\ & (n=38) \\ & \hline \end{aligned}$ | $\begin{aligned} & 23.9 \% \\ & (n=41) \\ & \hline \end{aligned}$ | $\begin{aligned} & 31.3 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 13.9 \% \\ & (n=44) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 23.5 \% \\ & (n=495) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 23.9 \% \\ (n=417) \\ \hline \end{gathered}$ | $\begin{gathered} 28.3 \% \\ (n=396) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 11.8 \% \\ & (n=419) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & 26.4 \% \\ & (n=134) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 38.5 \% \\ & (n=118) \\ & \hline \end{aligned}$ | $\begin{aligned} & 31.4 \% \\ & (n=122) \\ & \hline \end{aligned}$ | $\begin{gathered} 8.6 \% \\ (n=108) \\ \hline \end{gathered}$ | $\begin{aligned} & 26.7 \% \\ & (n=880) \end{aligned}$ | $\begin{aligned} & \hline 31.6 \% \\ & (n=837) \\ & \hline \end{aligned}$ | $\begin{gathered} 25.3 \% \\ (n=874) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 19.7 \% \\ (n=788) \\ \hline \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 46.2 \% \\ & (n=80) \\ & \hline \end{aligned}$ | $\begin{aligned} & 50.3 \% \\ & (n=65) \\ & \hline \end{aligned}$ | $\begin{aligned} & 43.1 \% \\ & (n=50) \\ & \hline \end{aligned}$ | $\begin{aligned} & 21.9 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 37.0 \% \\ & (n=349) \\ & \hline \end{aligned}$ | $\begin{aligned} & 41.8 \% \\ & (n=354) \end{aligned}$ | $\begin{aligned} & 32.6 \% \\ & (n=344) \\ & \hline \end{aligned}$ | $\begin{gathered} 23.6 \% \\ (n=403) \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & \hline 46.4 \% \\ & (n=92) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 41.5 \% \\ & (n=105) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 37.2 \% \\ & (n=118) \\ & \hline \end{aligned}$ | $\begin{aligned} & 30.5 \% \\ & (n=132) \\ & \hline \end{aligned}$ | $\begin{gathered} 36.1 \% \\ (n=335) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 40.8 \% \\ & (n=424) \\ & \hline \end{aligned}$ | $\begin{gathered} 38.6 \% \\ (n=545) \\ \hline \end{gathered}$ | $\begin{gathered} 28.8 \% \\ (n=640) \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 39.7 \% \\ & (n=211) \end{aligned}$ | $\begin{aligned} & \hline 43.6 \% \\ & (n=315) \end{aligned}$ | $\begin{aligned} & \hline 39.8 \% \\ & (n=298) \end{aligned}$ | $\begin{aligned} & \hline 23.9 \% \\ & (n=334) \end{aligned}$ | $\begin{gathered} 29.4 \% \\ (n=1355) \end{gathered}$ | $\begin{gathered} 34.8 \% \\ (n=1901) \end{gathered}$ | $\begin{gathered} \hline 32.7 \% \\ (n=1917) \end{gathered}$ | $\begin{gathered} \hline 23.0 \% \\ (n=2266) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & \text { 28.0\% } \\ & (n=94) \\ & \hline \hline \end{aligned}$ | $\begin{gathered} \hline 28.9 \% \\ (n=110) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 18.3 \% \\ (n=117) \\ \hline \hline \end{gathered}$ | $\begin{aligned} & \hline 11.9 \% \\ & (n=127) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 25.1 \% \\ & (n=551) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 27.2 \% \\ (n=704) \\ \hline \hline \end{gathered}$ | $\begin{gathered} \hline 23.4 \% \\ (n=689) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 14.8 \% \\ & (n=714) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & 35.9 \% \\ & (n=406) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{4 0 . 1 \%} \\ & (n=425) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline \mathbf{3 4 . 2 \%} \\ (n=415) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline \mathbf{2 1 . 4 \%} \\ & (n=461) \\ & \hline \end{aligned}$ | $\begin{gathered} \mathbf{2 8 . 0 \%} \\ (n=2539) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 32.8 \% \\ (n=2614) \\ \hline \end{gathered}$ | $\begin{gathered} 30.5 \% \\ (n=2606) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 21.2 \% \\ (n=2984) \\ \hline \end{gathered}$ |

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 postively.
3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools - Graphs

| Received Information in English Regarding Public Health Promotion or Prevention Program from Schools Total English Speakers in Ouest-de-l'Île-de-Montréal | Received Information in English Regarding Public Health Promotion or Prevention Program from Schools English-Speaking Seniors in Ouest-de-l'Île-de-Montréal |
| :---: | :---: |
| 100\% | 100\% \| |
| 80\% | 80\% |
| 60\% | 60\% |
|    <br> $40 \%$ $35.9 \%$ $40.1 \%$ | 40\% |
| 20\% | 20\% 12.5\% |
| 0\% ¢ ¢ ¢ | $0 \% ~ 12.9 \% \quad 10.2 \% \quad 5.8 \%$ |
| 200520102015 | 200520102015 |
| $\qquad$ Total English Speakers in Ouest-de--'Île-de-Montréal <br> ..*... Total English Speakers | ——English-Speaking Seniors in Ouest-de-l'̂le-de-Montréal <br> -・か...English-Speaking Seniors |
| 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. | 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. |
| Received Information in English Regarding Public Health Promotion or Prevention Program from Schools Unilingual English Speakers in Ouest-de-l'Île-de-Montréal | Received Information in English Regarding Public Health Promotion or Prevention Program from Schools Bilingual English Speakers in Ouest-de-l'Île-de-Montréal |
| 100\% \| | 100\% \| |
| 80\% | 80\% |
| 60\% | 60\% |
| 40\% 28.0\% | 40\% |
| 20\% | 20\% |
| $0 \%$ 18.3\% | 0\% |
| 200520102015 | 200520102015 |
| $\ldots$ Unilingual English Speakers in Ouest-de-l'Île-de-Montréal | $\qquad$ <br> Bilingual English Speakers in Ouest-de-l'Île-de-Montréal Bilingual English Speakers |
| 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. | 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. |

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

| Felt Comfortable Asking for Public Health or Social Services in English English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 82.5 \% \\ & (n=183) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 83.3 \% \\ & (n=180) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.3 \% \\ & (n=153) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 91.7 \% \\ & (n=187) \end{aligned}$ | $\begin{gathered} \hline 76.8 \% \\ (n=1097) \\ \hline \end{gathered}$ | $\begin{gathered} 75.8 \% \\ (n=1126) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 77.3 \% \\ (n=1053) \\ \hline \end{gathered}$ | $\begin{gathered} 79.8 \% \\ (n=1170) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & \hline 87.1 \% \\ & (n=236) \\ & \hline \end{aligned}$ | $\begin{aligned} & 84.3 \% \\ & (n=257) \end{aligned}$ | $\begin{aligned} & \hline 87.9 \% \\ & (n=273) \end{aligned}$ | $\begin{aligned} & \hline 83.4 \% \\ & (n=283) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 77.5 \% \\ (n=1491) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 76.1 \% \\ (n=1559) \\ \hline \end{gathered}$ | $\begin{gathered} 75.0 \% \\ (n=1626) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 77.1 \% \\ (n=1849) \\ \hline \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 82.2 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & 69.9 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & 87.6 \% \\ & (n=13) \end{aligned}$ | $\begin{gathered} 100.0 \% \\ (n=12) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 73.3 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 71.8 \% \\ & (n=69) \\ & \hline \end{aligned}$ | $\begin{aligned} & 81.9 \% \\ & (n=64) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.3 \% \\ & (n=64) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 82.0 \% \\ & (n=144) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 76.0 \% \\ & (n=104) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 91.5 \% \\ & (n=76) \\ & \hline \end{aligned}$ | $\begin{aligned} & 79.9 \% \\ & (n=31) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 75.6 \% \\ (n=888) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 68.9 \% \\ & (n=691) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 75.2 \% \\ (n=467) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 76.5 \% \\ (n=337) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{aligned} & 87.5 \% \\ & (n=183) \end{aligned}$ | $\begin{aligned} & 85.2 \% \\ & (n=220) \end{aligned}$ | $\begin{aligned} & \hline 84.2 \% \\ & (n=205) \end{aligned}$ | $\begin{aligned} & 87.9 \% \\ & (n=230) \end{aligned}$ | $\begin{gathered} 75.3 \% \\ (n=1040) \end{gathered}$ | $\begin{gathered} 75.3 \% \\ (n=1244) \\ \hline \end{gathered}$ | $\begin{gathered} 72.5 \% \\ (n=1303) \end{gathered}$ | $\begin{gathered} 74.5 \% \\ (n=1360) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 85.9 \% \\ & (n=73) \end{aligned}$ | $\begin{aligned} & \hline 86.3 \% \\ & (n=102) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 90.5 \% \\ & (n=132) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.3 \% \\ & (n=197) \end{aligned}$ | $\begin{aligned} & \hline 86.7 \% \\ & (n=535) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 85.2 \% \\ & (n=681) \end{aligned}$ | $\begin{aligned} & \hline 83.3 \% \\ & (n=845) \end{aligned}$ | $\begin{gathered} \hline 84.3 \% \\ (n=1258) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 89.7 \% \\ & (n=38) \end{aligned}$ | $\begin{aligned} & 84.9 \% \\ & (n=42) \end{aligned}$ | $\begin{aligned} & 73.2 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 92.2 \% \\ & (n=46) \end{aligned}$ | $\begin{gathered} \hline 79.1 \% \\ (n=496) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 77.8 \% \\ (n=426) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 81.2 \% \\ & (n=401) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 84.2 \% \\ & (n=422) \\ & \hline \end{aligned}$ |
|  | \$30-70k | $\begin{aligned} & \hline 82.7 \% \\ & (n=137) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 81.7 \% \\ & (n=122) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 87.9 \% \\ & (n=129) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 83.1 \% \\ (n=110) \end{gathered}$ | $\begin{gathered} \hline 78.3 \% \\ (n=903) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 76.7 \% \\ & (n=858) \end{aligned}$ | $\begin{gathered} \hline 75.0 \% \\ (n=902) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 76.6 \% \\ (n=786) \end{gathered}$ |
|  | \$70-100k | $\begin{aligned} & 85.4 \% \\ & (n=78) \end{aligned}$ | $\begin{aligned} & 84.0 \% \\ & (n=68) \end{aligned}$ | $\begin{aligned} & \hline 91.1 \% \\ & (n=50) \\ & \hline \end{aligned}$ | $\begin{aligned} & 80.6 \% \\ & (n=69) \end{aligned}$ | $\begin{gathered} \hline 73.0 \% \\ (n=356) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 72.3 \% \\ & (n=360) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 71.0 \% \\ (n=356) \\ \hline \end{gathered}$ | $\begin{gathered} 75.7 \% \\ (n=411) \\ \hline \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & \hline 85.1 \% \\ & (n=98) \end{aligned}$ | $\begin{aligned} & \hline 81.6 \% \\ & (n=107) \end{aligned}$ | $\begin{gathered} \hline 90.7 \% \\ (n=120) \end{gathered}$ | $\begin{aligned} & \hline 86.8 \% \\ & (n=131) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 74.9 \% \\ (n=344) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 72.6 \% \\ & (n=437) \end{aligned}$ | $\begin{gathered} \hline 73.0 \% \\ (n=559) \end{gathered}$ | $\begin{gathered} \hline 77.3 \% \\ (n=646) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{gathered} \hline 79.4 \% \\ (n=216) \end{gathered}$ | $\begin{aligned} & \hline 81.6 \% \\ & (n=322) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 86.9 \% \\ & (n=304) \end{aligned}$ | $\begin{aligned} & \hline 86.9 \% \\ & (n=335) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 72.1 \% \\ (n=1386) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 71.5 \% \\ (n=1944) \end{gathered}$ | $\begin{gathered} \hline 74.1 \% \\ (n=1964) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 76.4 \% \\ (n=2293) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 93.6 \% \\ & (n=95) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.2 \% \\ & (n=114) \\ & \hline \end{aligned}$ | $\begin{aligned} & 91.3 \% \\ & (n=122) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 88.9 \% \\ & (n=134) \\ & \hline \end{aligned}$ | $\begin{aligned} & 87.3 \% \\ & (n=557) \\ & \hline \end{aligned}$ | $\begin{aligned} & 87.5 \% \\ & (n=730) \\ & \hline \end{aligned}$ | $\begin{array}{r} 82.9 \% \\ (n=715) \\ \hline \end{array}$ | $\begin{aligned} & 85.6 \% \\ & (n=721) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline 84.9 \% \\ & (n=419) \end{aligned}$ | $\begin{aligned} & \hline 84.0 \% \\ & (n=437) \end{aligned}$ | $\begin{aligned} & \hline 88.1 \% \\ & (n=426) \end{aligned}$ | $\begin{aligned} & \hline 87.2 \% \\ & (n=470) \end{aligned}$ | $\begin{gathered} \hline 77.1 \% \\ (n=2588) \end{gathered}$ | $\begin{gathered} \hline 76.0 \% \\ (n=2685) \end{gathered}$ | $\begin{gathered} \hline 76.1 \% \\ (n=2679) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 78.4 \% \\ (n=3019) \end{gathered}$ |

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 postively.
3.13 Comfortable Asking for Health or Social Services in English - Graphs


## Felt Comfortable Asking for Public Health or Social Services in English

Unilingual English Speakers in Ouest-de-l'Île-de-Montréal


Felt Comfortable Asking for Public Health or Social Services in English English-Speaking Seniors in Ouest-de-l'Île-de-Montréal

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.


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

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community
English Speakers of Ouest-de-l'île-de-Montréal, 2005-2019

| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 32.3 \% \\ & (n=183) \end{aligned}$ | $\begin{gathered} 19.8 \% \\ (n=176) \end{gathered}$ | $\begin{aligned} & 18.0 \% \\ & (n=150) \end{aligned}$ | $\begin{aligned} & 19.1 \% \\ & (n=185) \end{aligned}$ | $\begin{gathered} 19.0 \% \\ (n=1085) \end{gathered}$ | $\begin{gathered} \hline 22.6 \% \\ (n=1108) \end{gathered}$ | $\begin{gathered} \hline 21.4 \% \\ (n=1024) \end{gathered}$ | $\begin{gathered} \hline 16.1 \% \\ (n=1164) \end{gathered}$ |
|  | female | $\begin{aligned} & 19.1 \% \\ & (n=233) \end{aligned}$ | $\begin{gathered} 21.5 \% \\ (n=253) \end{gathered}$ | $\begin{gathered} \hline 24.2 \% \\ (n=270) \end{gathered}$ | $\begin{aligned} & 25.0 \% \\ & (n=279) \end{aligned}$ | $\begin{gathered} 18.6 \% \\ (n=1461) \end{gathered}$ | $\begin{gathered} 26.2 \% \\ (n=1530) \end{gathered}$ | $\begin{gathered} 23.0 \% \\ (n=1580) \end{gathered}$ | $\begin{gathered} 21.6 \% \\ (n=1833) \end{gathered}$ |
| age | 18-24 years | $\begin{aligned} & 19.8 \% \\ & (n=19) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 11.0 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & \hline 6.1 \% \\ & (n=12) \end{aligned}$ | $\begin{aligned} & \hline 43.6 \% \\ & (n=12) \end{aligned}$ | $\begin{gathered} \hline 11.5 \% \\ (n=120) \end{gathered}$ | $\begin{aligned} & \hline 10.4 \% \\ & (n=68) \end{aligned}$ | $\begin{gathered} 9.2 \% \\ (n=60) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 18.9 \% \\ & (n=61) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 15.0 \% \\ & (n=142) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 12.7 \% \\ (n=102) \\ \hline \end{gathered}$ | $\begin{aligned} & 13.8 \% \\ & (n=77) \\ & \hline \end{aligned}$ | $\begin{aligned} & 19.9 \% \\ & (n=30) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 14.0 \% \\ (n=880) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 11.5 \% \\ (n=685) \\ \hline \end{gathered}$ | $\begin{aligned} & 14.8 \% \\ & (n=459) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 15.8 \% \\ (n=336) \\ \hline \end{gathered}$ |
|  | 45-64 years | $\begin{gathered} \hline 29.1 \% \\ (n=185) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 22.7 \% \\ (n=216) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 22.2 \% \\ & (n=202) \end{aligned}$ | $\begin{aligned} & \hline 17.1 \% \\ & (n=227) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 21.0 \% \\ (n=1033) \end{gathered}$ | $\begin{gathered} \hline 26.1 \% \\ (n=1227) \end{gathered}$ | $\begin{gathered} 24.6 \% \\ (n=1273) \end{gathered}$ | $\begin{gathered} 16.7 \% \\ (n=1349) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 37.9 \% \\ & (n=70) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 21.1 \% \\ (n=100) \end{gathered}$ | $\begin{aligned} & \hline 38.7 \% \\ & (n=129) \end{aligned}$ | $\begin{gathered} \hline 23.3 \% \\ (n=195) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 28.9 \% \\ (n=513) \end{gathered}$ | $\begin{gathered} \hline 34.7 \% \\ (n=658) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 36.9 \% \\ & (n=812) \end{aligned}$ | $\begin{gathered} \hline 28.3 \% \\ (n=1251) \\ \hline \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 16.5 \% \\ & (n=39) \end{aligned}$ | $\begin{aligned} & 25.5 \% \\ & (n=42) \\ & \hline \end{aligned}$ | $\begin{aligned} & 27.6 \% \\ & (n=40) \end{aligned}$ | $\begin{aligned} & 15.1 \% \\ & (n=46) \\ & \hline \end{aligned}$ | $\begin{aligned} & 14.4 \% \\ & (n=485) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.2 \% \\ & (n=406) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 29.8 \% \\ (n=381) \end{gathered}$ | $\begin{gathered} 22.7 \% \\ (n=418) \end{gathered}$ |
|  | \$30-70k | $\begin{aligned} & \hline 29.9 \% \\ & (n=132) \end{aligned}$ | $\begin{gathered} \hline 23.5 \% \\ (n=120) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 21.5 \% \\ (n=125) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 24.4 \% \\ (n=110) \end{gathered}$ | $\begin{gathered} \hline 20.2 \% \\ (n=890) \end{gathered}$ | $\begin{aligned} & \hline 28.2 \% \\ & (n=844) \end{aligned}$ | $\begin{gathered} \hline 24.4 \% \\ (n=883) \end{gathered}$ | $\begin{aligned} & 18.6 \% \\ & (n=787) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 29.2 \% \\ & (n=82) \end{aligned}$ | $\begin{aligned} & 17.7 \% \\ & (n=65) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 20.6 \% \\ & (n=51) \end{aligned}$ | $\begin{aligned} & \hline 9.5 \% \\ & (n=71) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 19.7 \% \\ (n=357) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 20.4 \% \\ (n=359) \end{gathered}$ | $\begin{aligned} & \hline 20.0 \% \\ & (n=350) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 19.1 \% \\ (n=405) \\ \hline \end{gathered}$ |
|  | \$100k and over | $\begin{aligned} & 25.4 \% \\ & (n=98) \end{aligned}$ | $\begin{aligned} & 19.3 \% \\ & (n=106) \end{aligned}$ | $\begin{aligned} & \hline 16.0 \% \\ & (n=121) \end{aligned}$ | $\begin{gathered} \hline 21.9 \% \\ (n=127) \end{gathered}$ | $\begin{gathered} \hline 17.2 \% \\ (n=343) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 22.2 \% \\ (n=442) \\ \hline \end{gathered}$ | $\begin{aligned} & 16.5 \% \\ & (n=552) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 18.7 \% \\ & (n=645) \\ & \hline \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{gathered} 22.8 \% \\ (n=216) \end{gathered}$ | $\begin{gathered} 22.0 \% \\ (n=318) \end{gathered}$ | $\begin{aligned} & \hline 20.0 \% \\ & (n=300) \end{aligned}$ | $\begin{gathered} 25.0 \% \\ (n=331) \end{gathered}$ | $\begin{gathered} 17.8 \% \\ (n=1361) \end{gathered}$ | $\begin{gathered} \hline 24.7 \% \\ (n=1928) \end{gathered}$ | $\begin{gathered} 21.7 \% \\ (n=1921) \end{gathered}$ | $\begin{gathered} 18.3 \% \\ (n=2286) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & \text { 26.6\% } \\ & (n=93) \end{aligned}$ | $\begin{gathered} 18.3 \% \\ (n=110) \end{gathered}$ | $\begin{gathered} \hline 24.7 \% \\ (n=120) \end{gathered}$ | $\begin{aligned} & \hline 11.7 \% \\ & (n=132) \\ & \hline \end{aligned}$ | $\begin{gathered} 19.8 \% \\ (n=545) \end{gathered}$ | $\begin{gathered} \hline 25.6 \% \\ (n=699) \end{gathered}$ | $\begin{gathered} \hline 24.0 \% \\ (n=683) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 21.3 \% \\ (n=706) \end{gathered}$ |
| Total |  | $\begin{gathered} \hline \mathbf{2 5 . 4 \%} \\ (n=416) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline \mathbf{2 1 . 0 \%} \\ & (n=429) \\ & \hline \end{aligned}$ | $\begin{aligned} & \mathbf{2 1 . 2 \%} \\ & (n=420) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline \mathbf{2 2 . 3 \%} \\ & (n=464) \\ & \hline \end{aligned}$ | $\begin{gathered} 18.8 \% \\ (n=2546) \\ \hline \end{gathered}$ | $\begin{gathered} \hline \mathbf{2 5 . 0 \%} \\ (n=2638) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 22.2 \% \\ (n=2604) \\ \hline \end{gathered}$ | $\begin{gathered} 18.9 \% \\ (n=2997) \\ \hline \end{gathered}$ |

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 postively.

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

| Had Knowledge of Local Community Organizations Promoting Interests of the |  |  |  |
| :---: | :---: | :---: | :---: |
| English-speaking Community <br> Total English Speakers in Ouest-de-l'Île-de-Montréal |  |  |  |
|  |  |  |  |
| 100\% |  |  |  |
| 80\% |  |  |  |
| 60\% |  |  |  |
| 40\% 25.4\% 22.3\% |  |  |  |
|  |  |  |  |
| 0\% |  |  |  |
| 2005 | 2010 | 2015 | 2019 |
| $\qquad$ Total English Speakers in Ouest-de-l'Île-de-Montréal -•* . . Total English Speakers |  |  |  |
| 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. |  |  |  |

2019 CHSSN-CROP Community Health and Social Survey.
Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community
Unilingual English Speakers in Ouest-de-l'île-de-Montréal



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.

| Had Knowledge of Local Community Organizations Promoting Interests of the |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| English-speaking Community |  |  |  |  |
| Bilingual English Speakers in Ouest-de-l'İle-de-Montréal |  |  |  |  |
| 100\% |  |  |  |  |
| 80\% |  |  |  |  |
| 60\% |  |  |  |  |
| 40\% 22.8\% 25.0\% |  |  |  |  |
|  |  |  |  |  |
|  |  | 22.0\% | 20.0\% |  |
| 0\% |  |  |  |  |
|  | 05 | 2010 | 2015 | 2019 |
|  |  | nglish S English S | de-l'île |  |
| 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. |  |  |  |  |

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

| Provided Unpaid Care for a Vulnerable or Dependent Person English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{gathered} 18.2 \% \\ (n=179) \end{gathered}$ | $\begin{aligned} & \hline 16.7 \% \\ & (n=176) \\ & \hline \end{aligned}$ | $\begin{gathered} 12.6 \% \\ (n=150) \end{gathered}$ | $\begin{gathered} 13.5 \% \\ (n=191) \end{gathered}$ | $\begin{gathered} 16.6 \% \\ (n=1063) \end{gathered}$ | $\begin{gathered} 16.1 \% \\ (n=1106) \\ \hline \end{gathered}$ | $\begin{gathered} 15.0 \% \\ (n=1033) \end{gathered}$ | $\begin{gathered} 14.8 \% \\ (n=1176) \\ \hline \end{gathered}$ |
|  | female | $\begin{gathered} 21.2 \% \\ (n=232) \end{gathered}$ | $\begin{aligned} & 26.6 \% \\ & (n=253) \\ & \hline \end{aligned}$ | $\begin{gathered} 27.4 \% \\ (n=274) \\ \hline \end{gathered}$ | $\begin{aligned} & 21.6 \% \\ & (n=283) \end{aligned}$ | $\begin{gathered} 17.3 \% \\ (n=1449) \\ \hline \end{gathered}$ | $\begin{gathered} 21.5 \% \\ (n=1547) \end{gathered}$ | $\begin{gathered} \hline 24.6 \% \\ (n=1611) \end{gathered}$ | $\begin{gathered} 19.1 \% \\ (n=1863) \end{gathered}$ |
| age | 18-24 years | $(n=8)$ | $(n=4)$ | $(n=7)$ | $\begin{aligned} & \hline 23.7 \% \\ & (n=12) \end{aligned}$ | $\begin{aligned} & \hline 8.8 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 22.1 \% \\ & (n=33) \end{aligned}$ | $\begin{aligned} & 16.1 \% \\ & (n=23) \end{aligned}$ | $\begin{aligned} & 22.0 \% \\ & (n=63) \end{aligned}$ |
|  | 25-44 years | $\begin{aligned} & \hline 17.8 \% \\ & (n=140) \\ & \hline \end{aligned}$ | $\begin{aligned} & 16.6 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{aligned} & 14.7 \% \\ & (n=75) \end{aligned}$ | $\begin{aligned} & 15.9 \% \\ & (n=30) \end{aligned}$ | $\begin{gathered} 13.9 \% \\ (n=846) \end{gathered}$ | $\begin{gathered} \hline 13.8 \% \\ (n=669) \end{gathered}$ | $\begin{aligned} & \hline 16.3 \% \\ & (n=448) \end{aligned}$ | $\begin{aligned} & 15.2 \% \\ & (n=337) \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 23.9 \% \\ & (n=187) \end{aligned}$ | $\begin{gathered} \hline 27.3 \% \\ (n=222) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 24.6 \% \\ (n=206) \end{gathered}$ | $\begin{gathered} 18.9 \% \\ (n=231) \end{gathered}$ | $\begin{gathered} \hline 23.1 \% \\ (n=1053) \end{gathered}$ | $\begin{gathered} \hline 23.1 \% \\ (n=1253) \end{gathered}$ | $\begin{gathered} \hline 23.7 \% \\ (n=1308) \end{gathered}$ | $\begin{gathered} \hline 19.6 \% \\ (n=1370) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 16.6 \% \\ & (n=76) \end{aligned}$ | $\begin{aligned} & 13.1 \% \\ & (n=107) \end{aligned}$ | $\begin{gathered} 19.4 \% \\ (n=136) \end{gathered}$ | $\begin{aligned} & 15.0 \% \\ & (n=201) \end{aligned}$ | $\begin{gathered} \hline 12.2 \% \\ (n=550) \end{gathered}$ | $\begin{gathered} \hline 13.9 \% \\ (n=698) \end{gathered}$ | $\begin{gathered} 19.2 \% \\ (n=865) \end{gathered}$ | $\begin{gathered} 13.5 \% \\ (n=1269) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 21.0 \% \\ & (n=35) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 22.2 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 27.5 \% \\ & (n=40) \end{aligned}$ | $\begin{aligned} & 14.0 \% \\ & (n=47) \end{aligned}$ | $\begin{gathered} 15.2 \% \\ (n=465) \end{gathered}$ | $\begin{gathered} \hline 19.6 \% \\ (n=415) \end{gathered}$ | $\begin{gathered} 21.9 \% \\ (n=395) \end{gathered}$ | $\begin{aligned} & \hline 10.4 \% \\ & (n=422) \end{aligned}$ |
|  | \$30-70k | $\begin{gathered} \hline 18.2 \% \\ (n=136) \end{gathered}$ | $\begin{aligned} & \hline 32.7 \% \\ & (n=121) \end{aligned}$ | $\begin{gathered} \hline 22.1 \% \\ (n=125) \end{gathered}$ | $\begin{aligned} & \hline 13.5 \% \\ & (n=111) \end{aligned}$ | $\begin{gathered} 18.3 \% \\ (n=884) \end{gathered}$ | $\begin{gathered} 22.1 \% \\ (n=850) \end{gathered}$ | $\begin{gathered} 21.4 \% \\ (n=884) \end{gathered}$ | $\begin{aligned} & 18.4 \% \\ & (n=795) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 21.3 \% \\ & (n=80) \end{aligned}$ | $\begin{aligned} & 23.8 \% \\ & (n=68) \\ & \hline \end{aligned}$ | $\begin{aligned} & 17.8 \% \\ & (n=51) \\ & \hline \end{aligned}$ | $\begin{aligned} & 16.7 \% \\ & (n=68) \end{aligned}$ | $\begin{aligned} & 16.7 \% \\ & (n=353) \\ & \hline \end{aligned}$ | $\begin{gathered} 21.2 \% \\ (n=360) \\ \hline \end{gathered}$ | $\begin{aligned} & 22.1 \% \\ & (n=354) \\ & \hline \end{aligned}$ | $\begin{aligned} & 12.0 \% \\ & (n=411) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 21.0 \% \\ & (n=95) \end{aligned}$ | $\begin{aligned} & 19.6 \% \\ & (n=107) \\ & \hline \end{aligned}$ | $\begin{aligned} & 13.3 \% \\ & (n=123) \\ & \hline \end{aligned}$ | $\begin{aligned} & 16.4 \% \\ & (n=134) \\ & \hline \end{aligned}$ | $\begin{aligned} & 15.6 \% \\ & (n=336) \\ & \hline \end{aligned}$ | $\begin{aligned} & 16.6 \% \\ & (n=440) \\ & \hline \end{aligned}$ | $\begin{aligned} & 17.3 \% \\ & (n=555) \\ & \hline \end{aligned}$ | $\begin{gathered} 20.9 \% \\ (n=649) \\ \hline \end{gathered}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 19.2 \% \\ & (n=208) \end{aligned}$ | $\begin{gathered} \hline 23.5 \% \\ (n=315) \end{gathered}$ | $\begin{gathered} \hline 20.2 \% \\ (n=300) \end{gathered}$ | $\begin{aligned} & \hline 17.6 \% \\ & (n=339) \end{aligned}$ | $\begin{gathered} \hline 17.7 \% \\ (n=1317) \end{gathered}$ | $\begin{gathered} \hline 20.2 \% \\ (n=1920) \end{gathered}$ | $\begin{gathered} \hline 20.2 \% \\ (n=1936) \end{gathered}$ | $\begin{gathered} 18.0 \% \\ (n=2314) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & 13.3 \% \\ & (n=96) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 24.8 \% \\ (n=113) \\ \hline \end{gathered}$ | $\begin{gathered} \hline 20.1 \% \\ (n=124) \\ \hline \end{gathered}$ | $\begin{aligned} & 18.3 \% \\ & (n=134) \end{aligned}$ | $\begin{gathered} 14.6 \% \\ (n=551) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 18.3 \% \\ & (n=722) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 19.1 \% \\ (n=708) \\ \hline \end{gathered}$ | $\begin{gathered} 13.4 \% \\ (n=720) \\ \hline \end{gathered}$ |
| Total |  | $\begin{gathered} \hline 19.8 \% \\ (n=411) \end{gathered}$ | $\begin{aligned} & \hline \mathbf{2 3 . 8 \%} \\ & (n=429) \end{aligned}$ | $\begin{aligned} & \hline \mathbf{2 0 . 2 \%} \\ & (n=424) \end{aligned}$ | $\begin{aligned} & \hline 17.8 \% \\ & (n=474) \end{aligned}$ | $\begin{gathered} \hline 16.9 \% \\ (n=2512) \end{gathered}$ | $\begin{gathered} \hline 19.7 \% \\ (n=2653) \end{gathered}$ | $\begin{gathered} \hline 19.9 \% \\ (n=2644) \end{gathered}$ | $\begin{gathered} \hline 17.0 \% \\ (n=3039) \end{gathered}$ |

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 postively.
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 English Speakers of Ouest-de-l'Île-de-Montréal, 2005-2019 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Variable |  | English Speakers of Ouest-de-l'île-deMontréal |  |  |  | Total English Speakers |  |  |  |
|  |  | 2005 | 2010 | 2015 | 2019 | 2005 | 2010 | 2015 | 2019 |
| gender | male | $\begin{aligned} & \hline 51.5 \% \\ & (n=179) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 39.4 \% \\ & (n=174) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.2 \% \\ & (n=144) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 70.1 \% \\ & (n=183) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 47.7 \% \\ (n=1047) \\ \hline \end{gathered}$ | $\begin{gathered} 37.2 \% \\ (n=1091) \end{gathered}$ | $\begin{aligned} & \hline 40.5 \% \\ & (n=988) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 61.3 \% \\ (n=1120) \\ \hline \end{gathered}$ |
|  | female | $\begin{aligned} & 40.5 \% \\ & (n=229) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 29.8 \% \\ & (n=249) \end{aligned}$ | $\begin{aligned} & 35.5 \% \\ & (n=252) \\ & \hline \end{aligned}$ | $\begin{aligned} & 50.0 \% \\ & (n=271) \end{aligned}$ | $\begin{gathered} 38.6 \% \\ (n=1413) \end{gathered}$ | $\begin{gathered} \hline 31.6 \% \\ (n=1518) \\ \hline \end{gathered}$ | $\begin{gathered} 39.4 \% \\ (n=1478) \\ \hline \end{gathered}$ | $\begin{gathered} 51.2 \% \\ (n=1764) \end{gathered}$ |
| age | 18-24 years | $(n=8)$ | $(n=4)$ | $\begin{aligned} & 64.0 \% \\ & (n=13) \end{aligned}$ | $\begin{aligned} & 64.8 \% \\ & (n=11) \end{aligned}$ | $\begin{aligned} & 52.8 \% \\ & (n=63) \\ & \hline \end{aligned}$ | $\begin{aligned} & 51.1 \% \\ & (n=33) \end{aligned}$ | $\begin{aligned} & 64.8 \% \\ & (n=62) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 73.6 \% \\ & (n=62) \\ & \hline \end{aligned}$ |
|  | 25-44 years | $\begin{gathered} \hline 36.8 \% \\ (n=141) \\ \hline \end{gathered}$ | $\begin{aligned} & 41.6 \% \\ & (n=96) \end{aligned}$ | $\begin{aligned} & \hline 37.5 \% \\ & (n=72) \\ & \hline \end{aligned}$ | $\begin{aligned} & 61.4 \% \\ & (n=30) \end{aligned}$ | $\begin{gathered} \hline 46.4 \% \\ (n=840) \end{gathered}$ | $\begin{gathered} \hline 36.5 \% \\ (n=661) \end{gathered}$ | $\begin{aligned} & \hline 40.7 \% \\ & (n=433) \end{aligned}$ | $\begin{aligned} & \hline 57.4 \% \\ & (n=318) \\ & \hline \end{aligned}$ |
|  | 45-64 years | $\begin{aligned} & \hline 50.4 \% \\ & (n=185) \end{aligned}$ | $\begin{aligned} & \hline 30.5 \% \\ & (n=220) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 24.2 \% \\ (n=196) \end{gathered}$ | $\begin{gathered} \hline 55.7 \% \\ (n=228) \end{gathered}$ | $\begin{gathered} \hline 38.4 \% \\ (n=1028) \end{gathered}$ | $\begin{gathered} \hline 32.4 \% \\ (n=1240) \end{gathered}$ | $\begin{gathered} \hline 34.7 \% \\ (n=1214) \end{gathered}$ | $\begin{gathered} \hline 51.4 \% \\ (n=1318) \end{gathered}$ |
|  | 65 years and over | $\begin{aligned} & 46.9 \% \\ & (n=74) \end{aligned}$ | $\begin{aligned} & \hline 33.9 \% \\ & (n=103) \end{aligned}$ | $\begin{aligned} & 35.1 \% \\ & (n=115) \end{aligned}$ | $\begin{gathered} \hline 60.6 \% \\ (n=185) \end{gathered}$ | $\begin{aligned} & \hline 44.1 \% \\ & (n=529) \end{aligned}$ | $\begin{aligned} & \hline 34.1 \% \\ & (n=675) \end{aligned}$ | $\begin{aligned} & \hline 39.3 \% \\ & (n=757) \end{aligned}$ | $\begin{gathered} 57.4 \% \\ (n=1186) \end{gathered}$ |
| household income | less than \$30k | $\begin{aligned} & 21.3 \% \\ & (n=35) \end{aligned}$ | $\begin{aligned} & 27.4 \% \\ & (n=39) \\ & \hline \end{aligned}$ | $\begin{aligned} & 38.3 \% \\ & (n=39) \end{aligned}$ | $\begin{aligned} & \hline 47.2 \% \\ & (n=44) \end{aligned}$ | $\begin{aligned} & \hline 34.9 \% \\ & (n=454) \end{aligned}$ | $\begin{gathered} \hline 28.9 \% \\ (n=399) \end{gathered}$ | $\begin{aligned} & \hline 49.3 \% \\ & (n=359) \end{aligned}$ | $\begin{gathered} \hline 56.7 \% \\ (n=401) \end{gathered}$ |
|  | \$30-70k | $\begin{array}{r} 55.5 \% \\ (n=135) \\ \hline \end{array}$ | $\begin{aligned} & \hline 30.4 \% \\ & (n=120) \end{aligned}$ | $\begin{aligned} & \hline 33.9 \% \\ & (n=119) \end{aligned}$ | $\begin{aligned} & \hline 65.4 \% \\ & (n=105) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 45.4 \% \\ & (n=871) \end{aligned}$ | $\begin{aligned} & \hline 32.4 \% \\ & (n=841) \end{aligned}$ | $\begin{aligned} & \hline 41.6 \% \\ & (n=844) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 53.5 \% \\ & (n=760) \end{aligned}$ |
|  | \$70-100k | $\begin{aligned} & 50.9 \% \\ & (n=80) \end{aligned}$ | $\begin{aligned} & \hline 32.0 \% \\ & (n=67) \end{aligned}$ | $\begin{aligned} & 37.1 \% \\ & (n=49) \end{aligned}$ | $\begin{aligned} & 59.2 \% \\ & (n=70) \end{aligned}$ | $\begin{aligned} & \hline 49.5 \% \\ & (n=351) \end{aligned}$ | $\begin{aligned} & \hline 34.9 \% \\ & (n=357) \\ & \hline \end{aligned}$ | $\begin{aligned} & 36.0 \% \\ & (n=343) \\ & \hline \end{aligned}$ | $\begin{aligned} & 56.7 \% \\ & (n=394) \\ & \hline \end{aligned}$ |
|  | \$100k and over | $\begin{aligned} & 44.3 \% \\ & (n=95) \end{aligned}$ | $\begin{aligned} & 34.8 \% \\ & (n=106) \end{aligned}$ | $\begin{gathered} 29.2 \% \\ (n=114) \end{gathered}$ | $\begin{gathered} 58.2 \% \\ (n=132) \\ \hline \end{gathered}$ | $\begin{aligned} & \hline 42.4 \% \\ & (n=334) \end{aligned}$ | $\begin{aligned} & \hline 38.5 \% \\ & (n=436) \end{aligned}$ | $\begin{aligned} & 35.0 \% \\ & (n=519) \end{aligned}$ | $\begin{aligned} & 58.2 \% \\ & (n=630) \end{aligned}$ |
| knowledge of English and French | bilingual | $\begin{aligned} & \hline 46.5 \% \\ & (n=207) \end{aligned}$ | $\begin{aligned} & \hline 33.4 \% \\ & (n=311) \end{aligned}$ | $\begin{aligned} & \hline 37.7 \% \\ & (n=283) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 59.4 \% \\ & (n=331) \\ & \hline \end{aligned}$ | $\begin{gathered} \hline 46.1 \% \\ (n=1299) \end{gathered}$ | $\begin{gathered} \hline 33.0 \% \\ (n=1887) \end{gathered}$ | $\begin{gathered} \hline 40.4 \% \\ (n=1821) \end{gathered}$ | $\begin{gathered} 56.1 \% \\ (n=2200) \end{gathered}$ |
|  | unilingual English | $\begin{aligned} & \hline 42.9 \% \\ & (n=94) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 30.3 \% \\ & (n=111) \end{aligned}$ | $\begin{gathered} \hline 27.2 \% \\ (n=113) \end{gathered}$ | $\begin{aligned} & \hline 59.2 \% \\ & (n=122) \end{aligned}$ | $\begin{aligned} & \hline 36.7 \% \\ & (n=529) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 34.6 \% \\ & (n=711) \end{aligned}$ | $\begin{aligned} & \hline 38.6 \% \\ & (n=645) \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline 56.4 \% \\ & (n=680) \\ & \hline \end{aligned}$ |
| Total |  | $\begin{aligned} & \hline 45.8 \% \\ & (n=408) \end{aligned}$ | $\begin{aligned} & \hline 32.5 \% \\ & (n=423) \end{aligned}$ | $\begin{aligned} & \hline 34.9 \% \\ & (n=396) \end{aligned}$ | $\begin{aligned} & \hline 59.3 \% \\ & (n=454) \end{aligned}$ | $\begin{gathered} \hline 43.2 \% \\ (n=2460) \end{gathered}$ | $\begin{gathered} \hline 33.4 \% \\ (n=2609) \end{gathered}$ | $\begin{gathered} \hline 40.0 \% \\ (n=2466) \end{gathered}$ | $\begin{gathered} \hline 56.1 \% \\ (n=2884) \end{gathered}$ |

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 postively.

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




Confident in the Future of the Local English-speaking Community Unilingual English Speakers in Ouest-de-l'Île-de-Montréal


2019 CHSSN-CROP Community Health and Social Survey.


## 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?


[^0]:    ${ }^{1}$ CROP Inc. is a Canadian opinion polling and marketing research firm based in Montreal.

[^1]:    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 postively.

[^2]:    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 ( $\mathbf{n}=$ ).

    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.

[^3]:    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 postively.

[^4]:    Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health

[^5]:    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 postively.

[^6]:    Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and

[^7]:    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

