



English-language Health and
Social Services Access in Québec

CHSSN

COMPARISON 2019-2023

life to ideas

CROP

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Context, Objective and Methodology 1/2

Context and objective

The CHSSN (Community Health and Social Services Network) was created in 2000 to support English-speaking communities in the province of Quebec in their efforts to redress health-status inequalities and promote community vitality.

The CHSSN conducts major longitudinal surveys of the English-population in selected regions of Quebec. This survey has been conducted by CROP in 2005, 2010, 2015 and 2019, and the CHSSN wishes to conduct a new wave in 2023.

Data collection

CROP conducted this web survey from March 15 to April 17, 2023.

In total, 4,318 respondents completed the questionnaire in English and 1,000, in French. Three fieldworks were conducted in parallel on the web.

This report also presents the results of a telephone survey conducted by CROP for the CHSSN in 2019.

For the 2019 English study, a total of 3,133 English-speaking and 1,000 French-speaking Quebecers aged of 18 years old and over were randomly selected for interviews over the telephone.

	2023			2019	
TARGET	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS
COLLECTION METHOD	Web panel	Web panel	Web link distributed via CHSSN partners	Telephone interview	Telephone interview
COLLECTION DATES	March 22 – 30	Mar 15 – April 17	March 22 – April 17	April 9 – May 26	March 21 – June 16
NUMBER OF RESPONDENTS (n)	1,000	3,500	818	1,000	3,133

Context, Objective and Methodology 2/2

Weighting and data processing

For 2023, data were weighted based on region, age and gender, using data from the Statistics Canada 2021 Census. All the survey data collected from English-speakers were merged: the data from the survey's web link via CHSSN partners (n=818) with the main survey data via web panel (n=3,500).

For 2019, data was weighted according to region, age and gender using data from the Statistics Canada 2016 Census.

Data comparison

Due to the difference between the two data collection methods (telephone survey in 2019 and web survey in 2023), the significant differences can not be presented.

Note, too, that the choice "*do not know / refusal*" was available for all the questions in 2019, which was not the case in 2023. Therefore, this choice (*do not know / refusal*) has been excluded from our comparative analysis. Certain other changes were made due to the change in collection method (for example, some open questions were closed and an "other, specify" choice was added to some questions). The results of questions where the methodology has changed significantly cannot be compared.

How to read the data

The total for some of the results presented may not always equal 100%, due to rounding.



Executive summary

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Executive Summary 1/3

The evolution in the access to services and the satisfaction of Anglophones

Access to a family doctor is down slightly.

- Access to a family doctor fell by 9 percentage points between 2019 (83%) and 2023 (74%).
 - However, those who have access to a family doctor are more likely to go to a clinic, GMF or CLSC (87% in 2023 vs. 82% in 2019), whereas the number of those who go private (9%) have declined since 2019 (17%).
- As was the case in 2019 (58%), the majority of those without a family doctor go to a walk-in clinic for medical care (2023: 53%). The use of a hospital Emergency Room (ER) by those without a family doctor remains relatively high (27% in 2023 vs. 30% in 2019).
- For those with a family doctor, the wait time to see their family doctor in an emergency has not changed much in 4 years.

Anglophones made more use of other health services.

- In general, more Anglophones took advantage of the following medical services in 2023 than they did in 2019:
 - 63% were referred* by a doctor for test procedures, compared to 53% in 2019.
 - 52% were referred* by a medical specialist for follow-up, compared to 44% in 2019.
 - 48% used* the services of a CLSC within the last 12 months (33% in 2019).
 - 41% used* the services of Info Santé or Info Social, which was twice as high as in 2019 (20%).
 - 37% had* a medical procedure in a hospital within the last year (26% in 2019).
 - 29% used* the services of a health / social work professional for mental health problems, compared to 13% in 2019.
 - 27% used* a hospital service requiring at least one overnight stay, compared to 15% in 2019.
- The usage rate* for a hospital ER or out-patient clinic (43%) is similar to that of 2019 (40%).

Satisfaction with the availability of local health and social services in English is similar to 2019.

- Satisfaction with the availability of health and social services in English in their region is generally unchanged. Note, however, that those who are the most satisfied (5/5) are slightly more numerous in 2023 (27%) than in 2019 (23%).

Executive Summary 2/3

*The evolution in the satisfaction with and access to services in English**

Satisfaction with wait times remains high and has stayed quite stable since 2019*.

- Satisfaction with wait times (*% very good + good*) has remained unchanged for:
 - The wait time for a procedure (a medical procedure in a hospital) (75%, unchanged since in 2019).
- The results are slightly lower (*% very good + good*) for:
 - The wait time for an appointment with their family doctor. In 2023, 71% consider the wait time to be good or very good, compared to 79% in 2019.
 - An appointment with a medical specialist (follow-up) (2023: 62% vs. 66% in 2019).
- The good news is that there has also been a slight improvement (*% very good + good*) in:
 - The follow-up after a medical procedure (85% in 2023 vs. 81% in 2019).
 - The wait time for service at a CLSC (79% in 2023 vs. 75% in 2019).

Overall, in 2023, Anglophones seem to have accessed health and social services in English more easily than they did in 2019.

- Note that more Anglophones accessed the following services in English:
 - When staying in hospital overnight (*81% were served in English in 2023 compared to 68% in 2019*);
 - At a hospital ER or out-patient clinic (*73% were served in English in 2023 compared to 69% in 2019*);
 - When they contacted Info Santé or Info Social (*68% were served in English in 2023 compared to 59% in 2019*);
 - At their most recent visit to a CLSC (*67% were served in English in 2023 compared to 55% in 2019*);
- The access to care in English is similar to what was observed in in 2019 when visiting a doctor in a private office or clinic (*82% were served in English in 2023 compared to 80% in 2019*) or at an appointment for a mental health problem (*84% were served in English in 2023 compared to 83% in 2019*).

Executive Summary 3/3

*The evolution in the access to services in English**

When it comes to healthcare and social services, being served in English is still important for a large portion of Anglophones.

- Of the Anglophones who were served in English when receiving healthcare, the importance of being served in English (*% it was very important to have received the service in English*) is very high. The results are similar to or slightly higher than those of 2019:
 - When seeing a professional for mental health issues (2023: 91% / 2019: 86%);
 - When staying overnight at a hospital (2023: 89% / 2019: 87%);
 - When using Info Santé or Info Social (2023: 88% / 2019: 88%);
 - At an ER or out-patient clinic (2023: 87% / 2019: 82%);
 - When seeing a doctor in a private office or clinic (2023: 84% / 2019: 77%);
 - At a CLSC (2023: 82% / 2019: 80%).

- Being served in English is less important for Anglophones who were **NOT** served in English when they used health care services. Depending on the type of service, between 40% and 65% said that it would have been important to be served in English, which was **higher** than in 2019.
 - At a CLSC, 45% said it would have been important to be served in English, compared to 34% in 2019.
 - The percentage of Anglophones who were not served in English but who believe that it would have been important to have been served that way jumped between 2019 and 2023 for the following:
 - When staying overnight at a hospital (2023: 65% / 2019: 47%);
 - At an ER or out-patient clinic (2023: 56% / 2019: 42%);
 - When using Info Santé or Info Social (2023: 52% / 2019: 28%);
 - Seeing a professional for mental health issues (2023: 49% / 2019: 21%).

 - Of those who saw a doctor in a private office or clinic, 40% said that it would have been very important to be served in English. The results were similar in 2019 (35%).

- Finally, we also asked all the Anglophones how important it is to them to have access to services in English if they need help for a mental health issue. Again, this year, a large number feel that it would be very important (72%) to be served in English, a lower percentage than in 2019 (82%).



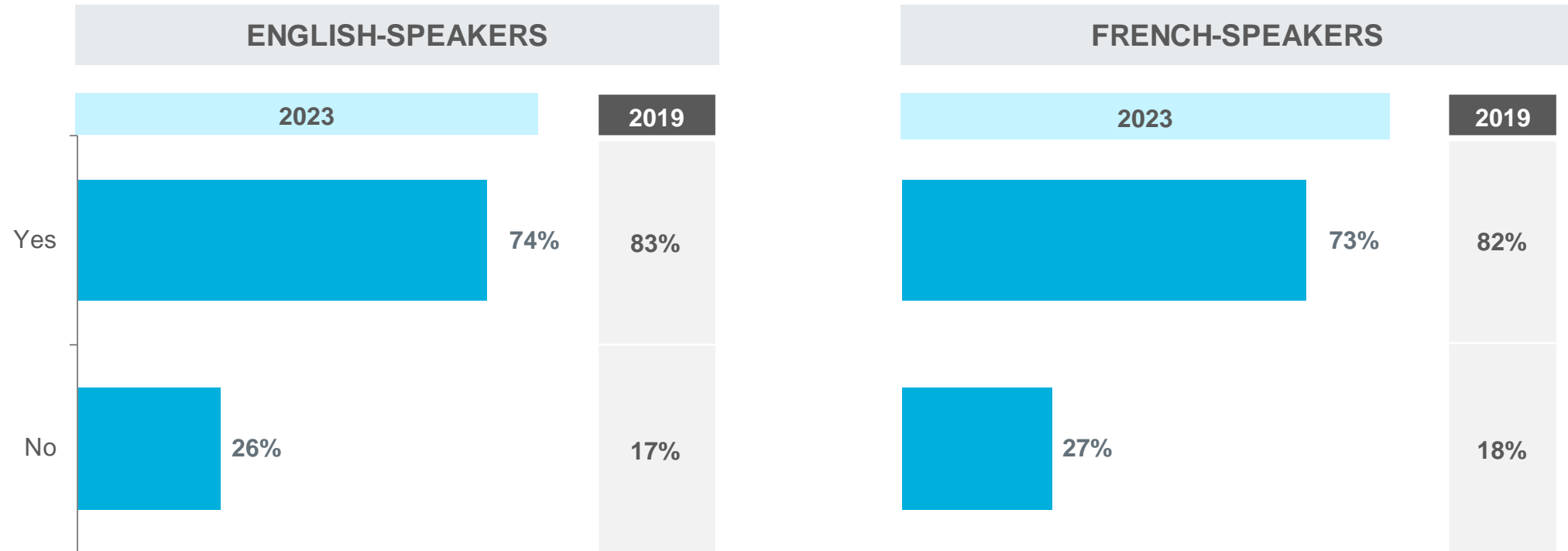
Access to Doctors

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Access to a family doctor (GP)

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,130/ French, n=999

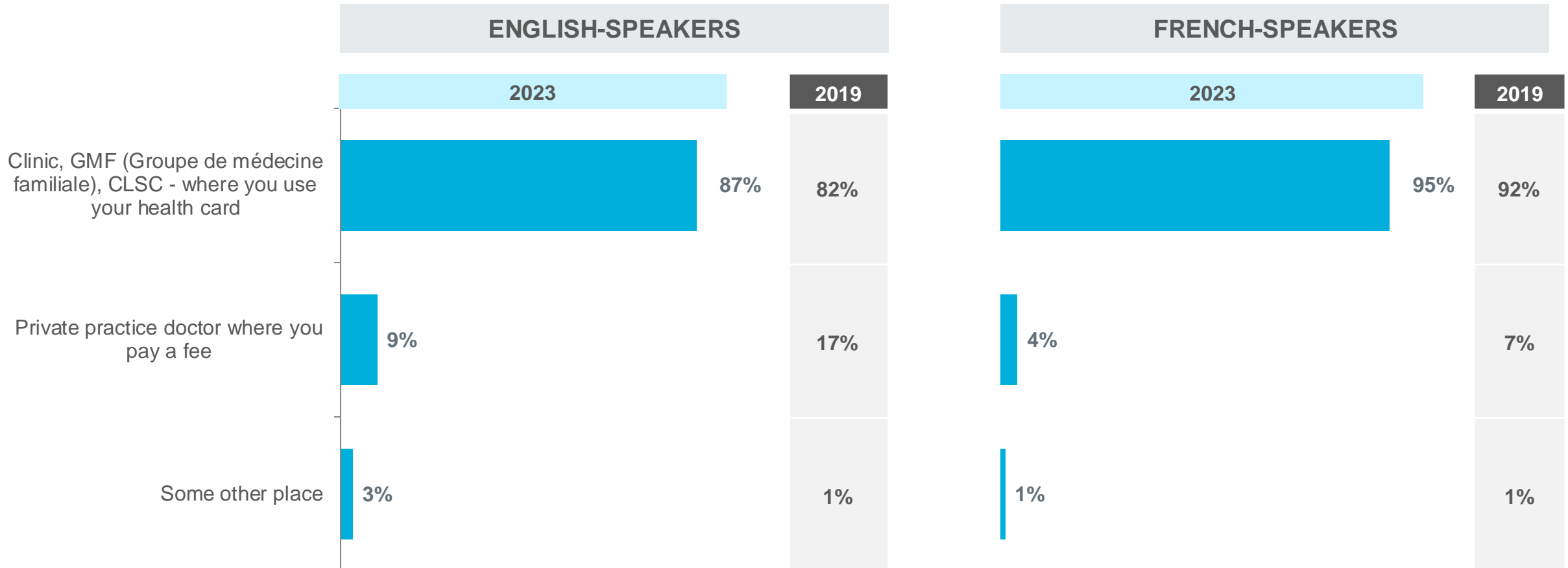


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Type of practice among family doctors

Base 2023: respondents with a family doctor, English, n=3,181/ French, n= 732

Base 2019*: respondents with a family doctor *excluding those who don't know / refuse to answer*, English, n=2,657/ French, n= 863

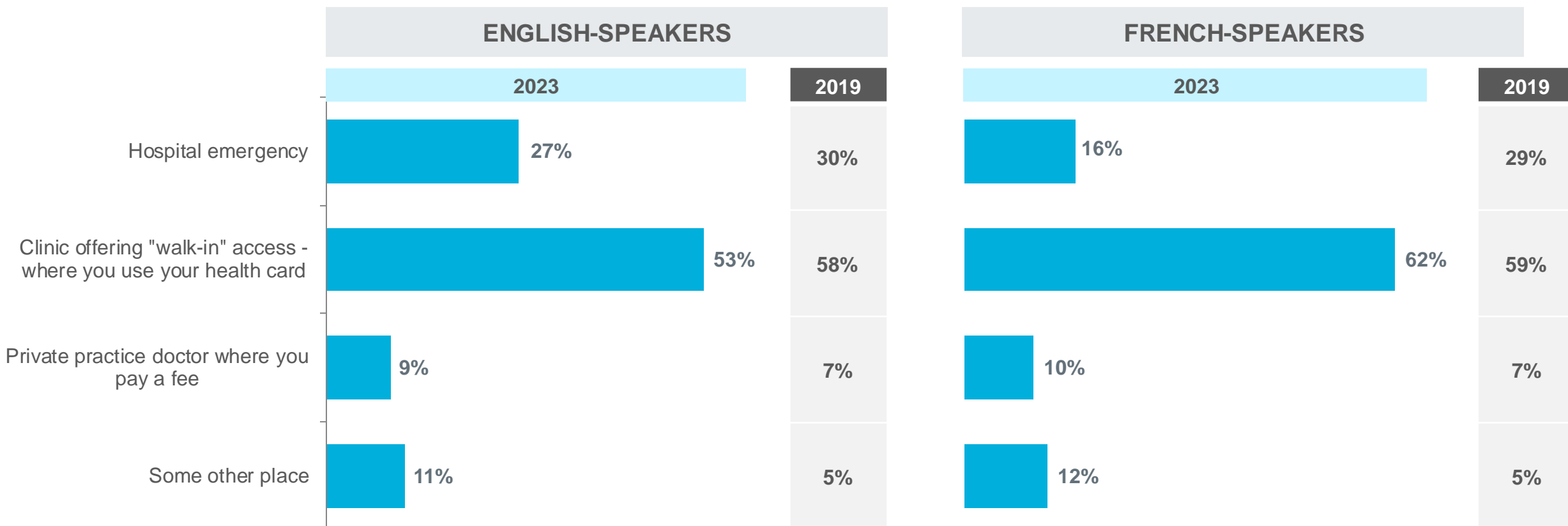


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Access to a doctor for those without a family doctor

Base 2023: respondents without a family doctor, English, n=1,137 / French, n=268

Base 2019*: respondents without a family doctor *excluding those who don't know / refuse to answer*, English, n=437 / French, n= 129

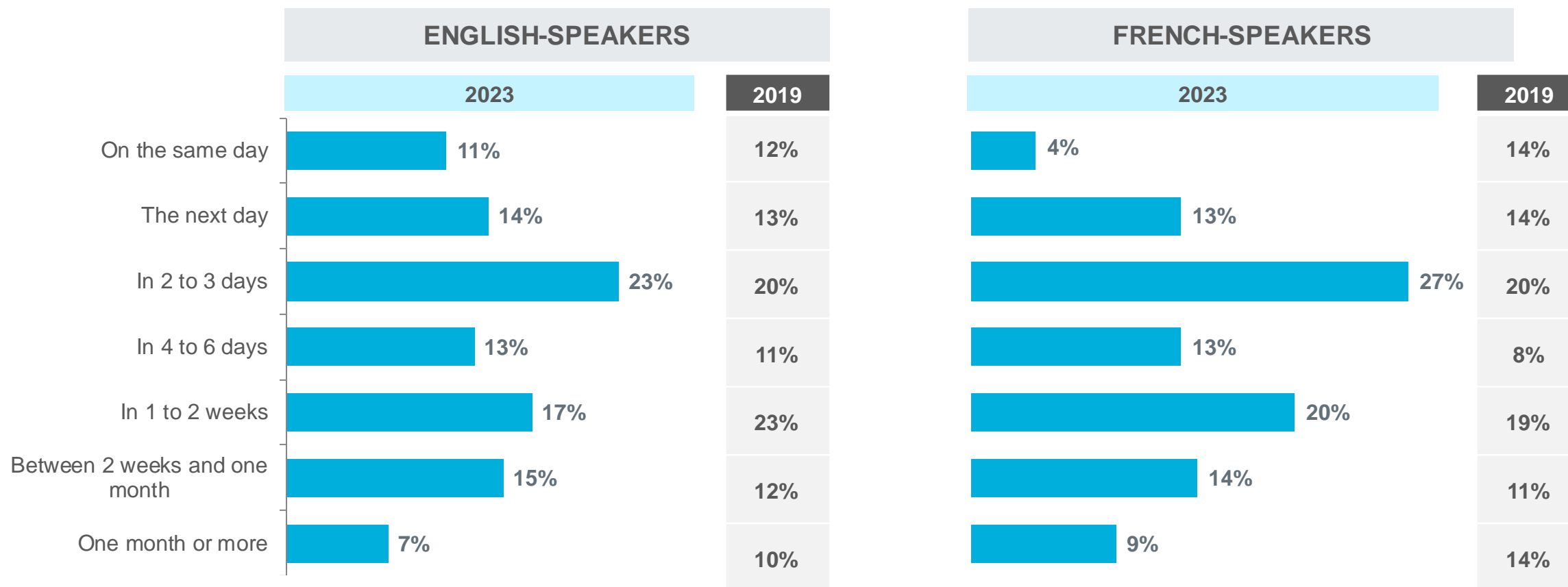


* The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Wait time for appointment with family doctor when needing immediate care

Base 2023: respondents with a family doctor, English, n=3,181 / French, n= 732

Base 2019*: respondents with a family doctor *excluding those who don't know / refuse to answer*, English, n=2,414/ French, n= 782

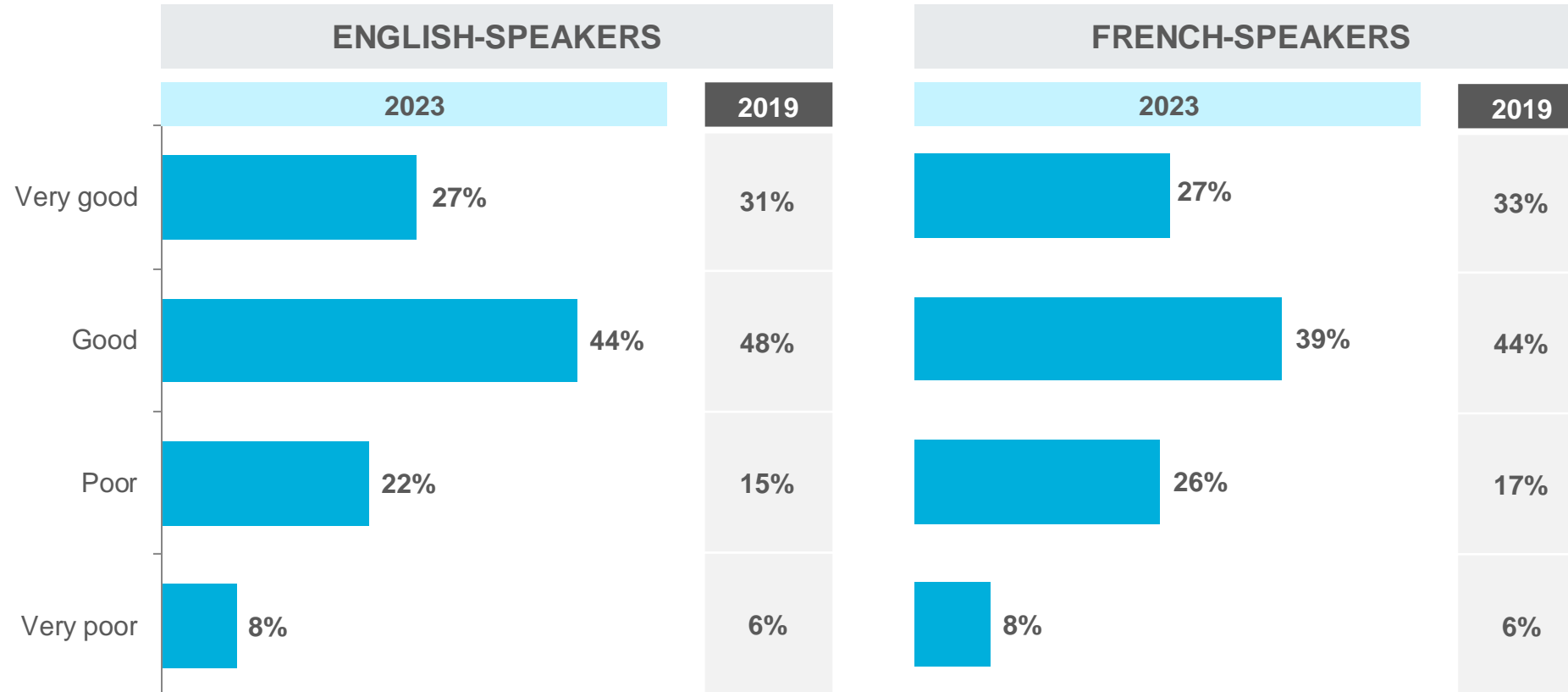


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Appreciation of wait times for appointments with family doctor

Base 2023: respondents with a family doctor, English, n=3,181 / French, n= 732

Base 2019*: respondents with a family doctor *excluding those who don't know / refuse to answer*, English, n=2,524/ French, n=809



* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.



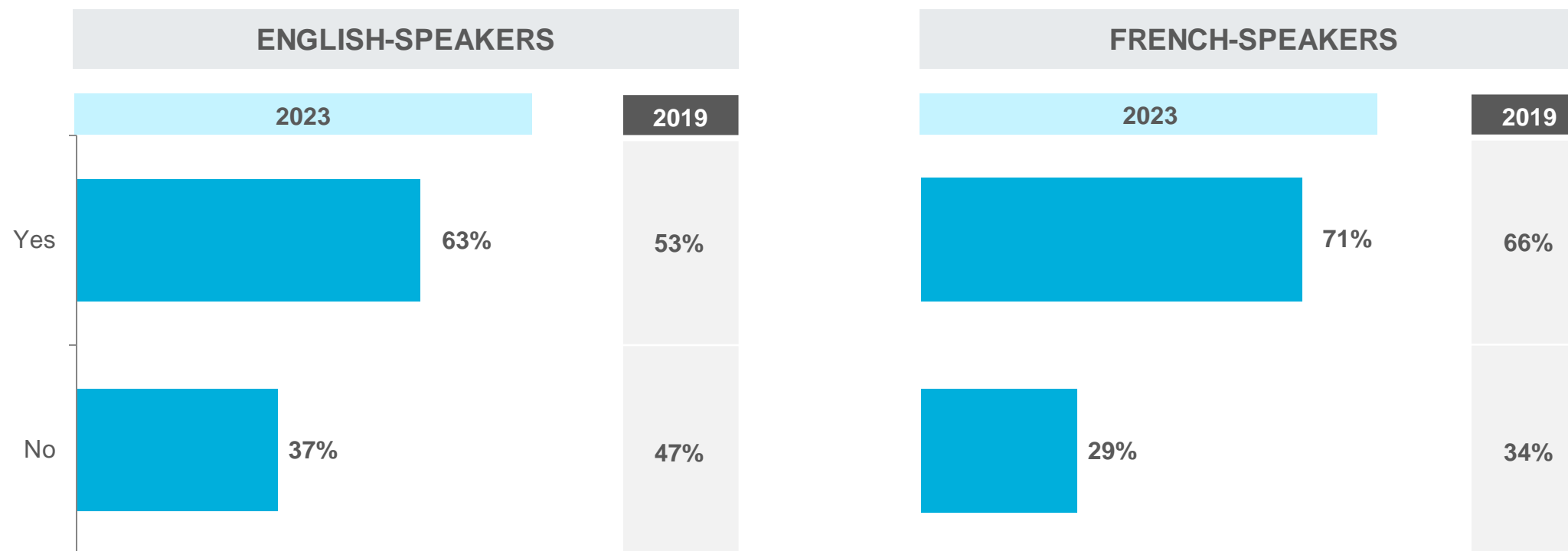
Test Procedures

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Referred for test procedures by a doctor in the previous year

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents, *excluding those who don't know / refuse to answer*, English, n=3,104/ French, n=997

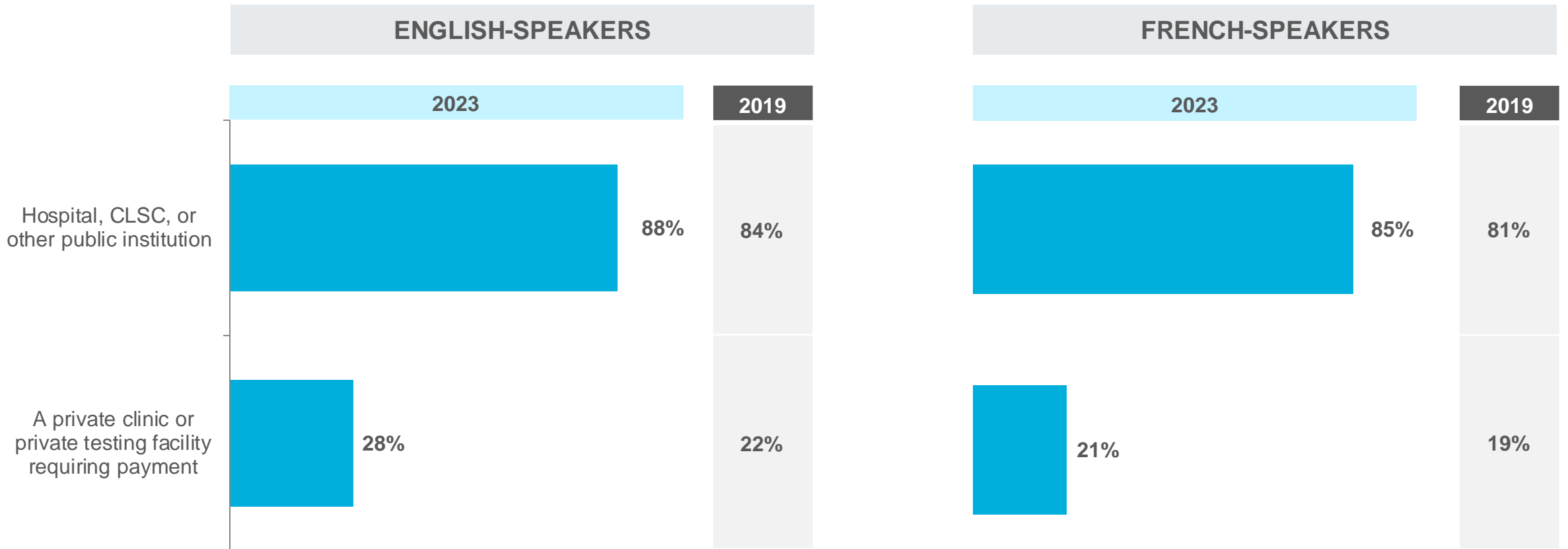


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Type of facility referred to for test procedures

Base 2023: respondents who have been referred for test, English, n=2,778/ French, n= 716

Base 2019*: respondents who have been referred for test, *excluding those who don't know / refuse to answer*
English, n=1,917/ French, n= 669

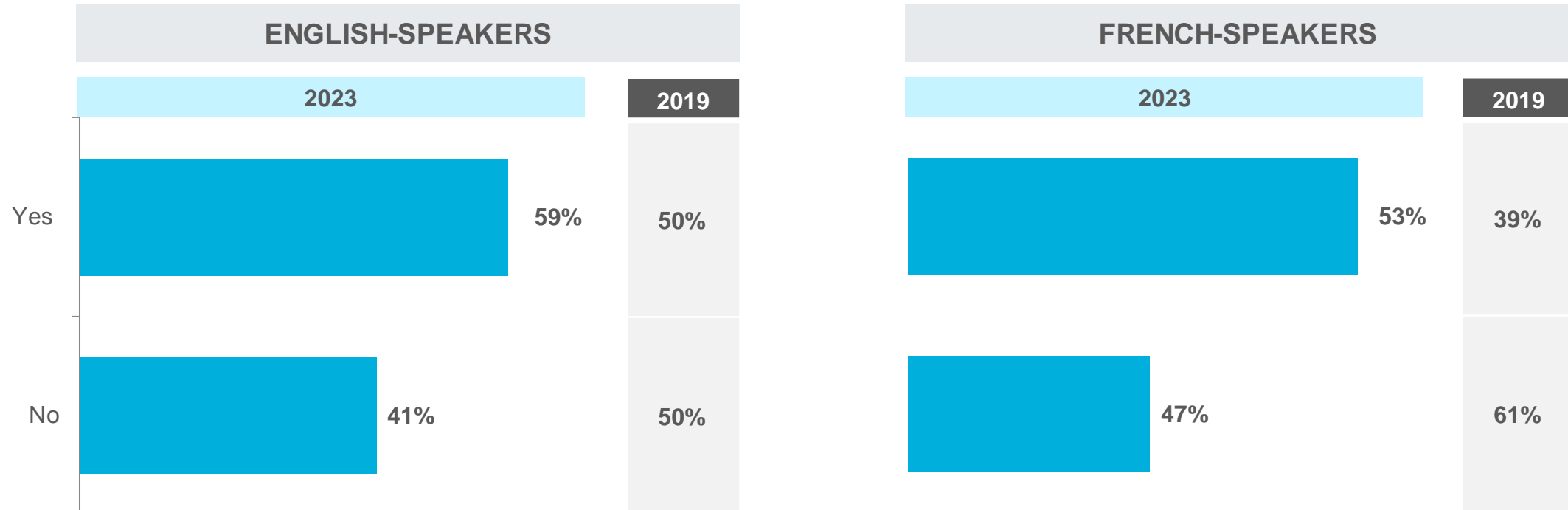


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Given a choice of facility for test procedures

Base 2023: respondents who have been referred for test, English, n=2,778/ French, n=716

Base 2019*: respondents who have been referred for test *excluding those who don't know / refuse to answer*, English, n=1,908/ French, n=677

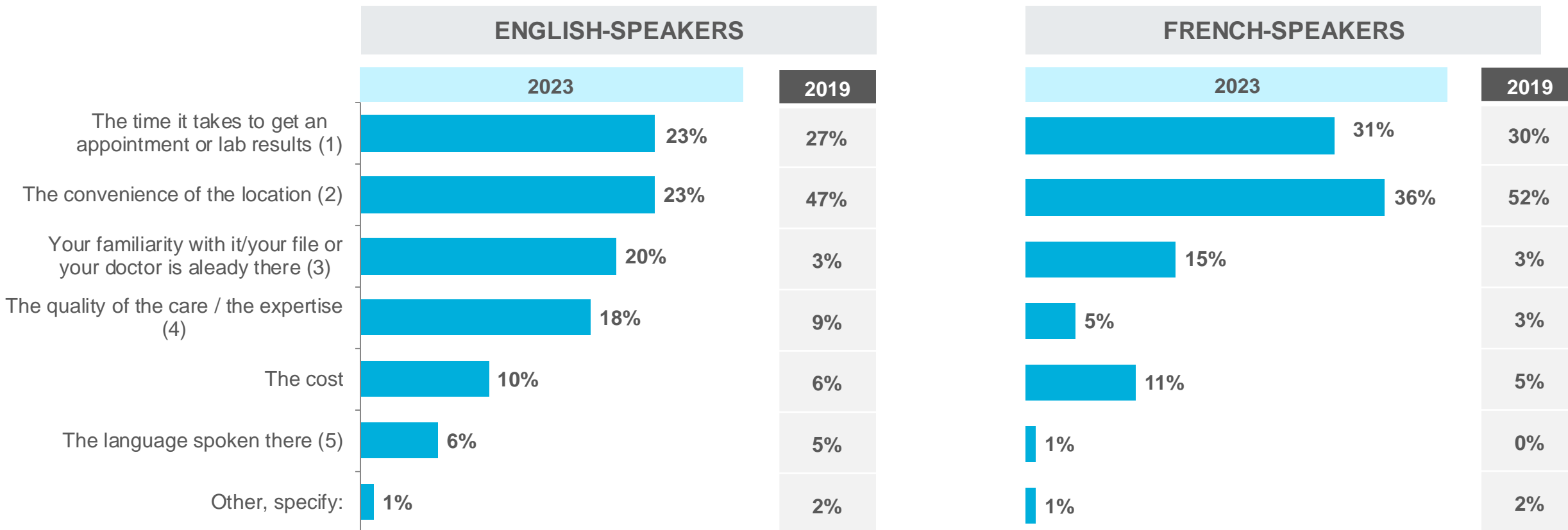


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Main reason for choice of facility

Base 2023: respondents who were given the choice (facility for test procedures), English, n=1,598/
French, n= 386

Base 2019*: respondents who were given the choice (facility for test procedures) test *excluding those who don't know / refuse to answer*, English, n=884/ French, n= 266



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

- Some choices have been slightly modified: (1) Wait times for appointments or results / (2) geographic convenience / (5) language.

- These choices were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section : (3) « your familiarity/your file or your doctor is already there » and (4) « quality of care / expertise »⁵. Due to the change in collection method, the results are not comparable.

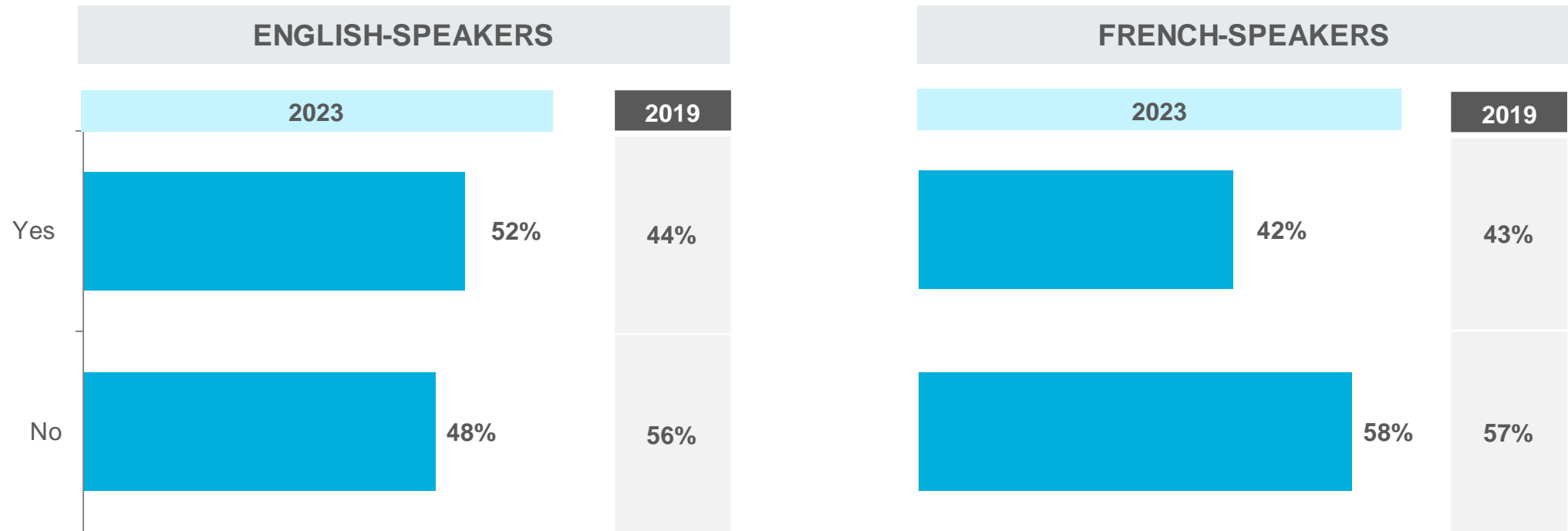


Medical Specialists

Referred by a doctor to medical specialist for a follow-up within the previous year

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,109/ French, n=996

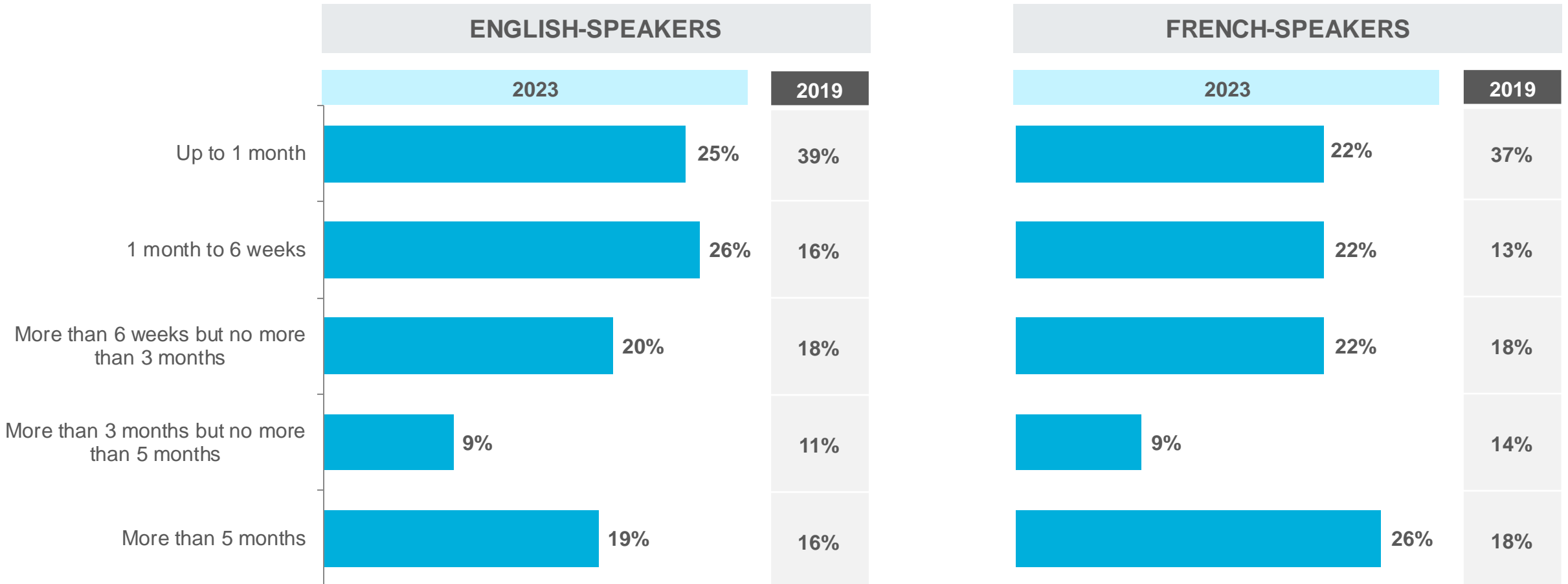


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Wait time for follow-up with specialist

Base 2023: respondents who have been referred to specialist, English, n=2,299 / French, n= 430

Base 2019*: respondents who have been referred to specialist *excluding those who don't know / refuse to answer*, English, n=1,446 / French, n= 441

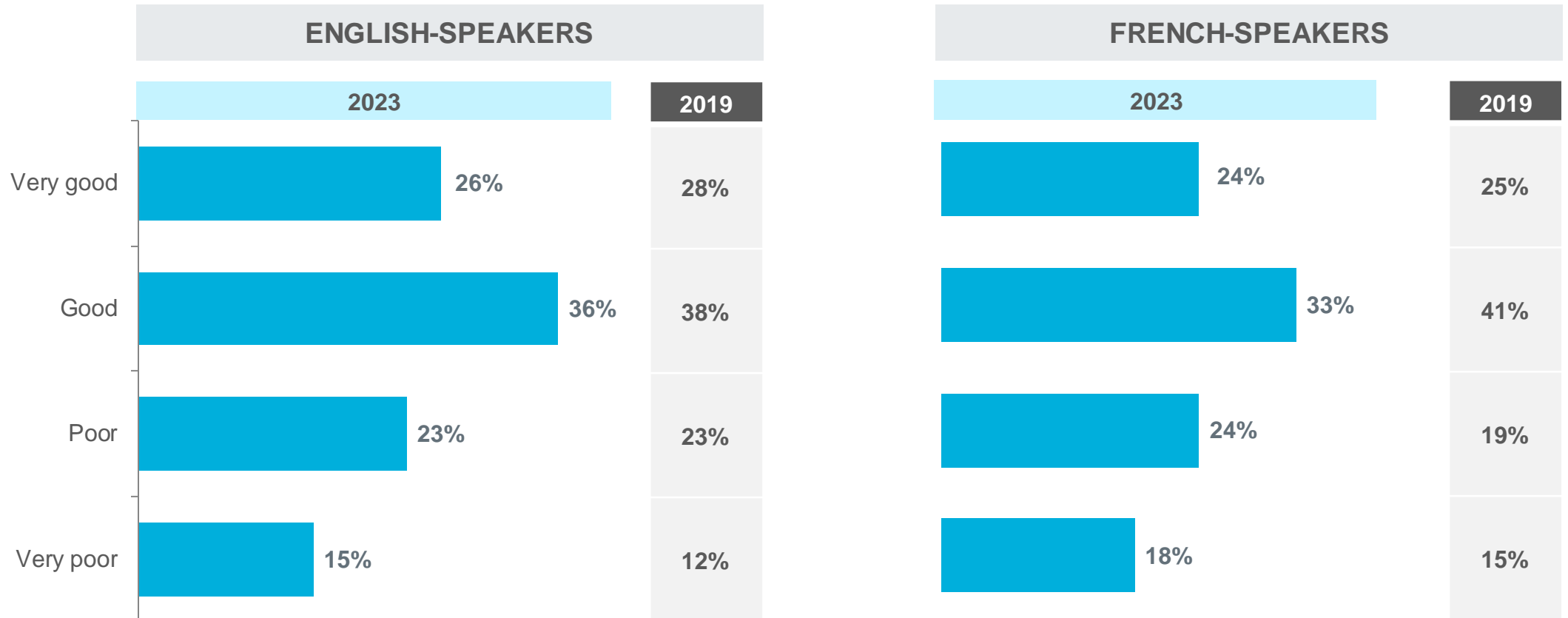


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Appreciation of wait times for follow-up with a specialist

Base 2023: respondents who have been referred to specialist, English, n=2,299/ French, n= 430

Base 2019*: respondents who have been referred to specialist *excluding those who don't know / refuse to answer*, English, n=1,465/ French, n= 453



* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

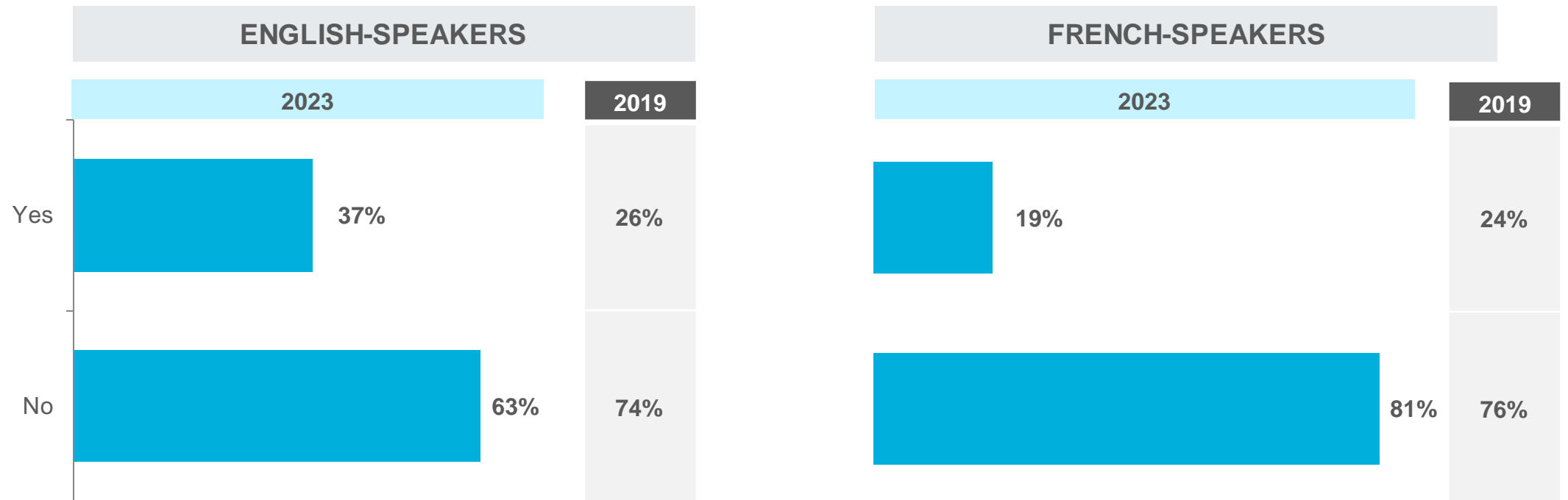


Medical Procedures

Underwent a medical procedure in a hospital in the previous year

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,112/ French, n=998

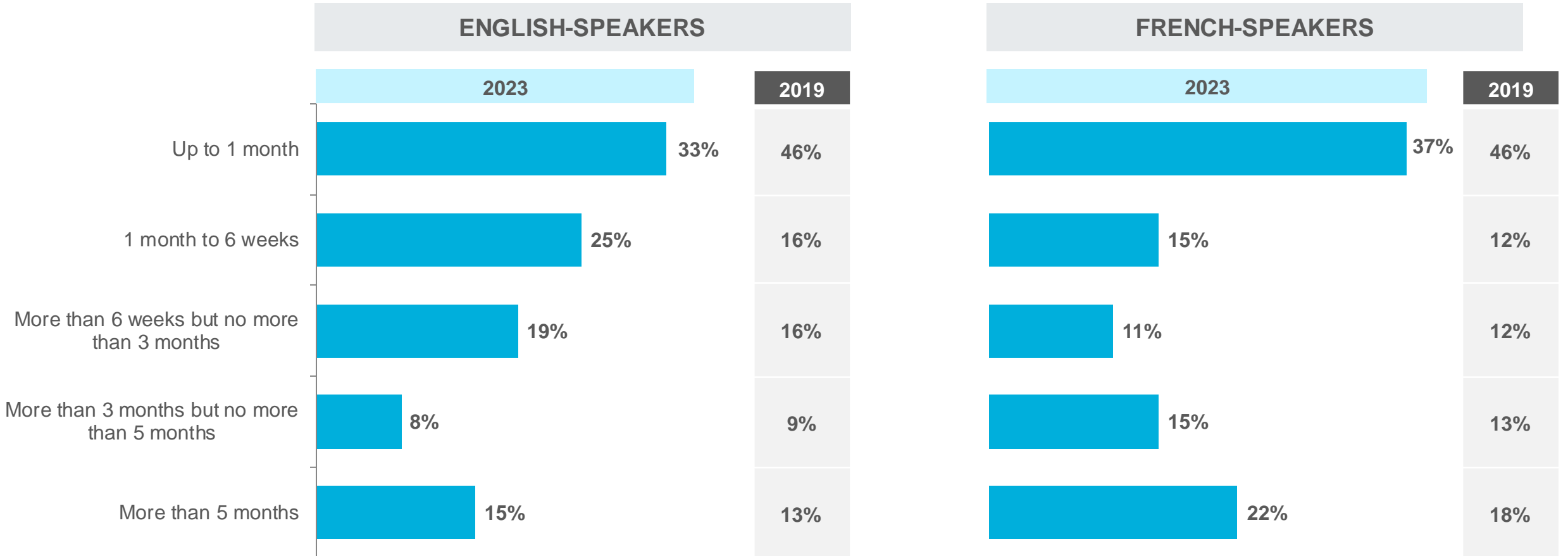


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Wait time for medical procedure

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184

Base 2019*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=872/ French, n= 233

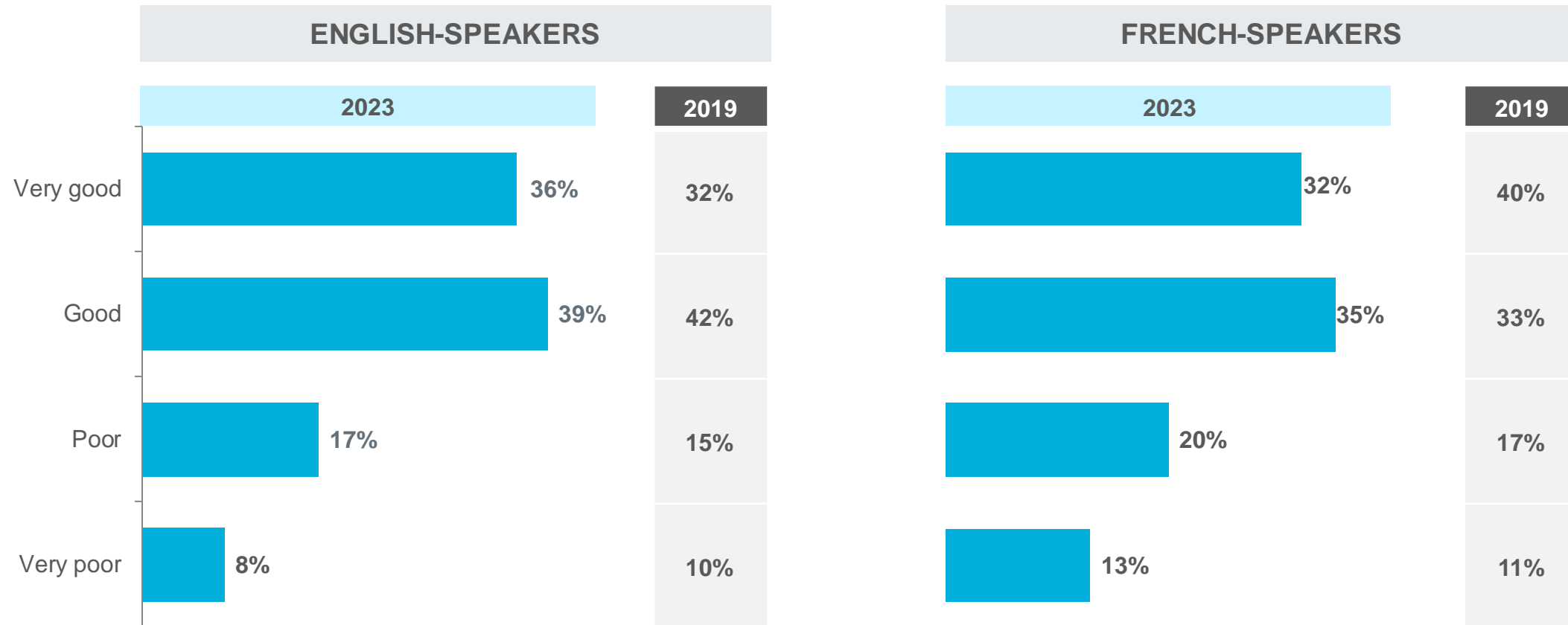


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Appreciation of wait time for medical procedure

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184

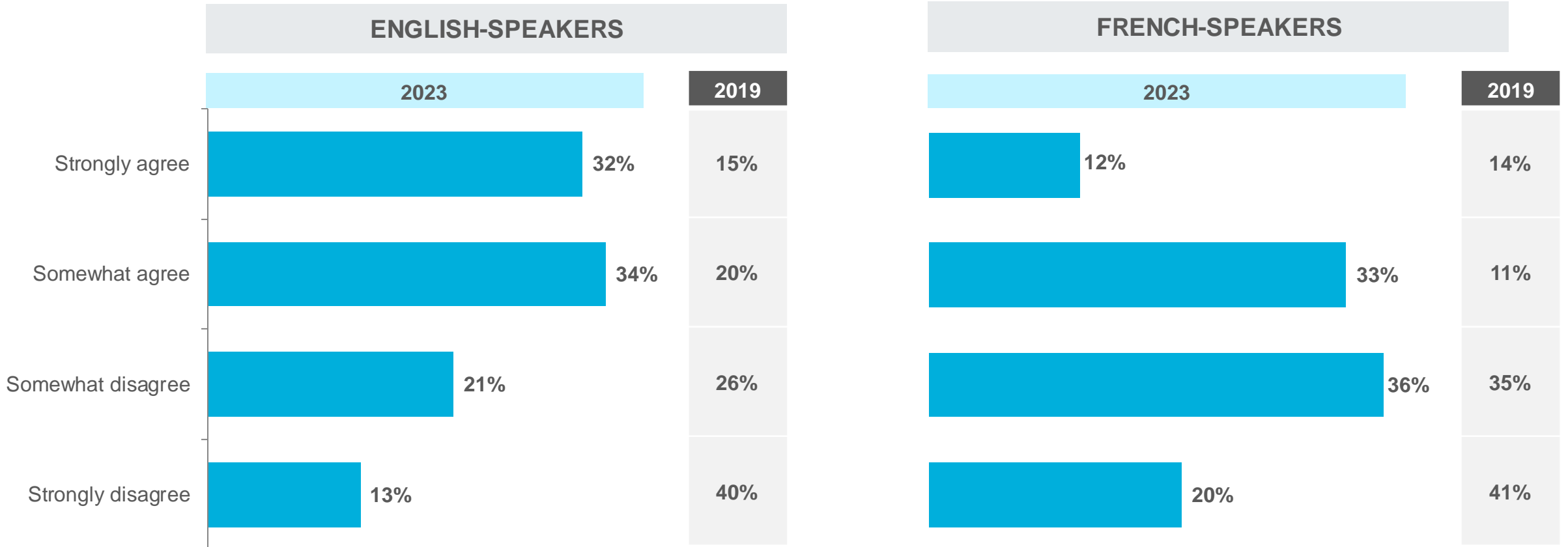
Base 2019*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=901 / French, n= 238



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Felt wait time for medical procedure had a negative impact on treatment and recovery

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184
 Base 2019*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=884 / French, n= 225



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

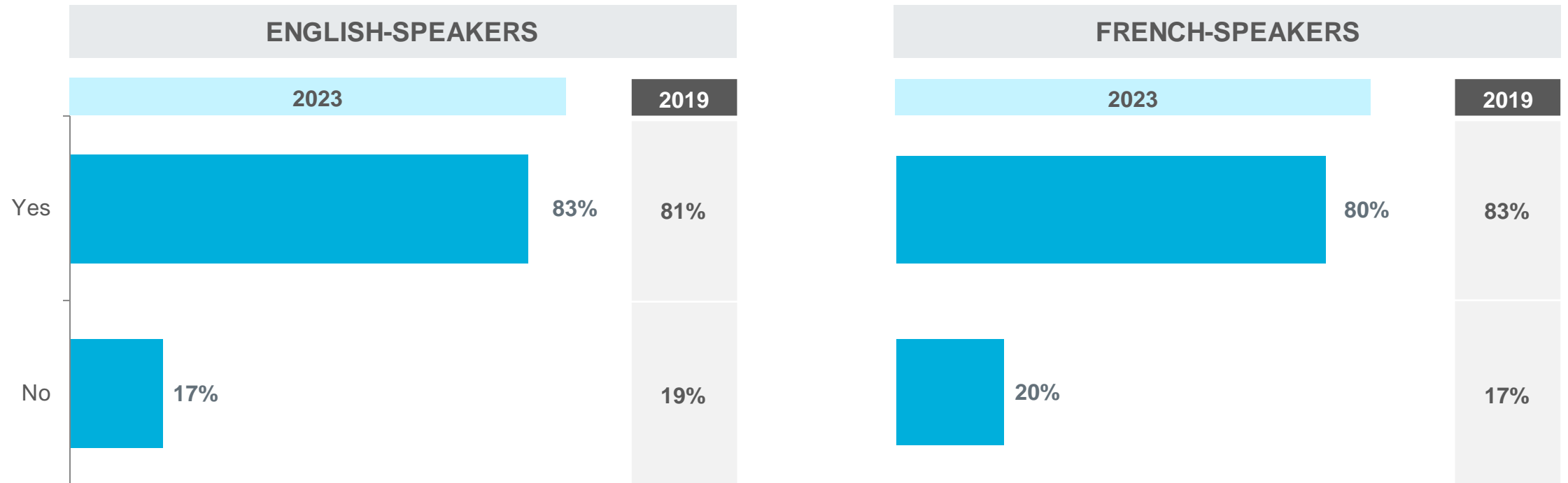


Follow-up to Medical Procedure

Required patient follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184

Base 2019*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=909 / French, n= 238

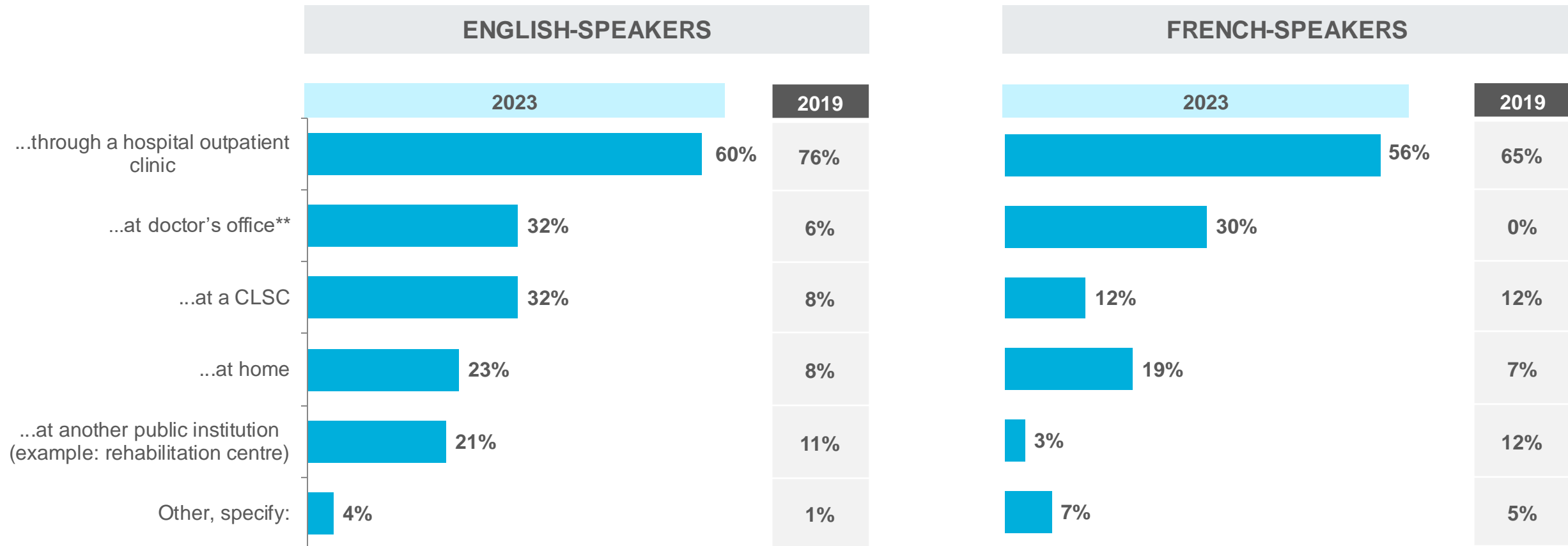


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Type of facility for follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343/ French, n= 148

Base 2019*: respondents who have been referred for a medical procedure and required a follow-up *excluding those who don't know / refuse to answer*, English, n=732/ French, n= 195



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

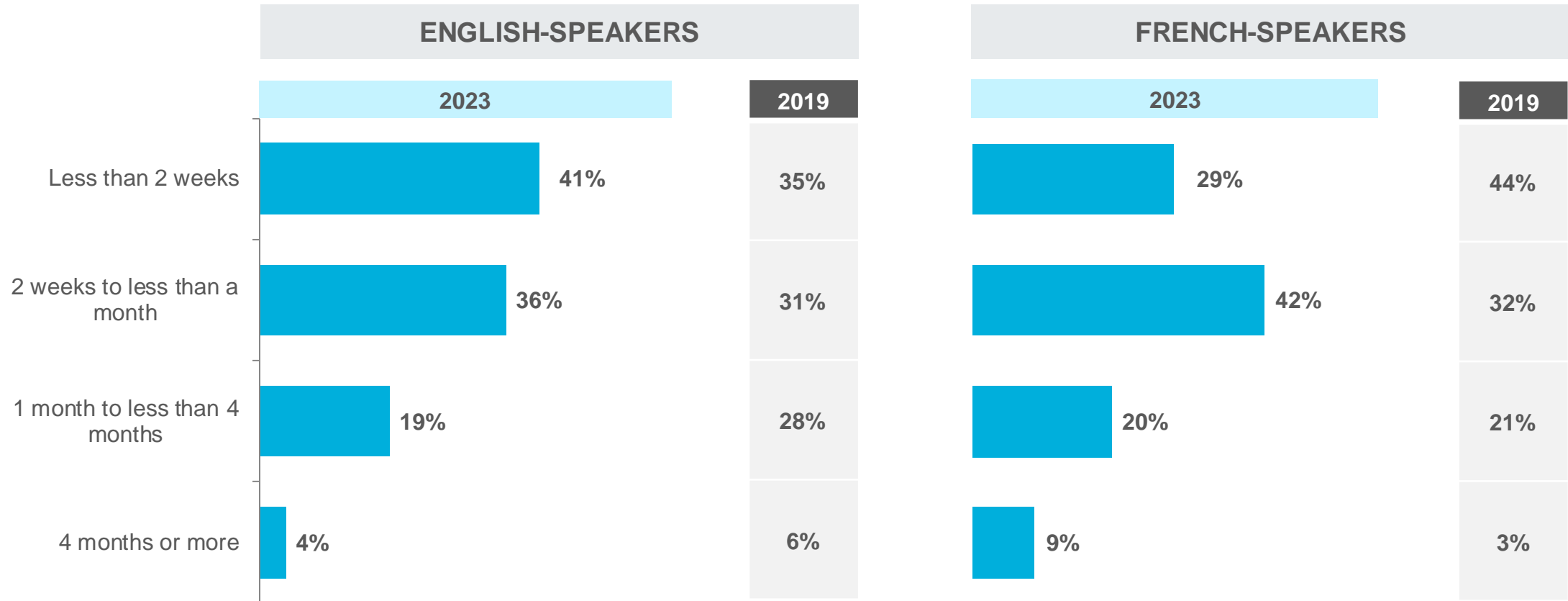
** This choice was not presented in 2019; it was introduced in 2023 based on a notable number of respondents referencing it in the 'other specify' section.

Due to the change in collection method, the results are not comparable.

Wait time for patient follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343/ French, n=148

Base 2019*: respondents who have been referred for a medical procedure and required a follow-up *excluding those who don't know / refuse to answer*, English, n=710/ French, n= 189

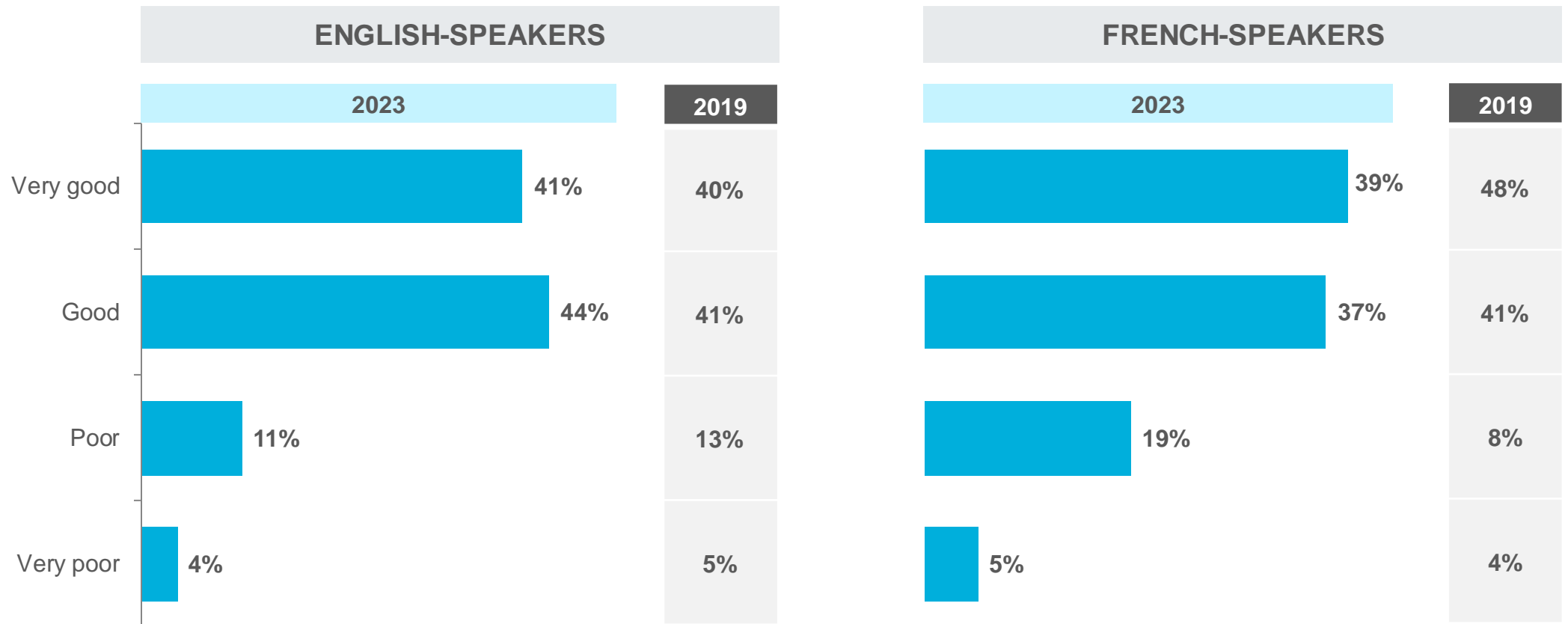


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Appreciation of wait time for patient follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343/ French, n= 148

Base 2019*: respondents who have been referred for a medical procedure and required a follow-up excluding those who don't know / refuse to answer, English, n=714/ French, n= 189



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.



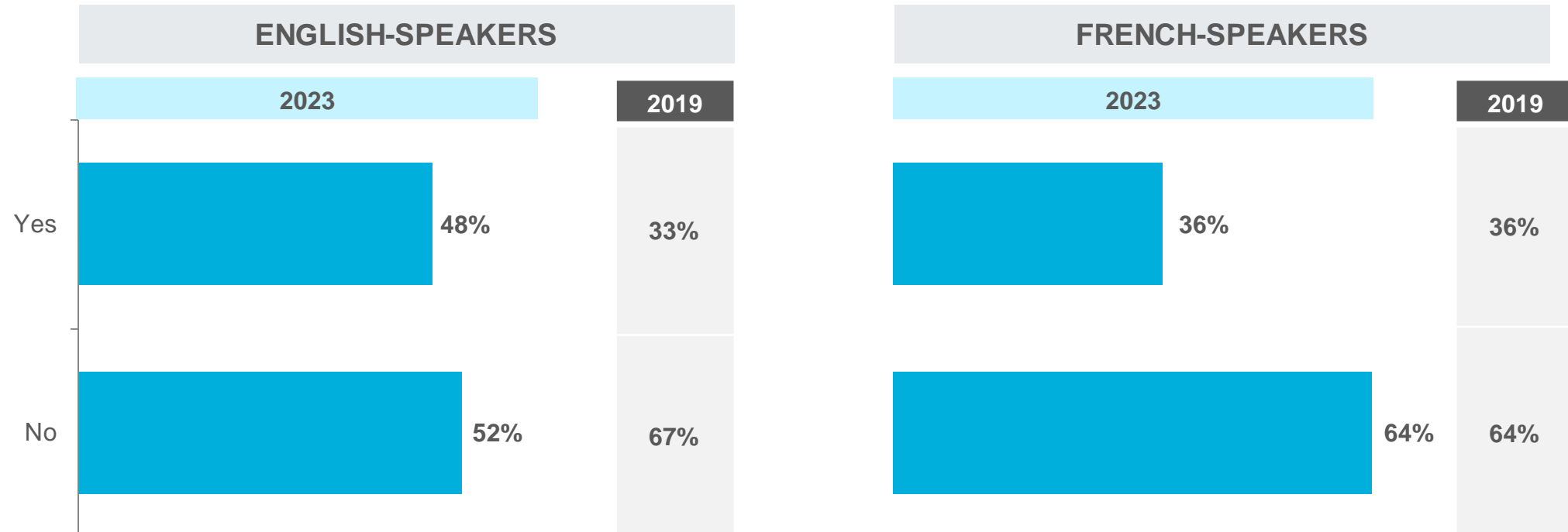
CLSC Services

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Used the services of a CLSC within the previous year

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,114/ French, n=998

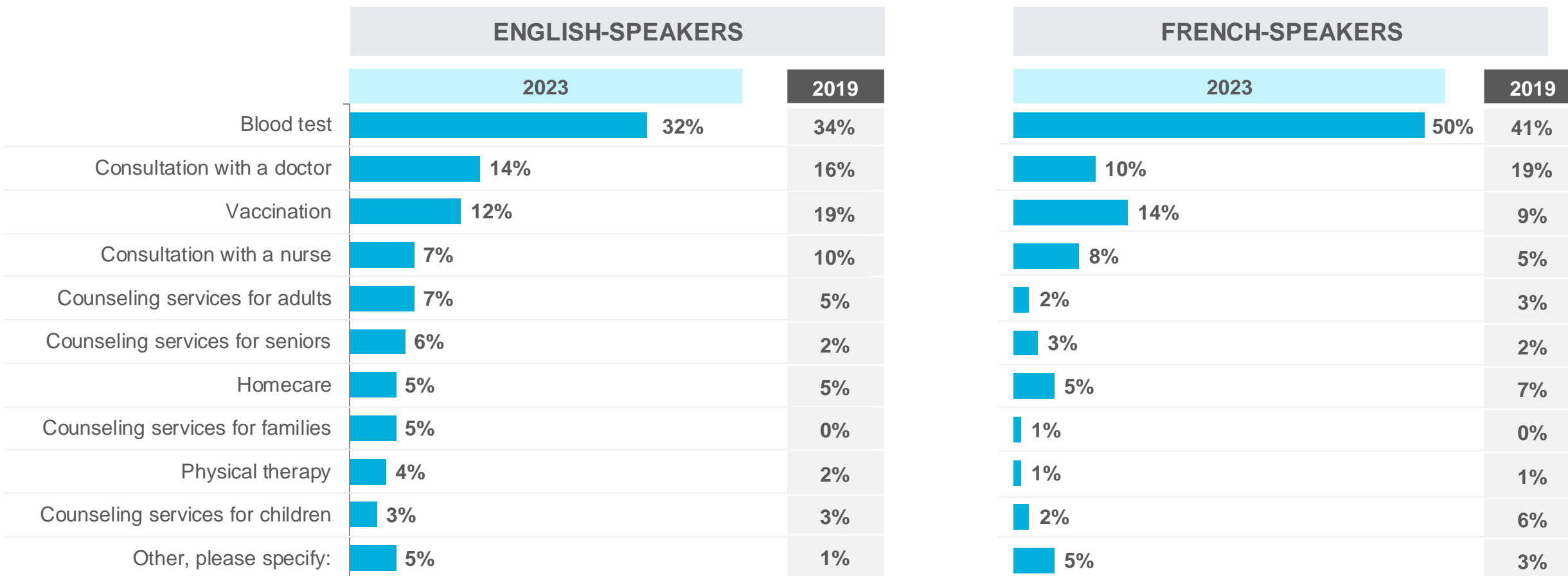


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

CLSC service accessed within the previous year, among Anglophones

Base 2023: respondents who have used the CLSC services, English, n=2,110/ French, n=364

Base 2019*: respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, English, n=1,116/ French, n=361

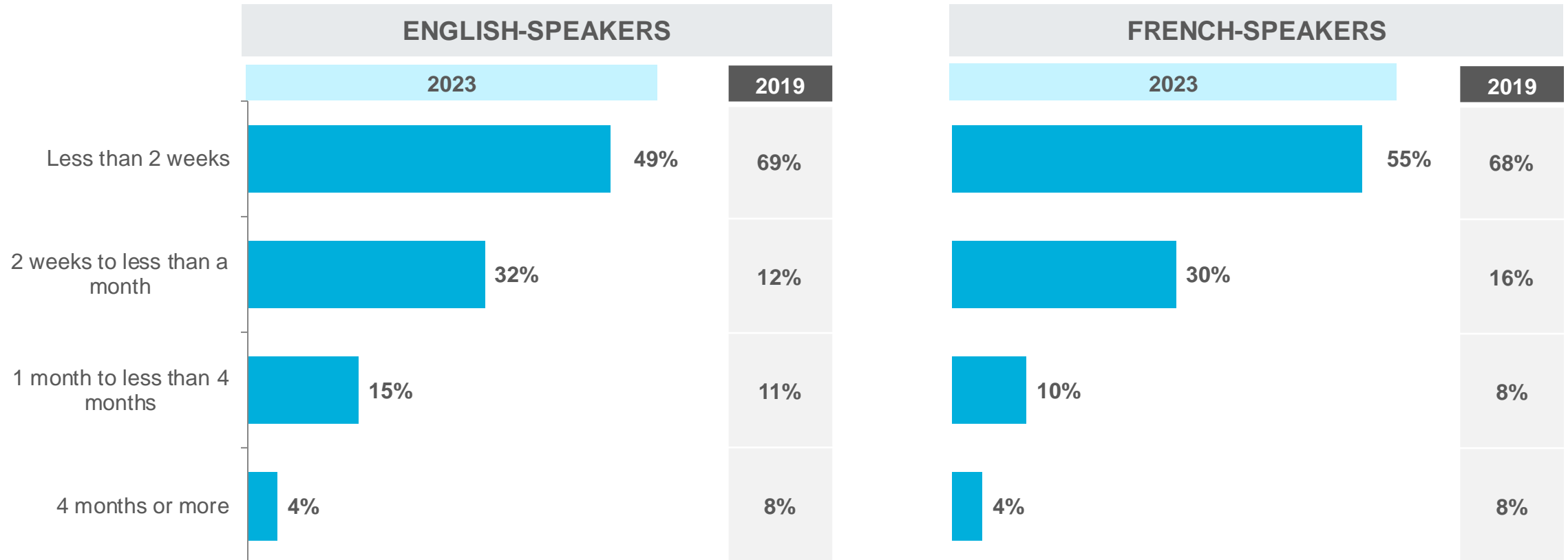


* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.
 - Choices have not been presented to respondents in 2019 (telephone survey), whereas they were in 2023 (online survey).

Wait time for CLSC service

Base 2023: respondents who have used the CLSC services, English, n=2,110/ French, n=364

Base 2019*: respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, English, n=1,056/ French, n=330

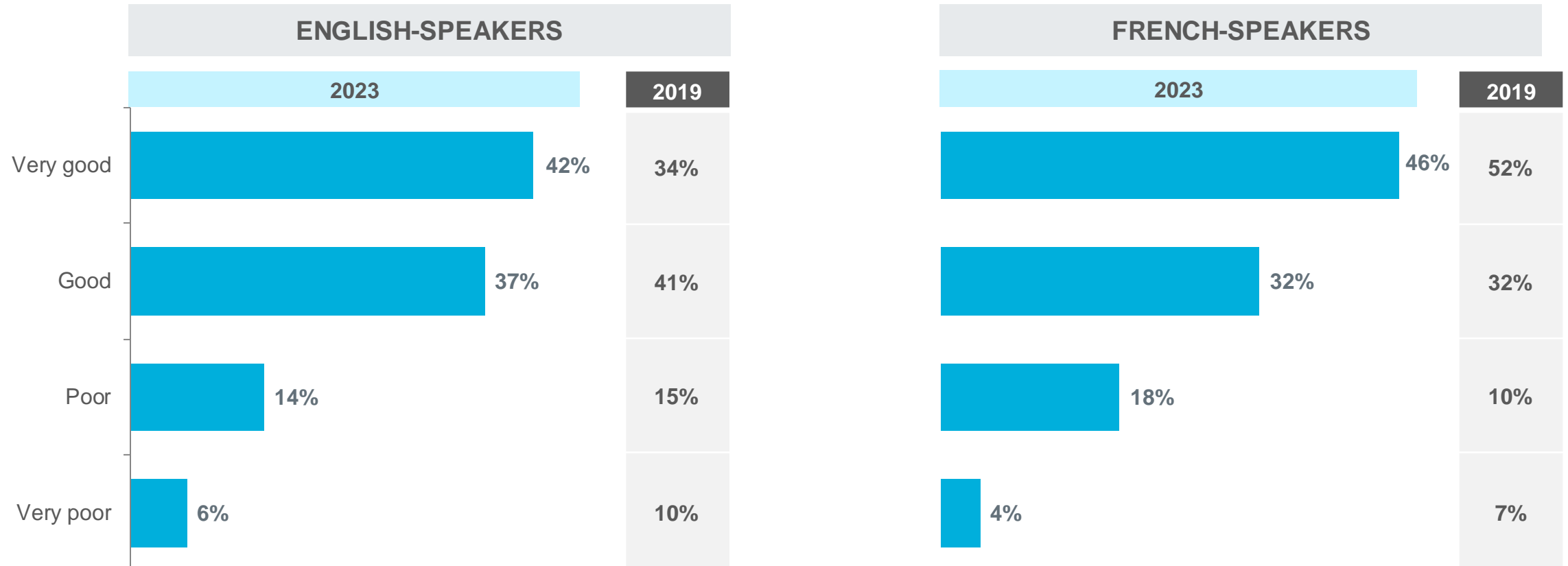


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Appreciation of wait time for CLSC service

Base 2023: respondents who have used the CLSC services, English, n=2,110/ French, n=364

Base 2019*: respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, English, n=1,089/ French, n=347



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

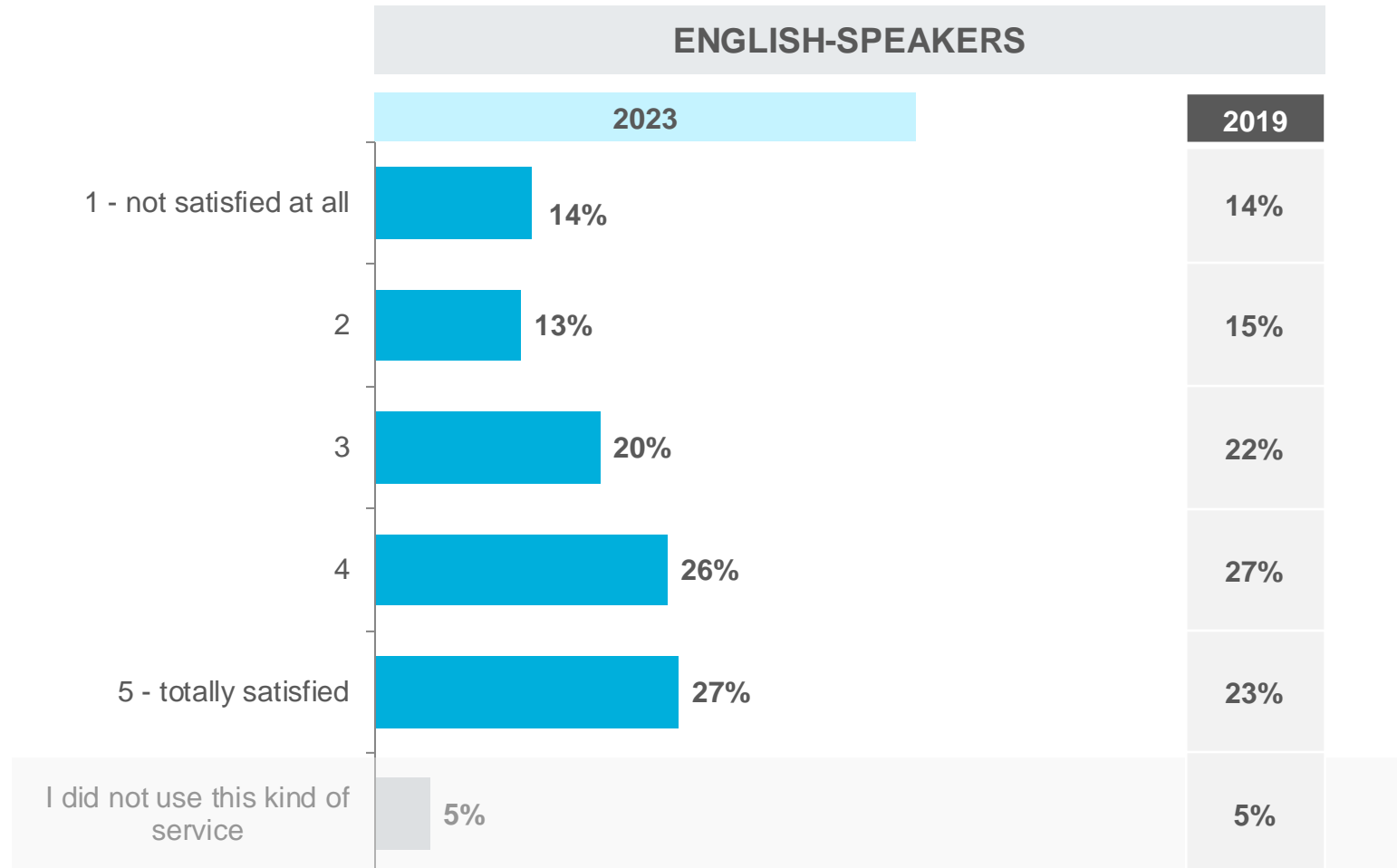
A stethoscope is positioned in the upper left quadrant of the image. Below it, three circular cutouts of smiley faces are arranged horizontally. The leftmost cutout shows a sad face with a downward-curving mouth. The middle cutout shows a neutral face with a straight horizontal line for a mouth. The rightmost cutout shows a happy face with an upward-curving mouth. The entire scene is set against a dark blue, textured background.

Satisfaction with Access to English Health and Social Services

Satisfaction with availability of local health and social services in English

Base 2023: total English respondents, n=4,318 /excluding I didn't use this kind of service, n=4,084

Base 2019: total English respondents, n=3,037 /excluding I didn't use this kind of service, n=2,819



Q23. The next questions are about access to 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?

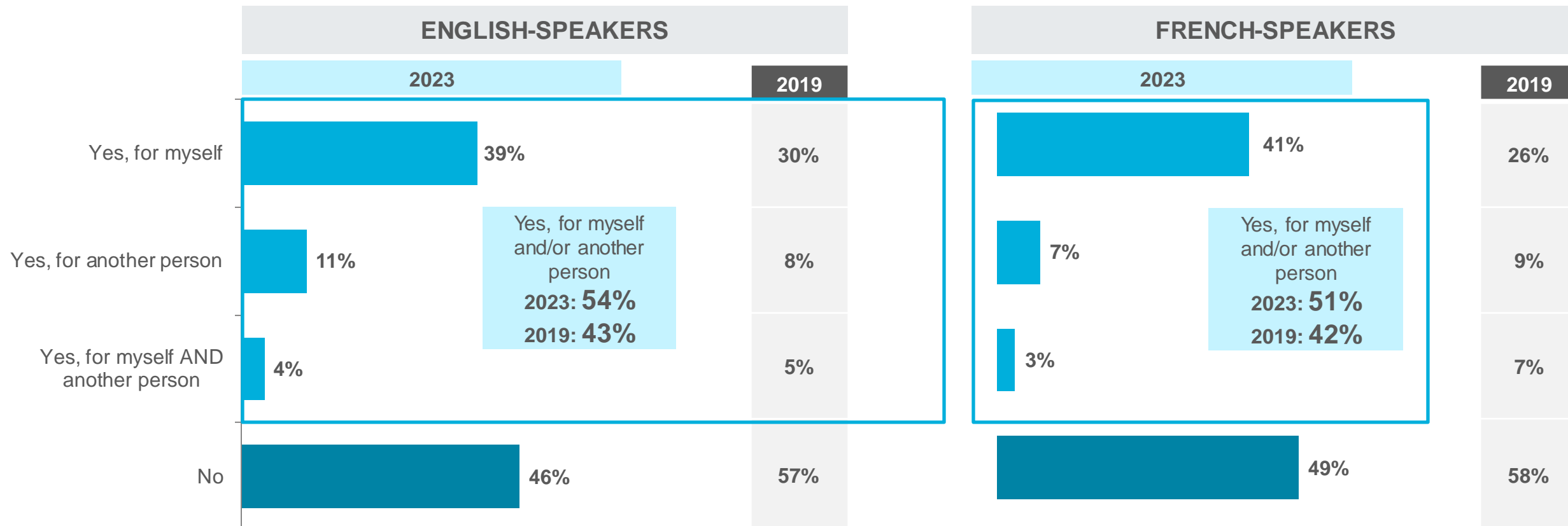


Language of Service in a Private Office or Clinic

Visited a doctor in a private office or clinic within the previous year**

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019**: total respondents *excluding those who don't know / refuse to answer*, English, n=3,118/ French, n=998



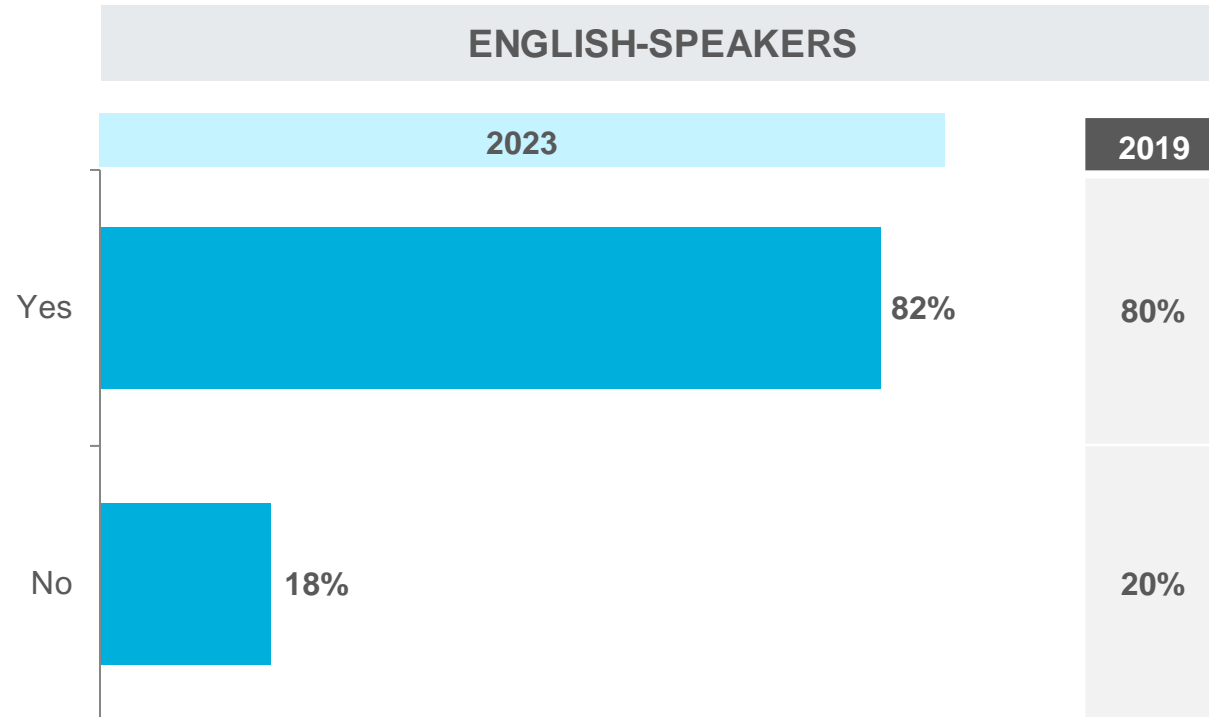
* The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023. (yes / no) and then, for myself, for another person or both.

**The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Served in English when visiting a doctor in a private office or clinic

Base 2023: English respondents who have used service of private office/clinic, n=2,352

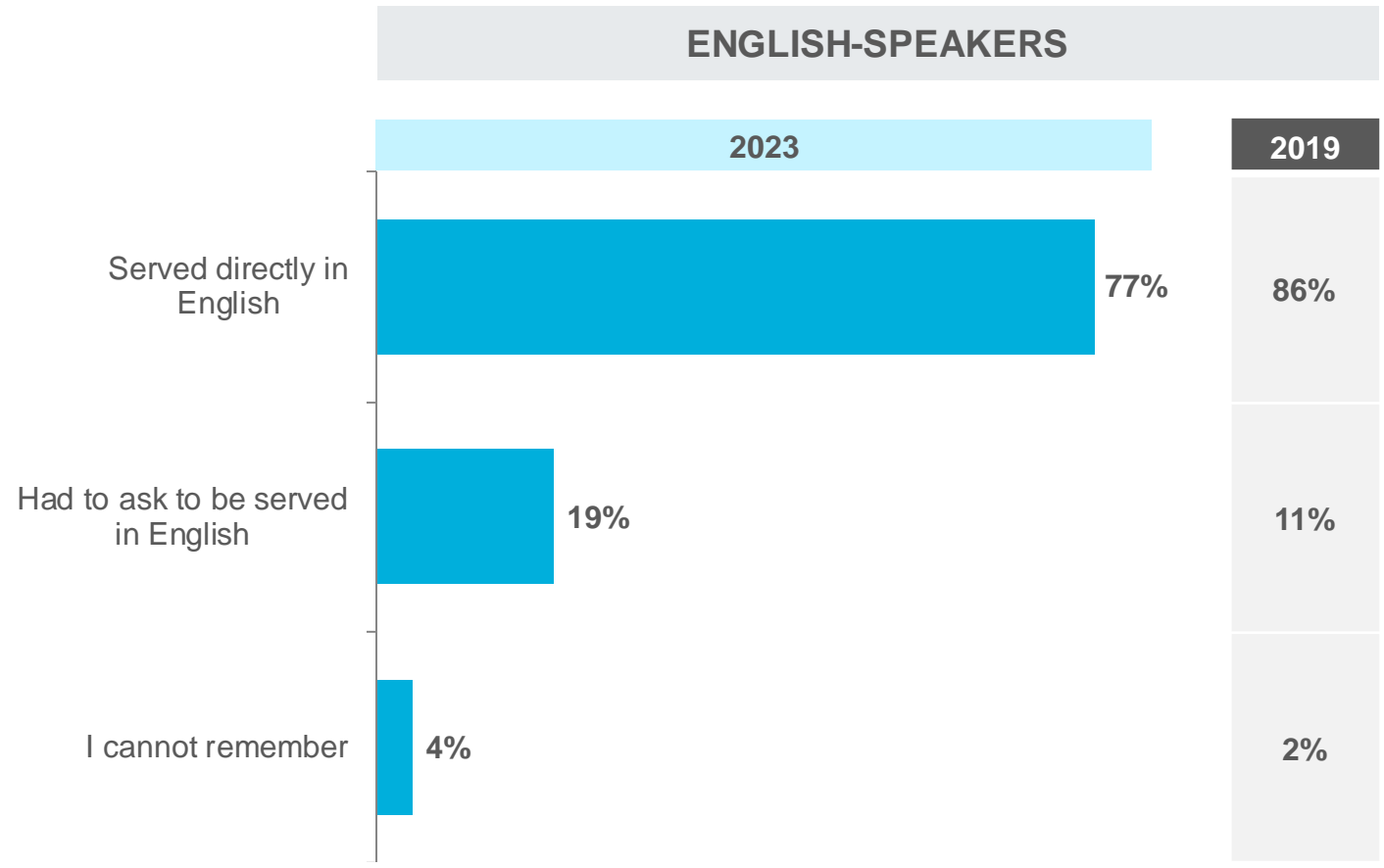
Base 2019*: English respondents who have used service of private office/clinic *excluding those who don't know / refuse to answer*, n=1,426



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Requested and received service in English when visiting a doctor in a private office or clinic

Base 2023: English respondents who have been served in English in a private office/clinic, n=1,899
Base 2019*: English respondents who have been served in English in a private office/clinic of private office/clinic *excluding those who don't know / refuse to answer* , n=1,144

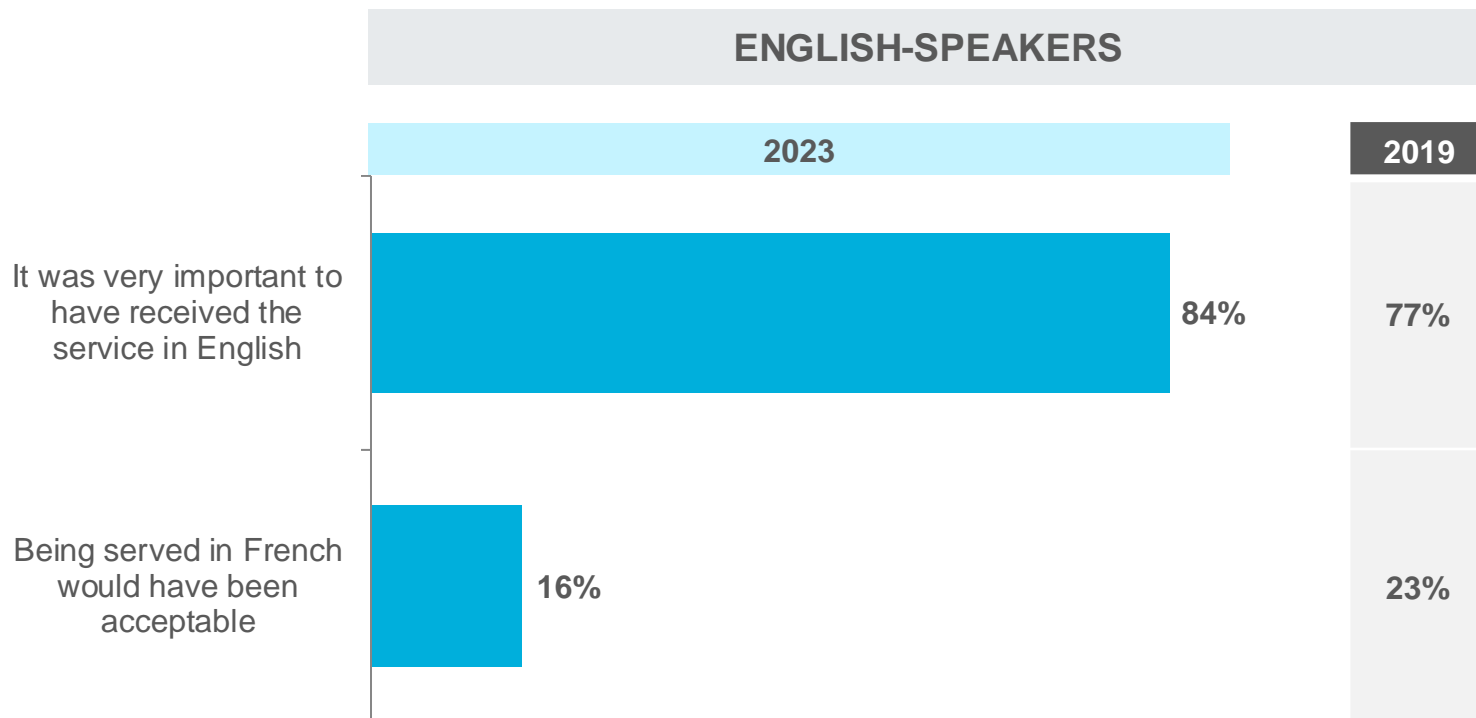


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Perceived importance of being served in English when visiting a doctor in a private office or clinic

Base 2023: English respondents who have been served in English in a private office/clinic, n=1,899

Base 2019*: English respondents who have been served in English in a private office/clinic *excluding those who don't know / refuse to answer* , n=1,150



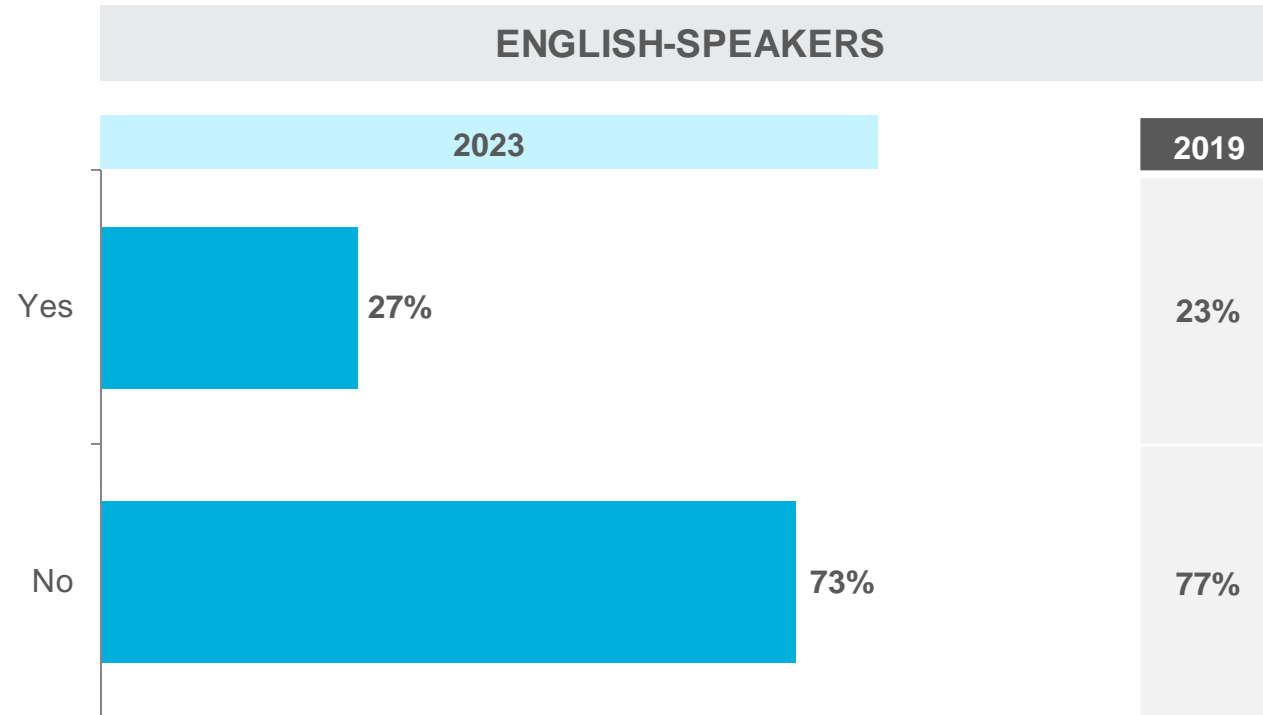
*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Q25C. Considering the situation, do you feel it was VERY IMPORTANT to have received the service in English, or would it have been ACCEPTABLE to receive the service in French (when you saw the doctor in a private office or clinic)?

Did you or the person you helped ask for service in English at the private office/clinic?

Base 2023: English respondents who have NOT been served in English in a private office/clinic, n=453

Base 2019*: English respondents who have NOT been served in English in a private office/clinic *excluding those who don't know / refuse to answer*, n=268

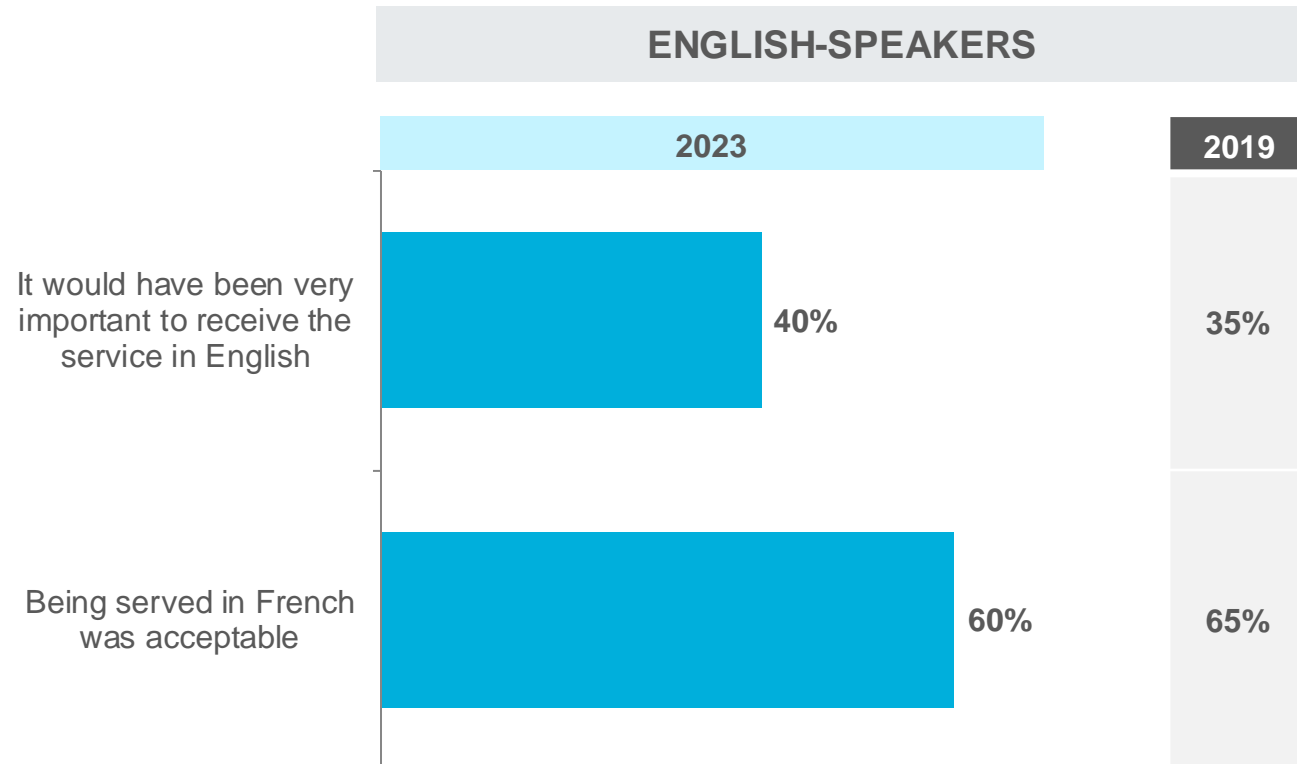


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Importance of English services among those not served in English when visiting a doctor in a private office or clinic

Base 2023: English respondents who have NOT been served in English in a private office/clinic, n=453

Base 2019*: English respondents who have NOT been served in English in a private office/clinic *excluding those who don't know / refuse to answer*, n=263



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

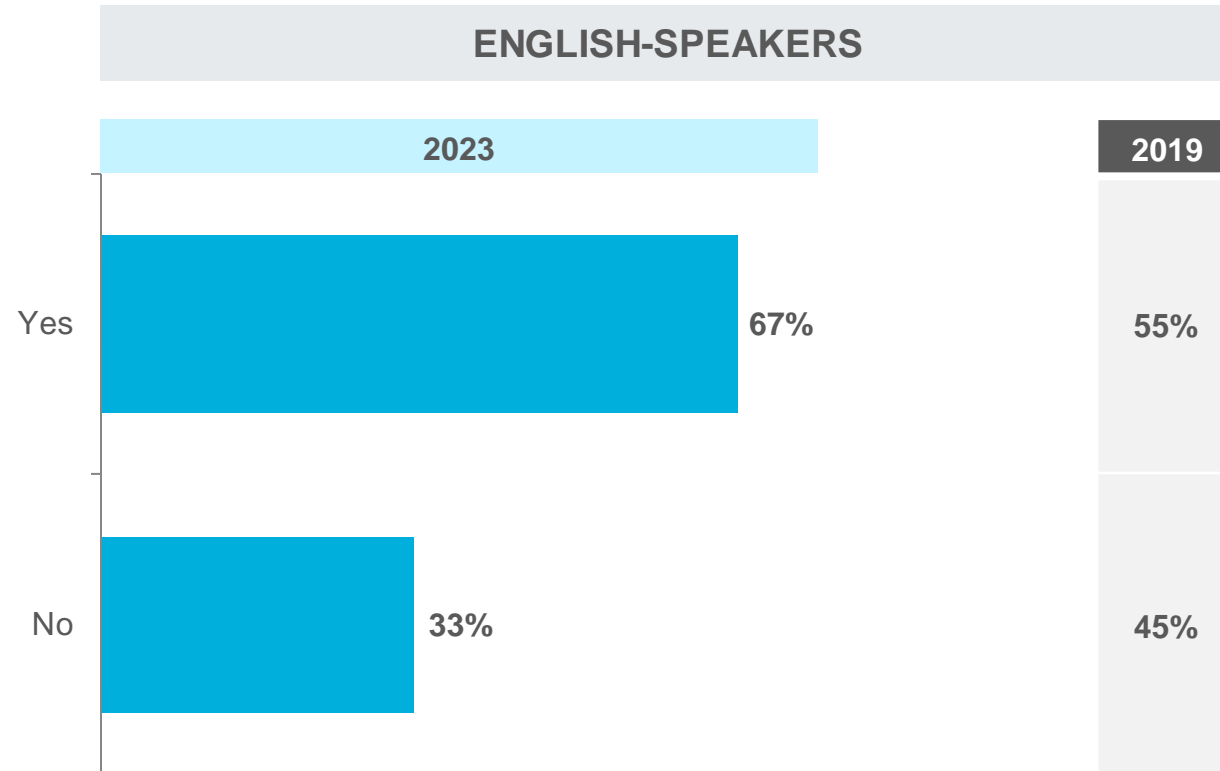


Language of Service at CLSCs

Served in English at a CLSC

Base 2023: English respondents who have used the CLSC services, n=2,110

Base 2019*: English respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, n=1,091

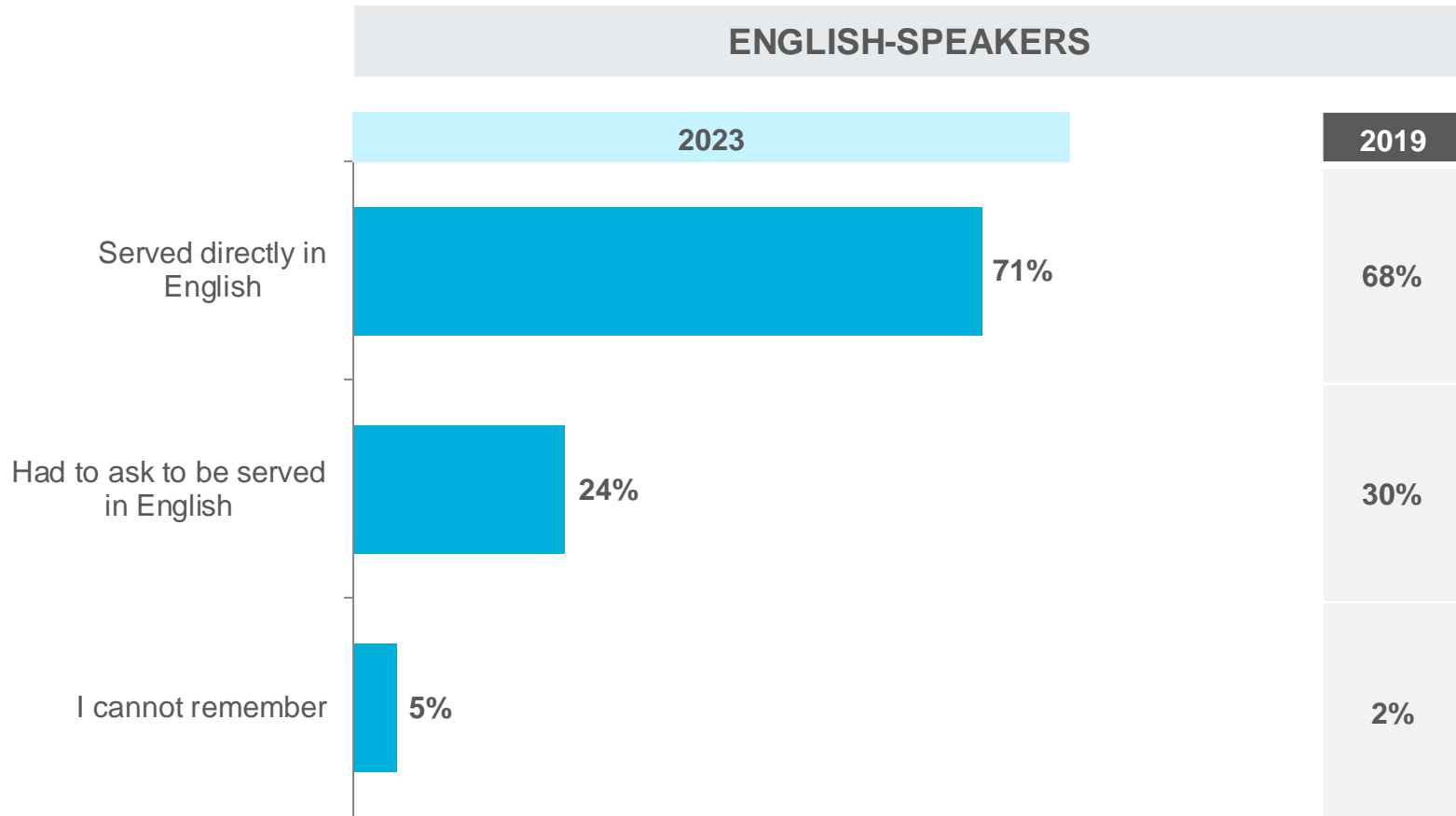


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Requested and received service in English at a CLSC

Base 2023: English respondents who have been served in English in a CLSC, n=1,405

Base 2019*: English respondents who have been served in English in a CLSC *excluding those who don't know / refuse to answer*, n=597

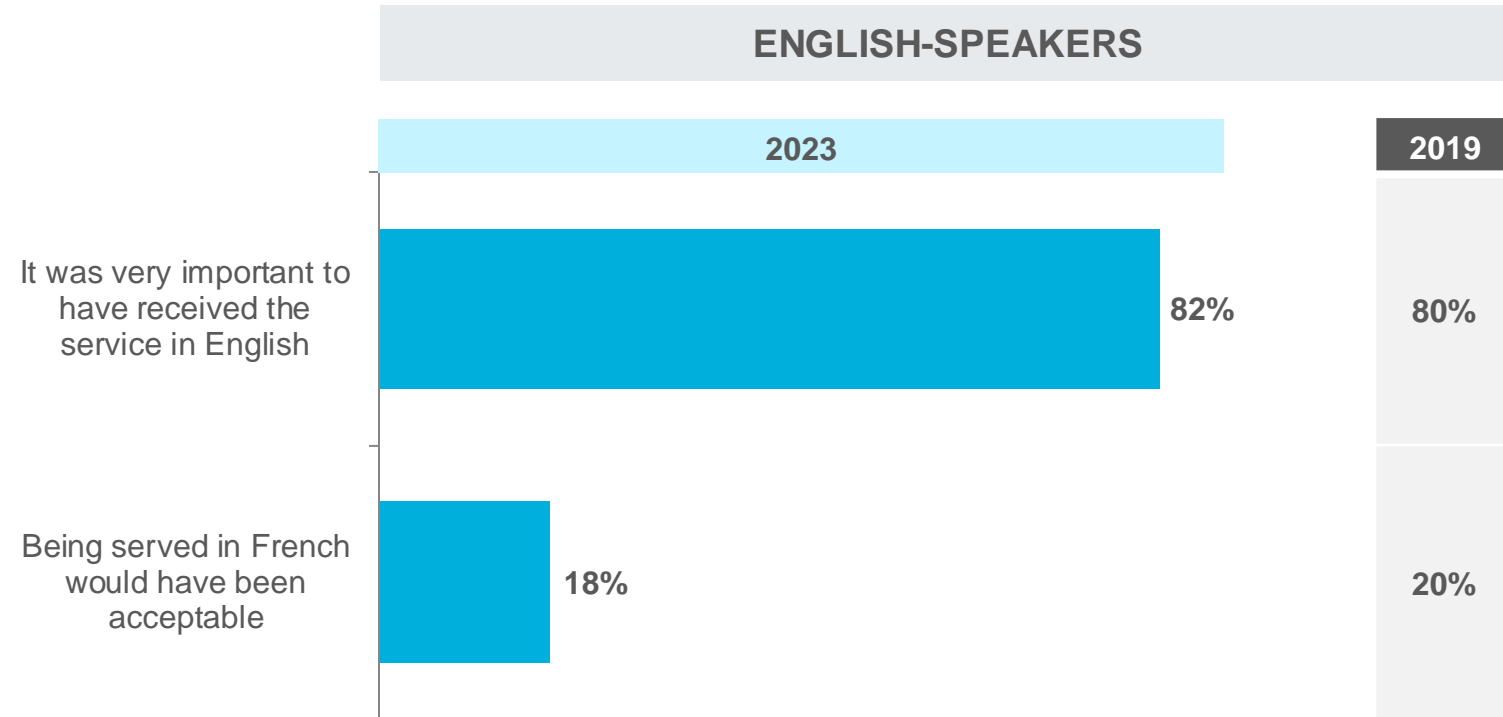


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Perceived importance of being served in English at a CLSC

Base 2023: English respondents who have been served in English in a CLSC, n=1,405

Base 2019*: English respondents who have been served in English in a CLSC *excluding those who don't know / refuse to answer*, n=600

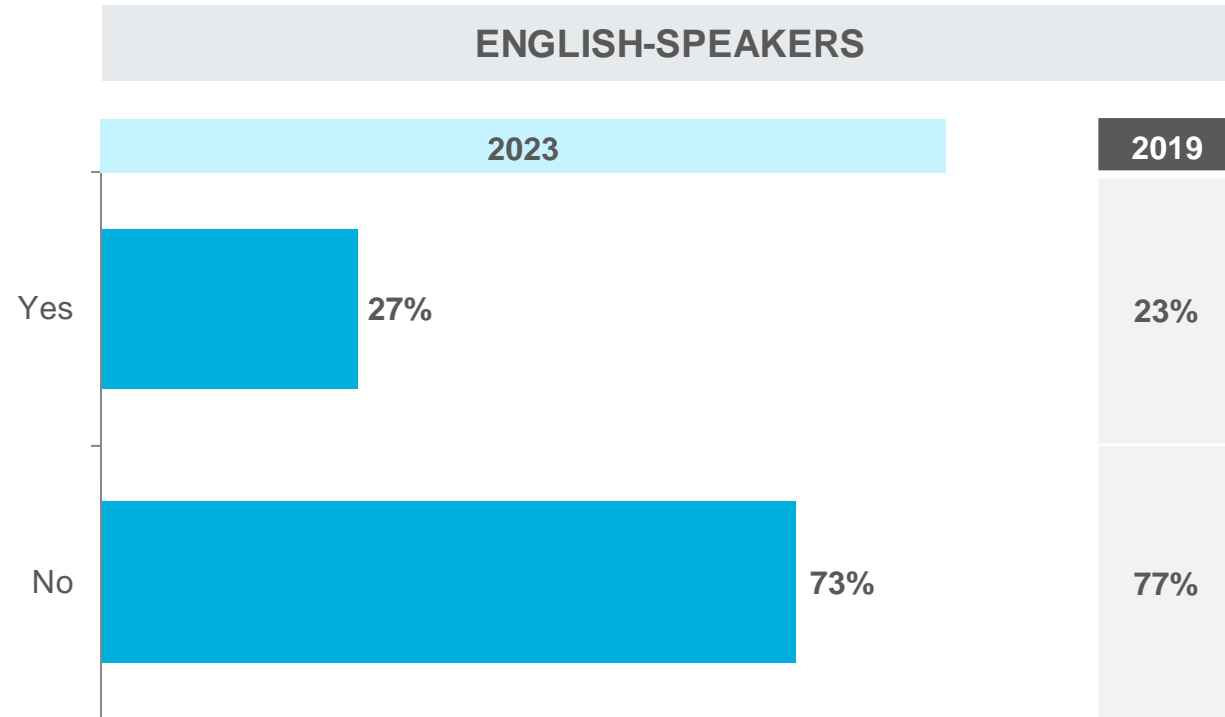


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did you or the person you helped ask for service in English at the CLSC?

Base 2023: English respondents who have NOT been served in English in a CLSC, n=705

Base 2019*: English respondents who have NOT been served in English in a CLSC *excluding those who don't know / refuse to answer*, n=470

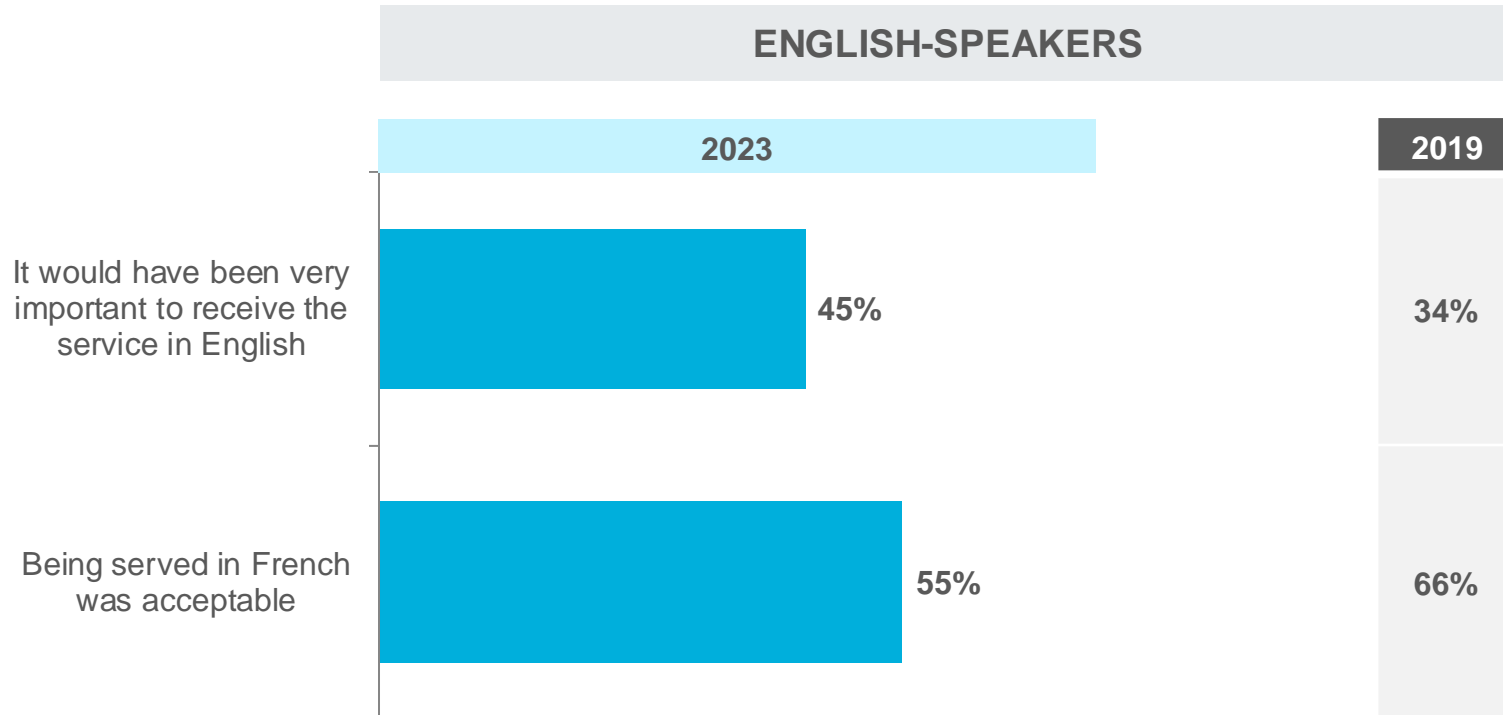


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Importance of English services at a CLSC among those not served in English

Base 2023: English respondents who have NOT been served in English in a CLSC, n=705

Base 2019*: English respondents who have NOT been served in English in a CLSC *excluding those who don't know / refuse to answer*, n=474

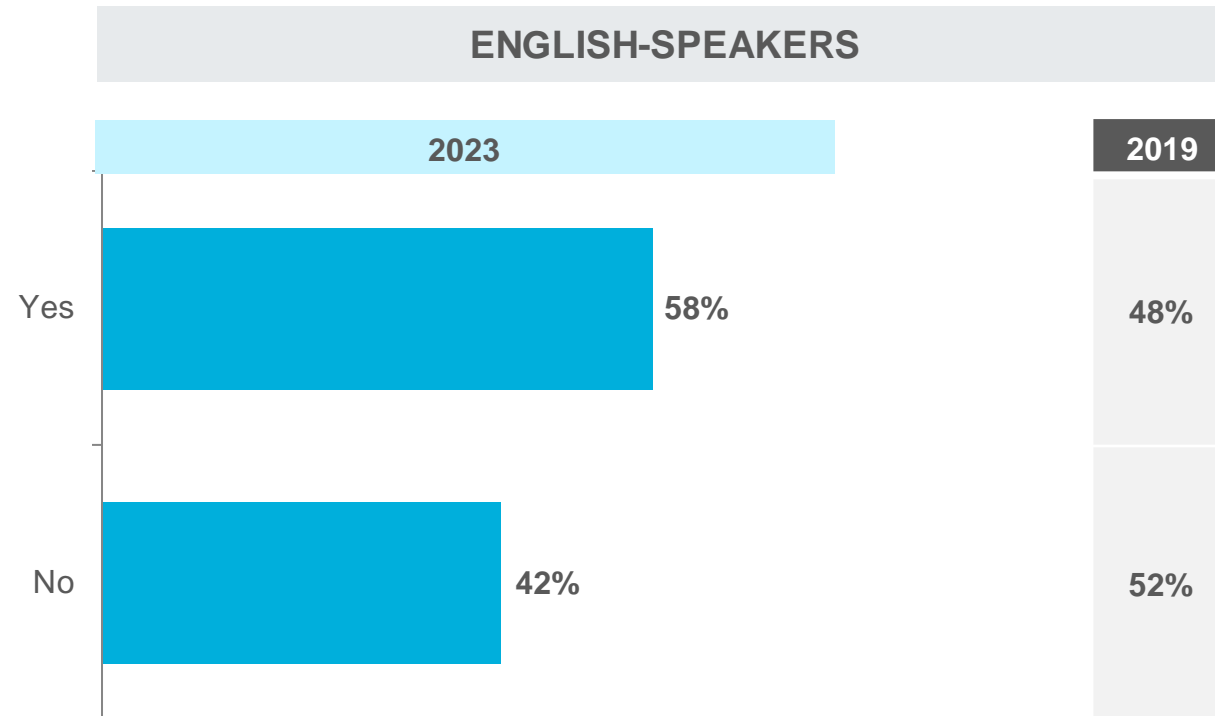


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Receptionist at CLSC spoke English

Base 2023: English respondents who have used the CLSC services, n=2,110

Base 2019*: English respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, n=1,062

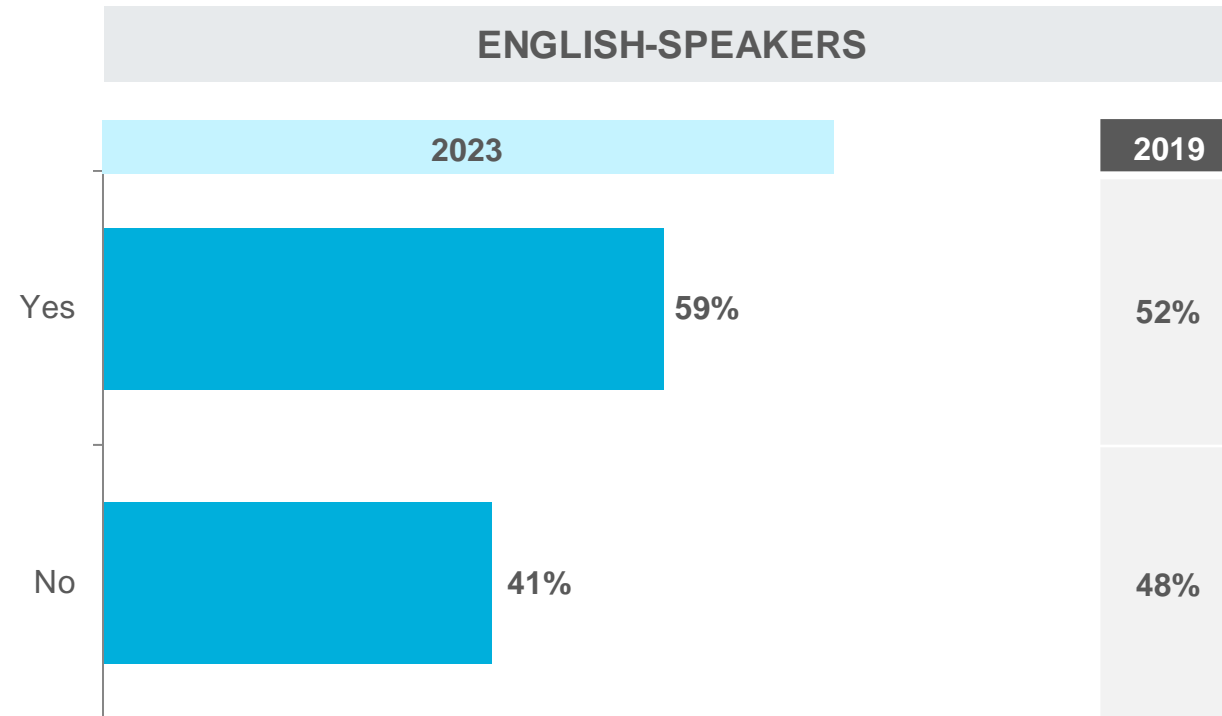


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Information forms at CLSC in English

Base 2023: English respondents who have used the CLSC services, n=2,110

Base 2019*: English respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, n=924



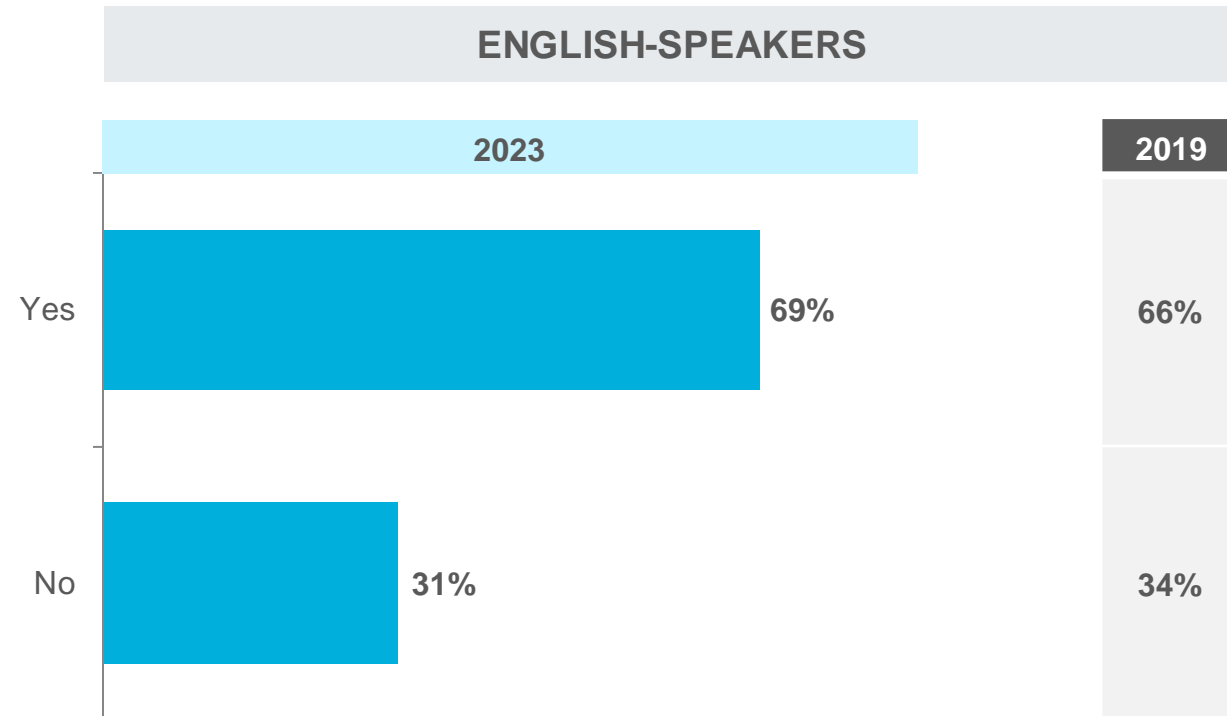
*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Q26G. During your most recent experience at the CLSC...-Were information forms or forms requiring you to provide information on your (or the person you helped) health status in English?

Health or social services professional at CLSC spoke English

Base 2023: English respondents who have used the CLSC services, n=2,110

Base 2019*: English respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, n=1,082



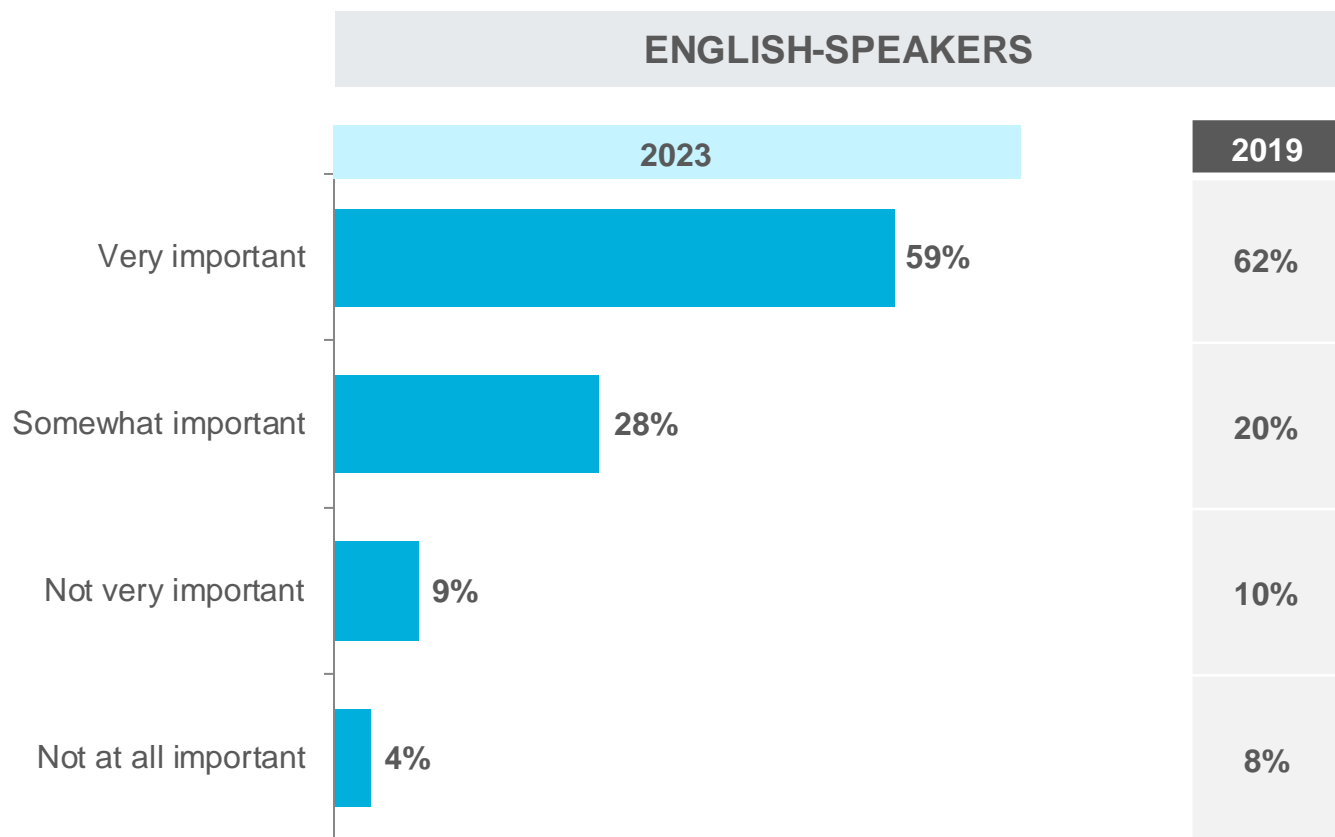
*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Q26H. During your most recent experience at the CLSC...-Did the health or social services professional you consulted speak to you or the person you helped in English during the 57 appointment?

Importance of health or social services professional speaking English

Base 2023: English respondents who have used the CLSC services, n=2,110

Base 2019*: English respondents who have used the CLSC services *excluding those who don't know / refuse to answer*, n=1,109



* The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

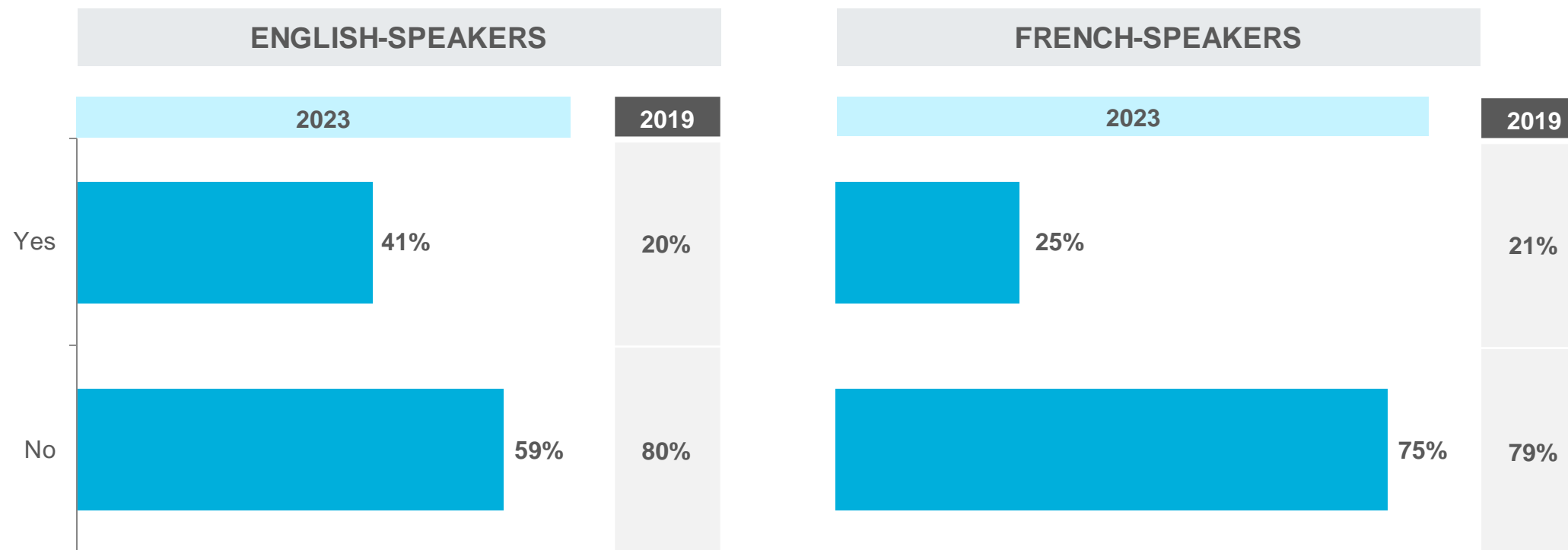


Language of Service for Info Santé or Info Social

Used the services of Info Santé or Info Social*

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019**: total respondents *excluding those who don't know / refuse to answer*, English, n=3,076/ French, n=992



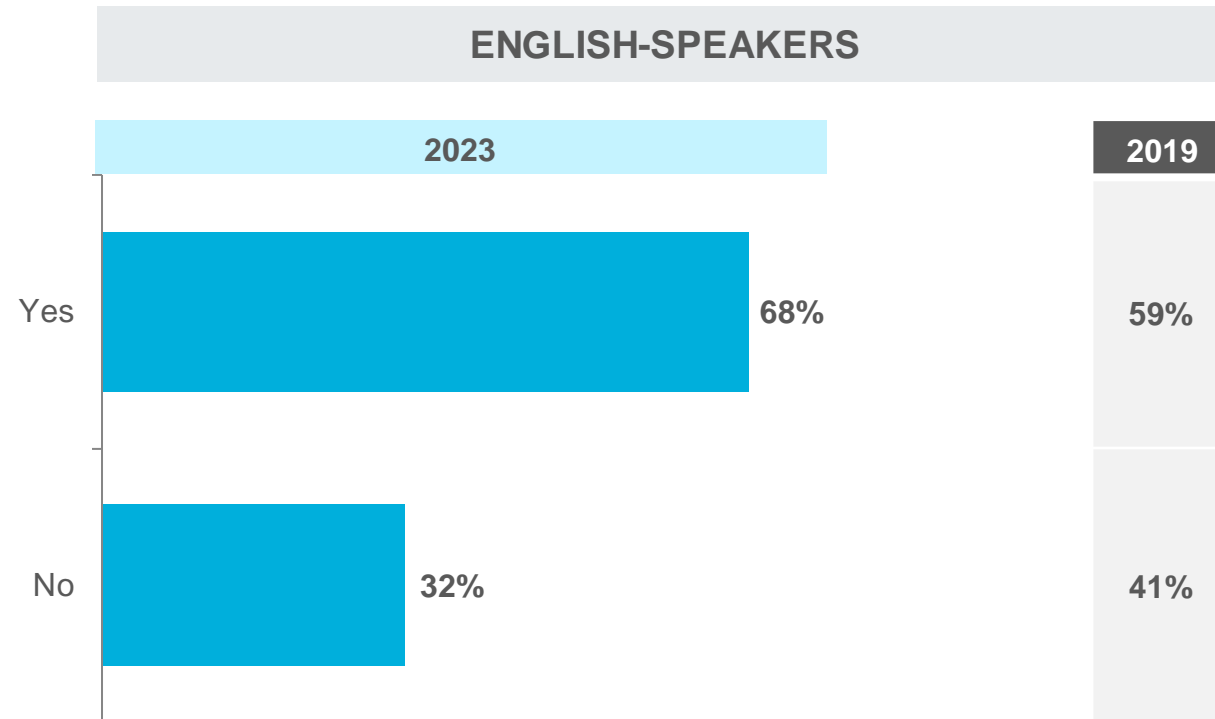
* The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023: “yes/ no” and then, for myself, for another person or both.

**The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Served in English by Info Santé or Info Social

Base 2023: English respondents who have used service of Info Santé or Info Social, n=1,791

Base 2019*: English respondents who have used service of Info Santé or Info Social *excluding those who don't know / refuse to answer*, n=522

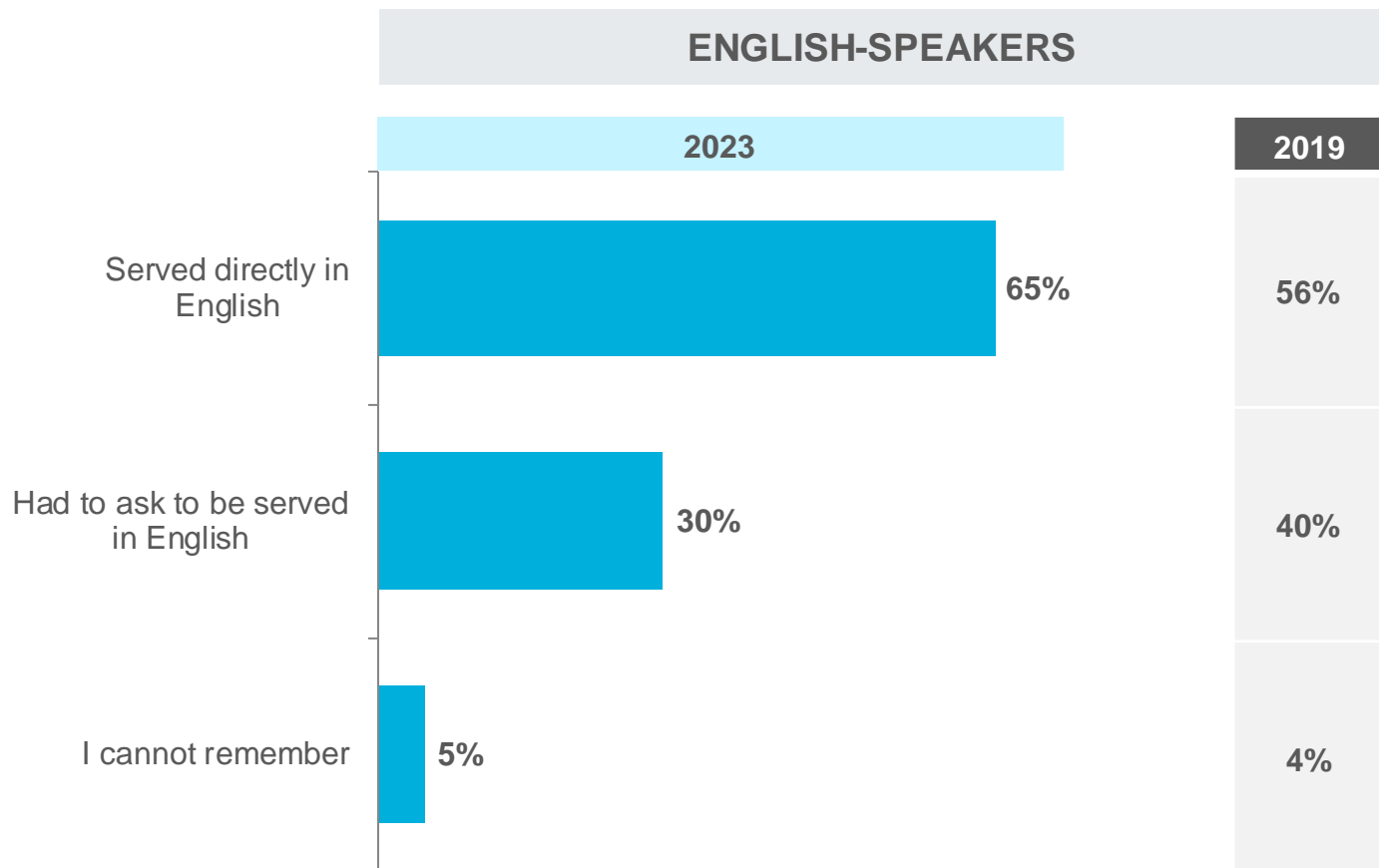


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Requested and received service in English from Info Santé or Info Social

Base 2023: English respondents who have been served in English by Info Santé or Info Social, n=1,221

Base 2019*: English respondents who have been served in English by Info Santé or Info Social *excluding those who don't know / refuse to answer*, n=301

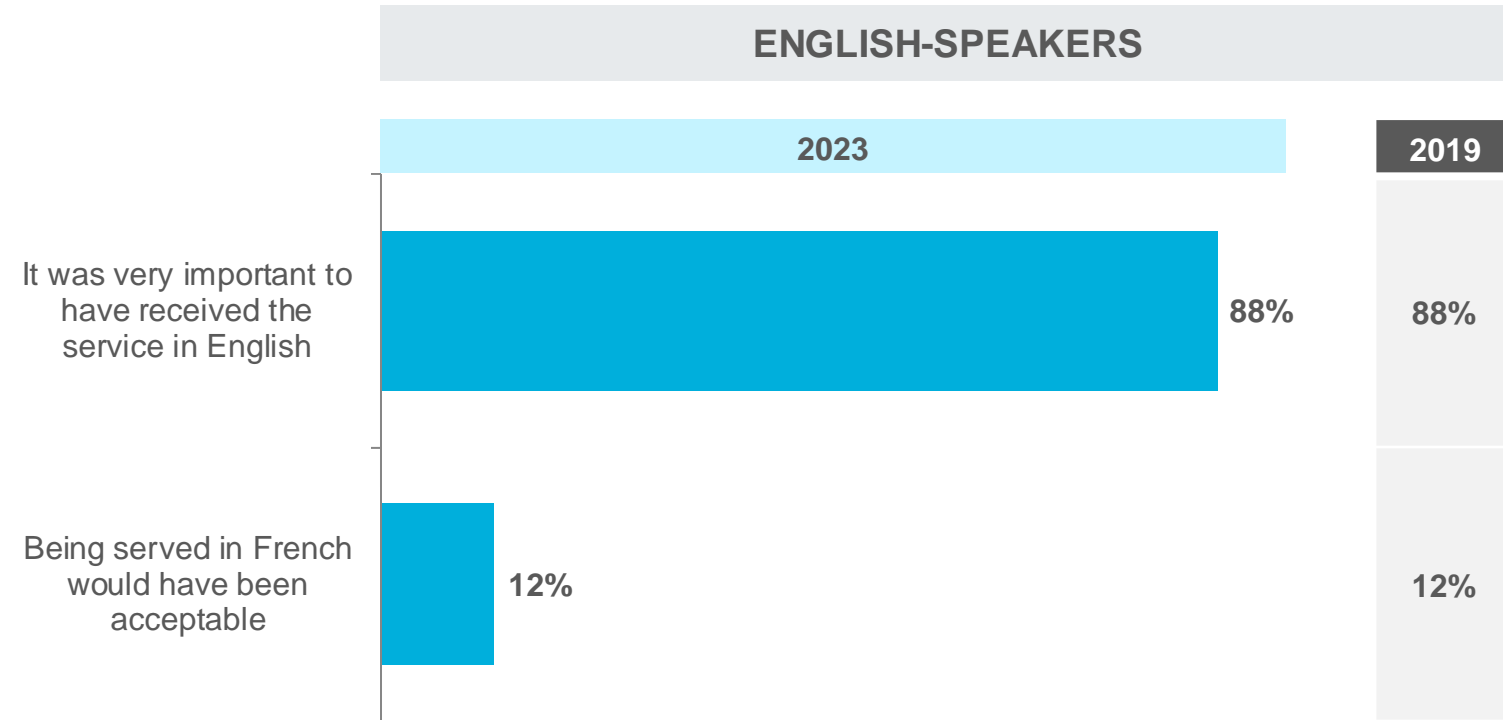


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Perceived importance of being served in English when using Info Santé or Info Social

Base 2023: English respondents who have been served in English by Info Santé or Info Social, n=1,221

Base 2019*: English respondents who have been served in English by Info Santé or Info Social *excluding those who don't know / refuse to answer*, n=304

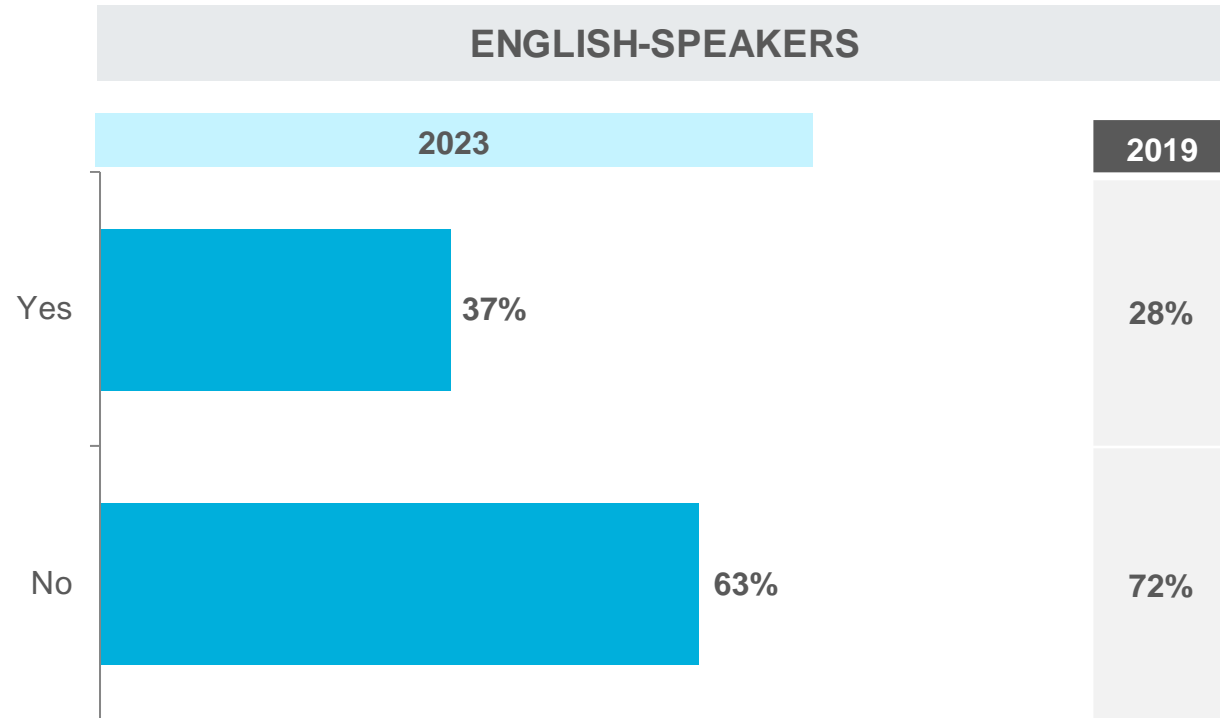


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did you or the person you helped ask for service in English at Info Santé or Info Social?

Base 2023: English respondents who have NOT been served in English by Info Santé or Info Social, n=570

Base 2019*: English respondents who have NOT been served in English by Info Santé or Info Social *excluding those who don't know / refuse to answer*, n=209

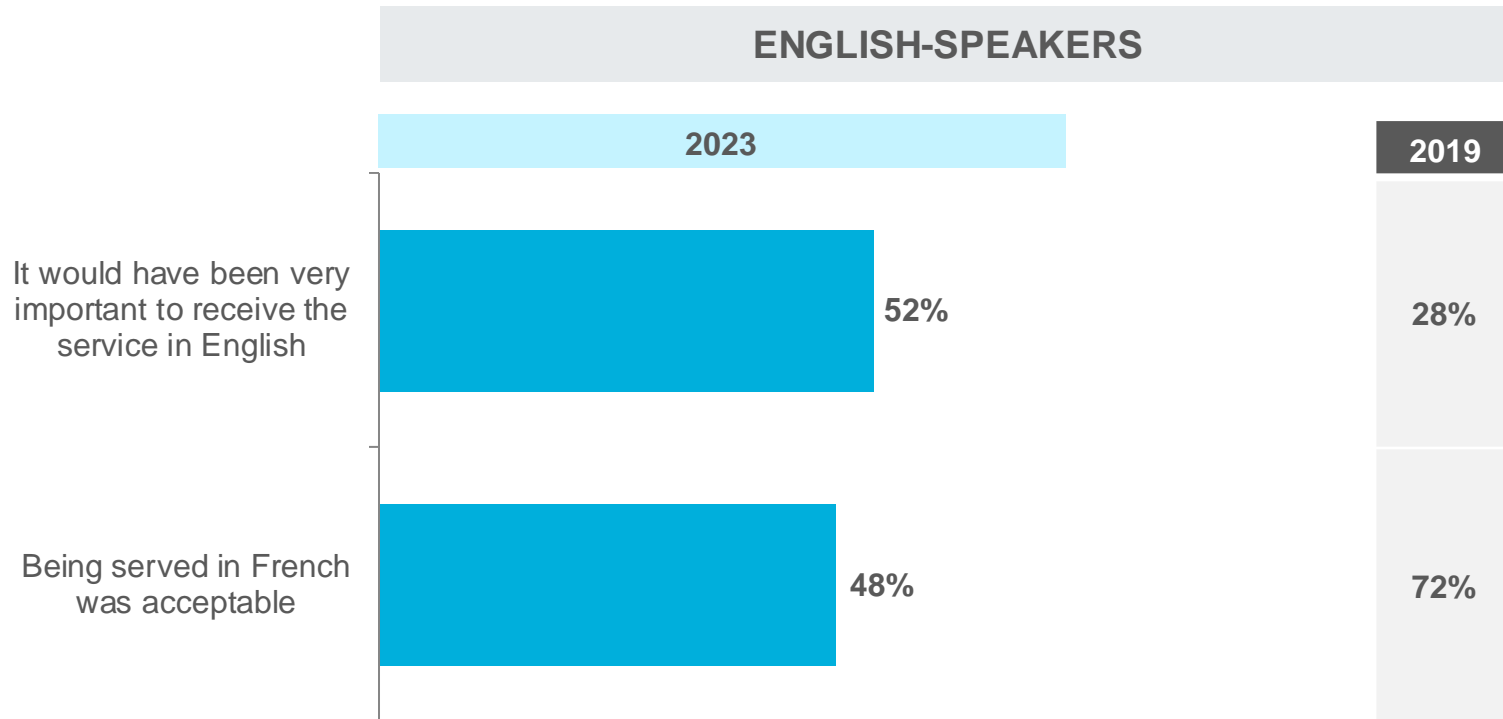


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Importance of English services from Info Santé or Info Social among those not served in English

Base 2023: English respondents who have NOT been served in English by Info Santé or Info Social, n=570

Base 2019*: English respondents who have NOT been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=214



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

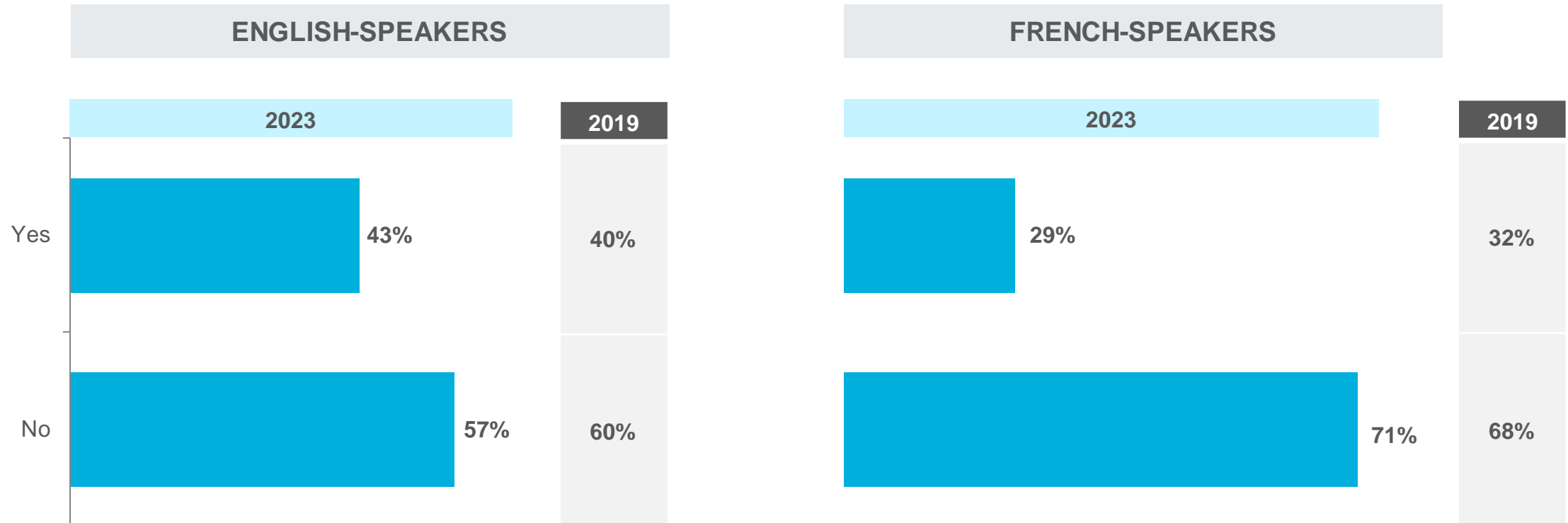


Language of Service at Hospital Emergency Rooms or Out-patient Clinics

Used the services of a hospital emergency room or out-patient clinic*

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019**: total respondents *excluding those who don't know / refuse to answer*, English, n=3,115/ French, n=995



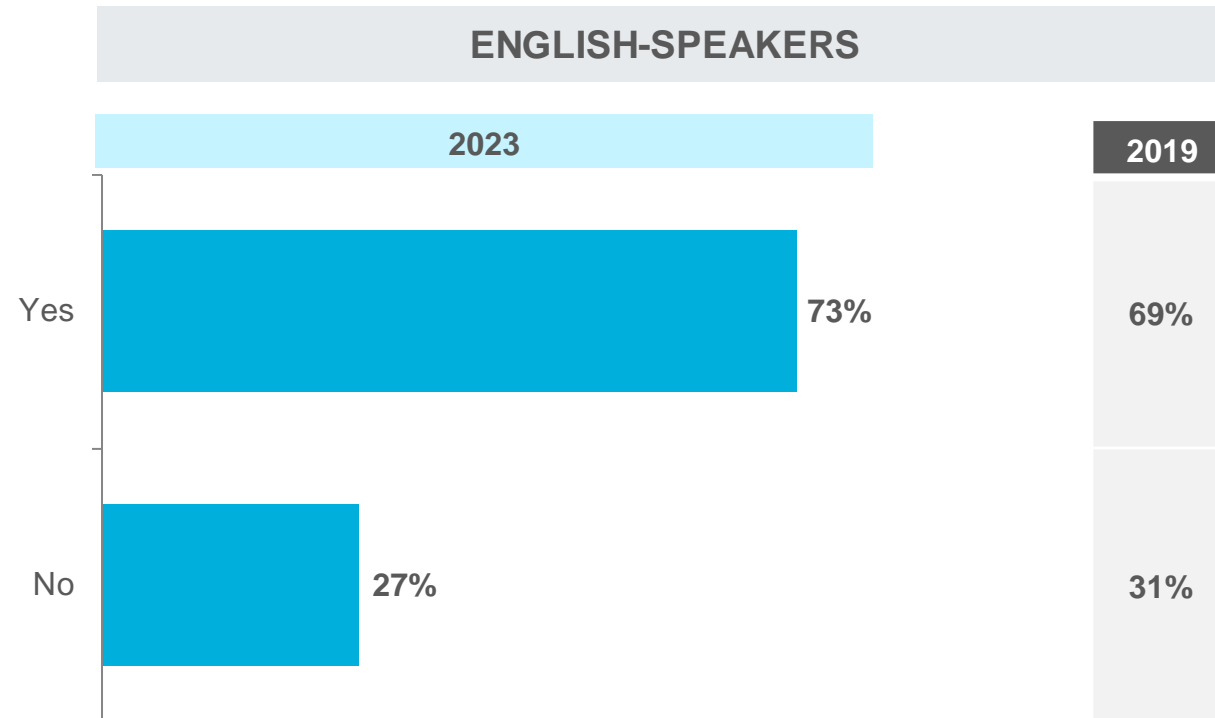
* The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023 (yes / no) and then, for myself, for another person or both.

**The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Served in English at the ER or out-patient clinic

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,220

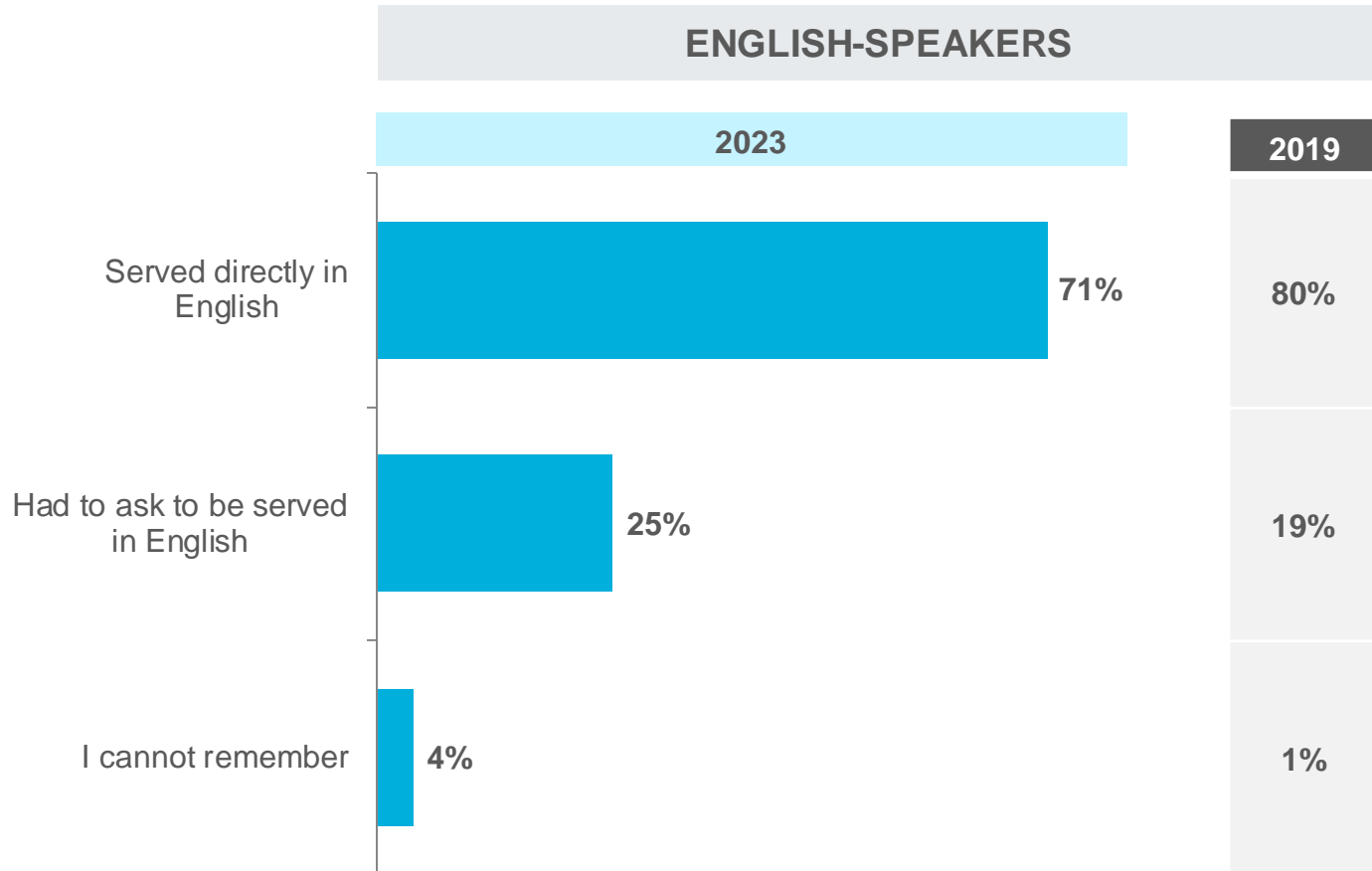


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Requested and received service in English at the ER or out-patient clinic

Base 2023: English respondents who have been served in English during recent visit to an emergency room or out-patient clinic, n=1,362

Base 2019*: English respondents who have been served in English during recent visit to an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=821

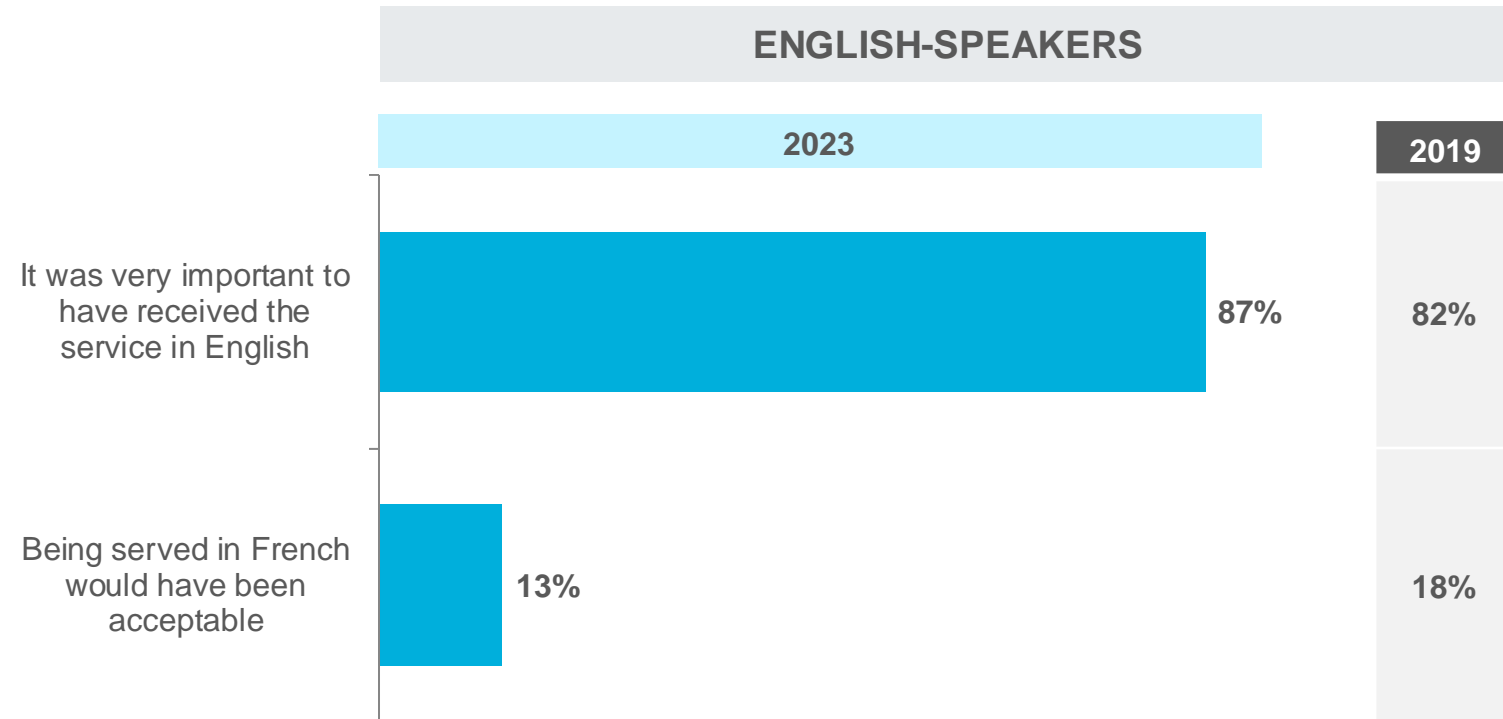


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Perceived importance of being served in English at ER or out-patient clinic

Base 2023: English respondents who have been served in English at the ER or Out-patient Clinic, n=1,362

Base 2019*: English respondents who have been served in English at the ER or Out-patient Clinic *excluding those who don't know / refuse to answer*, n=828

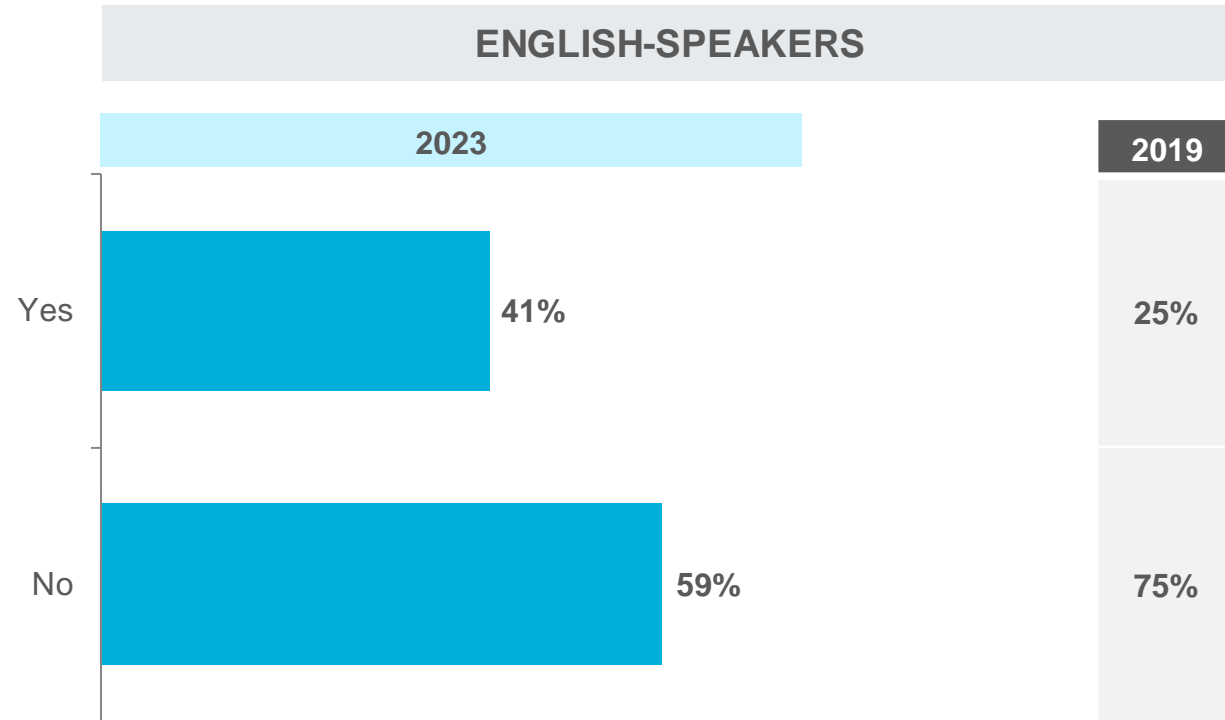


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did you or the person you helped ask for service in English at the ER or out-patient clinic?

Base 2023: English respondents who have NOT been served in English at the ER or Out-patient Clinic, n=545

Base 2019*: English respondents who have NOT been served in English at the ER or Out-patient Clinic excluding those who don't know / refuse to answer, n=385

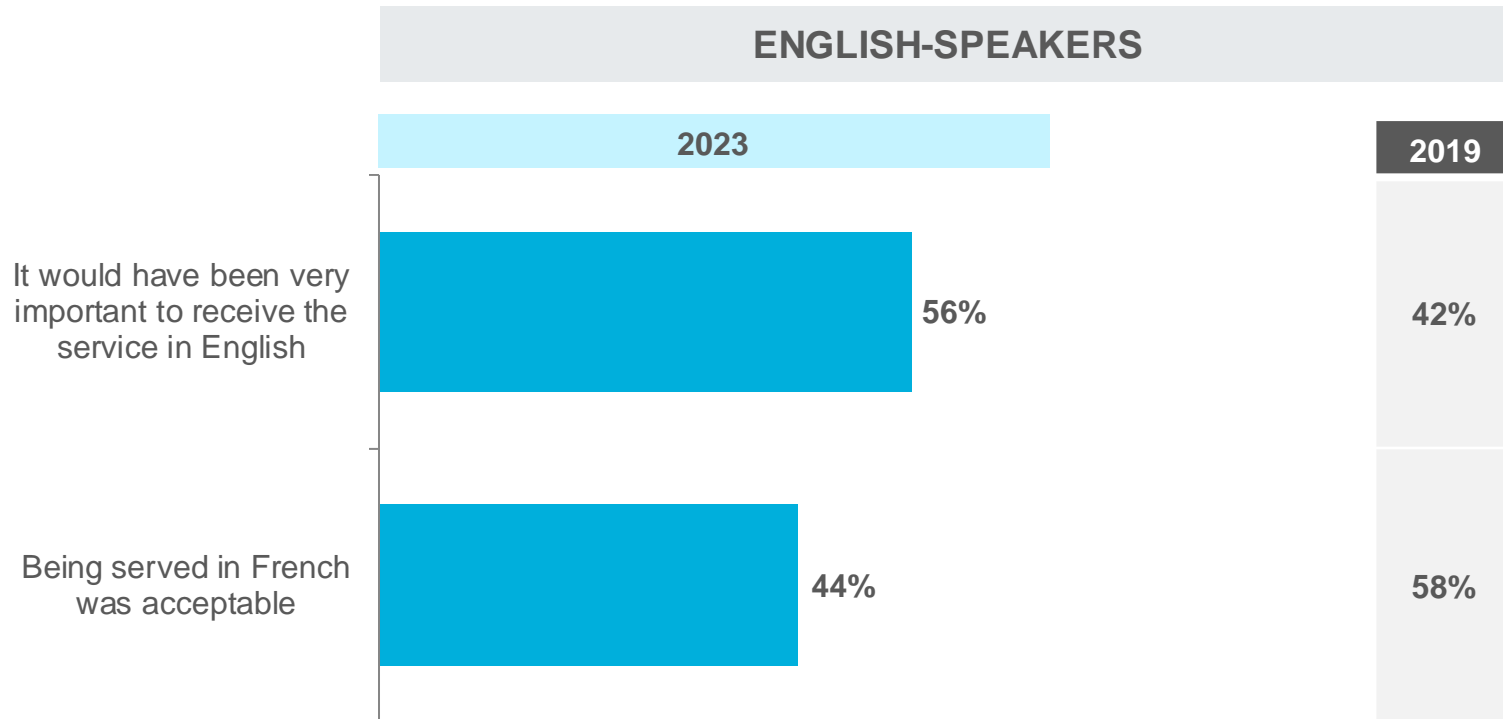


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Importance of English services at the ER or out-patient clinic among those not served in English

Base 2023: English respondents who have NOT been served in English by Info Santé or Info Social, n=545

Base 2019*: English respondents who have NOT been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=376



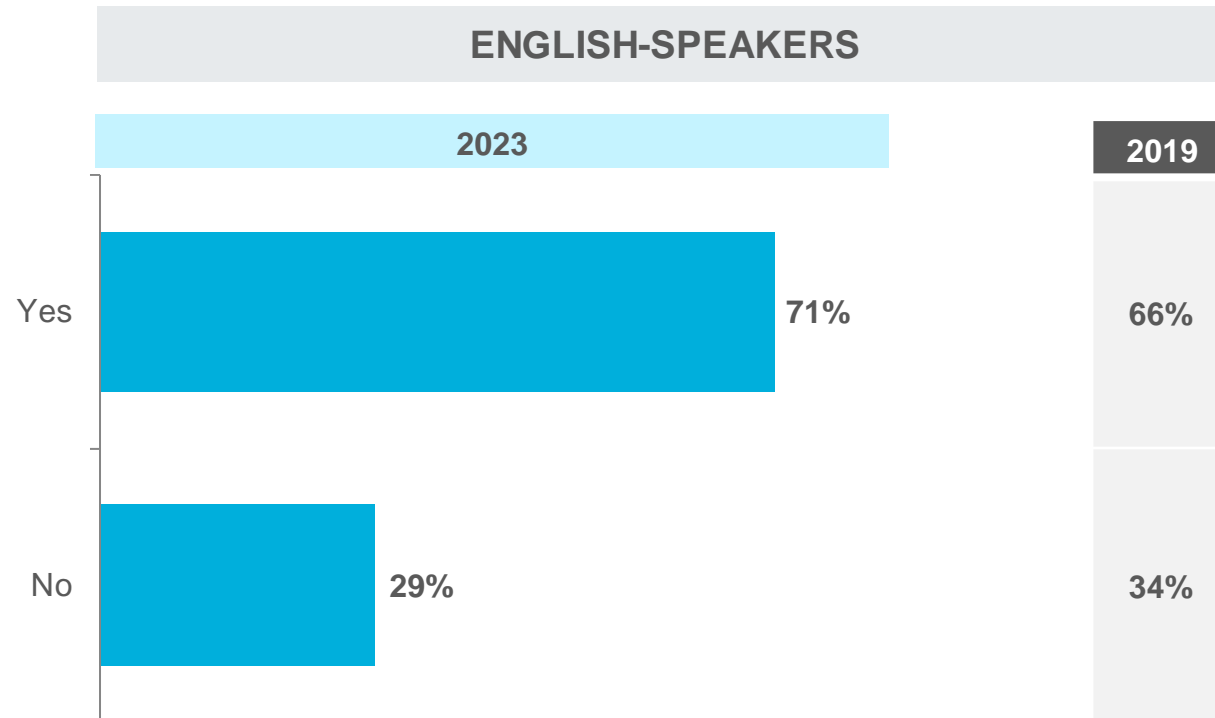
*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Q30E. Considering the situation, do you feel it would have been VERY IMPORTANT to receive the service in English or was receiving service in French ACCEPTABLE (at the hospital emergency room or out-patient clinic)?

Did admission personnel speak English at the ER or out-patient clinic?

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,204

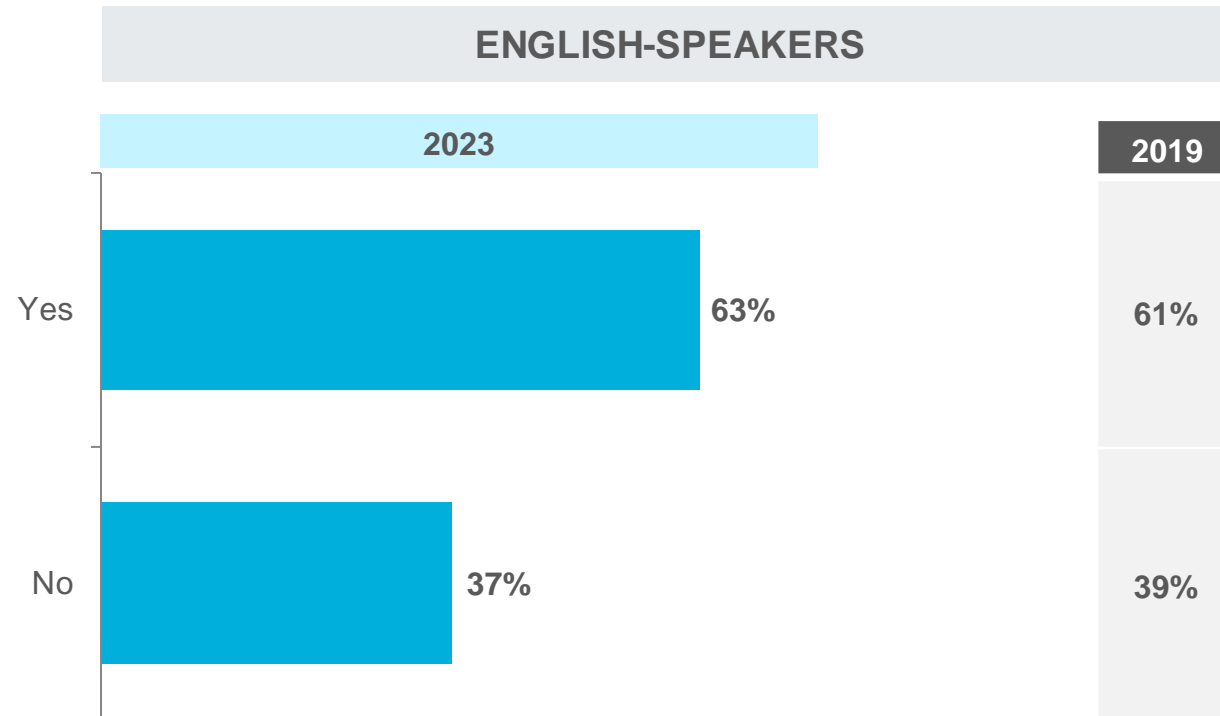


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Were forms provided in English at the ER or out-patient clinic?

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,074

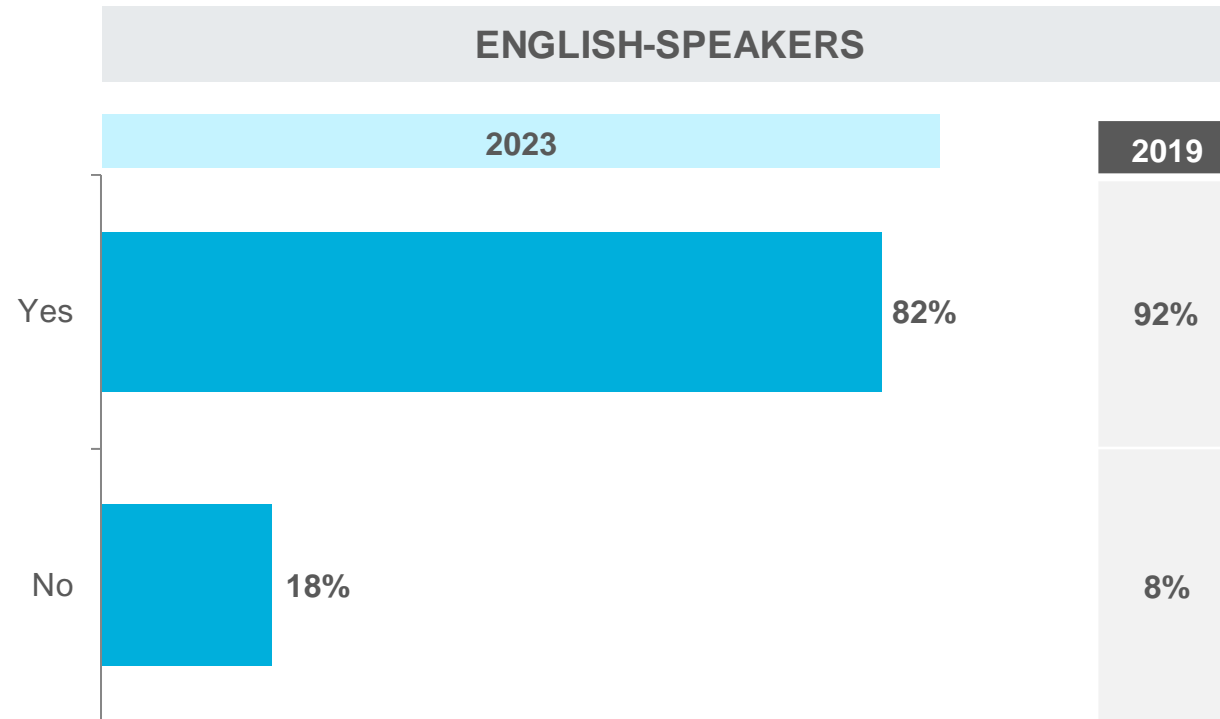


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Were you able to navigate around the ER or out-patient clinic easily?

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,230

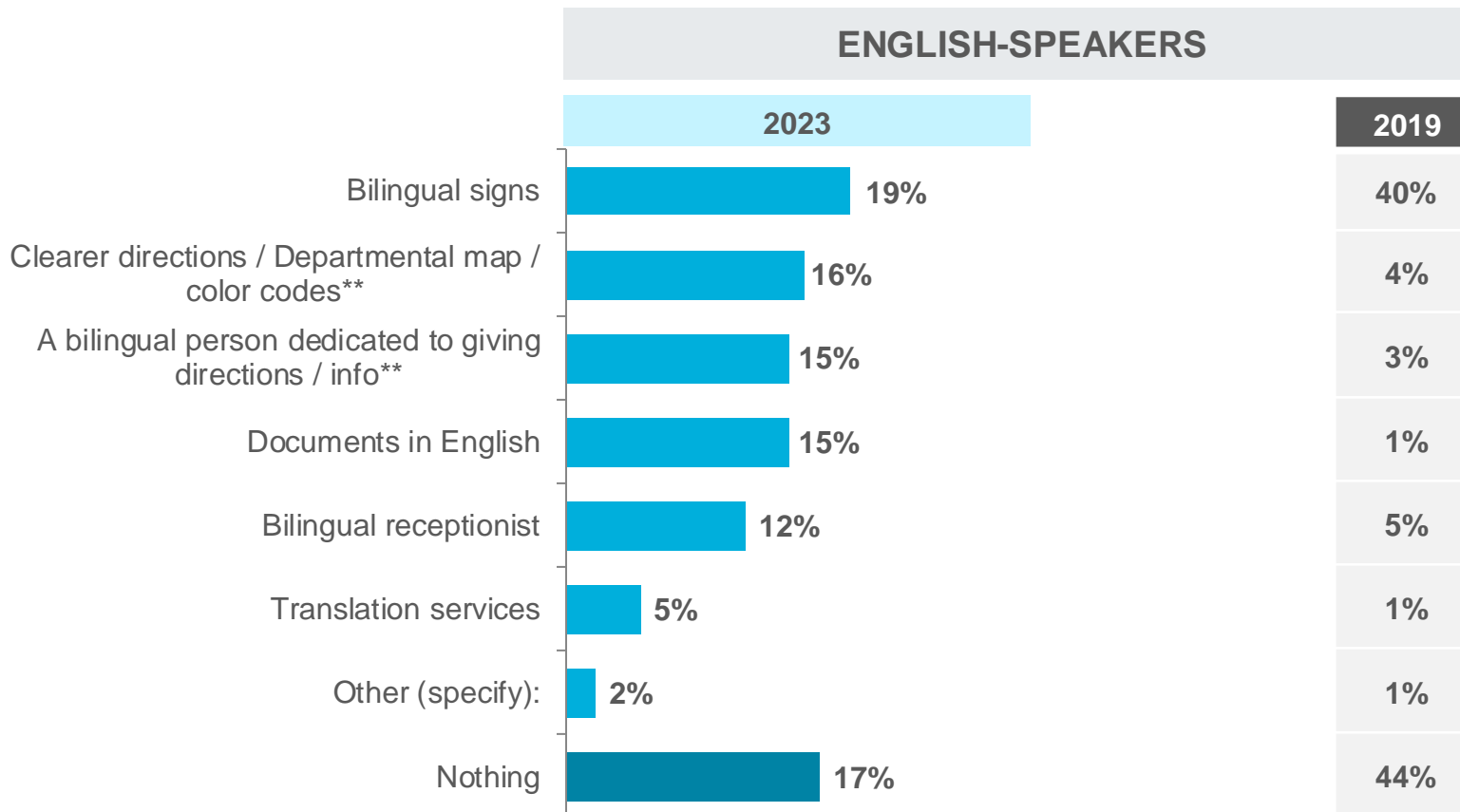


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Factors that would improve finding one's way around the ER or out-patient clinic

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,174



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

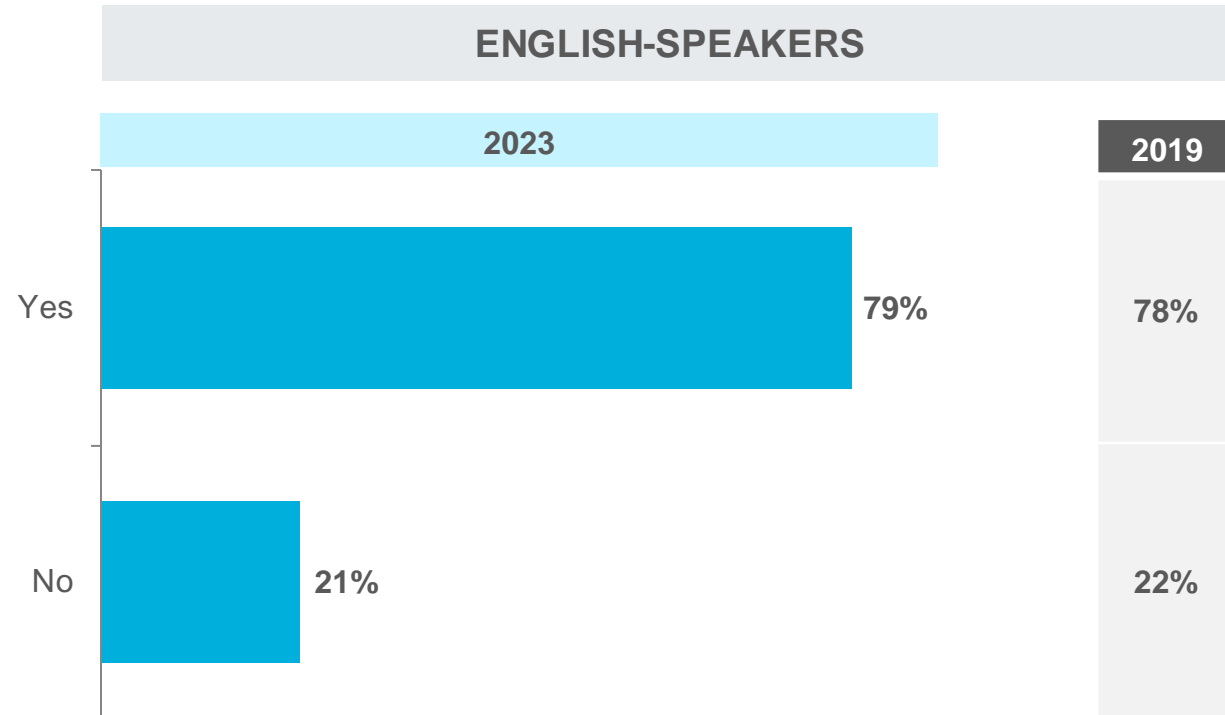
** These factors were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « Clearer directions/departmental map/color codes », « a bilingual person dedicated to giving directions / info ».

In 2019, the question was asked without choices (telephone survey), whereas respondents were provided with choices in 2023 (online survey). Due to the change in collection method, the results are not comparable.

Did the doctor / health professional speak English at the ER or out-patient clinic?

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,229

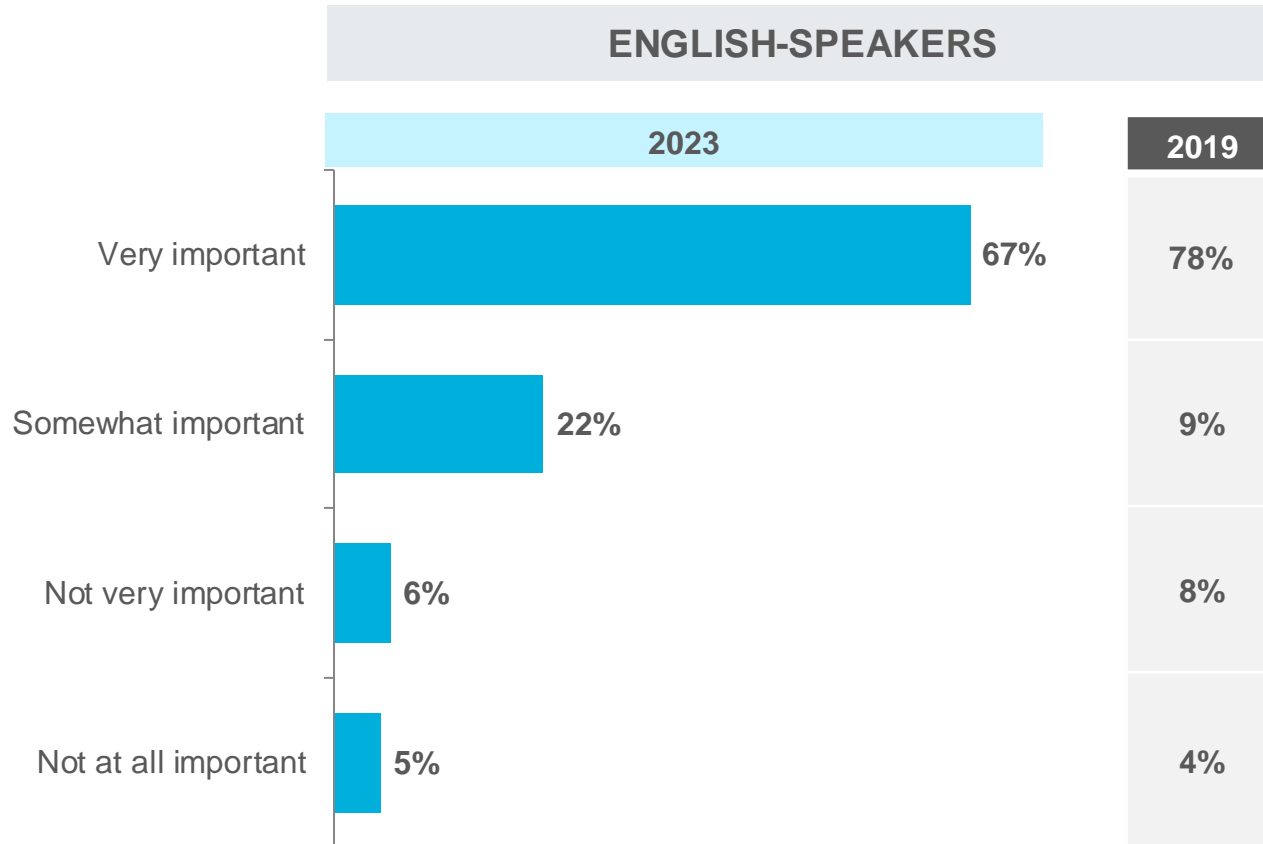


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Importance of doctor or health professional speaking English at the ER or out-patient clinic

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907

Base 2019*: English respondents who have used an emergency room or out-patient clinic *excluding those who don't know / refuse to answer*, n=1,240

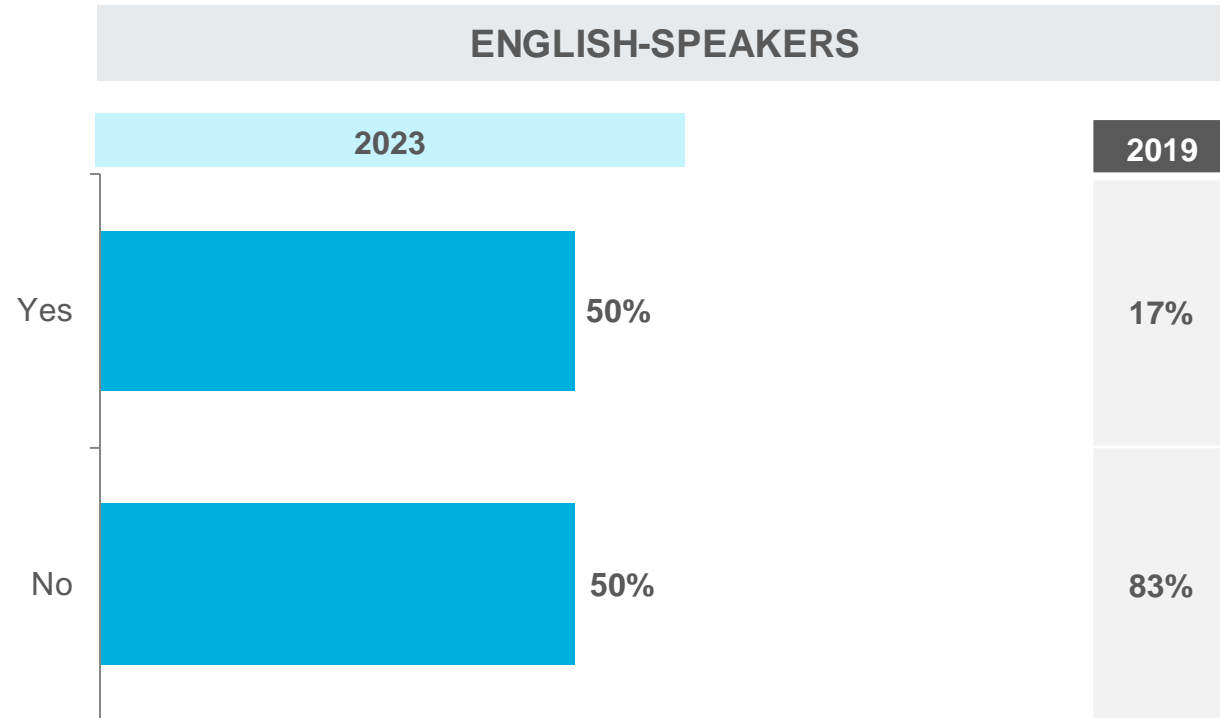


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Translation services offered at the hospital emergency room or out-patient clinic

Base 2023: English respondents who have used an emergency room or out-patient clinic (n=1,907), *excluding those who don't know* (23%), n=1,482

Base 2019: English respondents who have used an emergency room or out-patient clinic (n=1,248), *excluding those who don't know*, n=1,144



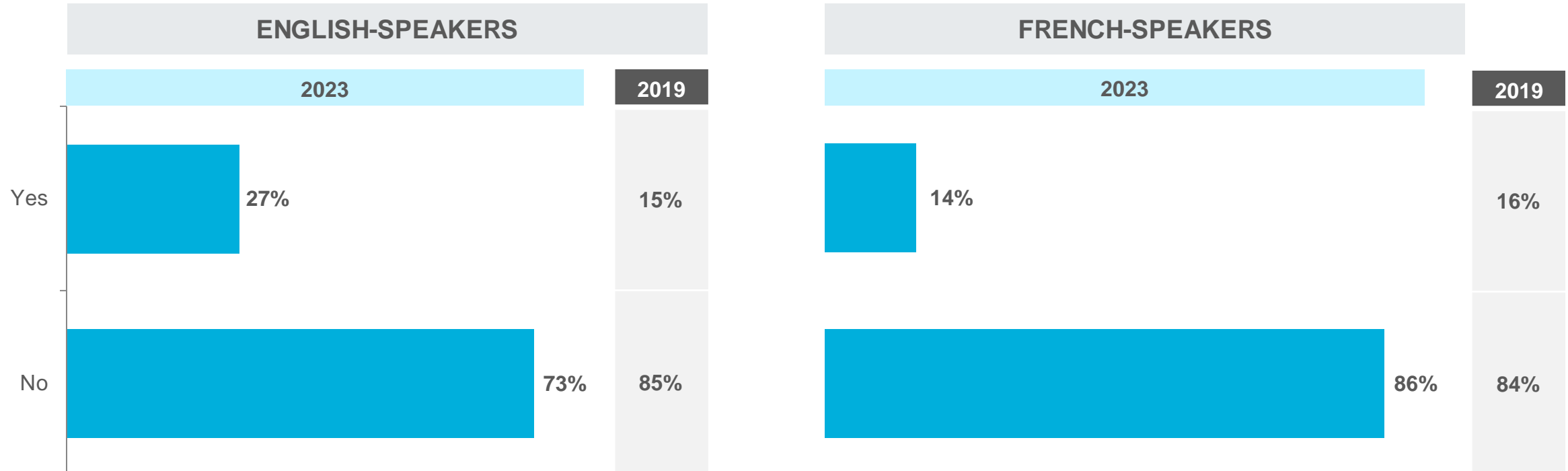
A photograph of a woman lying in a hospital bed, smiling warmly at a man standing by her side. The scene is set in a hospital room, with medical equipment like a monitor and IV stands visible in the background. The entire image has a blue color overlay.

Language of Service During Overnight Stay at a Hospital

Have stayed overnight at a hospital*

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019**: total respondents *excluding those who don't know / refuse to answer*, English, n=3,127/ French, n=999



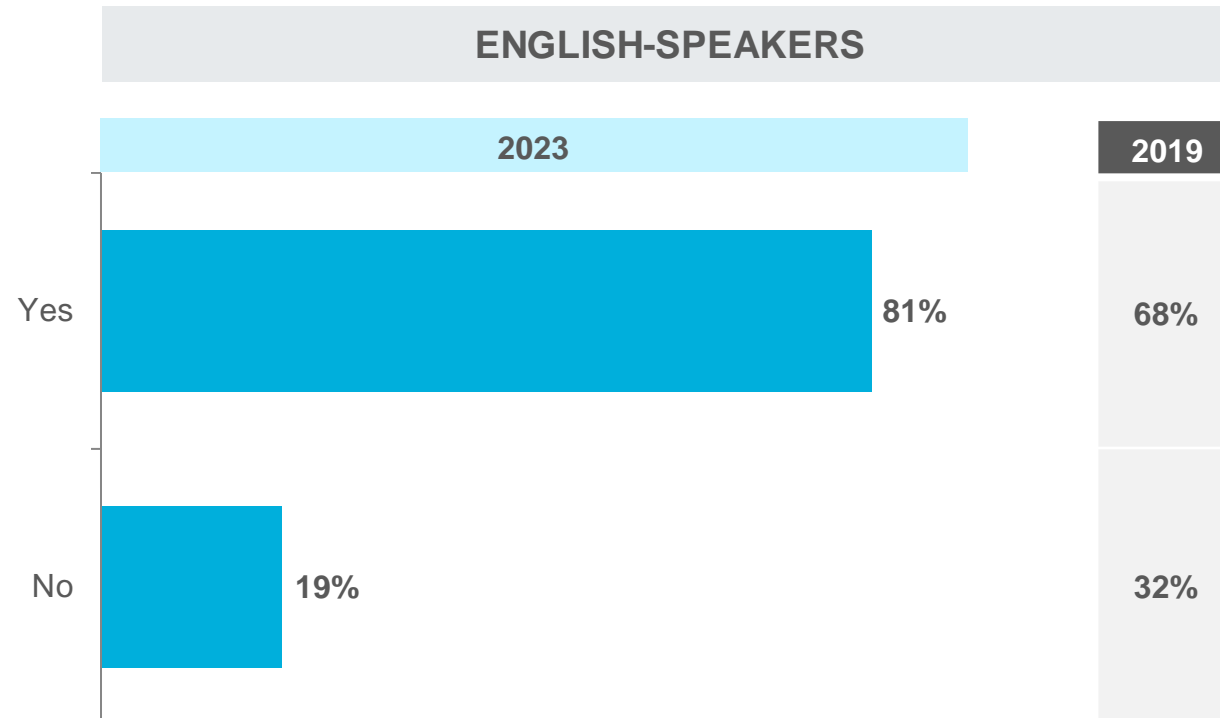
* The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023 (yes / no) and then, for myself, for another person or both.

**The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Served in English during overnight stay at a hospital

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=551

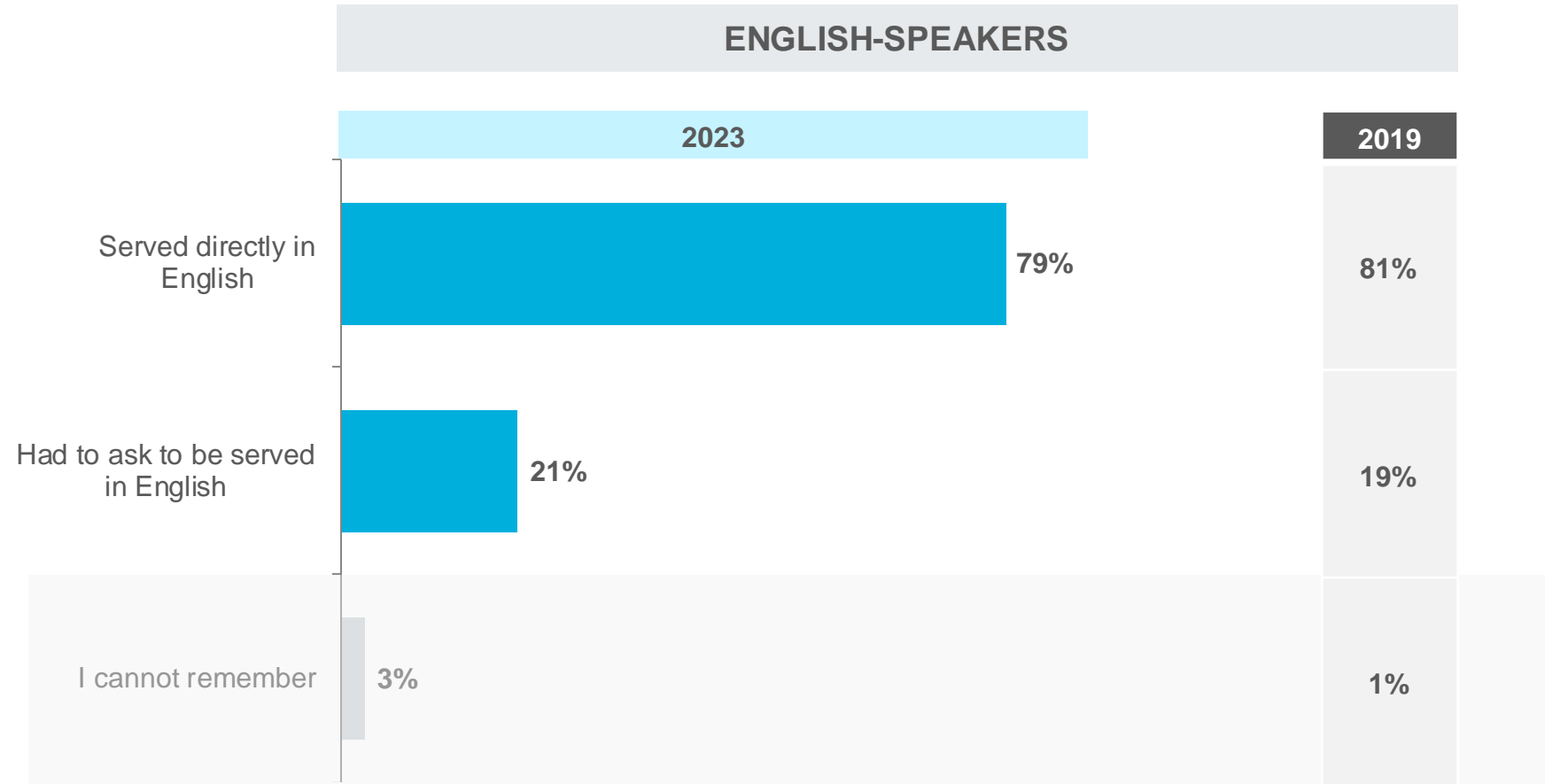


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Requested and received service in English during overnight stay at a hospital

Base 2023: English respondents who have been served in English during overnight stay at a hospital (n=949) , excluding those who don't remember (3%), n=918

Base 2019*: English respondents who have been served in English during overnight stay at a hospital excluding those who don't know / refuse to answer (n=372) , excluding those who don't remember, n=367

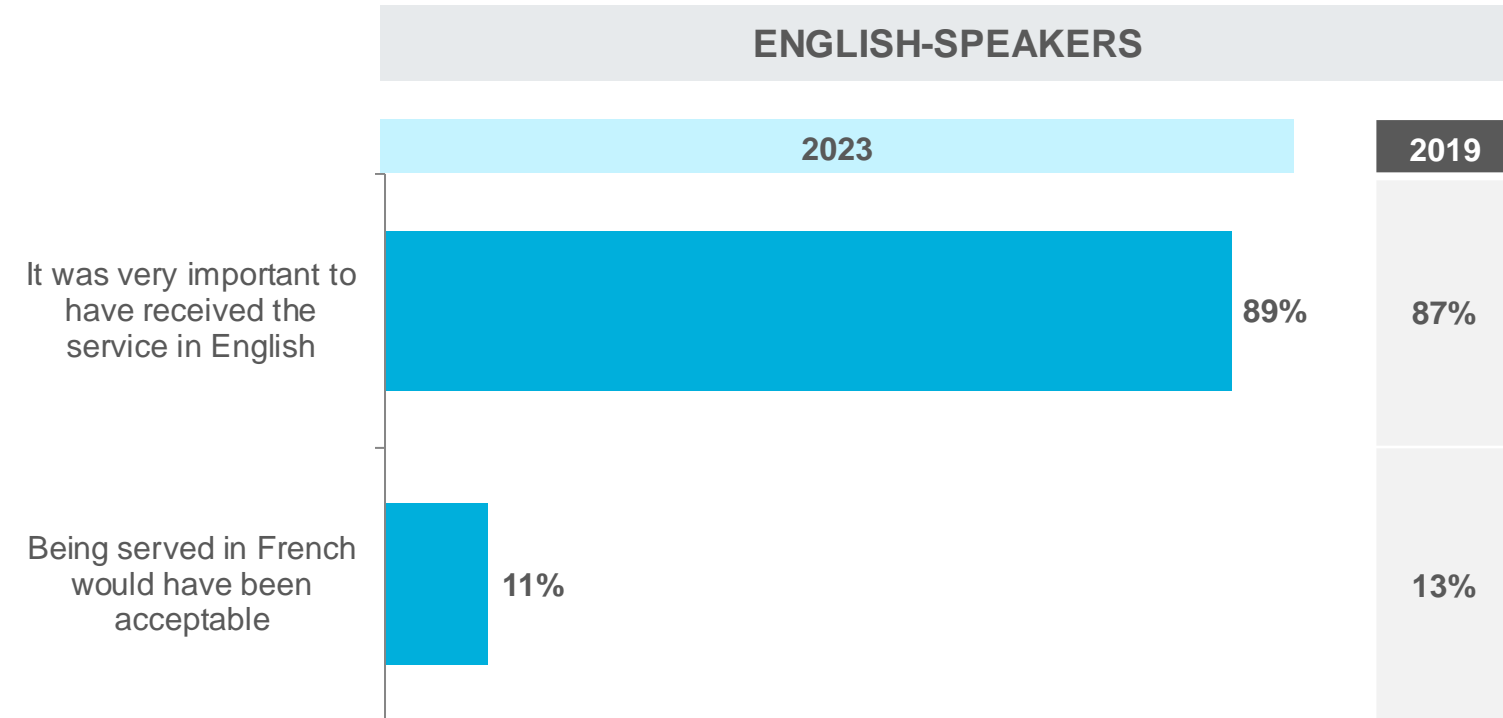


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Perceived importance of being served in English when staying overnight at a hospital

Base 2023: English respondents who have been served in English during overnight stay at a hospital, n=949

Base 2019*: English respondents who have been served in English during overnight stay at a hospital excluding those who don't know / refuse to answer , n=378

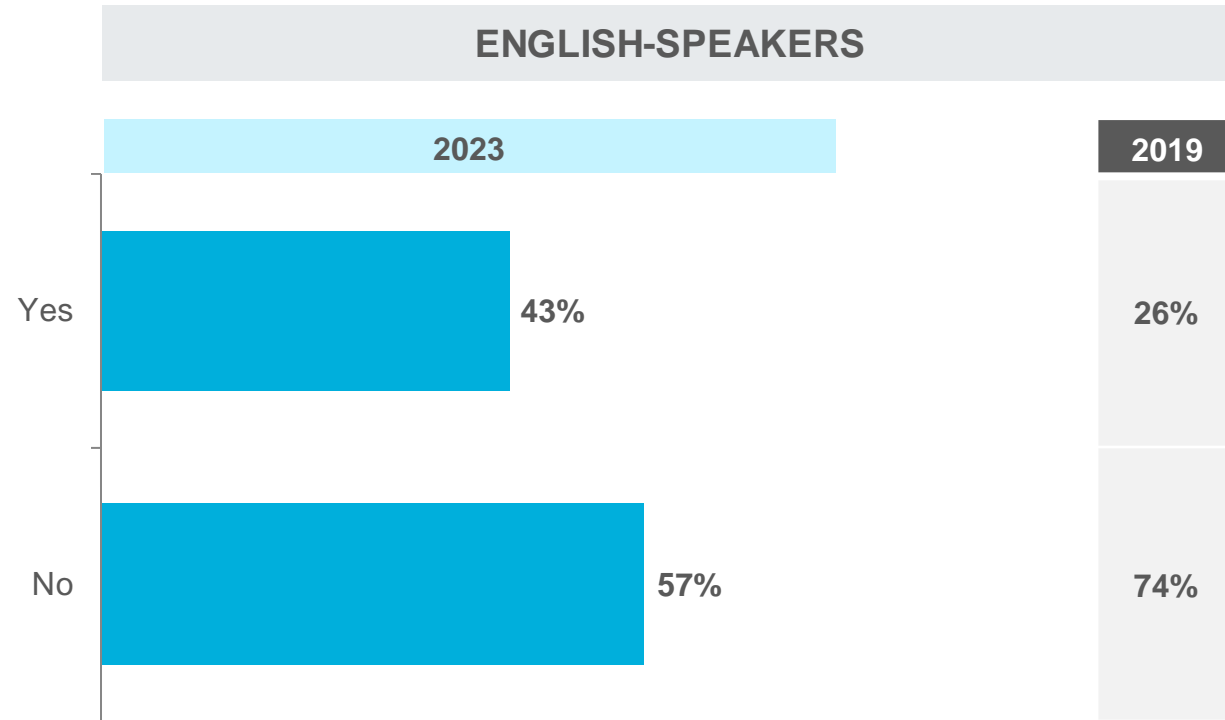


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did you or the person you helped ask for service in English during your overnight stay at the hospital?

Base 2023: English respondents who have NOT been served in English during the overstay at the hospital, n=245

Base 2019*: English respondents who have NOT been served in English during the overstay at the hospital *excluding those who don't know / refuse to answer* , n=167

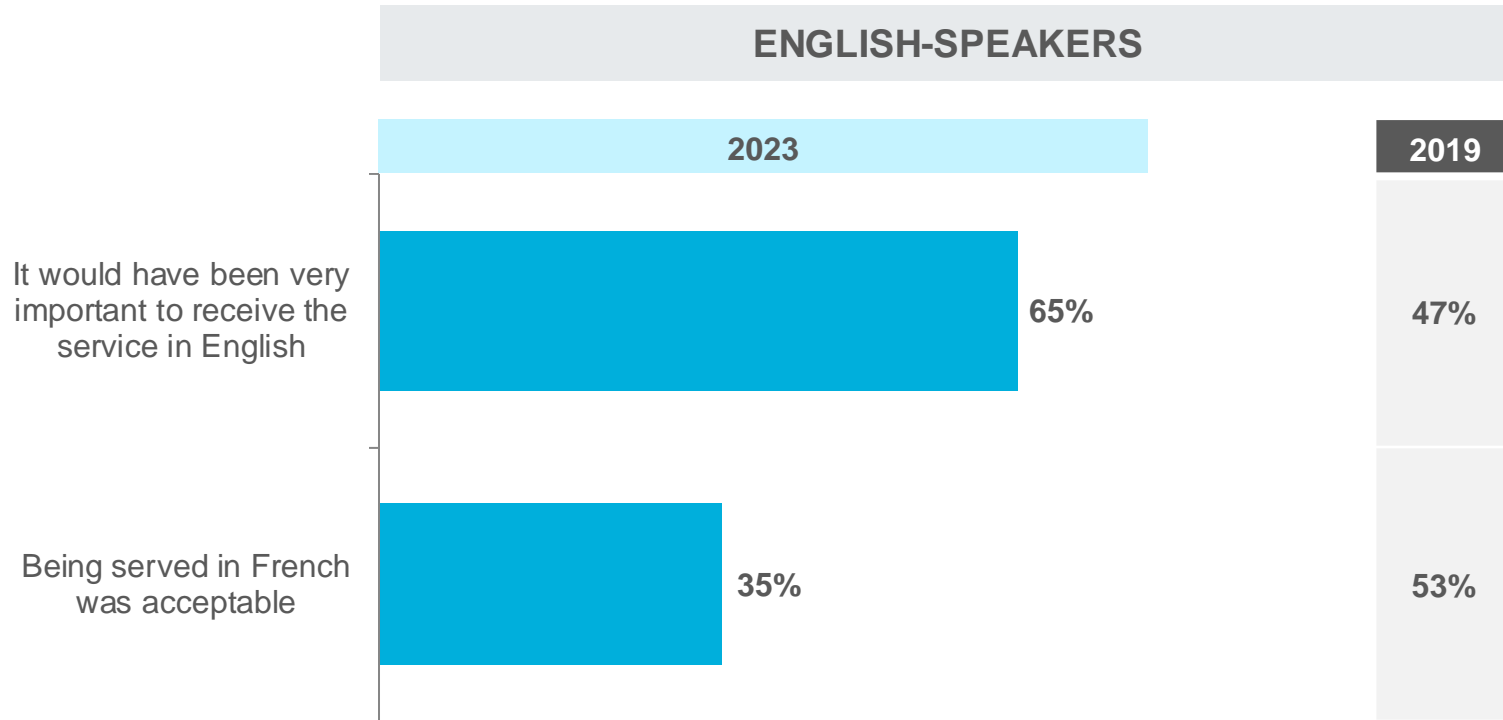


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Importance of English services during the overnight stay at the hospital among those not served in English

Base 2023: English respondents who have NOT been served in English during the overstay at the hospital, n=245

Base 2019*: English respondents who have NOT been served in English during the overstay at the hospital *excluding those who don't know / refuse to answer* , n=166

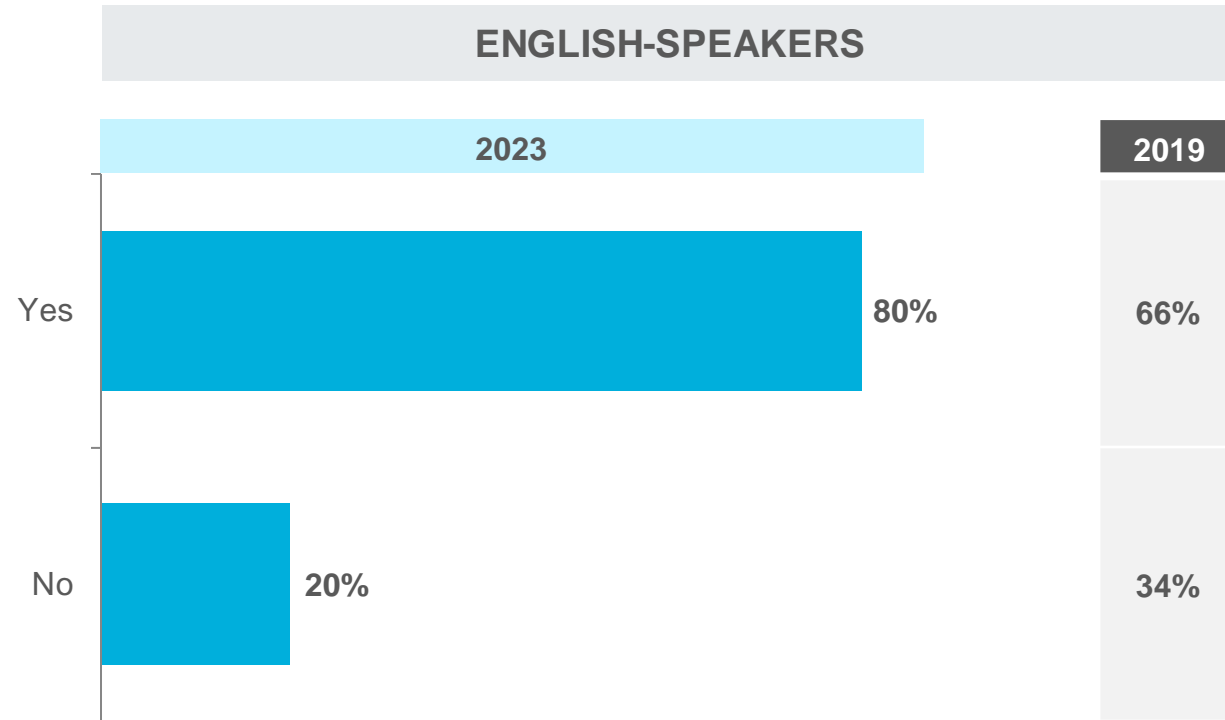


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Did admission personnel speak English during the overnight stay at the hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer* , n=544

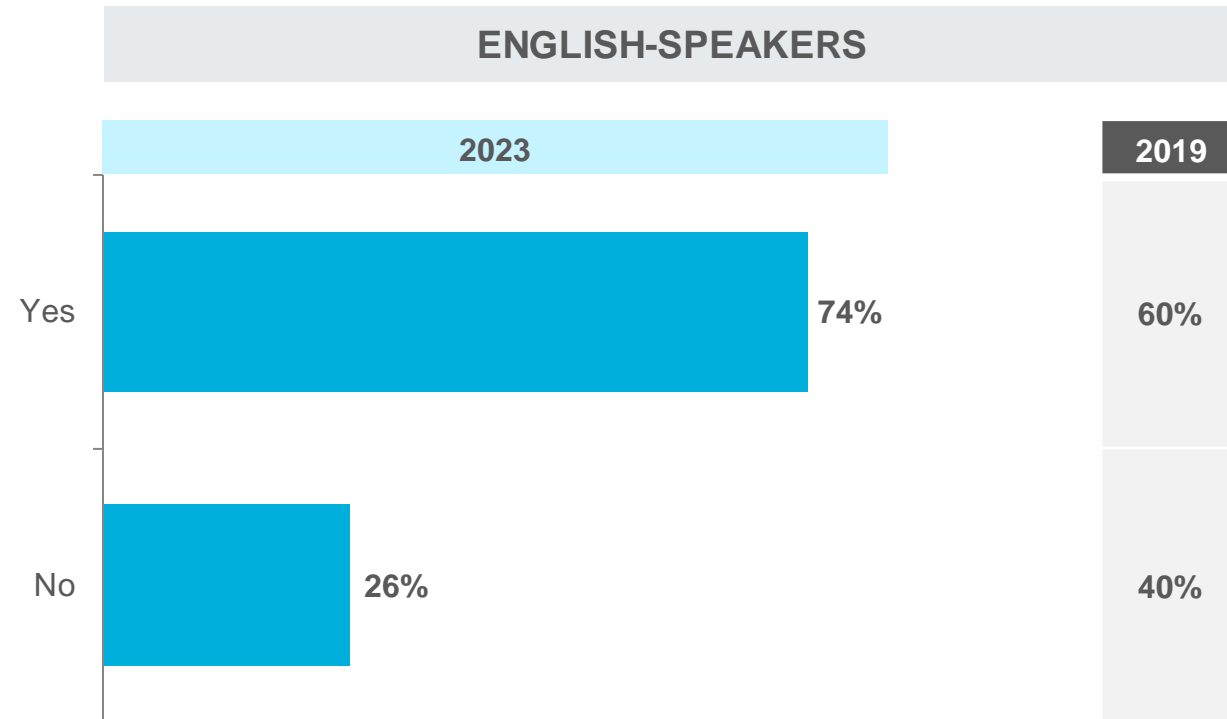


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Were you provided with English-language forms during the overnight stay at the hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=453

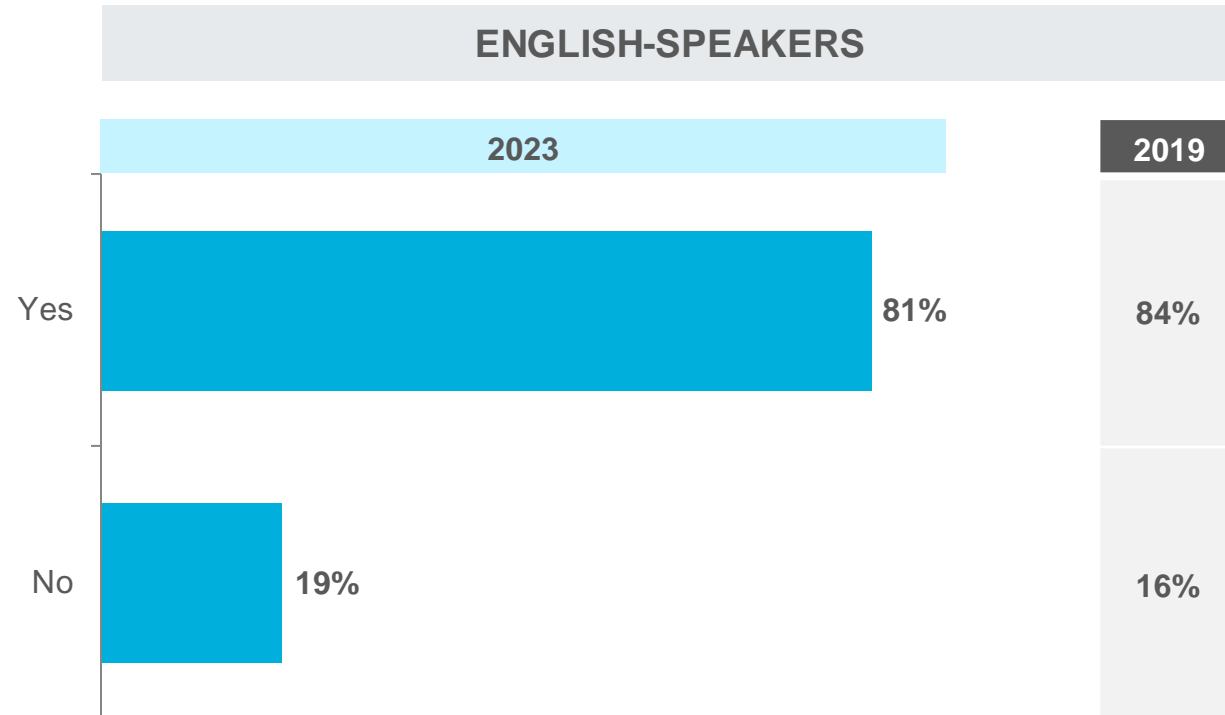


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Were you able to find your way around the hospital during your overnight stay?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=547

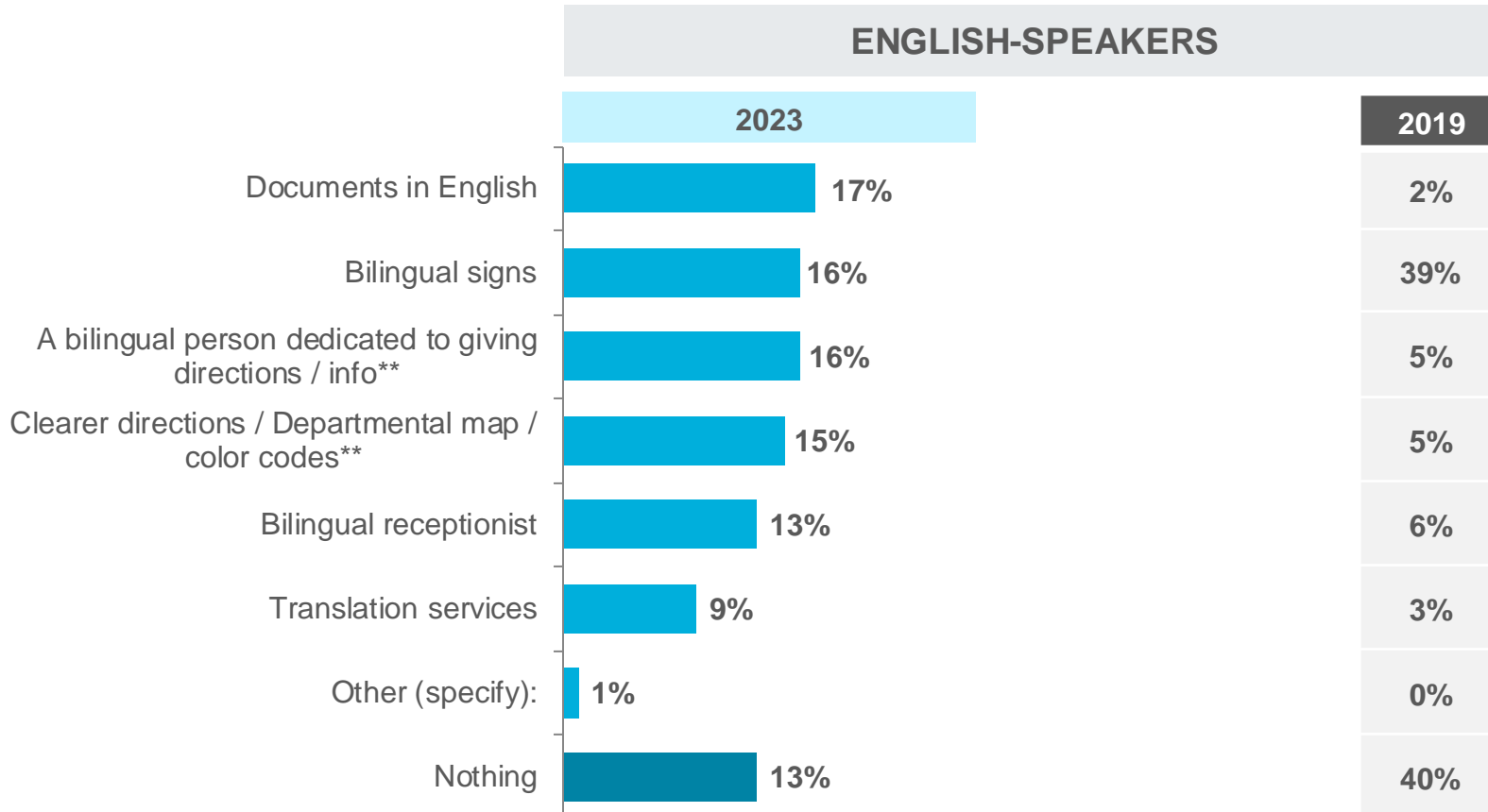


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Factors that would improve finding one's way around a hospital during an overnight stay

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=540



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

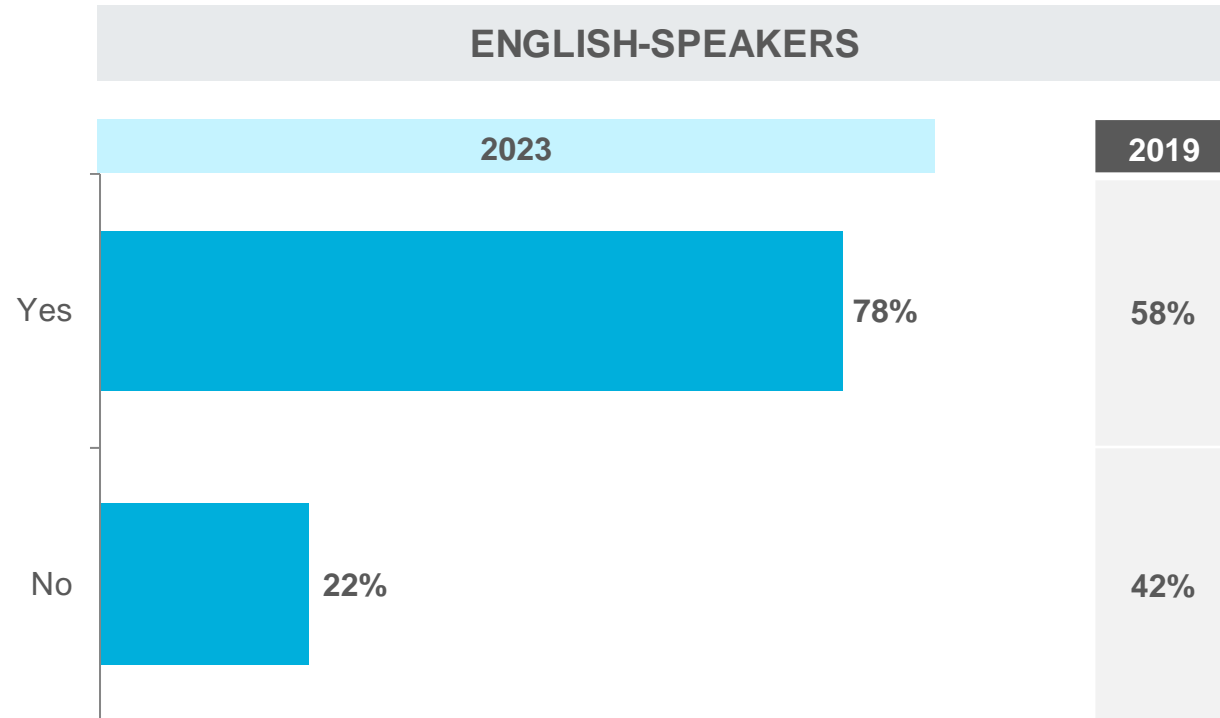
** These factors were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « Clearer directions/departmental map/ color codes », « a bilingual person dedicated to giving directions/info ».

In 2019, the question was asked without choices (telephone survey), whereas respondents were provided with choices in 2023 (online survey). Due to the change in collection method, the results are not comparable.

Were English-language consent forms provided to you during your overnight stay at the hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=478

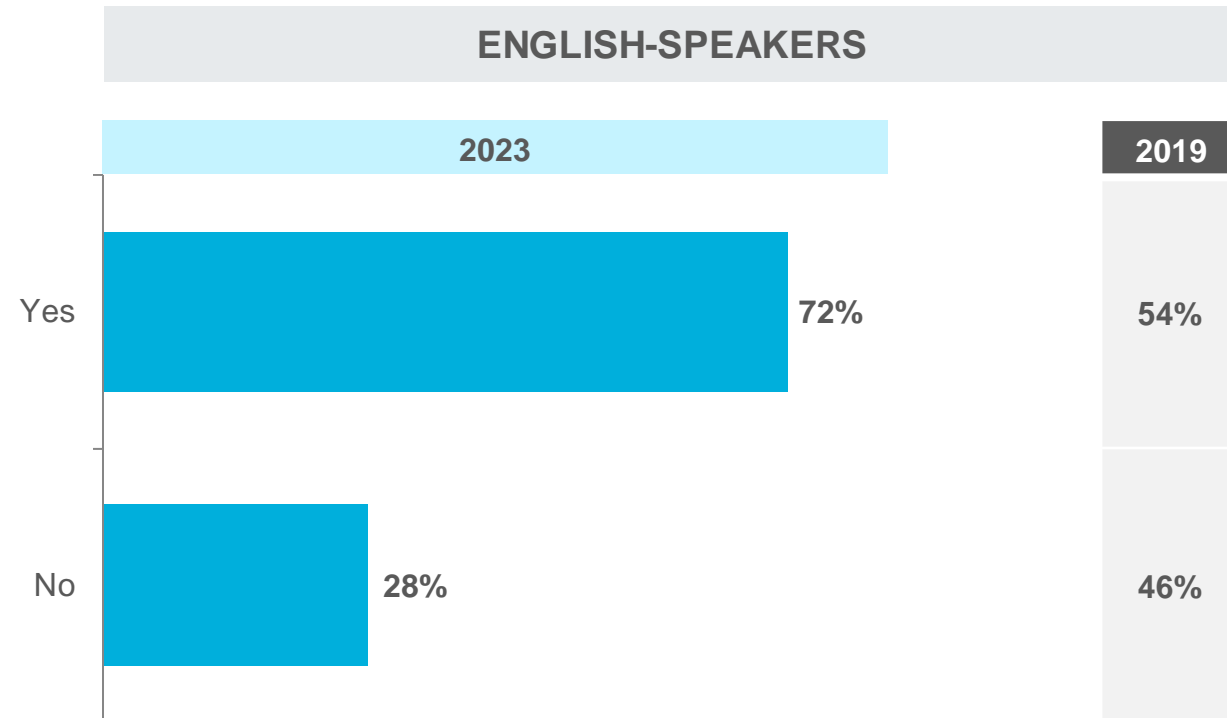


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did you receive other information in English during your overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=489

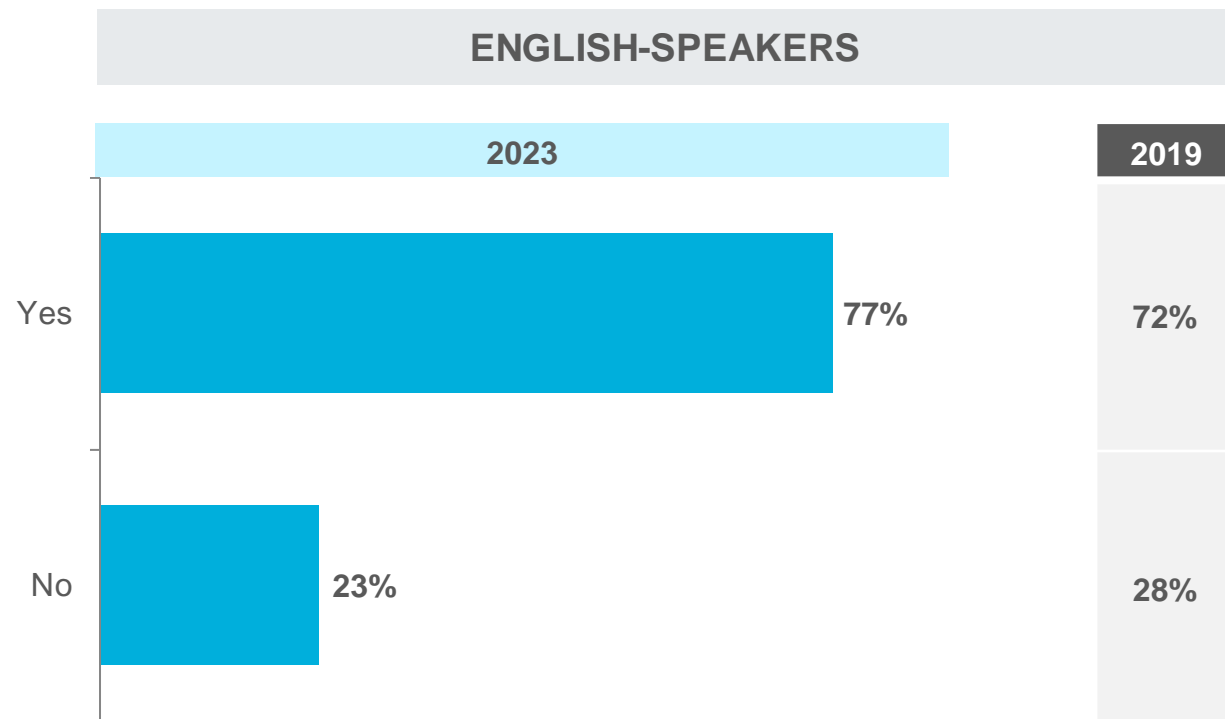


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did the nursing staff speak English during your overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=555

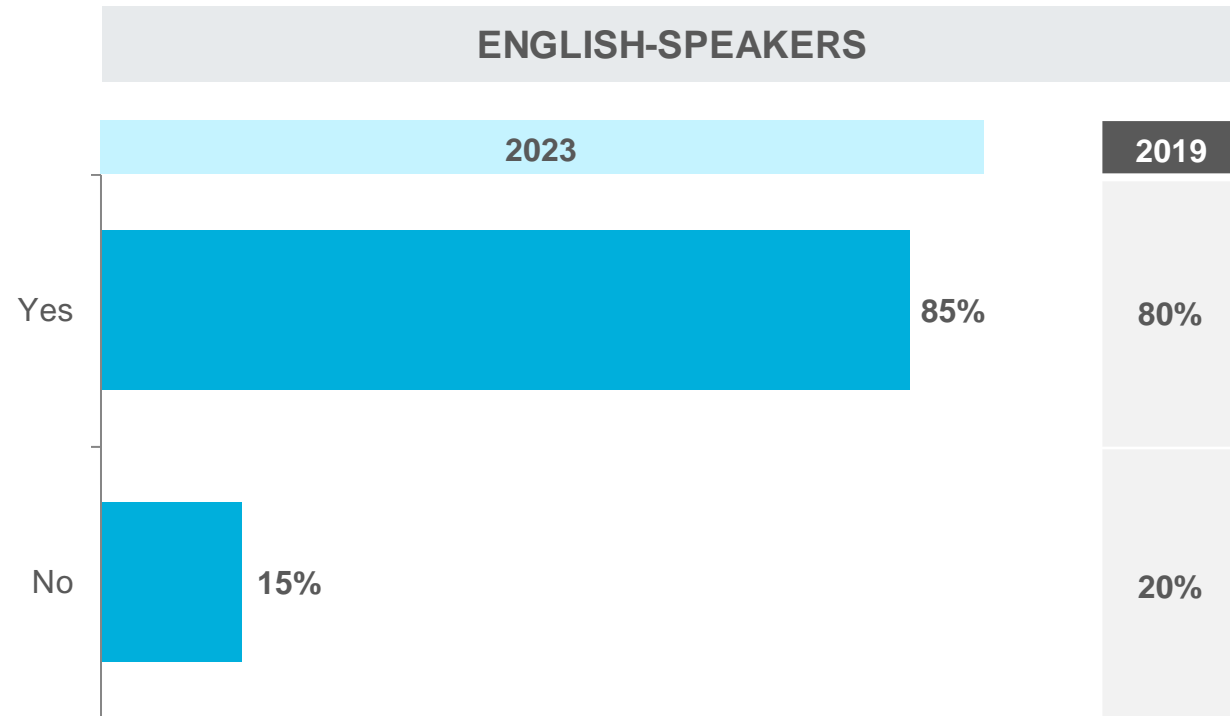


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did the doctors speak English during your overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=557

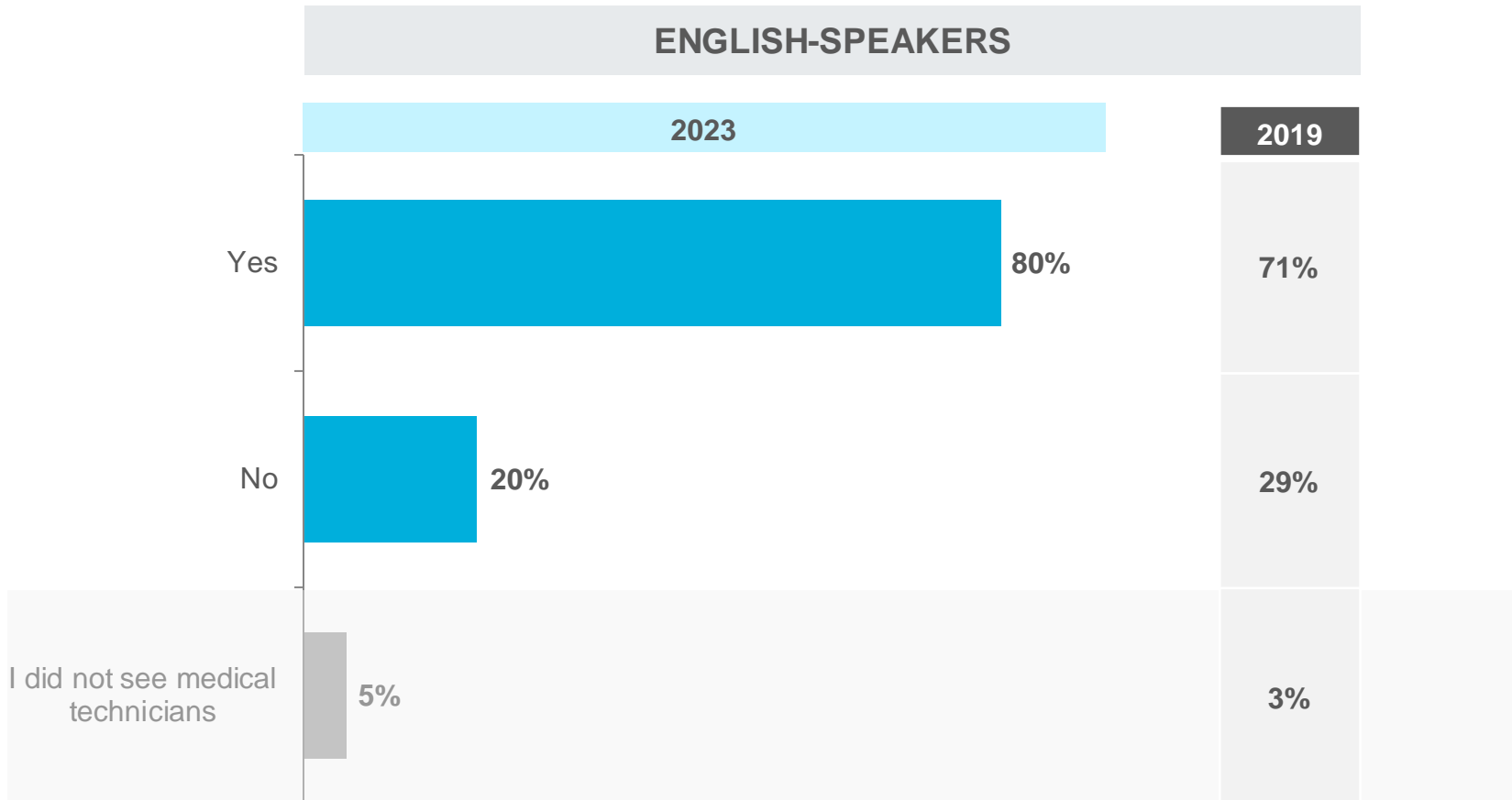


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did the medical technicians speak English during your overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194 / excluding I did not see medical technicians, n=1,126

Base 2019*: English respondents who required an overnight stay at a hospital excluding those who don't know / refuse to answer (n=538) / excluding I did not see medical technicians, n=517

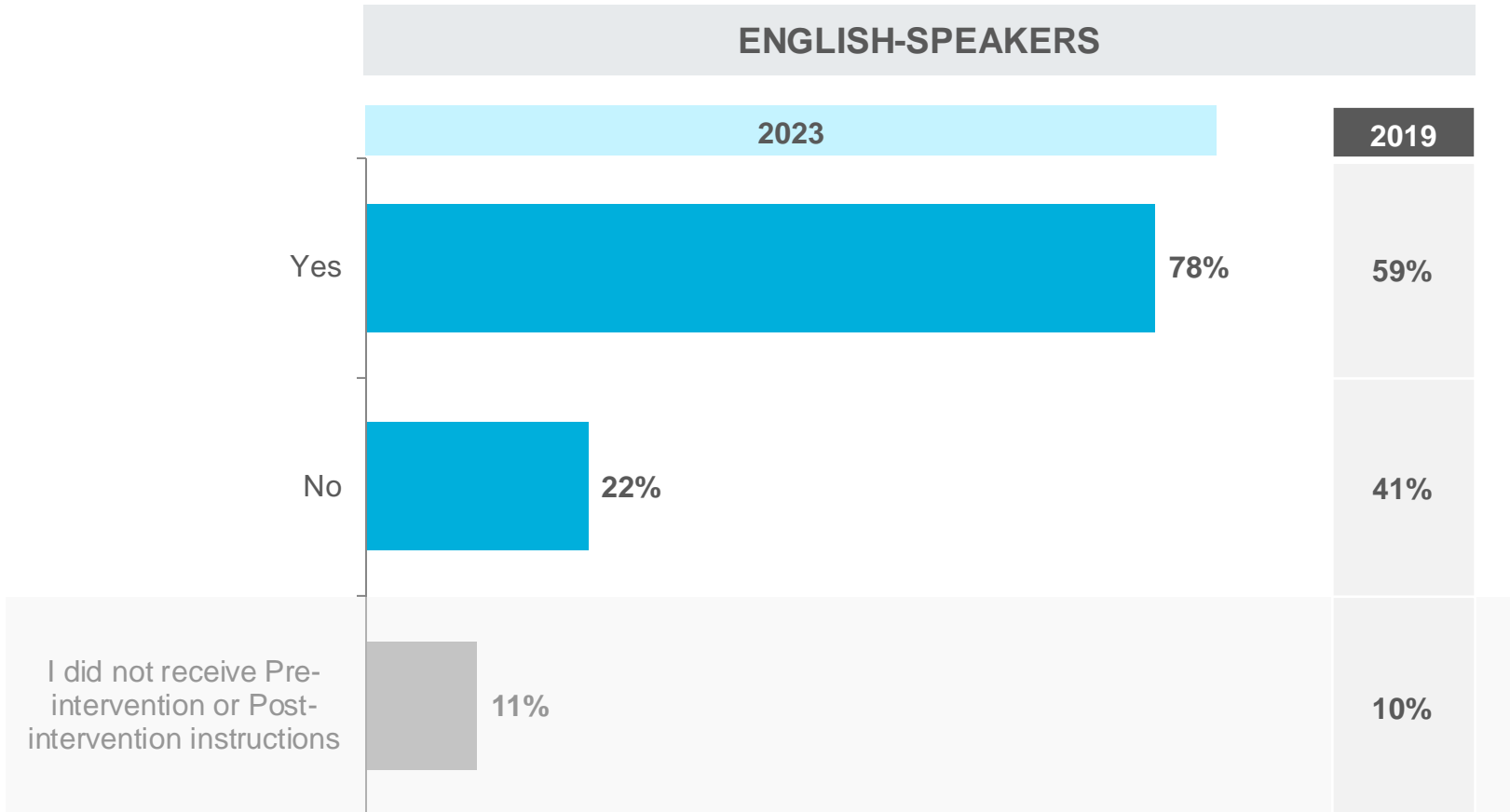


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Did you receive pre-intervention or post-intervention instructions in English during your overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194 / excluding I did not receive Pre-intervention or Post-intervention instructions, n=1,069

Base 2019*: English respondents who required an overnight stay at a hospital excluding those who don't know / refuse to answer, n=516 / excluding I did not receive Pre-intervention or Post-intervention instructions, n=479

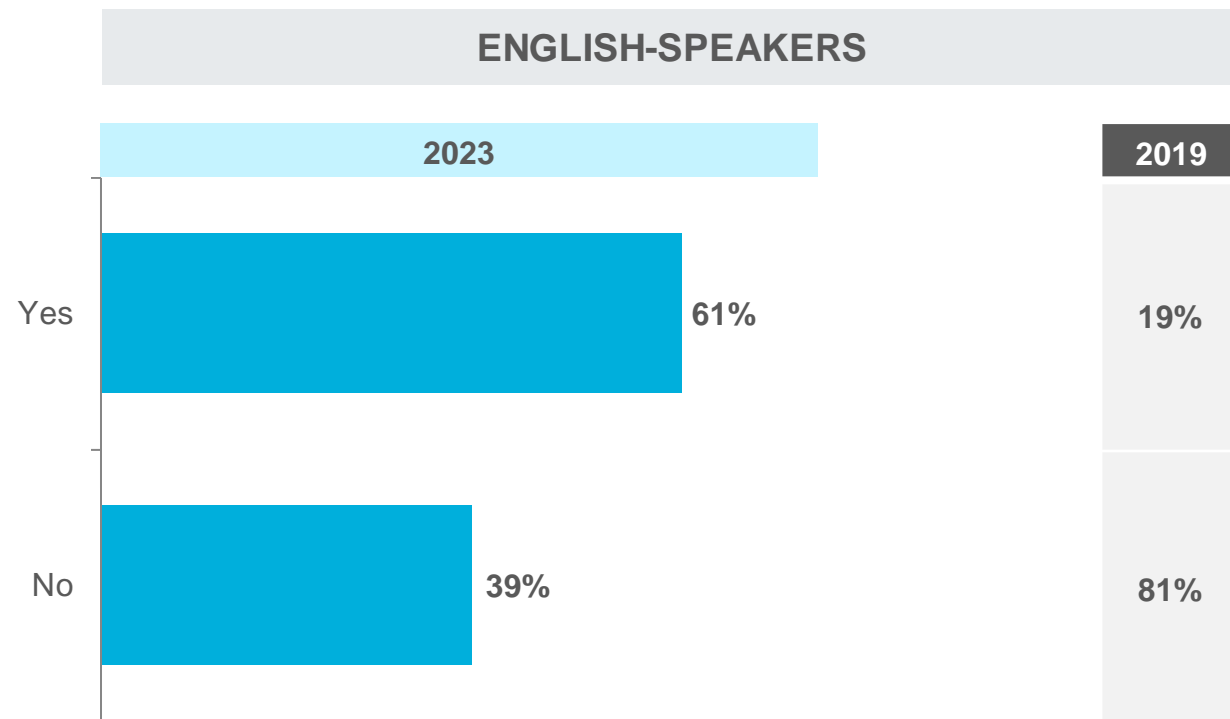


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Translation services offered during overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital (n=1,194), *excluding I don't know* (15%), n=1,019

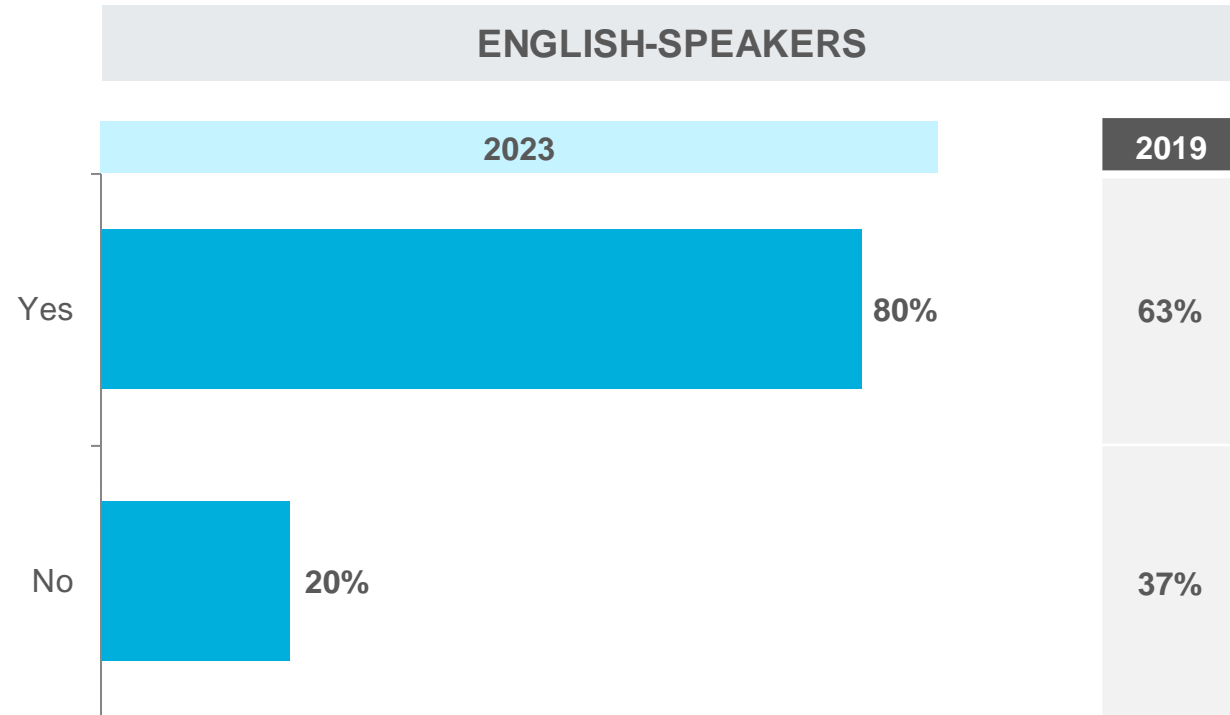
Base 2019: English respondents who required an overnight stay at a hospital *excluding I don't know*, n=495



Received English instructions when discharged after overnight stay at a hospital

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194

Base 2019*: English respondents who required an overnight stay at a hospital *excluding those who don't know / refuse to answer*, n=533



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

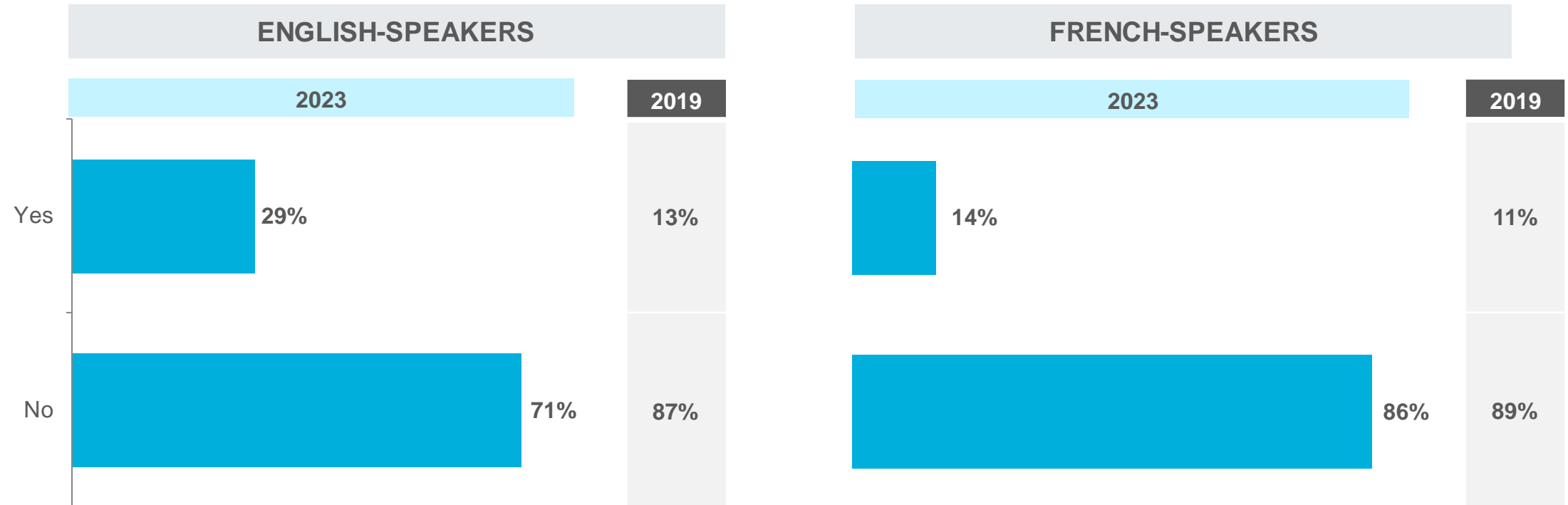
A photograph of two women sitting in a room, possibly an office or a waiting area. The woman on the right is holding a clipboard and looking towards the woman on the left. The room contains a water cooler, a desk with papers, and a bookshelf. The entire image is overlaid with a blue tint.

Language of Service from Health or Social Service Professionals - Mental Health

Used the services of a health or social service professional concerning mental health

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,126/ French, n=998

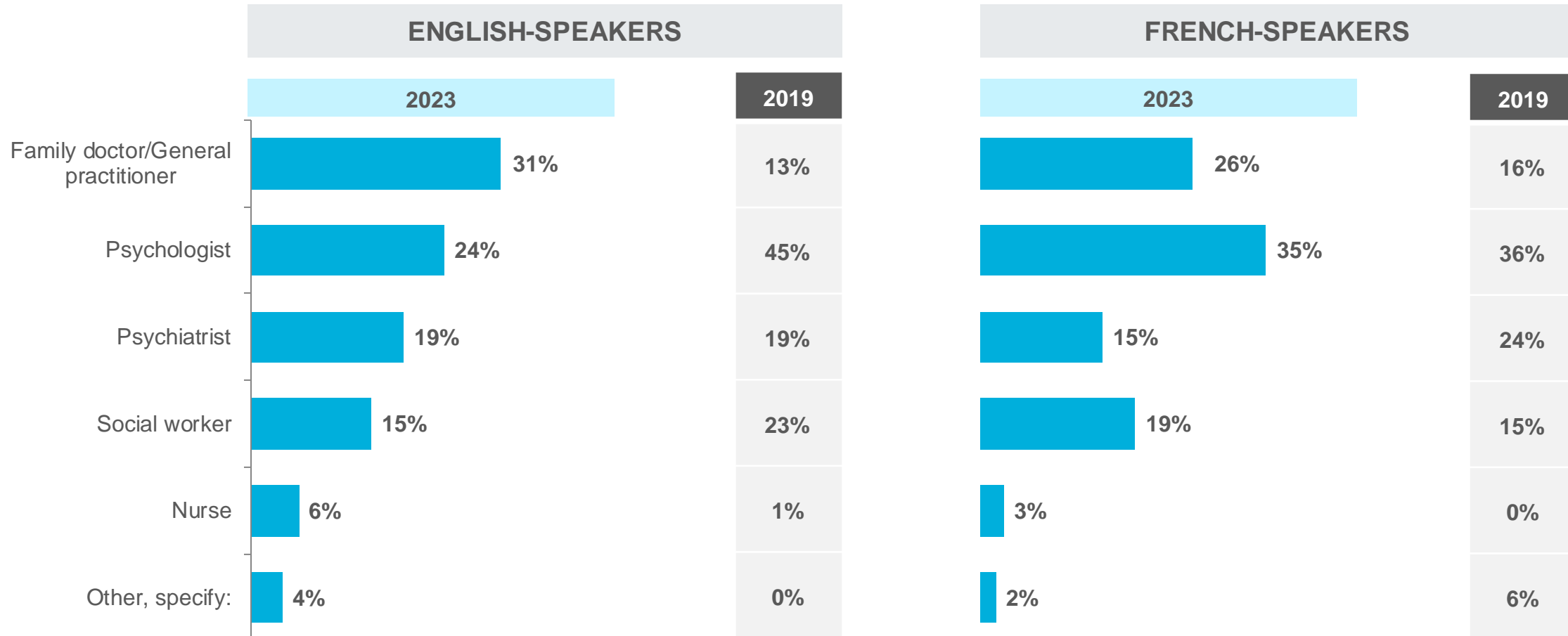


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Type of professional consulted concerning mental health*

Base 2023: respondents who used the services of a professional regarding mental health, English, n=1,291 / French, n= 142

Base 2019**: respondents who used the services of a professional regarding mental health *excluding those who don't know / refuse to answer*, English, n=299 / French, n= 86



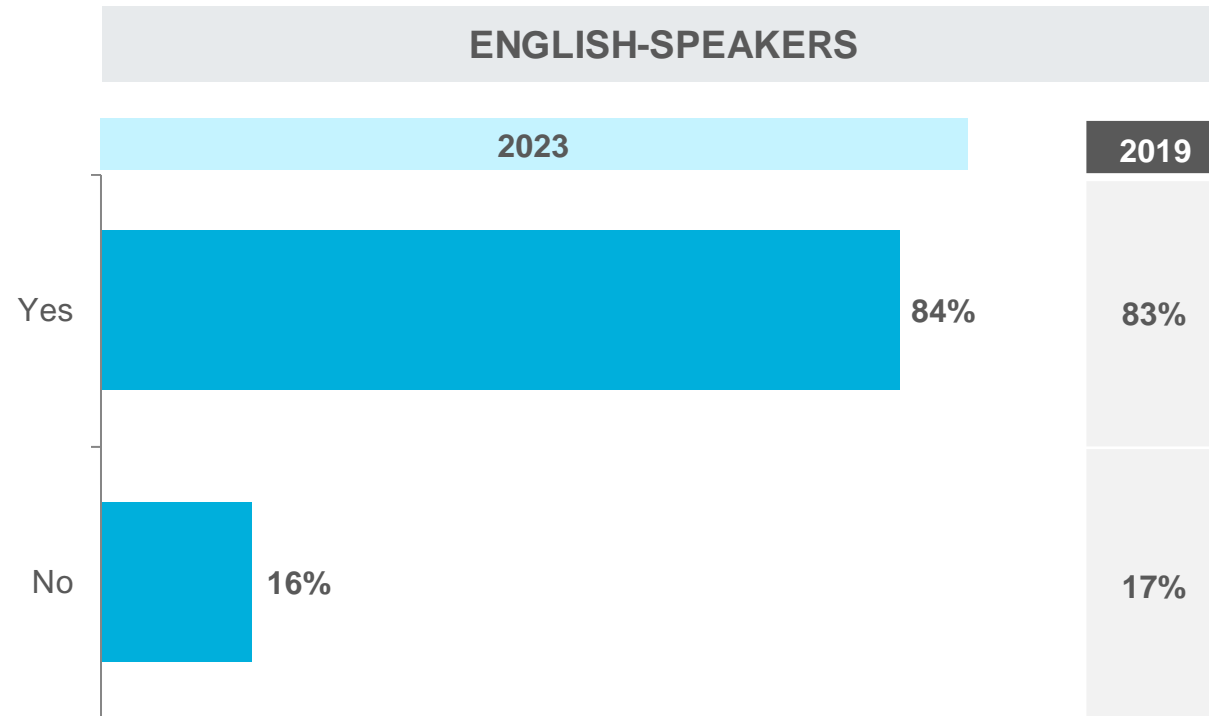
*The question was slightly reformulated. In 2019, it was: "What type of health professional did you consult most frequently for yourself or to help another person?"

**The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Served in English by the mental health professional

Base 2023: English respondents who used the services of a professional regarding mental health, n=1,291

Base 2019*: English respondents who used the services of a professional regarding mental health *excluding those who don't know / refuse to answer*, n=296

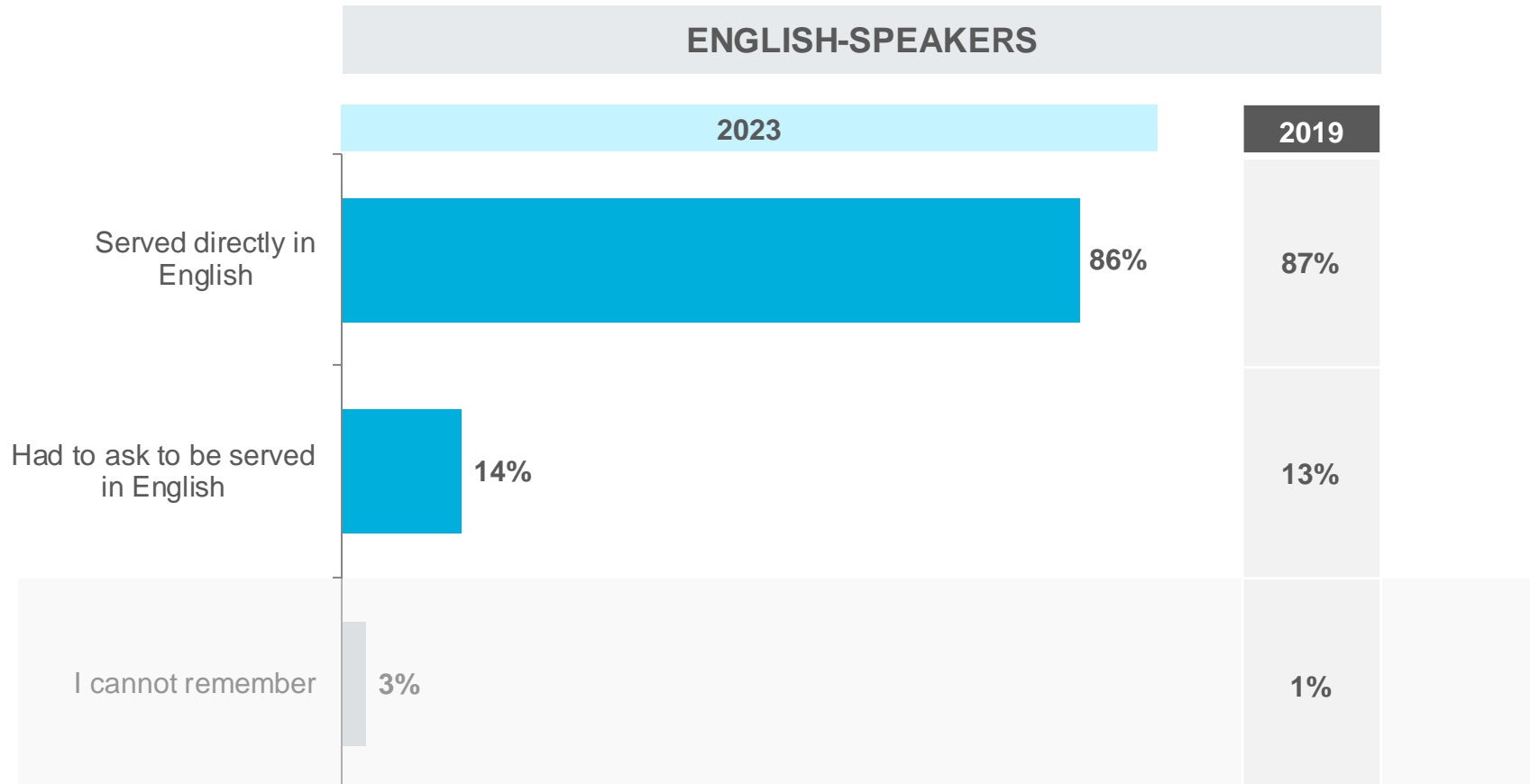


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Requested and received service in English by a professional concerning mental health

Base 2023: English respondents who have been served in English using the services of a professional regarding mental health (n=1,073), excluding those who don't remember (3%), n=1,042

Base 2019*: English respondents who have been served in English using the services of a professional regarding mental health excluding those who don't know / refuse to answer (n=232), excluding those who don't remember, n=228

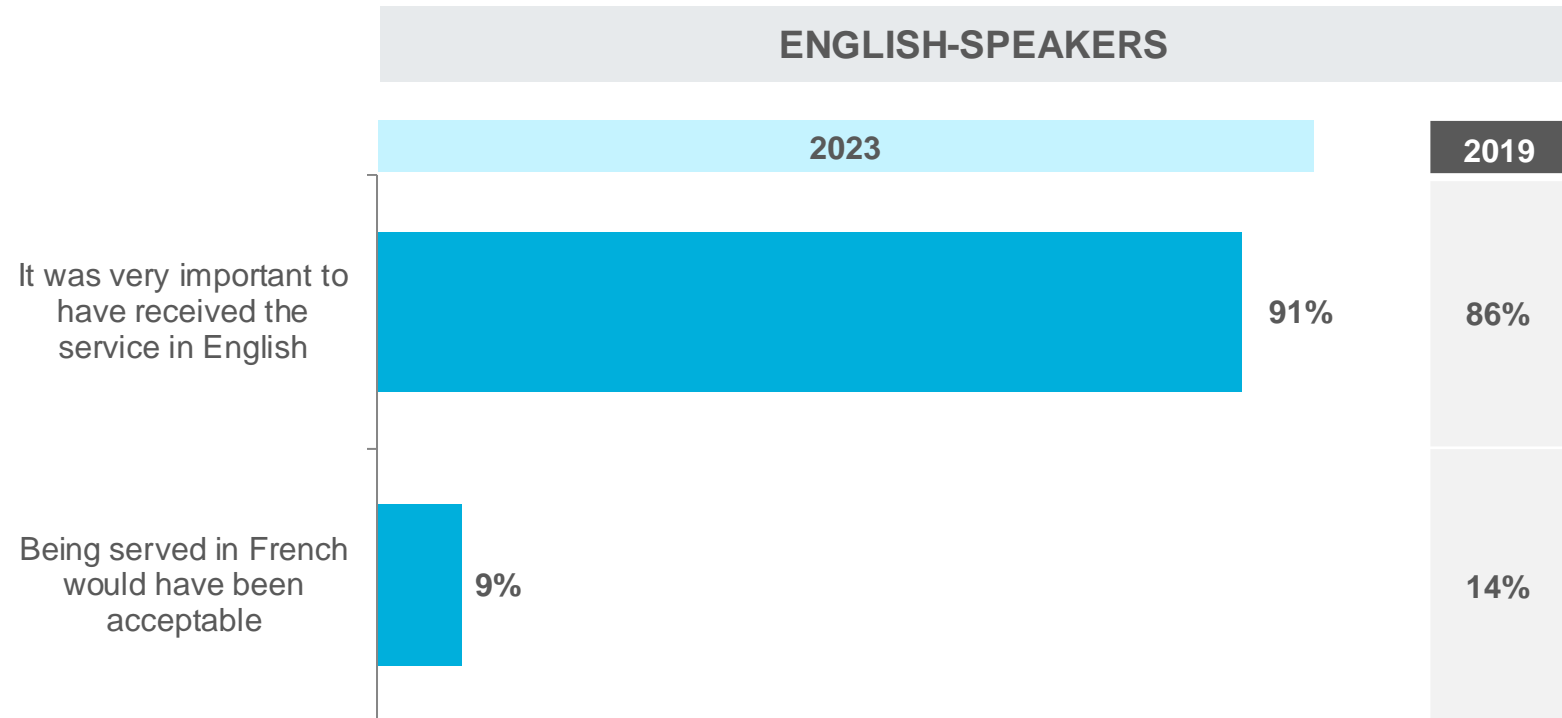


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Perceived importance of being served in English by a professional concerning mental health issues

Base 2023 English respondents who have been served in English using the services of a professional regarding mental health, n=1,073

Base 2019*: English respondents who have been served in English using the services of a professional regarding mental health *excluding those who don't know / refuse to answer*, n=232

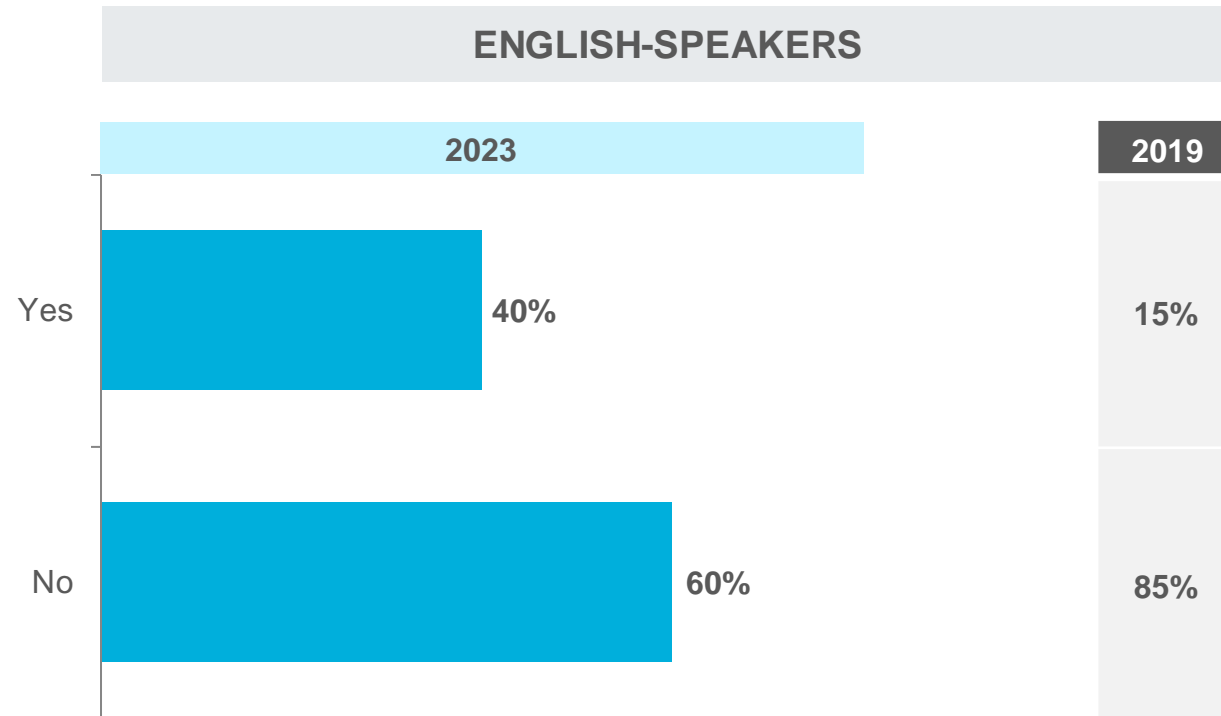


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Did you or the person you helped ask for service in English regarding mental health?

Base 2023: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=218

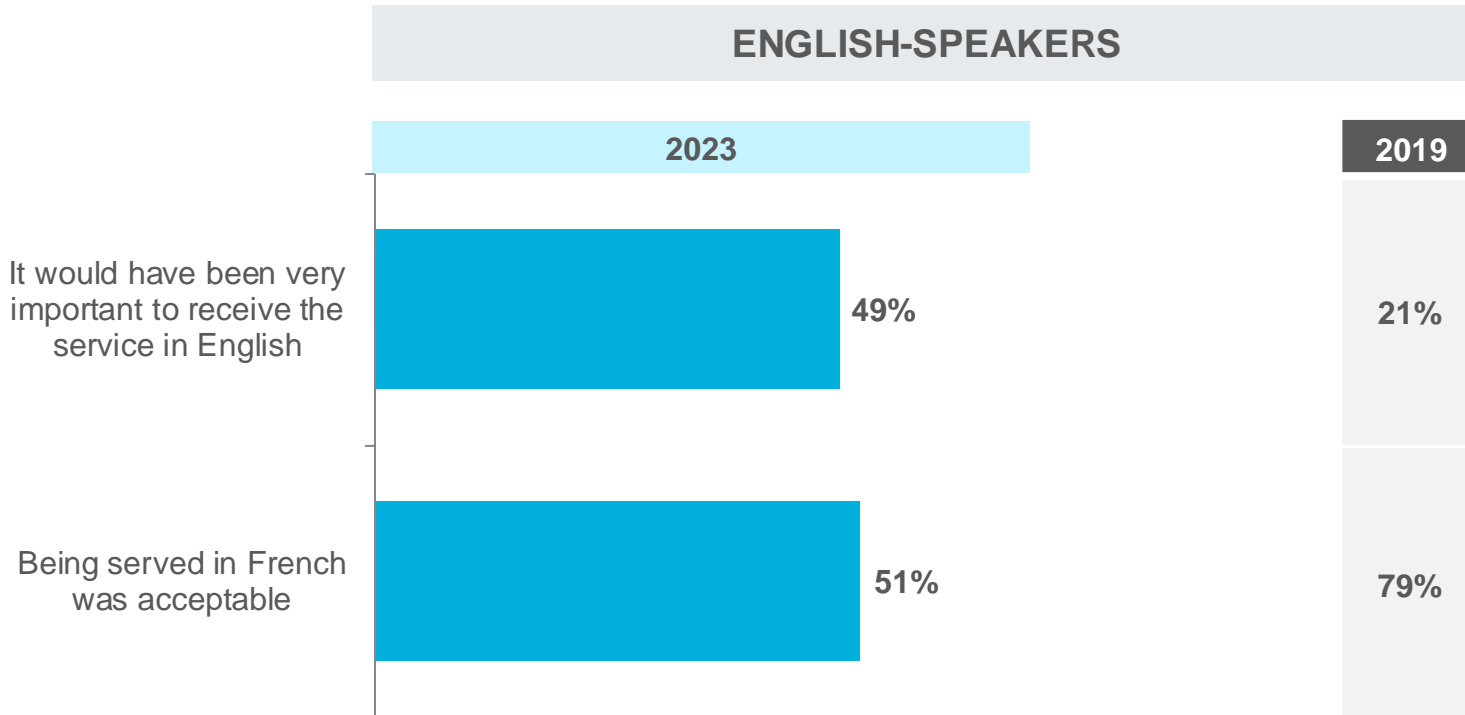
Base 2019: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=63



Importance of being served in English by mental health professional among those not served in English

Base 2023: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=218

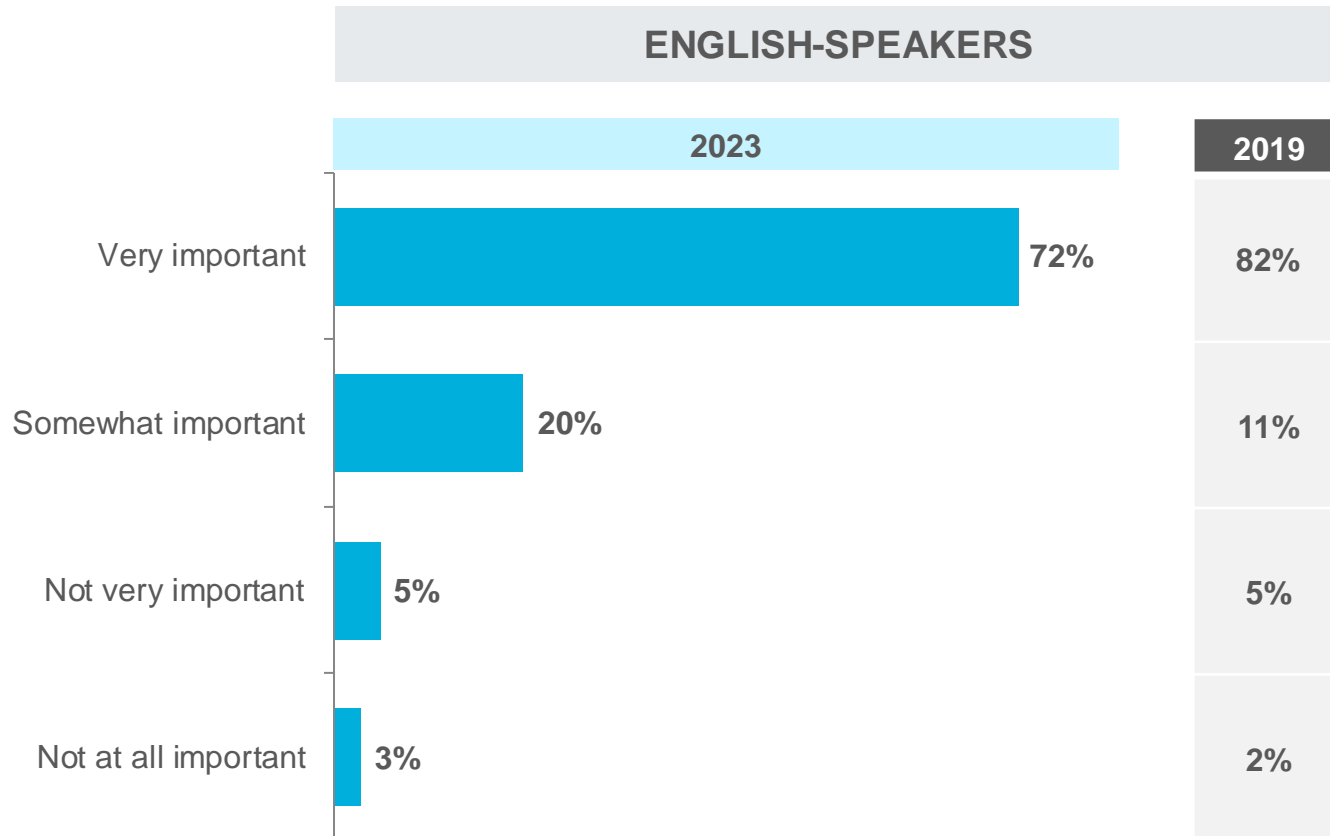
Base 2019: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=63



Importance of mental health services being provided in English

Base 2023: total English respondents, n=4,318

Base 2019*: total English respondents *excluding those who don't know / refuse to answer*, n=3,100



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

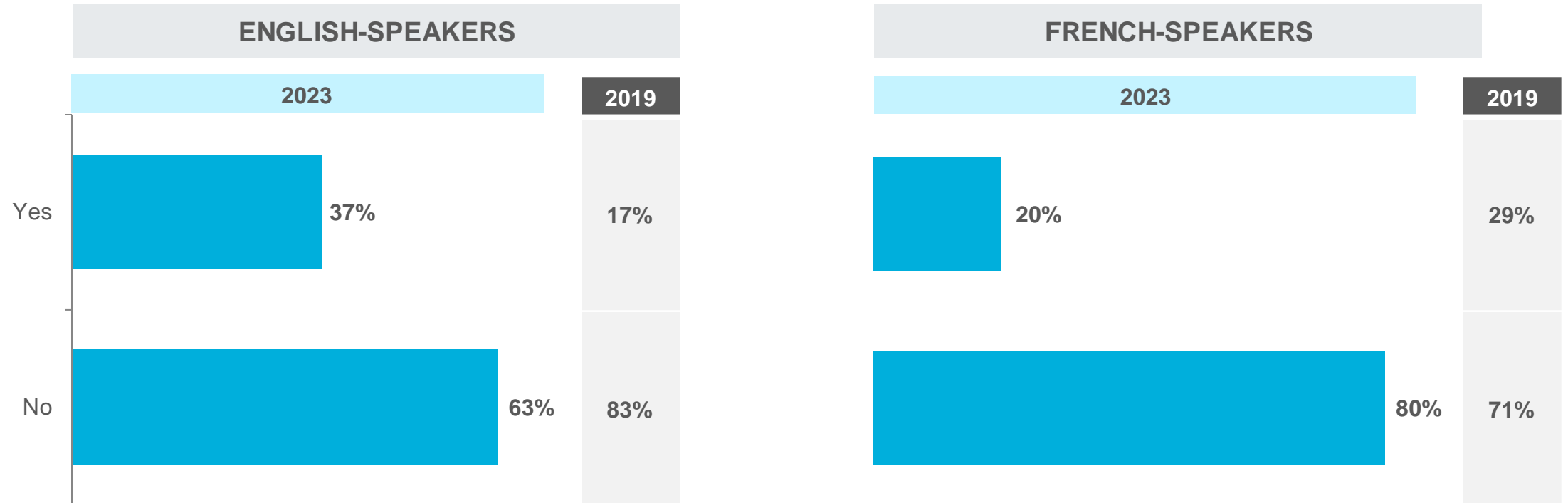


Information (in English)

Received information about services provided by public health and social service institutions

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=2,955/ French, n=963

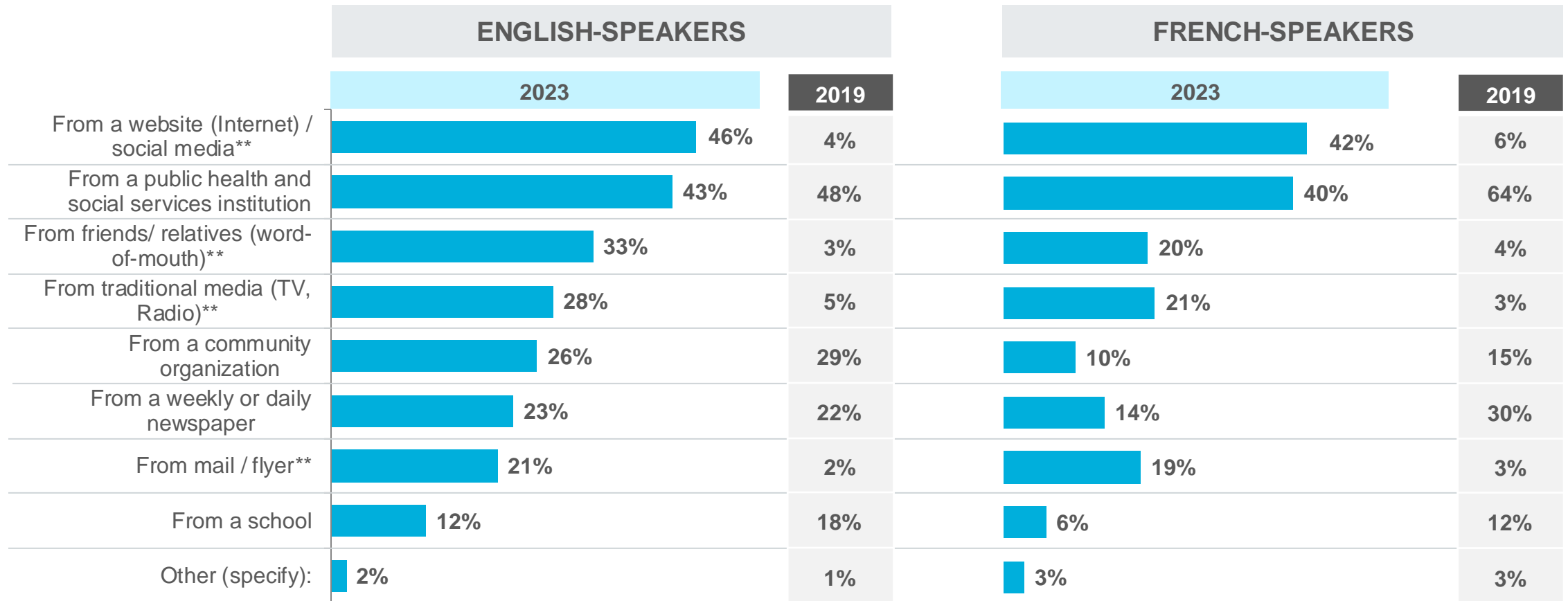


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Sources consulted to obtain information regarding access to mental health services

Base 2023: respondents who received information about public health and social service institutions, English, n=1,625 / French, n= 208

Base 2019*: respondents who received information about public health and social service institutions *excluding those who don't know / refuse to answer*, English, n=470 / French, n= 249



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

** These sources were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « From a website/social media », « from friend/relatives », « from traditional media » and « from mail/flyer ».

Due to the change in collection method, the results are not comparable.

Public health and social services information provider

Base 2023: respondents who received information about public health and social service institutions, English, n=1,625 / French, n= 208

Base 2019*: respondents who received information about public health and social service institutions excluding those who don't know / refuse to answer, English, n=482 / French, n= 255

	ENGLISH-SPEAKERS		FRENCH-SPEAKERS	
	2023	2019	2023	2019
through a website	47%	19%	41%	22%
from a health / social services professional**	45%	2%	39%	N/A
from family / friends	40%	15%	22%	20%
directly by telephone contact or a visit	30%	23%	19%	41%
from traditional media**	30%	6%	20%	N/A
through flyers or material placed in public locations	29%	32%	24%	37%
through mail	26%	25%	19%	22%
at an information meeting	22%	7%	6%	16%
Other (specify):	2%	1%	5%	12%

*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

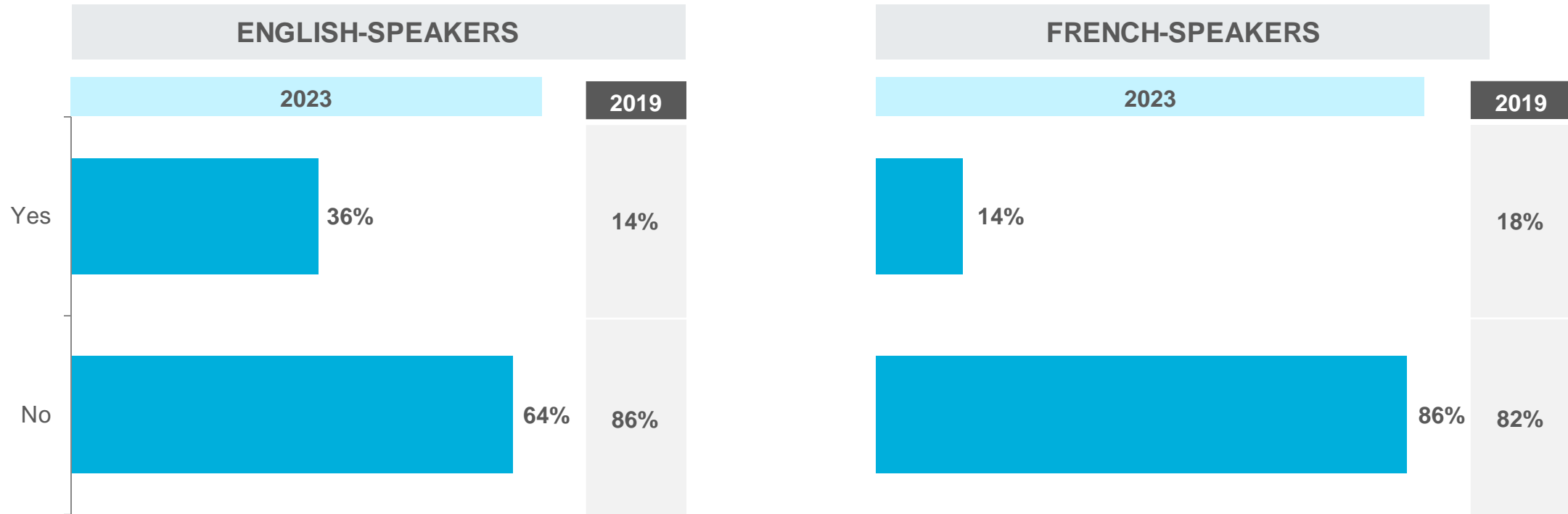
** These providers were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section : « From a health/social services professional », « from traditional media ».

Due to the change in collection method, the results are not comparable.

Received information on a public health promotion or prevention program from public authorities

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=2,969/ French, n=964



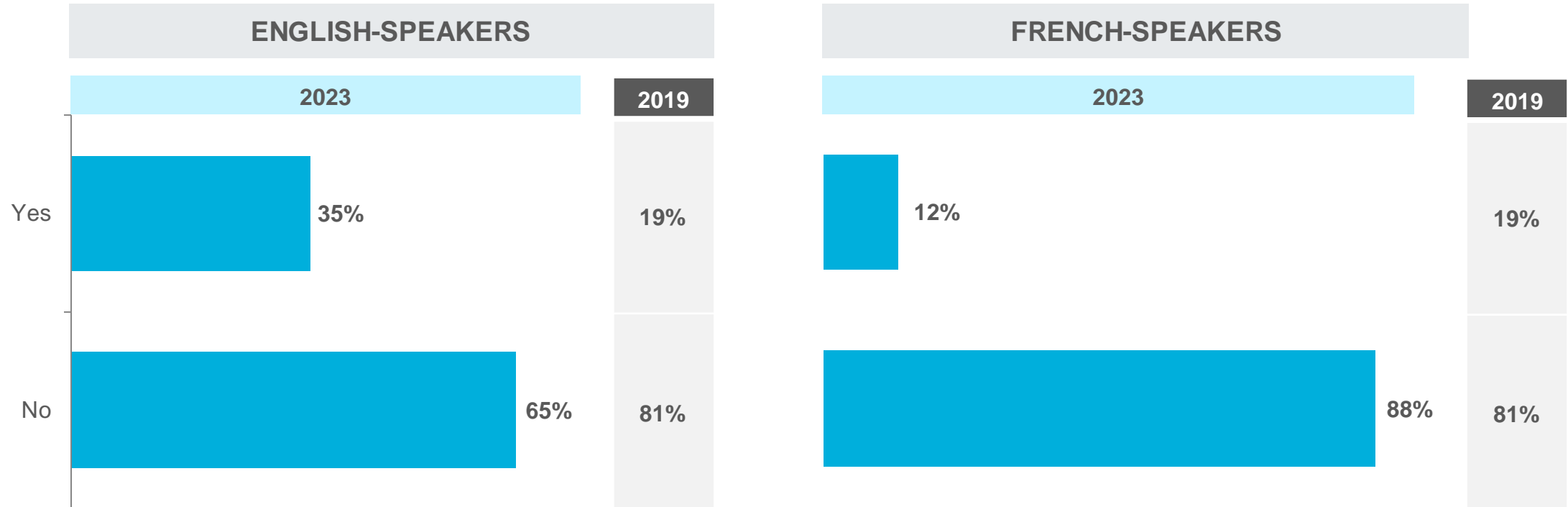
*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Q44A. In the last two years, have you received information on a public health promotion or prevention program [ENGLISH RESPONDENTS ONLY: in English] from one or more of the following: -Public health and social services institutions or public health authorities in your region?

Received information on a public health promotion or prevention program from community organizations

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=2,988/ French, n=975



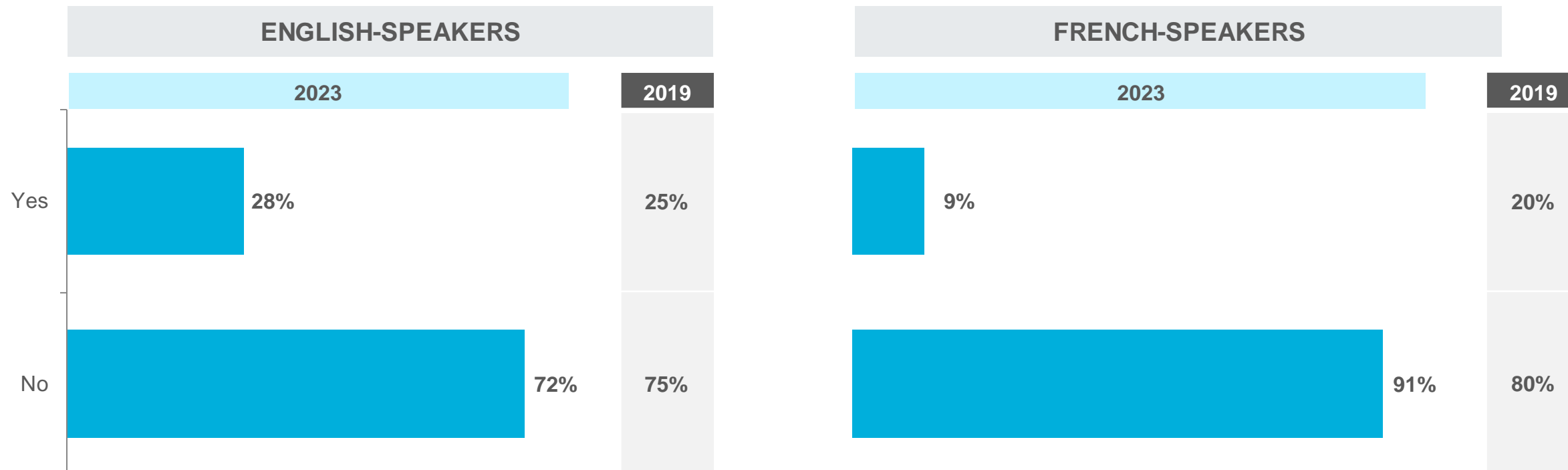
*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Q44B. In the last two years, have you received information on a public health promotion or prevention program [ENGLISH RESPONDENTS ONLY: in English] from one or more of the following: -Community organization in your region?

Received information on a public health promotion or prevention program from schools

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,040/ French, n=990



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.



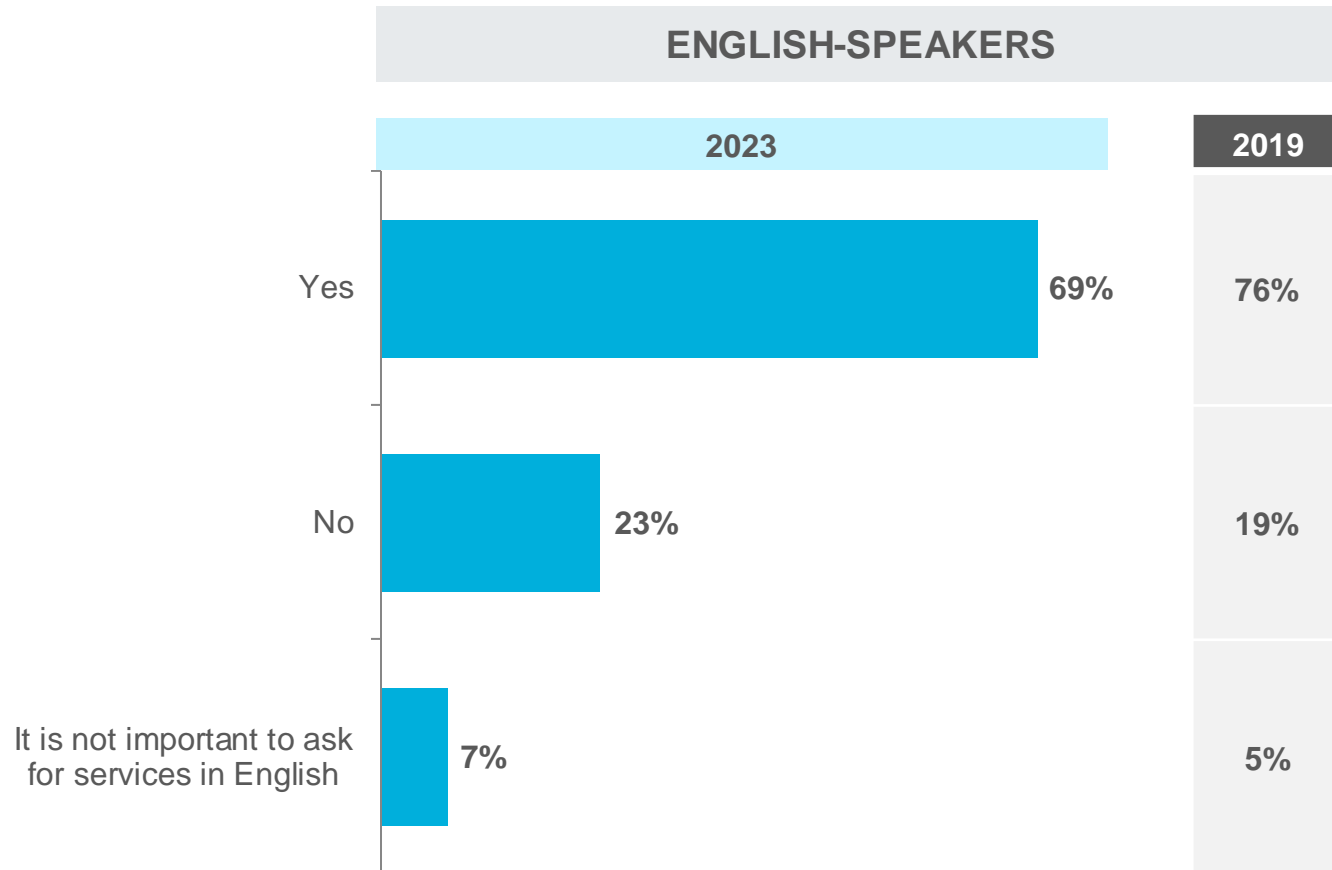
Requesting Services in English

ASKED TO ENGLISH-SPEAKERS ONLY

Felt comfortable asking for public health or social services in English

Base 2023: total English respondents, n=4,318

Base 2019*: total English respondents *excluding those who don't know / refuse to answer*, n=3,073

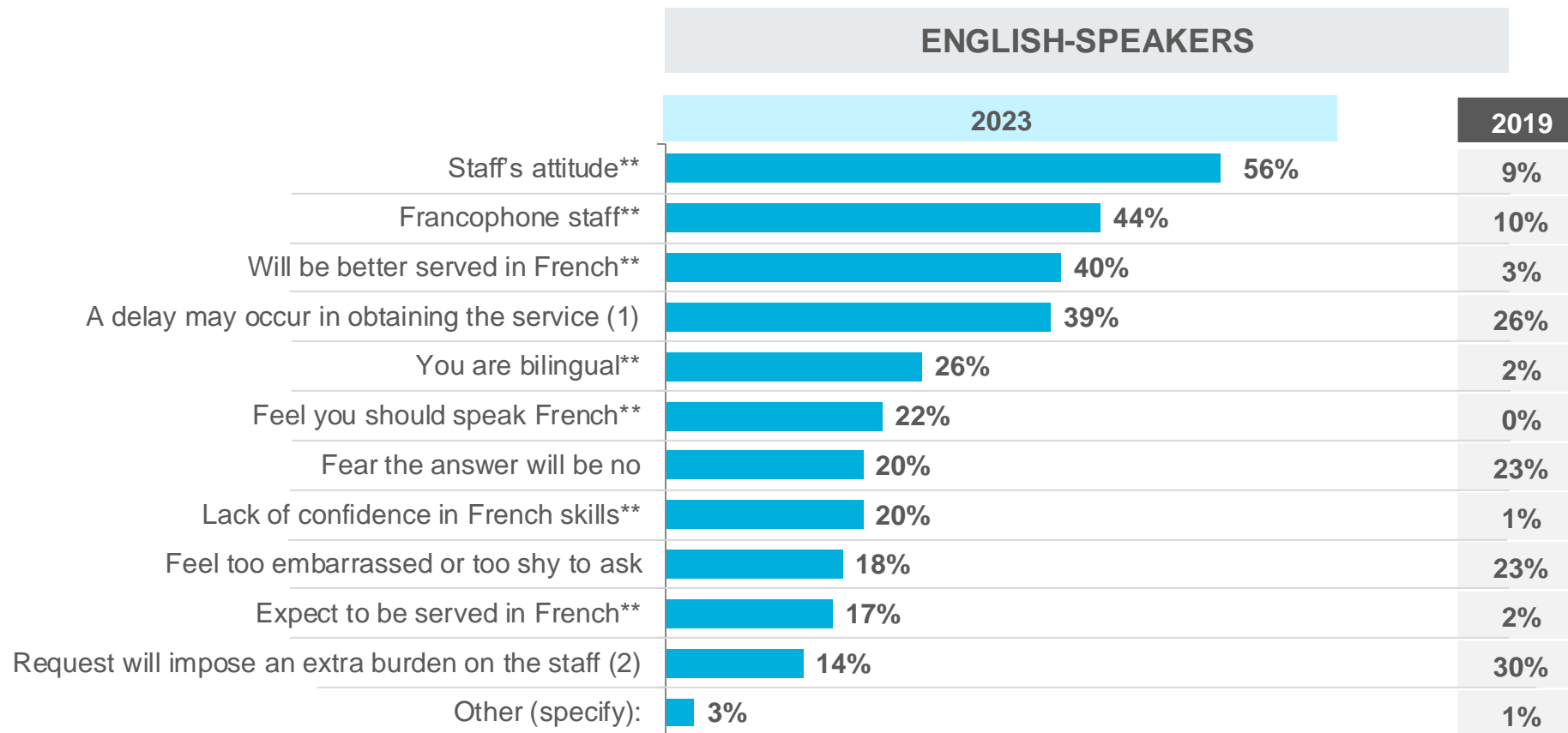


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Reasons for not feeling comfortable asking for public health or social services in English

Base 2023: English respondents who did not feel comfortable asking for public health or social services in English, n=1,056

Base 2019*: English respondents who did not feel comfortable asking for public health or social services in English excluding those who don't know / refuse to answer, n=543



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

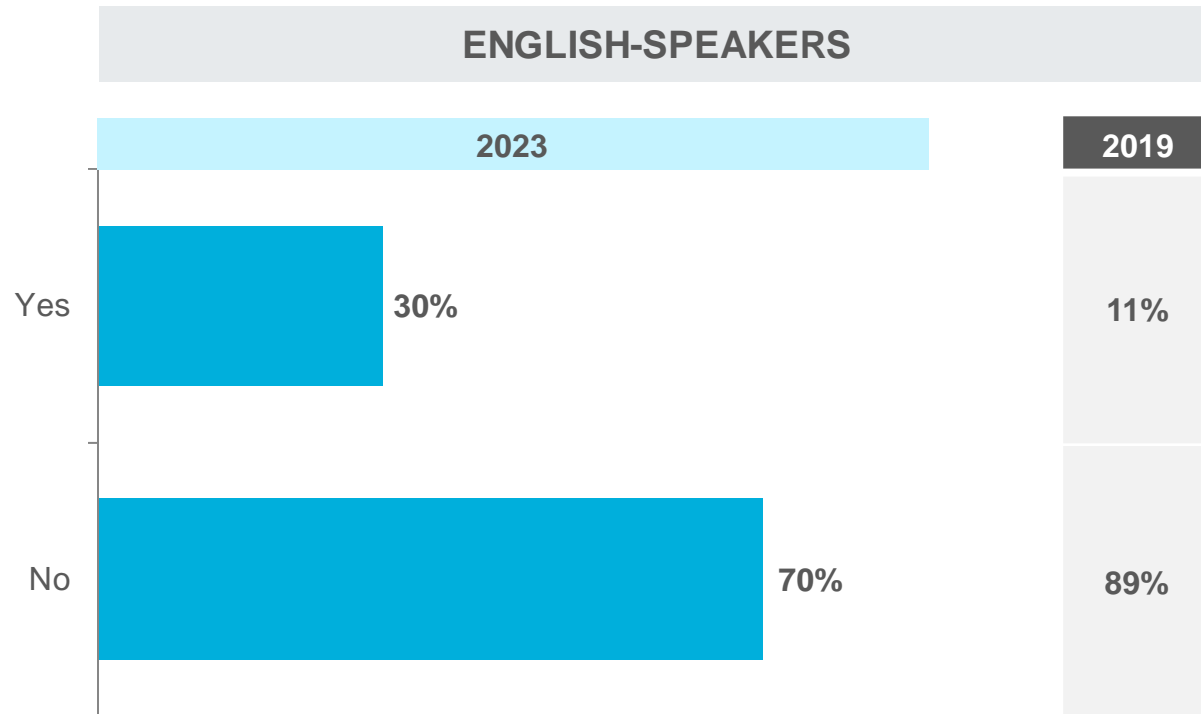
** These choices were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section. The following options have been slightly modified. In 2019, they were presented as: (1) Your request might delay getting the service? / 2) Your request might put an extra burden on the service provider?.

Due to the change in collection method, the results are not comparable.

Used assistance of another person to communicate with public health or social service providers

Base 2023: total English respondents, n=4,318

Base 2019*: total English respondents *excluding those who don't know / refuse to answer*, n=3,113

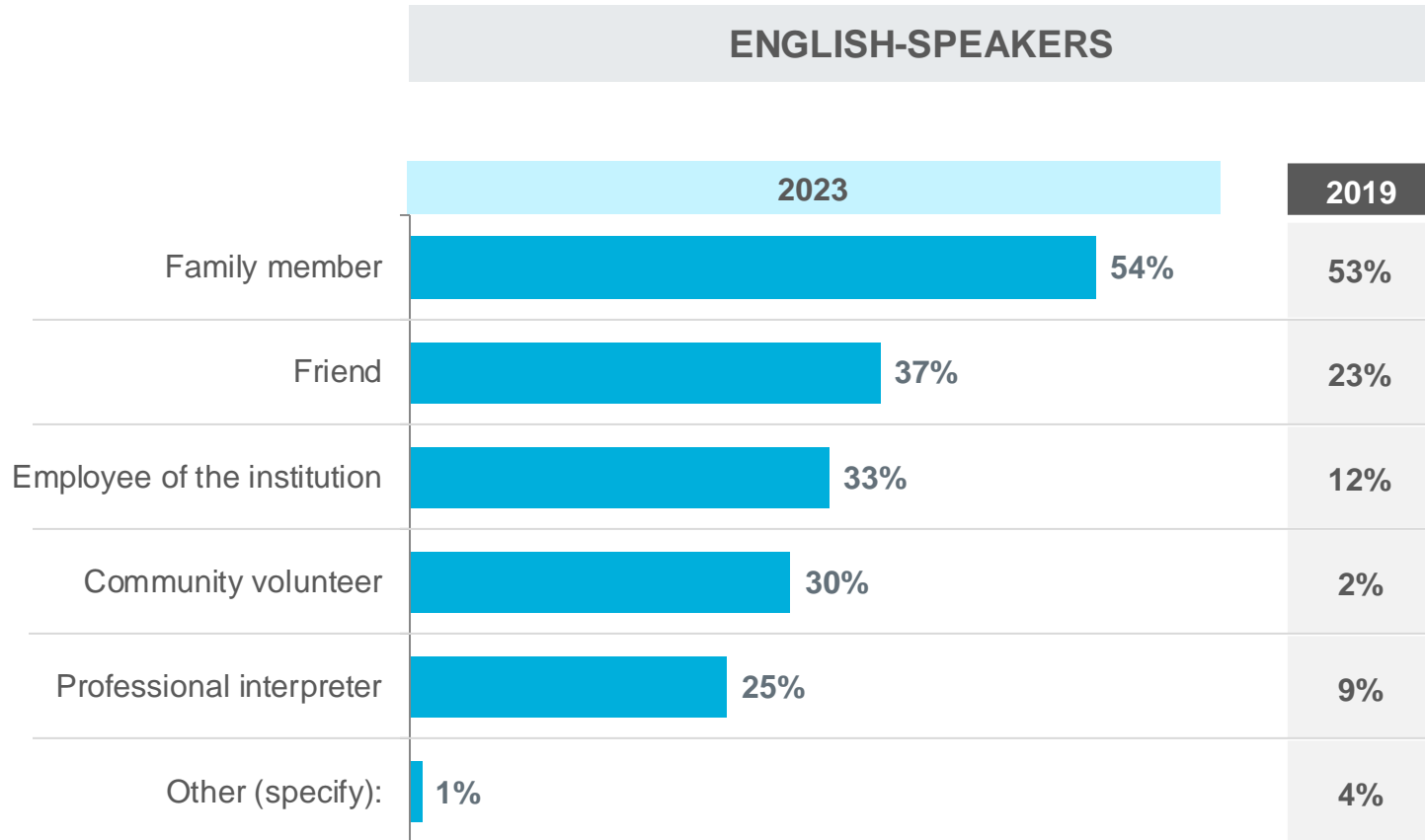


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Person helping to communicate with public health or social service providers

Base 2023: English respondents who used assistance of another person to communicate, n=1,368

Base 2019*: English respondents who used assistance of another person to communicate *excluding those who don't know / refuse to answer*, n=344

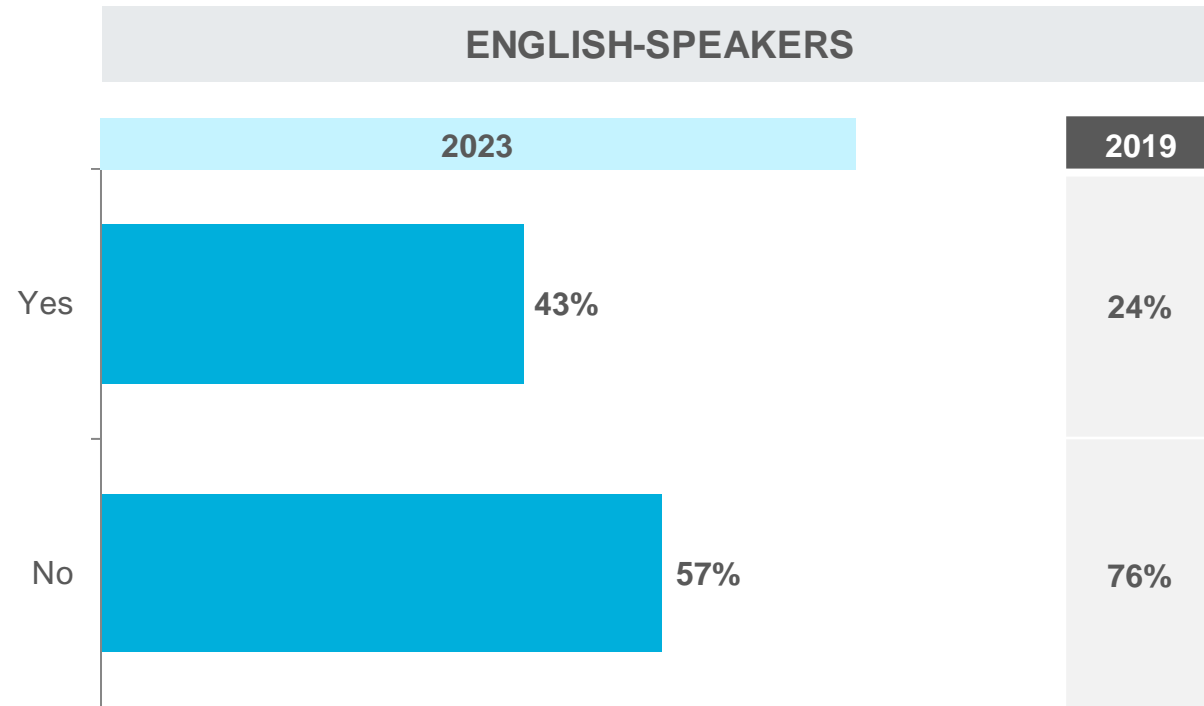


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Could have benefited from assistance communicating with public health or social service providers

Base 2023: total English respondents, n=4,318

Base 2019*: total English respondents *excluding those who don't know / refuse to answer*, n=3,046



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

A photograph of three healthcare professionals in a hospital hallway. A young man in dark scrubs stands on the left, looking at a tablet held by an older woman in a white lab coat and glasses in the center. A younger woman in dark scrubs stands on the right, also looking at the tablet. The scene is overlaid with a blue tint.

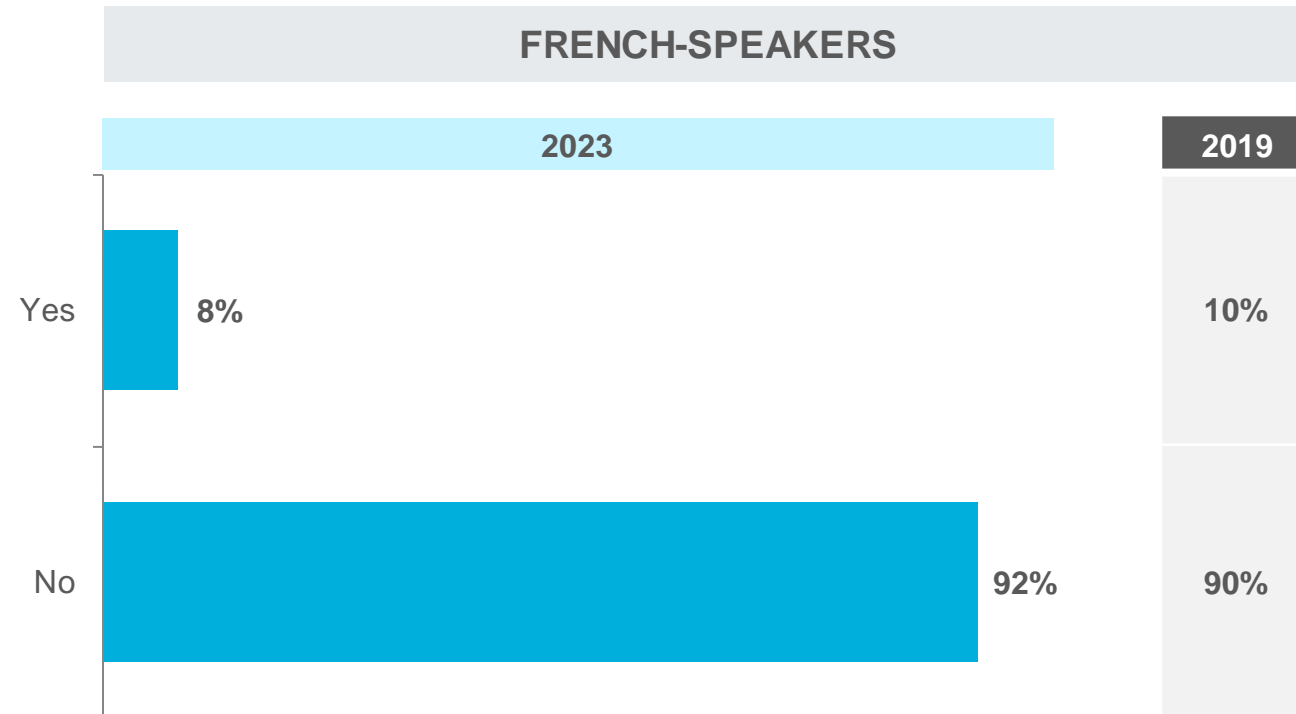
Services Received in Another Region

ASKED TO FRENCH-SPEAKERS ONLY

Use of health services in another region

Base 2023: total French respondents, n=1,000

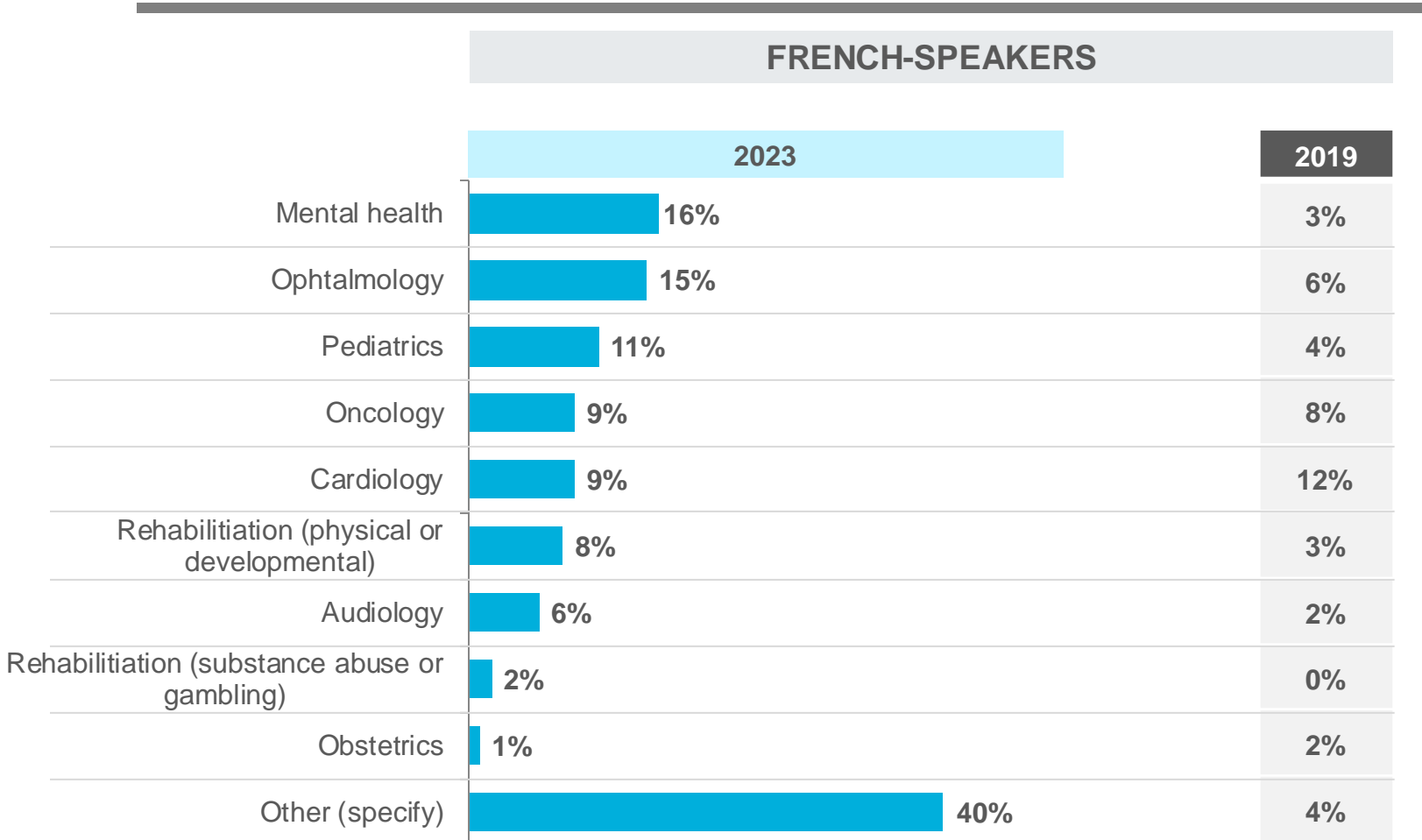
Base 2019*: total French respondents *excluding those who don't know / refuse to answer*, n=997



Types of health services received (in another region)*

Base 2023: French respondents who used services in another region, n=79

Base 2019: French respondents who used services in another region, n=105

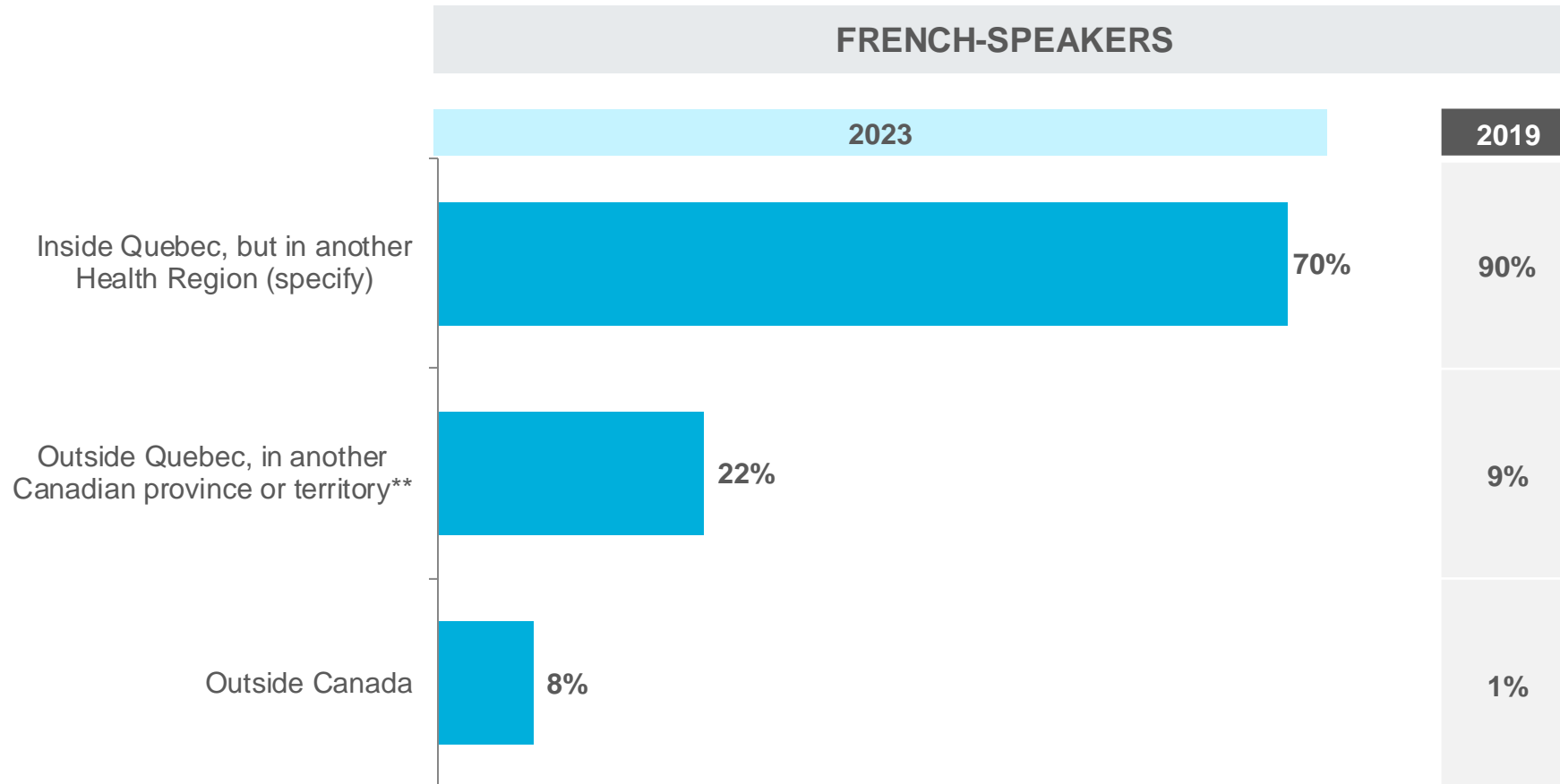


* In 2019, the question was asked without providing choices (telephone survey). In 2023, respondents were given choices (online survey). Due to the change in collection method, the results are not comparable.

Region where health services were received

Base 2023: French respondents who used services in another region, n=79

Base 2019*: French respondents who used services in another region *excluding those who don't know / refuse to answer*, n=106



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

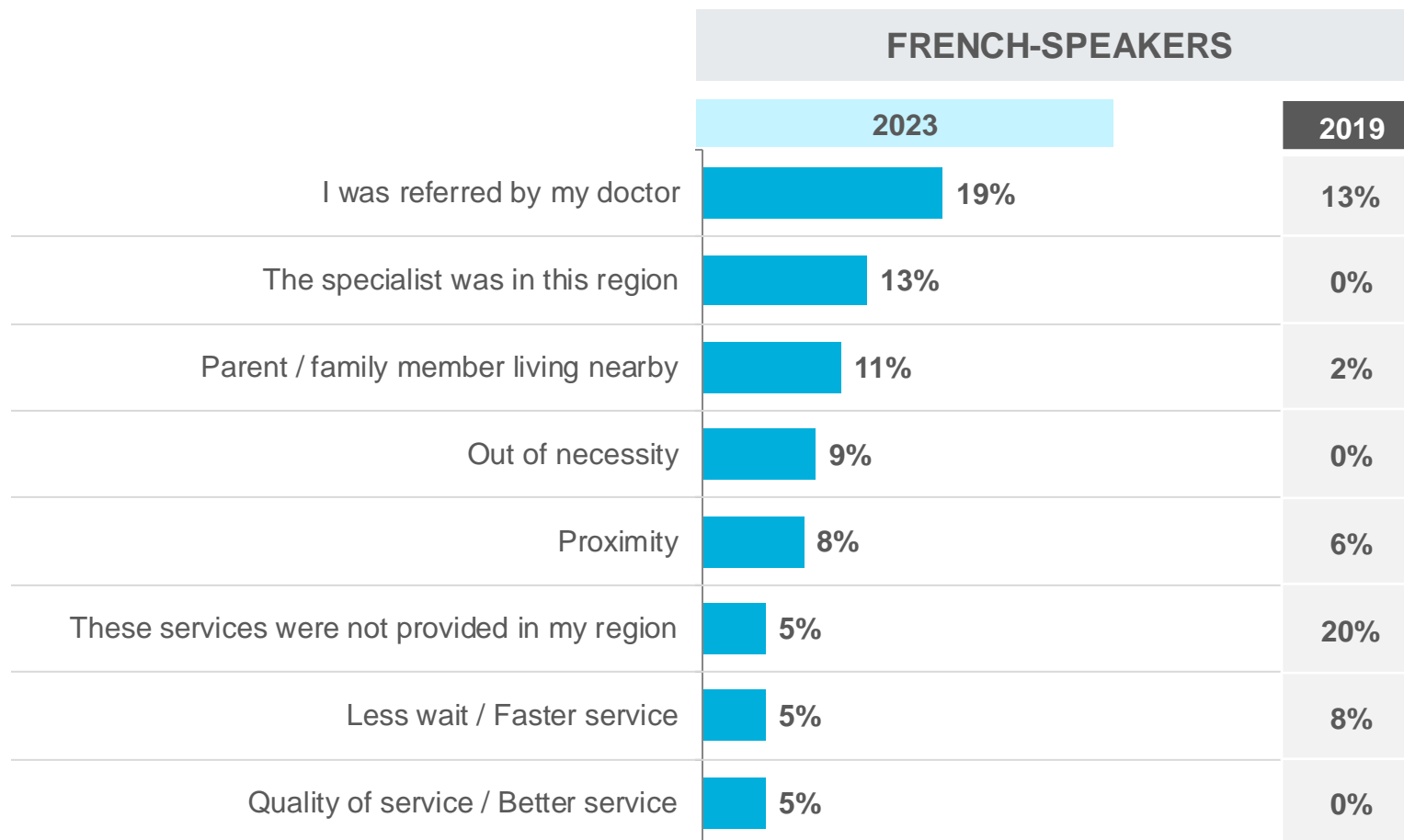
** This choice was modified in 2023. It was "inside Canada" in 2019.

Reasons for using health services in another region

(1/2)*

Base 2023: French respondents who used services in another region, n=79

Base 2019**: French respondents who used services in another region *excluding those who don't know / refuse to answer*, n=98



*In 2019, the question was asked without providing choices (telephone survey). In 2023, respondents were given choices (online survey).

**The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Due to the change in collection method, the results are not comparable.

Reasons for using health services in another region

(2/2)*

Base 2023: French respondents who used services in another region, n=79

Base 2019**: French respondents who used services in another region *excluding those who don't know / refuse to answer*, n=98

	FRENCH-SPEAKERS	
	2023	2019
Availability / No doctors available (...) / No services (...) in my region	5%	0%
Emergency / Accident	5%	6%
I was in the area at the time/on a trip/on business	3%	9%
I didn't have choice	3%	0%
I was helping someone who lived in another region	2%	7%
This is where I have my secondary residence	2%	3%
Referred by a friend or family member	2%	2%
This is where I live	2%	2%
My regular doctor was in the region	1%	3%

*In 2019, the question was asked without providing choices (telephone survey). In 2023, respondents were given choices (online survey).

**The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Due to the change in collection method, the results are not comparable.



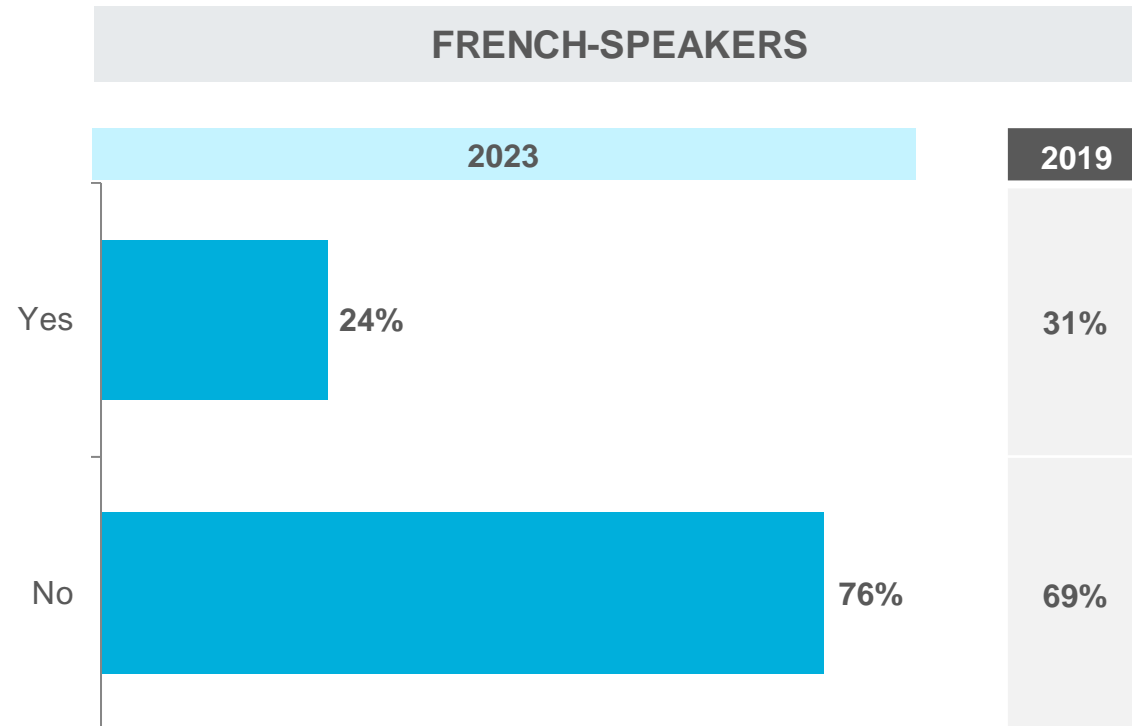
Future Use of Health Services for the Elderly

ASKED TO FRENCH-SPEAKERS ONLY

Expected to require a public long-term care institution for seniors in the next five years

Base 2023: total French respondents, n=1,000

Base 2019*: total French respondents *excluding those who don't know / refuse to answer*, n=927

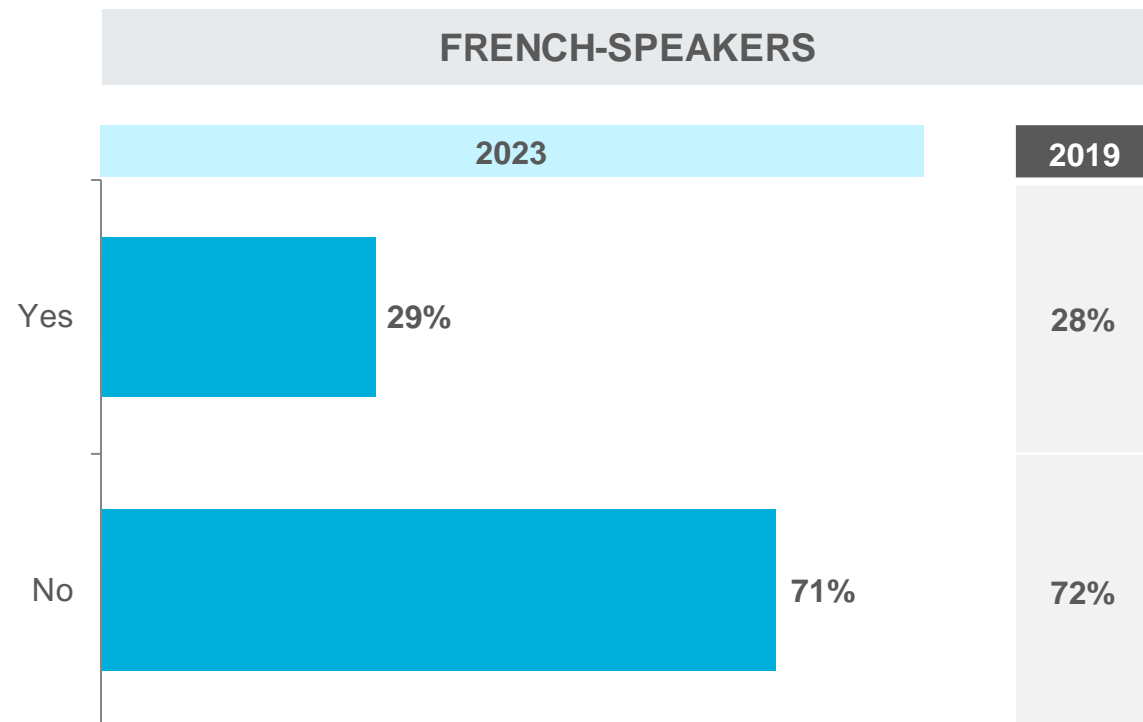


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Expected to require a public homecare program for seniors in the next five years

Base 2023: total French respondents, n=1,000

Base 2019*: total French respondents *excluding those who don't know / refuse to answer*, n=917

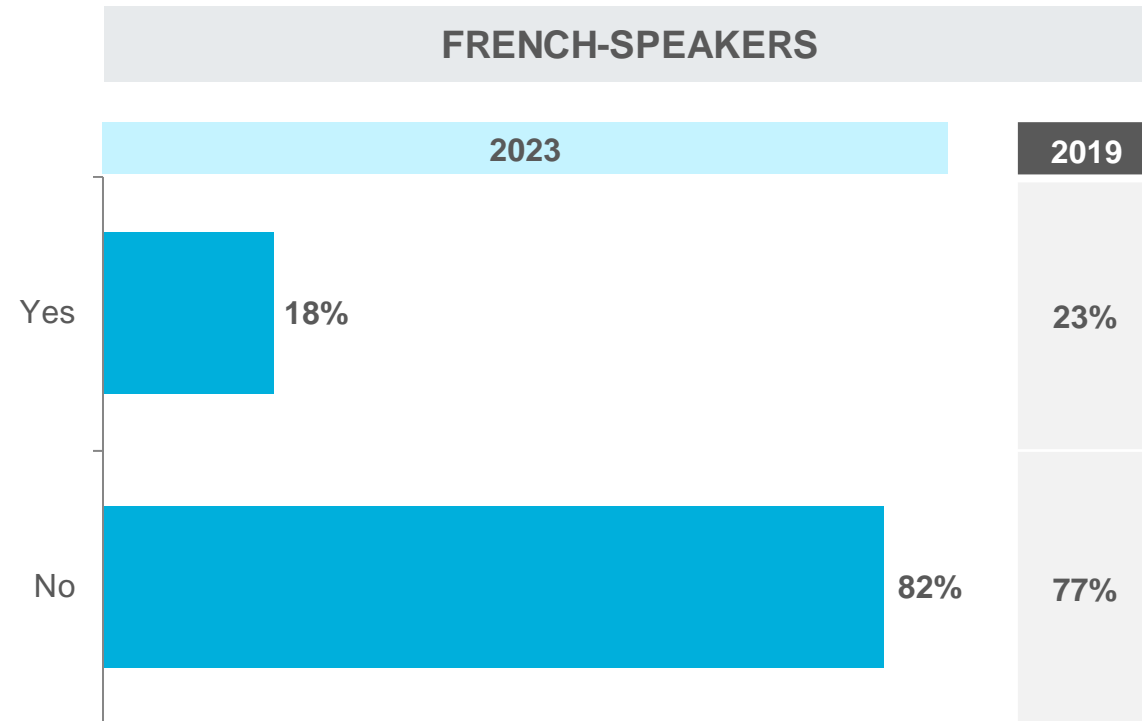


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Expected to require a private residence or nursing home for seniors in the next five years

Base 2023: total French respondents, n=1,000

Base 2019*: total French respondents *excluding those who don't know / refuse to answer*, n=934

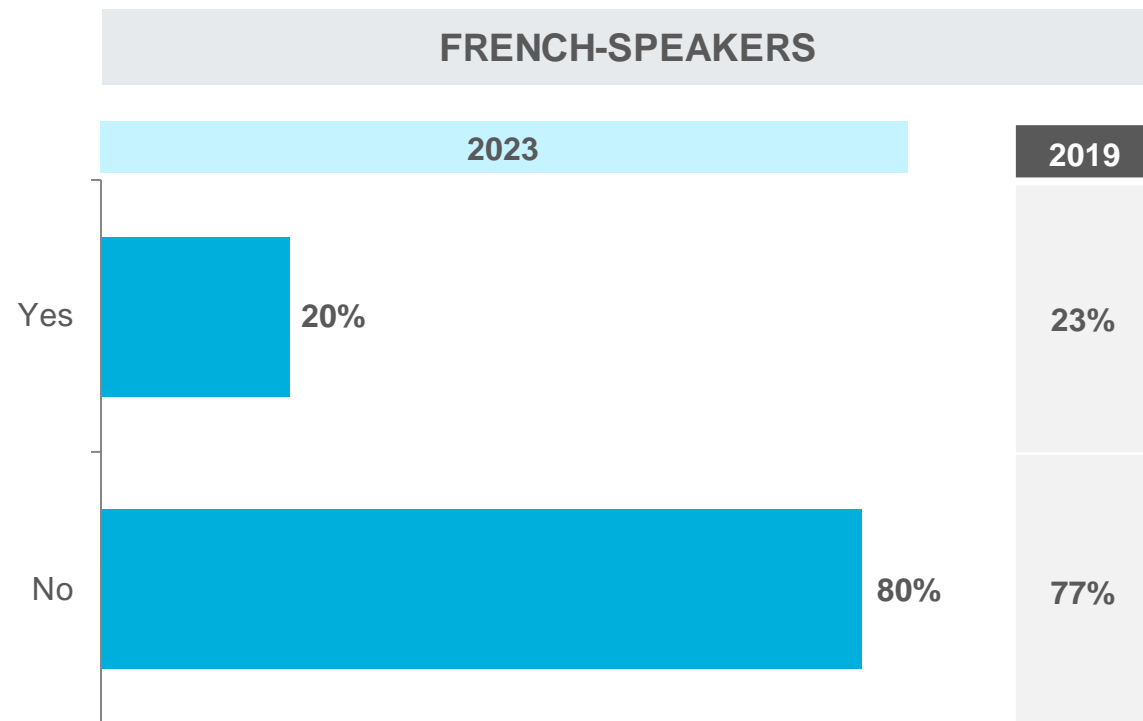


*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Expected to require private nursing services at home or private homecare for seniors in the next five years

Base 2023: total French respondents, n=1,000

Base 2019*: total French respondents *excluding those who don't know / refuse to answer*, n=943



*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



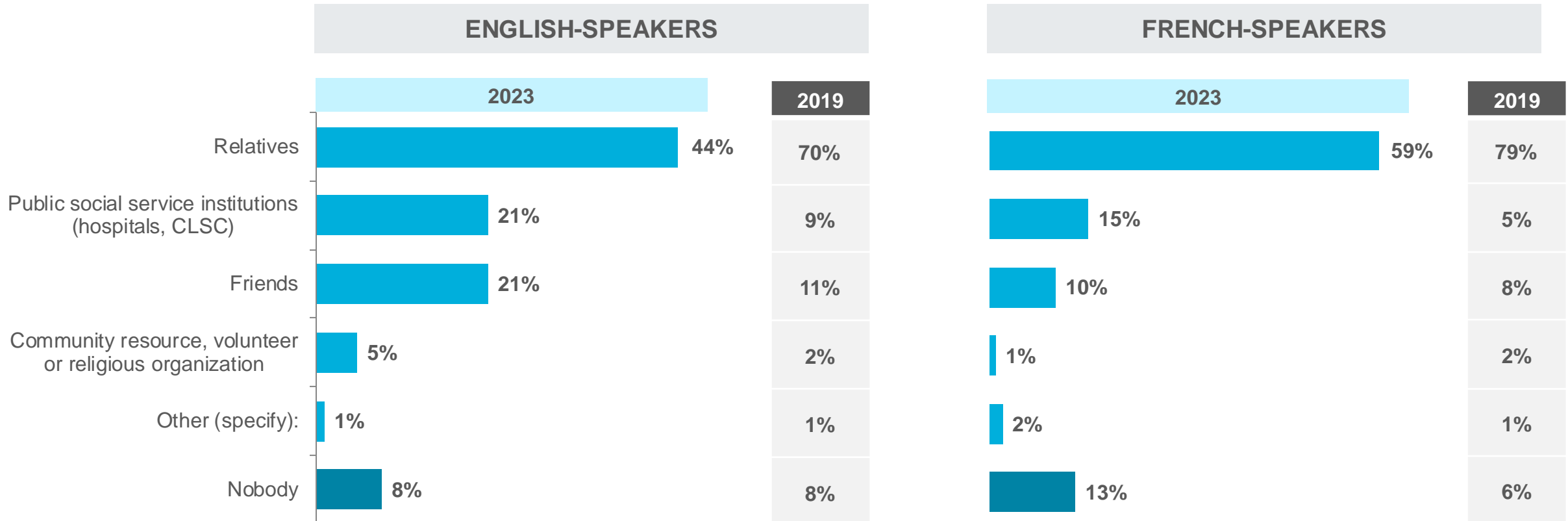
Sources of Support

┌
life to ideas

Source of support if ill

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,055/
French, n=985

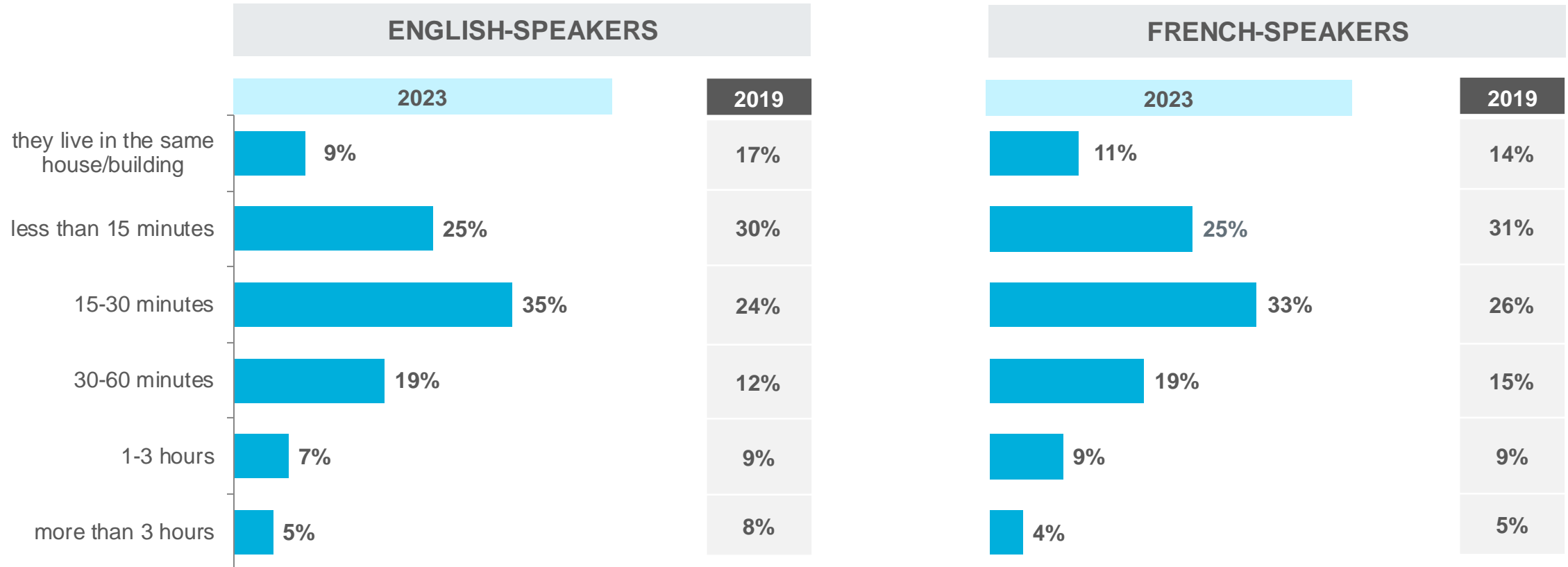


*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.

Distance from relatives who can provide support

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding those who don't know / refuse to answer*, English, n=2,989/
French, n=972



*The choice “do not know / refusal” was available for this question in 2019. It has been excluded from our comparative analysis.



Sociodemographic Data

Sociodemographical Data 1/4

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding refusal*, English, n=3,067-3,133/ French, n=986-1,000

		2023		2019*	
		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS
n=		4,318	1,000	3,067 to 3,133	986 to 1,000
GENDER	Male	49	50	50	49
	Female	51	50	50	51
AGE	18-24 years	5	6	12	11
	25-34 years	20	17	18	16
	35-44 years	19	18	18	17
	45-54 years	12	11	17	17
	55-64 years	19	21	16	18
	65 years and more	26	28	19	22
EDUCATION	High school or less	29	34	30	33
	College/cegep	28	33	29	28
	University	42	33	41	38

*Excluding refusal

Sociodemographical Data 2/4

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding refusal*, English, n=3,067-3,133/ French, n=986-1,000

		2023		2019*	
		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS
n=		4,318	1,000	3,067 to 3,133	986 to 1,000
MARITAL STATUS	Married	51	31	49	37
	Living as a couple	15	28	9	26
	Single	22	28	30	22
	Widowed	5	5	6	6
	Separated	2	2	2	2
	Divorced	6	7	4	7
INCOME	-\$30K	10	13	11	13
	\$30-70K	29	36	23	28
	\$70-100K	25	17	14	17
	\$100K and over	26	24	25	27
	I prefer not to answer	10	10	28	15

*Excluding refusal

Sociodemographical Data 3/4

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding refusal*, English, n=3,067-3,133/ French, n=986-1,000

		2023		2019*	
(%)		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS
	n=	4,318	1,000	3,067 to 3,133	986 to 1,000
WORK SITUATION	Working full-time	52	44	49	50
	Working part-time	9	8	9	10
	Unemployed/looking for a job	3	1	3	2
	Staying at home full-time	4	5	7	7
	Retired	28	37	22	26
	Student	3	4	9	5
COUNTRY / PROVINCE OF BIRTH	In Quebec	67	91	64	90
	In another Canadian province or territory	13	2	11	2
	Outside Canada	19	7	24	8

Sociodemographical Data 4/4

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019*: total respondents *excluding refusal*, English, n=3,067-3,133/ French, n=986-1,000

		2023		2019*	
		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS
		n=	4,318	1,000	
CHILDREN AND TEENEGERS LIVING IN THE HOUSEHOLD	None	66	80	64	66
	1	18	10	13	13
	2	12	7	16	15
	3+	3	3	8	7
	2+	15	10	23	22
				3,067 to 3,133	986 to 1,000
ADULTS LIVING IN THE HOUSEHOLD	1	24	31	21	27
	2	55	56	49	52
	3+	21	13	31	22