



COMMUNITY HEALTH &
SOCIAL SERVICES NETWORK

RÉSEAU COMMUNAUTAIRE DE
SANTÉ ET DE SERVICES SOCIAUX



CENTRE RÉGIONAL
DE SANTÉ ET DE
SERVICES SOCIAUX
DE LA BAIE-JAMES



Access to Health Care and Social Services in English

Survey of English speakers in the territory served by
the Centre régional de santé et de services sociaux de la Baie-James

JPocock Research Consulting

March, 2025

- **This document** provides the findings of the online 2025 survey on *The Experience of Access to Health Care and Social Services in English* targeting English speakers living in the territory served by the Centre régional de santé et de services sociaux de la Baie-James (CRSSSBJ).
- **The 2025 online survey** was conducted by the CRSSSBJ in collaboration with Quebec's Community Health and Social Services Network (chssn.org). The survey was launched on January 27 and closed on February 28th, 2025.
- **The purpose of the survey** was to gather feedback from English speakers living in the CRSSSBJ territory and thereby deepen understanding of the barriers they may face in accessing quality health care and social services in their region. These findings will inform efforts to improve access to services in English for the James Bay English-speaking population.
- Due to the **small sample size** of $n = 32$ respondents, results should be understood to provide directional value and has limited statistical proof.

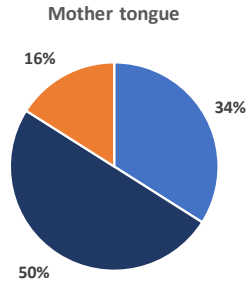
Survey Highlights



- ❑ About half of the respondents of the Baie-James survey (52.8%), reported not speaking French well enough to carry on a conversation.
- ❑ 62,5% of respondents answered by the negative concerning their satisfaction of availability of services in English.
- ❑ Emergency rooms and health centers are the places where the respondents are served more often in English (58% and 53% of respondents were always or often served there in English).
- ❑ However, this result is lower than the provincial level, as for a similar question in the province-wide 2023 CROP survey, 73% used English when visiting an emergency room or out-patient clinic and 67% when visiting a CLSC.
- ❑ Community services, pharmacy and home care services are the places where the respondents were less often served in English (47 % of respondents were always or often served there in English).
- ❑ 44% of respondents do not ask or not always ask for services in English, the top 3 reasons being perceiving the services are not available in English (57%), the staff is not able to speak in English (36%) or fearing asking will have a impact on the service (staff attitude, delay, less quality of the care – 14%).
- ❑ 31% of respondents reported experiencing a feeling of discrimination when accessing health and social services, resulting in a delay before consulting again, denial of services in English or negative staff attitude.
- ❑ The most frequent challenges reported by respondents are the lack of written information in English (pamphlets, websites) and the lack of social services in English.

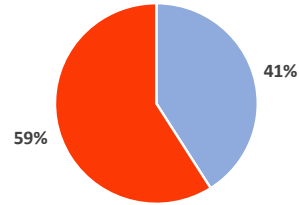
Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

Survey Responses



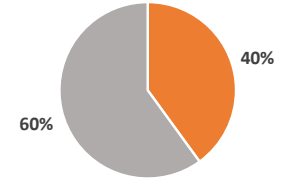
■ English ■ English AND another (Cree / French / South-Asian) ■ Cree / French / South-Asian

Born outside Canada



■ Yes ■ No

Member of First Nations, Inuit or Metis community



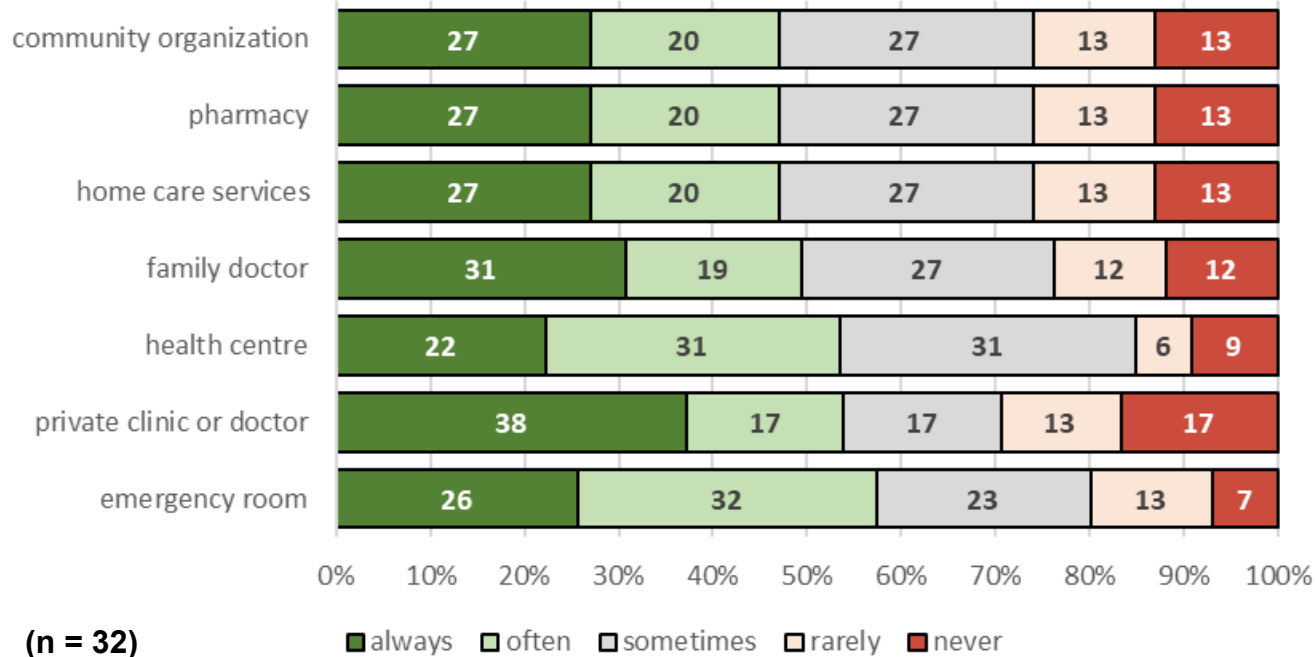
■ Yes ■ No

- In all, thirty-two (32) individuals answered the questionnaire.
 - Allowing for multiple responses to the mother tongue question, we find that:
 - 34% of respondents had English as their only mother tongue;
 - 50% of respondents had English and another language as their mother tongue (Cree, French, South-Asia language);
 - 16% of respondents had languages other than English as their mother tongue (Cree, French, South-Asia language).
 - The majority of respondents were between 25-44 years.
 - 41% of respondents were born outside of Canada.
 - 40% of respondents reported being a member of a First Nation, Inuit or Metis community.

Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

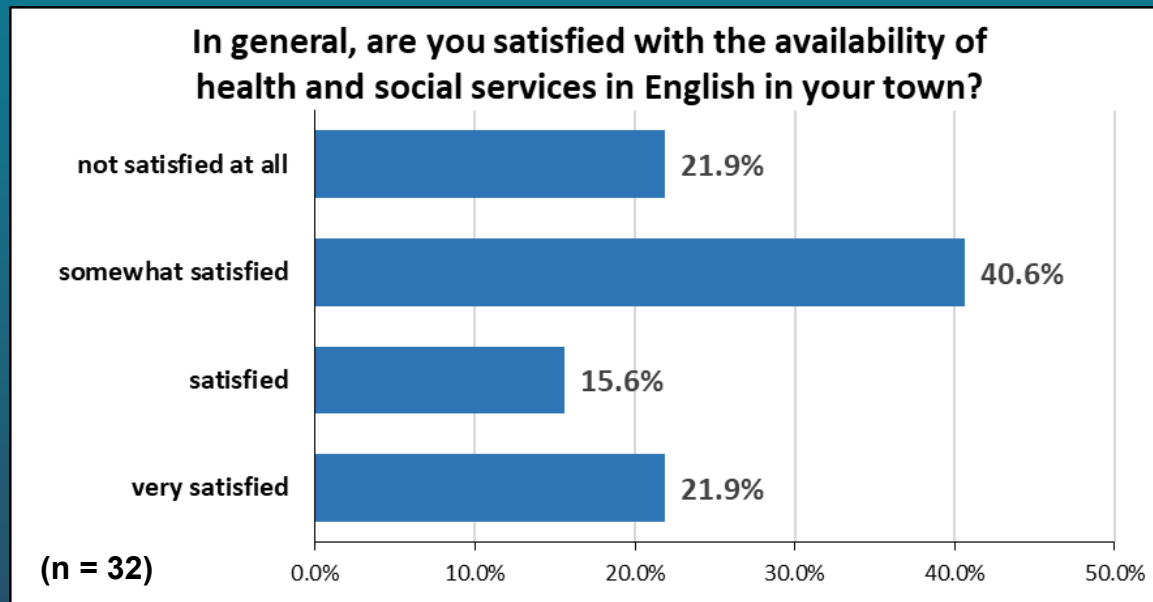
Survey Highlights

Frequency of Service in English in Various Situations



Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

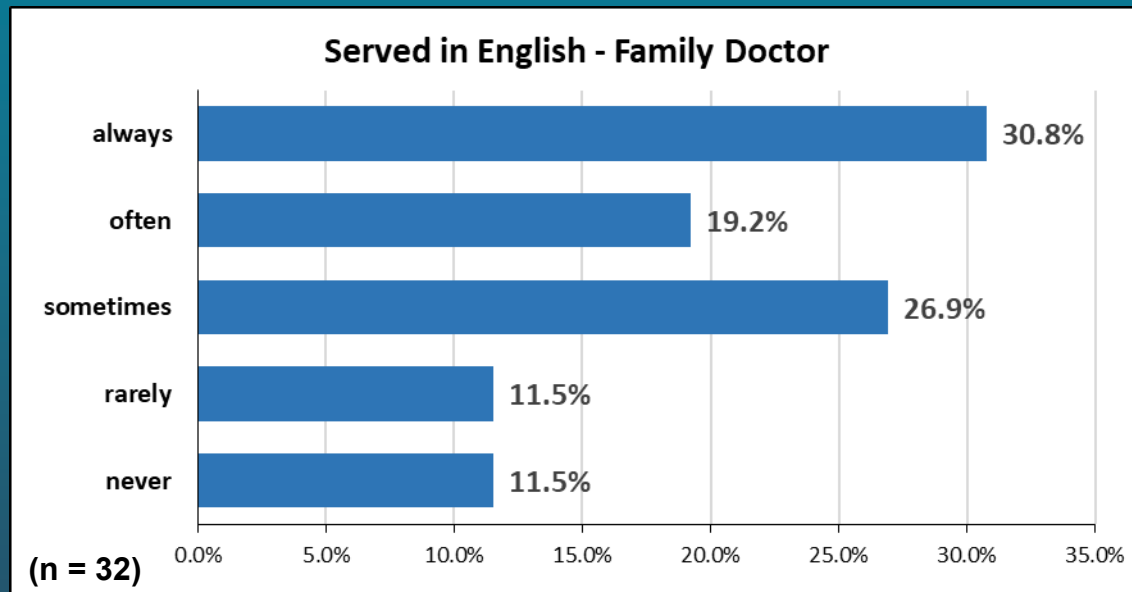
Satisfaction with Availability of Services in English



- The majority of the 2025 Baie-James survey respondents (62.5%), reported they were 'not satisfied at all' (21.9%) or 'somewhat satisfied' (40.6%) with the availability of health and social services in English.
- **Those reporting an indigenous identity** were more likely to report that they were 'not satisfied' or 'somewhat satisfied' with services in English (69.2%) compared to those without an Indigenous identity (57.9%).
- **Respondents born in Canada** were more likely to report being 'not satisfied at all' or 'somewhat satisfied' with the availability of services in English (78.9%) compared to those born outside of Canada (38.5%).

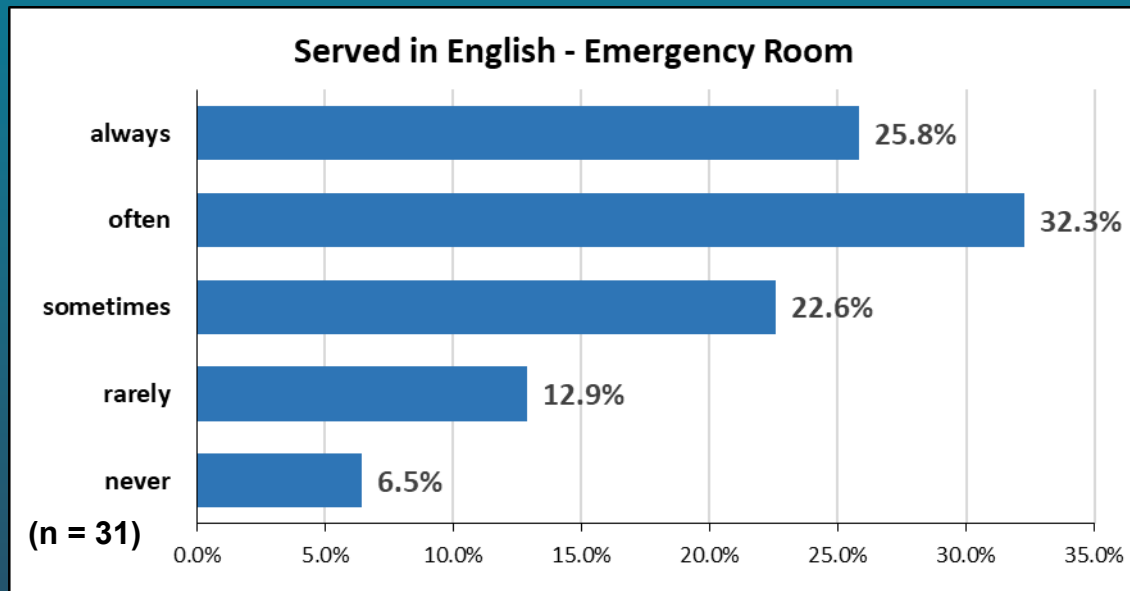
Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

Service in English – Family Doctor



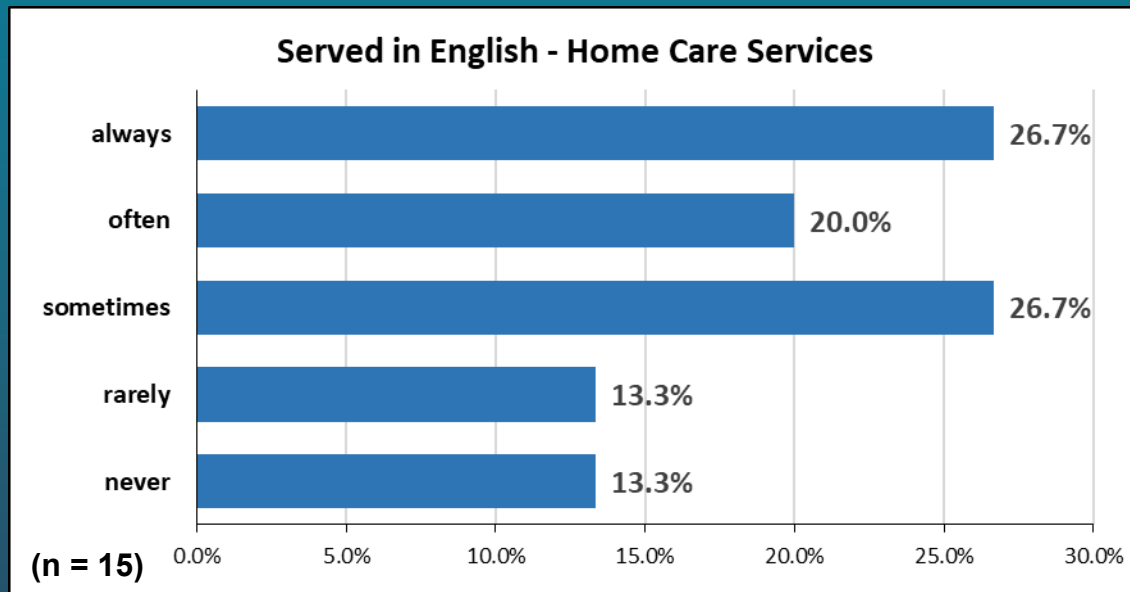
- **Half or 50% of the Baie-James survey respondents** reported being served in English by their family doctor either 'always' or 'often'.
- **Those unable to carry on a conversation in French** were more likely to be served in English either 'always' or 'often' (55.6%), while only 5.6% reported 'rarely' or 'never'.
- Combining the 'rarely' and 'never' responses we find the total of 23% is slightly higher than the 'no' response to a similar question in the CHSSN CROP province-wide survey

Service in English – Emergency Room



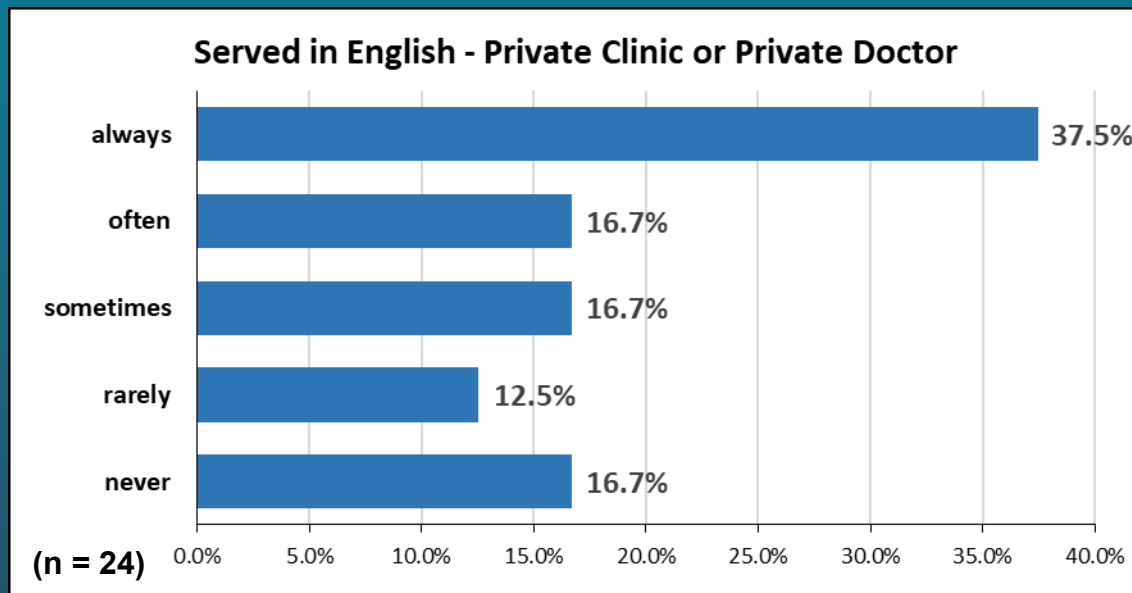
- **Close to 60% of survey respondents** reported being served in English either 'always' or 'often' when accessing a medical emergency room. The remainder of respondents were 'never', 'rarely' or only 'sometimes' served in English.
- For a similar question in the province-wide 2023 CROP survey, 73% used English when visiting an emergency room or out-patient clinic.

Service in English – Home Care Services



- Among total respondents, 46.9 % reported accessing home care services.
- When accessing home care services, less than half (46.7 %) of survey respondents reported they were 'always' or 'often' served in English while 53.3% reported they were 'sometimes' (26.7%), 'rarely' (13.3%) or 'never' (13.3%) served in English.

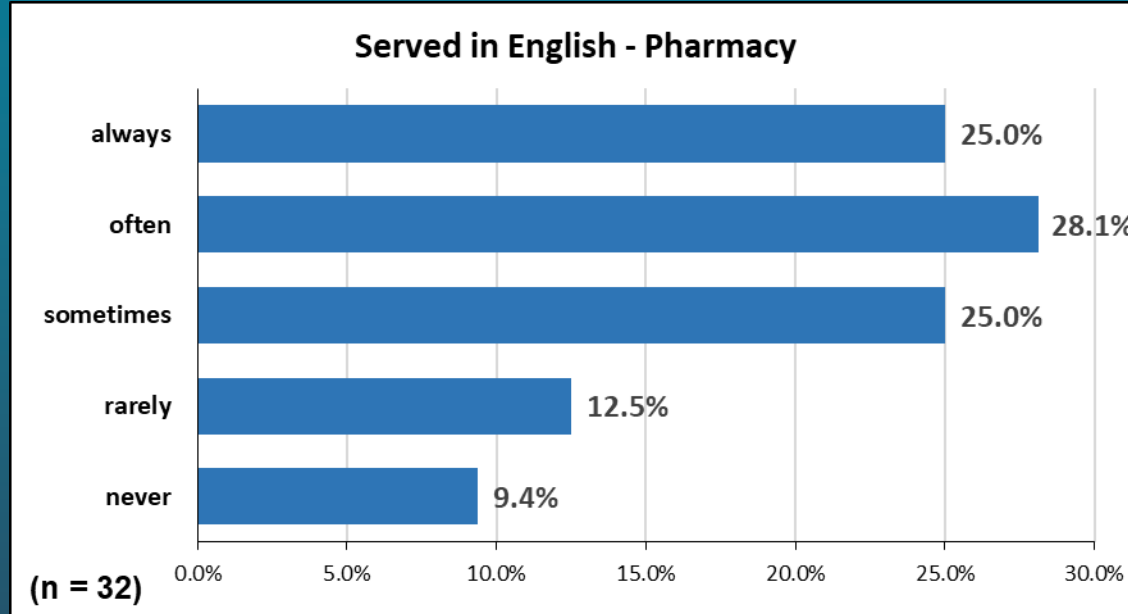
Service in English – Private Clinic or Private Doctor



- According to the 2025 Baie-James survey, 37.6% of respondents were 'always' served in English when using a private clinic or private doctor.
- Just under 30% were 'never' or 'rarely' served in English.
- According to the 2023 CROP survey, 18% of respondents across Quebec reported they had not been served in English by a doctor at a private office or clinic.

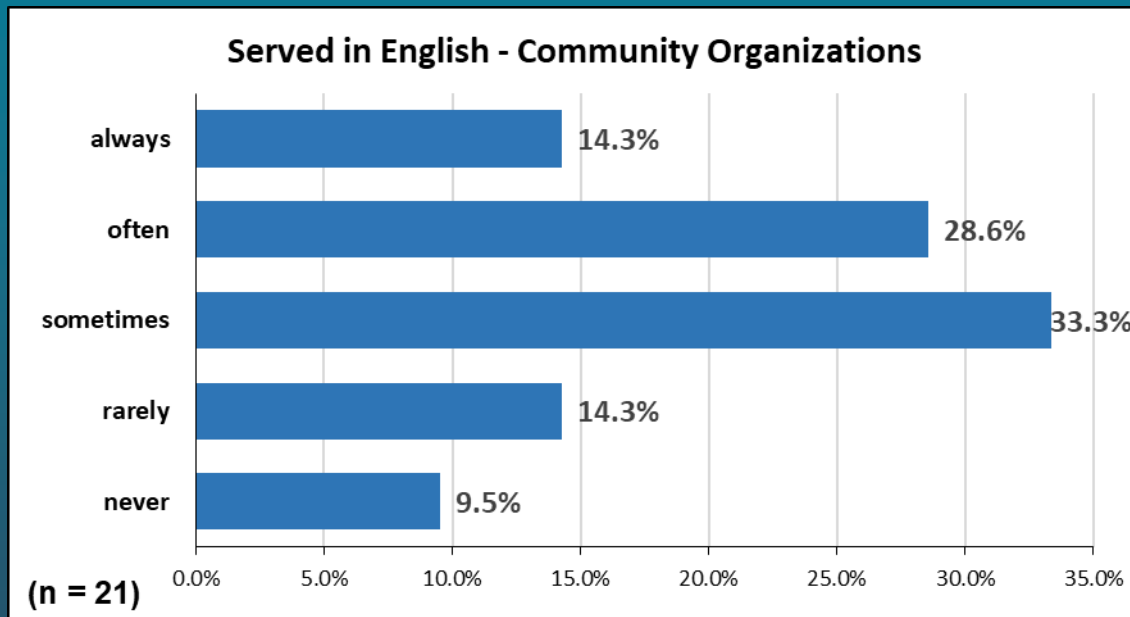
Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

Service in English – Pharmacy



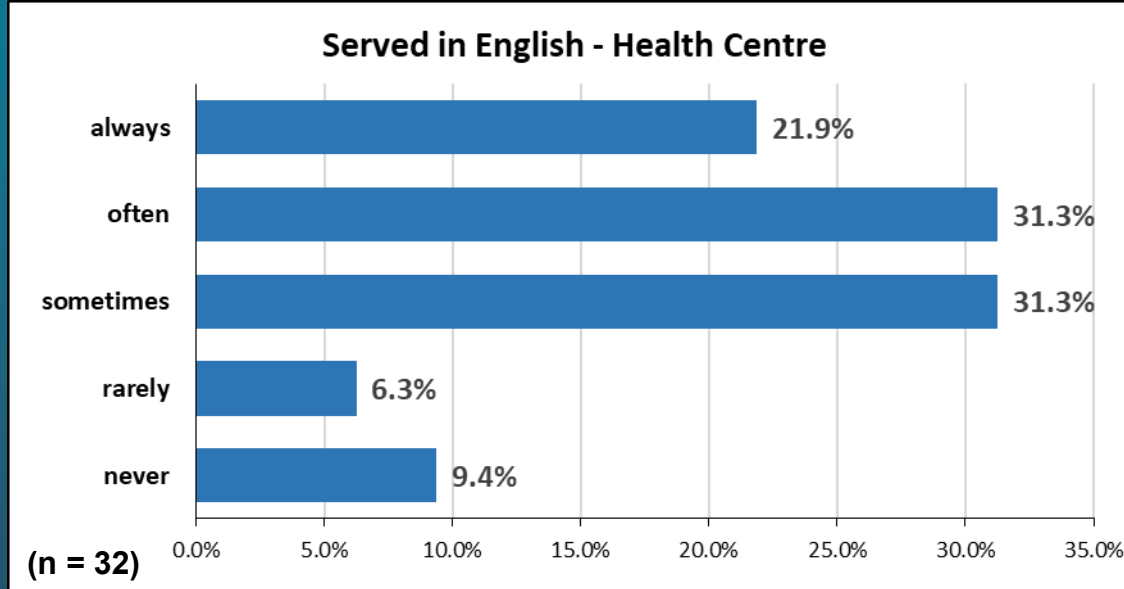
- Among survey respondents, 53.1% reported they were 'always' (25%) or 'often' (28.1%) served in English at the pharmacy.

Service in English – Community Organizations



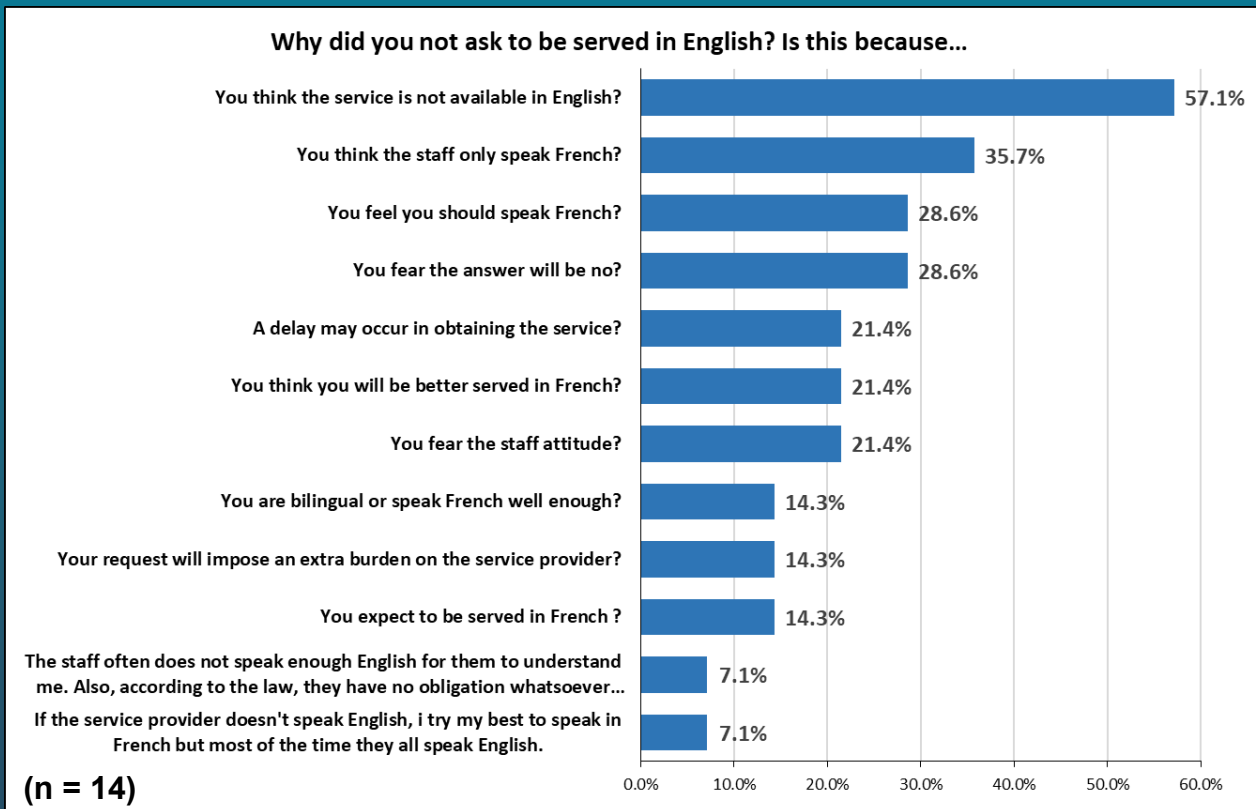
- When accessing community organizations, 42.9% of Baie-James survey respondents reported they were 'always' (14.3%) or 'often' (28.6%) served in English.

Service in English – Health Centre



- Among survey respondents, 21.9% reported 'always' being served in English at a health centre. Close to 63% of respondents were served in English 'often'.
- Among survey respondents, 47% reported being served in English 'sometimes' (31.3%), 'rarely' (6.3%) or 'never' (9.4%).
- According to the 2023 CROP survey, 33% of respondents across Quebec reported they had not been served in English at a CLSC.

Reasons for not Requesting Services in English

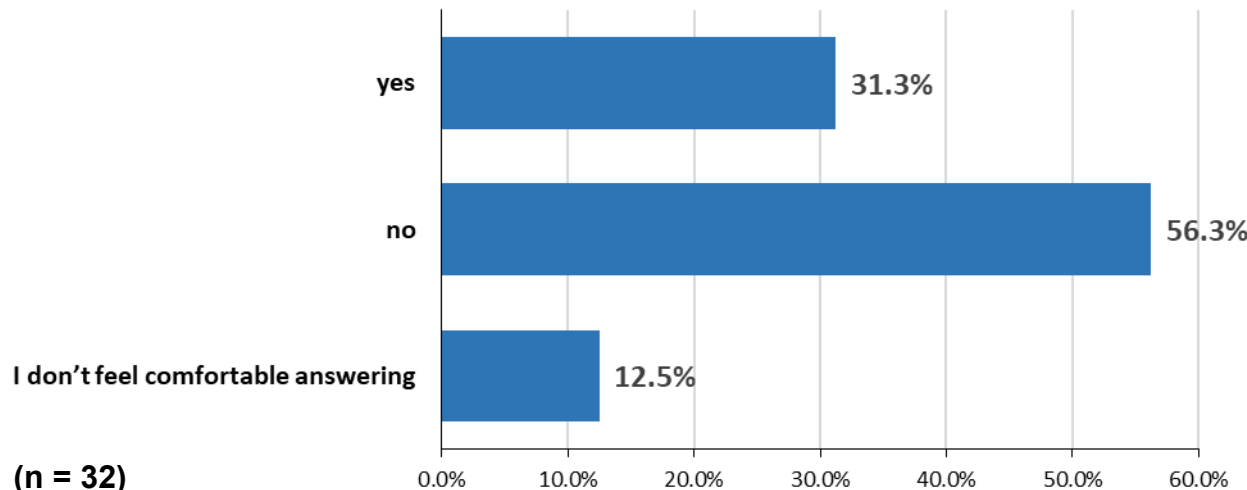


- Among respondents, 15.6% reported they did not ask for services in English, while 28.1% reported they asked for services in English 'sometimes'. Over half (56.3%) reported asking for services in English.
- The top two reasons for not requesting service in English among survey respondents were that they thought the service was not available in English or that the staff only speak French.
- In the 2023 province-wide CROP survey, the top 3 reasons given for a similar question was staff's attitude (56%), Francophone staff (44%), better service in French (40%).

Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

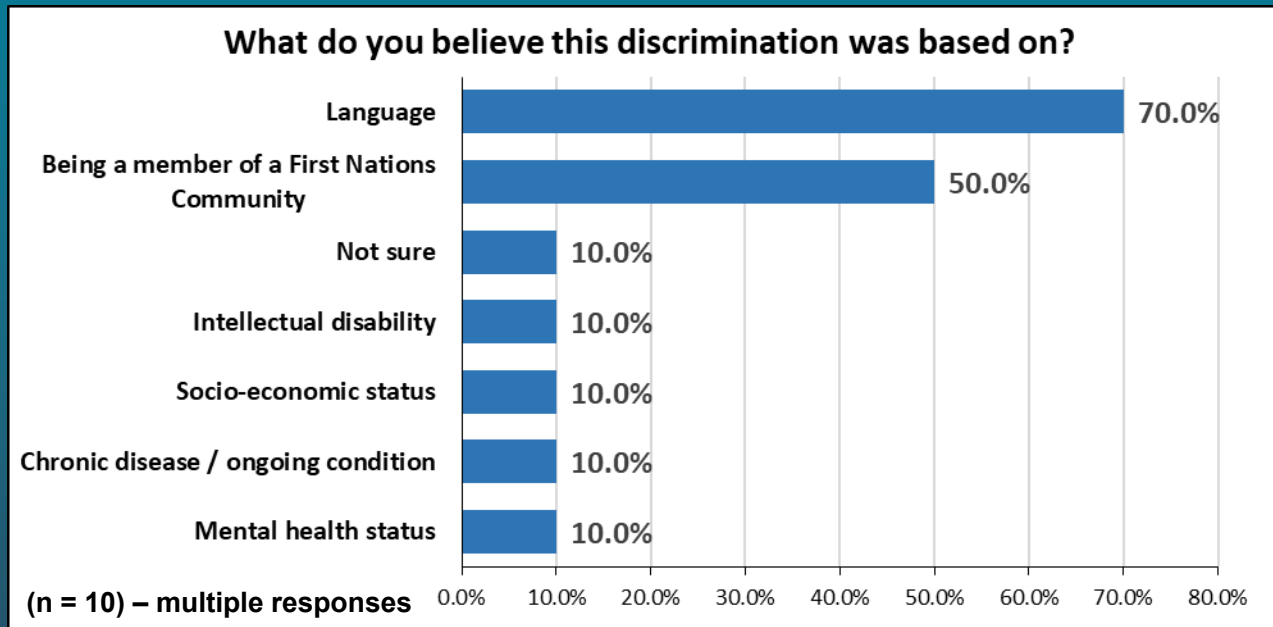
Experienced Feeling of Discrimination

Have you experienced a feeling of discrimination when accessing health or social services?



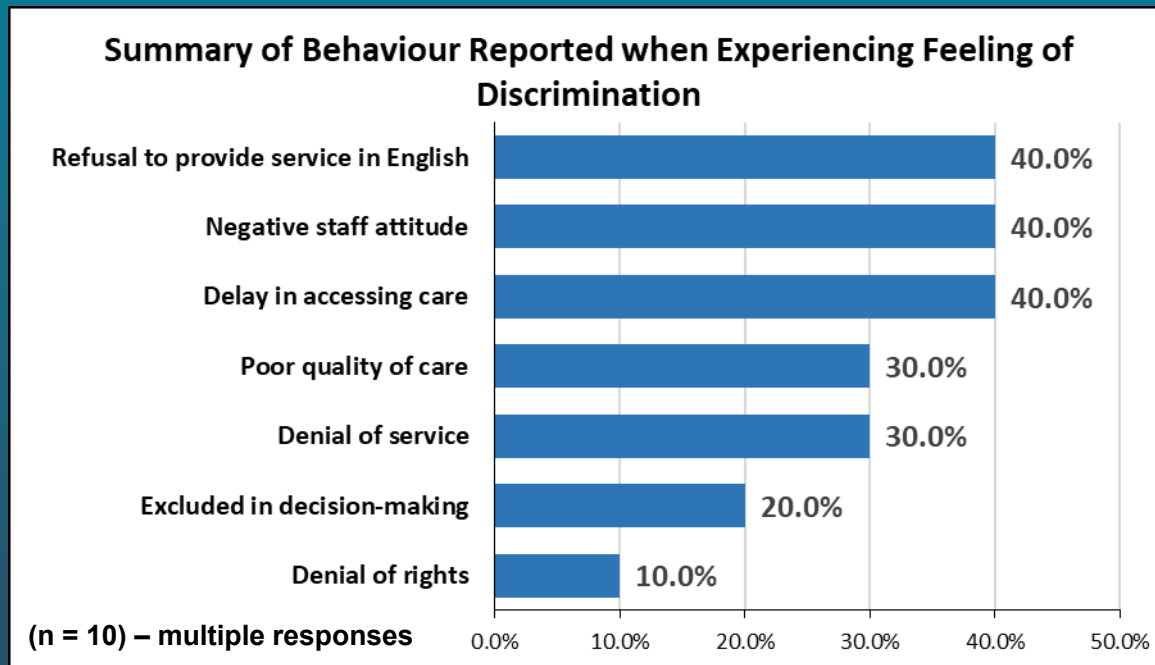
- One third of Baie-James survey respondents reported experiencing a feeling of discrimination when accessing health and social services. (*see slide 16 for in-depth analysis*)

Basis of Perceived Discrimination



- Among the survey respondents who experienced feelings of discrimination when accessing health or social services, 70% believed it was based on language and 50% of respondents believed it was based on being a member of a First Nations Community.

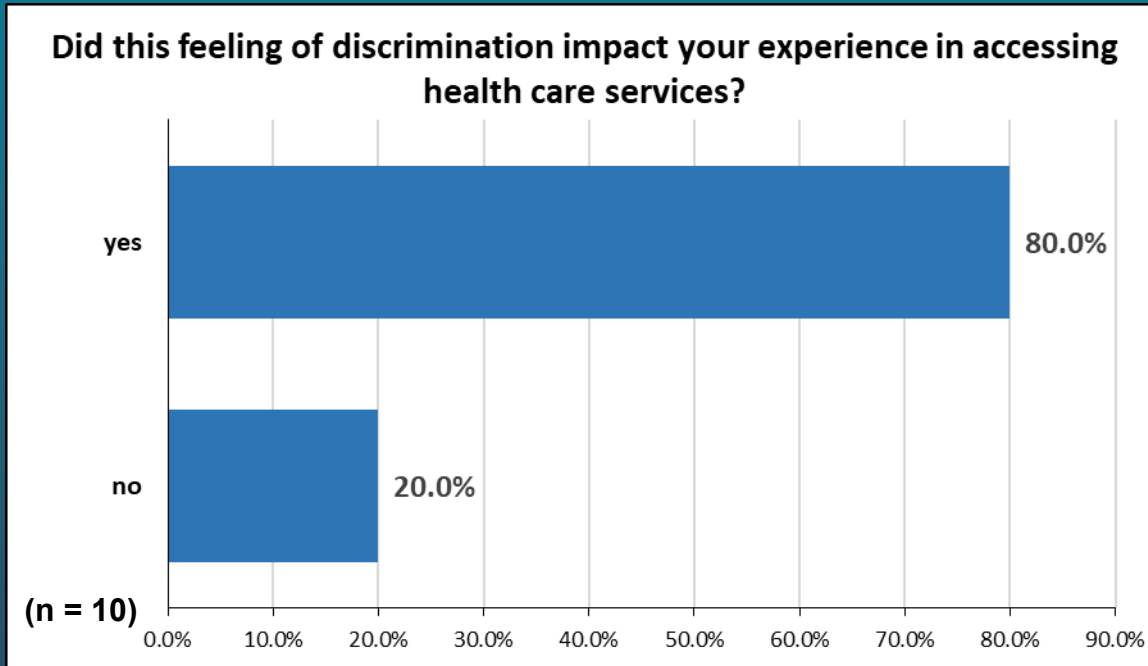
Summary of Behaviour Reported when Experiencing Feeling of Discrimination



Survey respondents reported on the behaviour surrounding their experience of discrimination. The most frequent responses included:

- Refusal to provide service in English
- Negative staff attitude
- Delay in accessing care
- Poor quality of care
- Denial of service
- Excluded in decision-making
- Denial of rights

Impact of Perceived Discrimination on Access to Health Care Services



- The majority of survey respondents (80%) who reported the feeling of discrimination expressed the view that it impacted their experience in accessing health care services.

Delay before consulting again

- *"I delayed going to get services because I wasn't comfortable enough to express myself in French."*
- *"It made me not want to go back, especially when my child was involved. It's scary especially when you're not sure what the other person is capable of doing."*

Wrong diagnosis

- *"I think that being an English-speaking woman led to me having to go to the ER, once in an ambulance, with very bad headaches and with no one taking me seriously. Finally, it was discovered that I had meningitis, when I kept being treated for dehydration."*

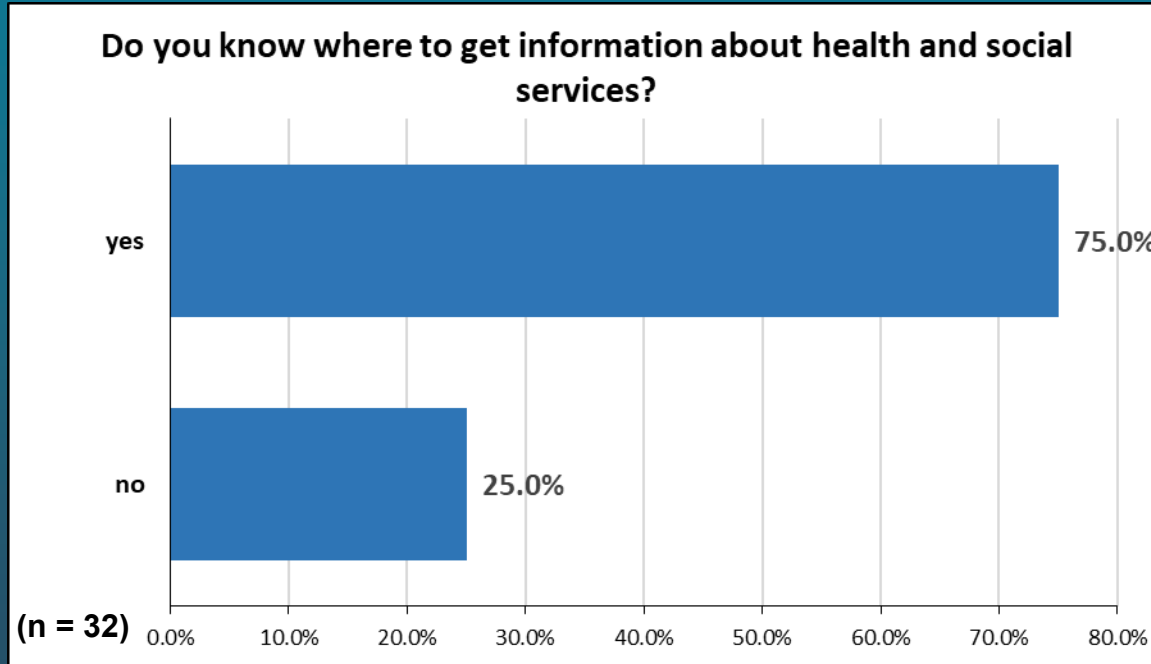
No access to services

- *"My child is diagnosed with mental health issues and was refused English psychosocial services."*
- *"Being denied service discouraged me and made me uncomfortable in accessing health care services."*

Negative staff attitude

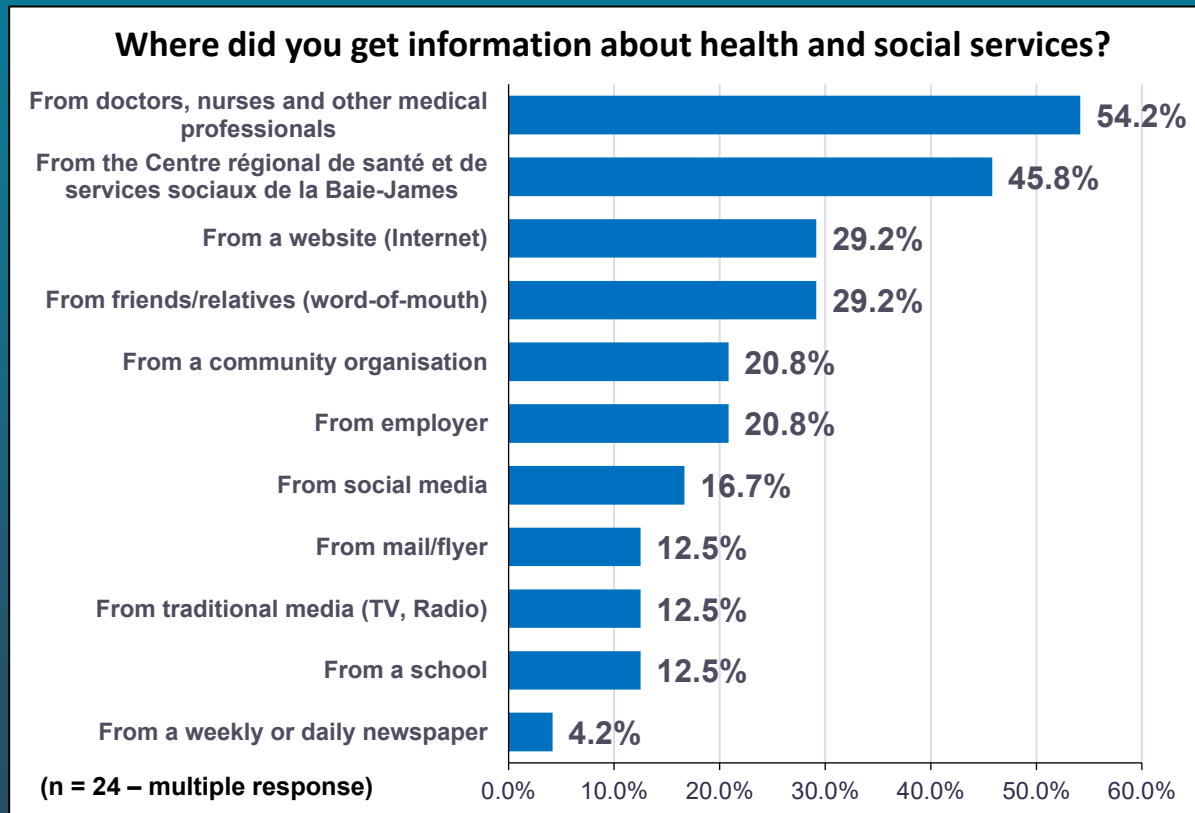
- *"My accent is clearly English and I stumble over my words in French. The lady couldn't care less and did nothing in any way to help bridge the language gap."*
- *The triage nurse asked me why I was going to the hospital. "They have a hospital in your community" she said and I said "Yes I know but I live in Chibougamau." She had a mean look on her face.*

Awareness of Source of Information about Health and Social Services



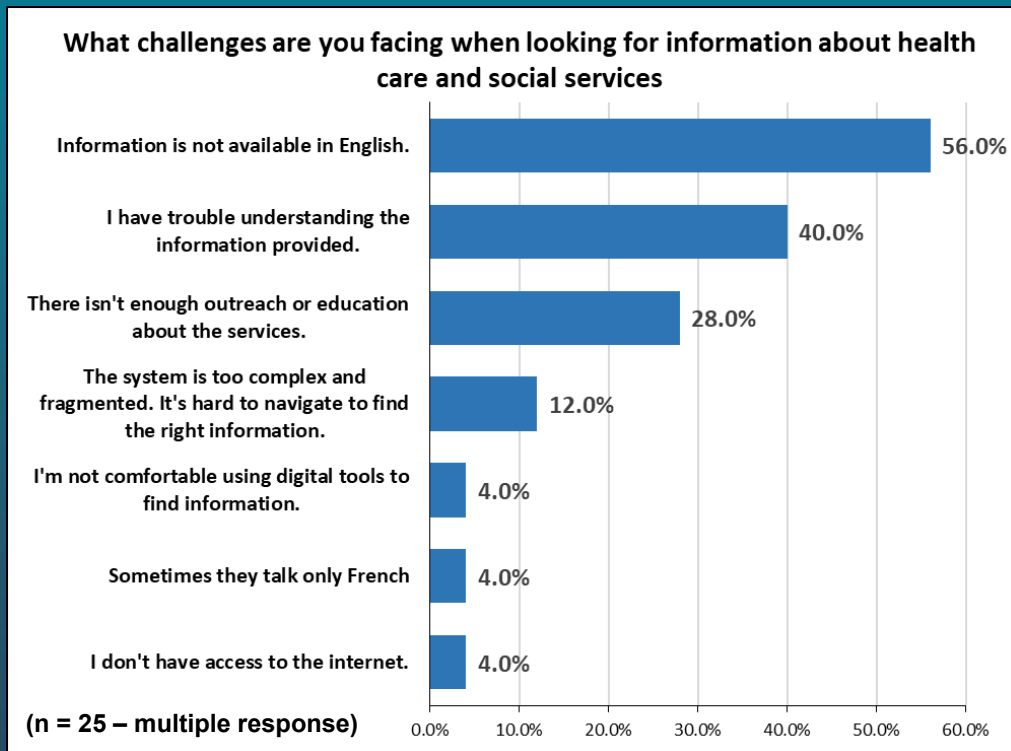
- When asked if they know where to get information about health and social services, 75% of survey respondents replied 'yes' while 25% replied 'no'.

Source of Information about Health and Social Services



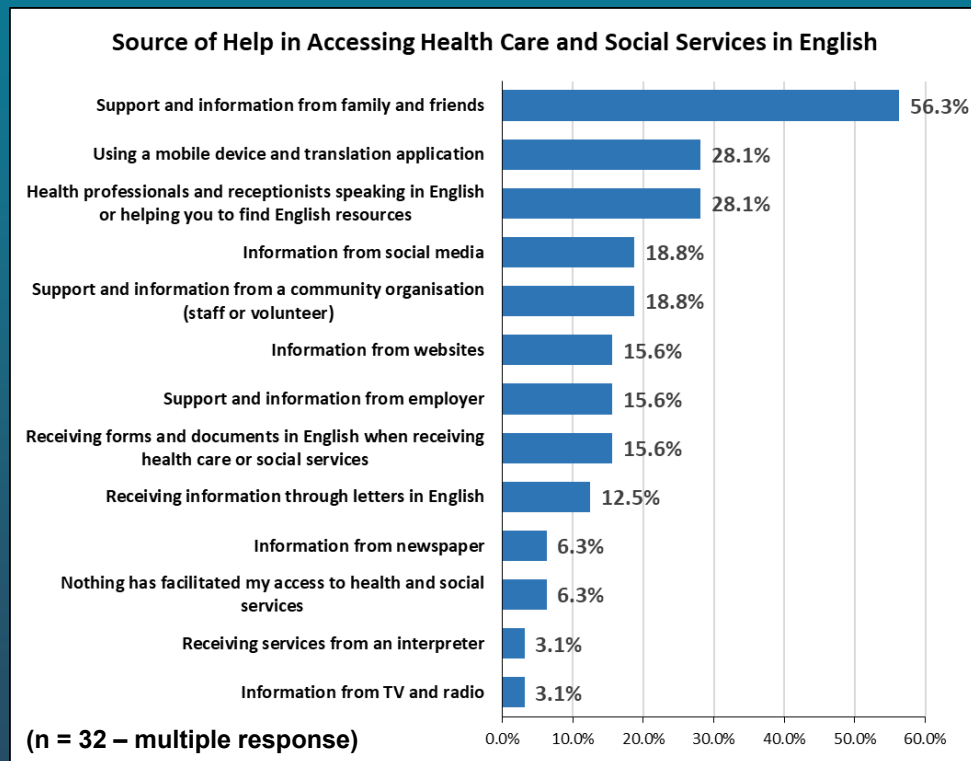
- The most common sources for information about health and social services used by survey respondents were medical professionals and the Centre régional de santé et de services sociaux de la Baie-James.
- Websites (29.2%) and friends and relatives (29.2%) were also likely sources of information.

Challenges Faced When Looking for Information about Health Care and Social Services Provided



- Among challenges faced when looking for information, the majority of survey respondents reported information was not available in English (56%) and that they had trouble understanding the information provided (40%).

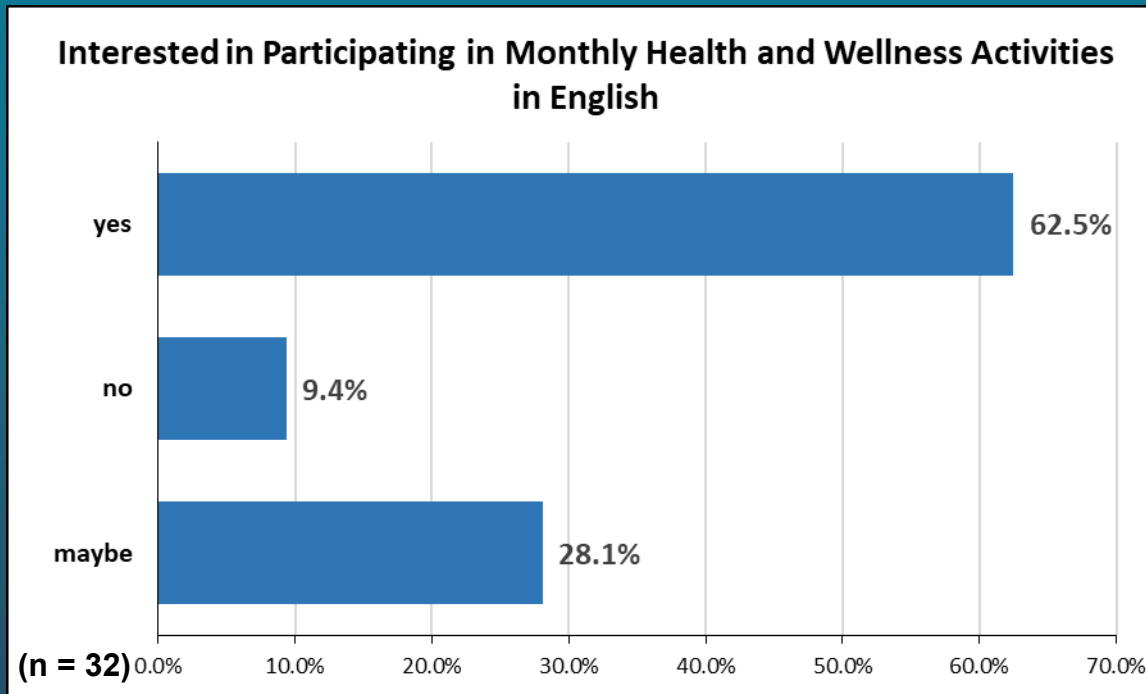
Source of Help in Accessing Health Care and Social Services in English



- Survey respondents reported that the most likely source of help in accessing health and social services in English was from family and friends (56%), a mobile device with translation app. (28.1%) and health professionals and receptionists speaking in English (28.1%).

Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

Interested in Participating in Monthly Health and Wellness Activities in English



- Only 9 % of the Baie-James survey respondents answered « no » when asked if they were interested in participating in health and wellness activities in English.
- Nearly two-thirds (62.5%) were interested and another 28% were possibly interested in participating in such activities.

Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

Other Challenges with Accessing H&SS in English



Mental health services in English are not accessible enough.

- *“All appointments with mental health professionals have been via video appointments. It's better than nothing, but it's certainly not the same as being in the same room with someone.”*
- *“Psychologists. We need more help in finding help for ourselves. We have to travel to the community to seek for this kind of help. I know I need professional help with my healing and everyday life, but I don't know who to turn to or where to seek that help.”*

Some information is only available in French (Pamphlets, automatized voice recording, advertisements of French classes.

Considering cultural background for health specific issues like Indigenous or black ancestry (blood pressure, diabetes).

Other language barriers:

- *“Once I am in front of the health care provider (Family doctor, nurses, dentist, optometrist, etc.), and express that I am more comfortable in English, they do their best to communicate with me in English. Most of the frustration happens outside of the health care center.”*
- *“Since most of the local health care providers that I have contacted with were not confident with their level of English, I often feel bad to impose extra burden on them. Also, I fear that some of the information is not perfectly communicated. “*

Source: CHSSN and CRSSS de la Baie-James, Survey on the Experience of Access to Health Care and Social Services in English, 2025.

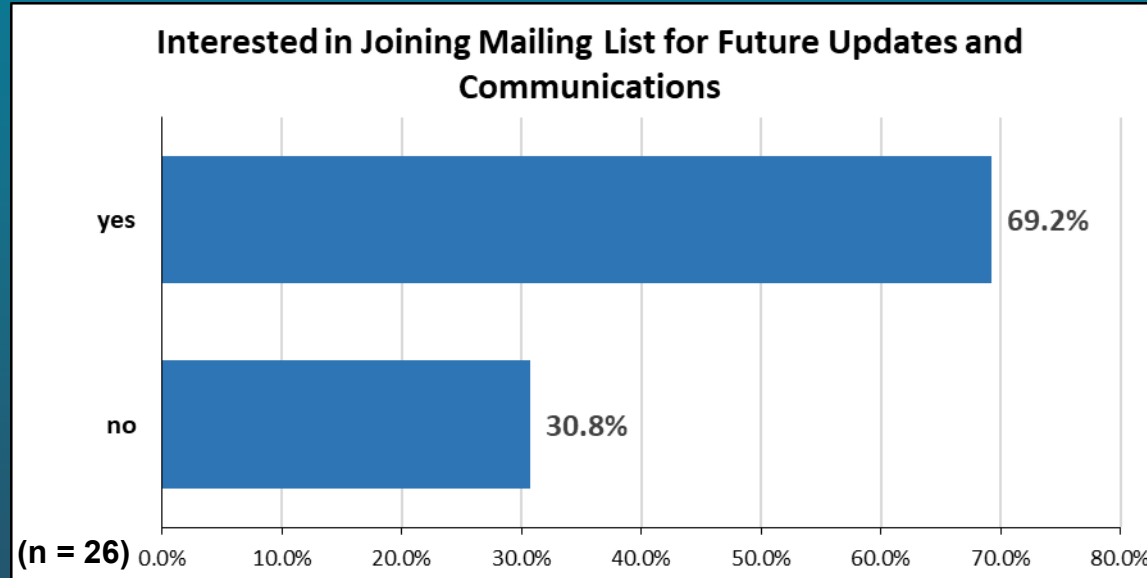
Other H&SS in English not Available but Desirable



Outreach workers

- *“I was lucky to have someone who can speak French on my side, but I can't imagine how hard it would be to figure out how to access any health, social services on one's own. It would be great to have promotion and marketing that can reach non-French speakers.”*

Interest in Future Communications



- Among the 2025 Baie-James survey respondents, 69% would like to receive future updates and communications about access to health and social services in English.



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