

# English-language Health and Social Services Access in Québec

CHSSN

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CROP

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# Context, Objective and Methodology 1/3

## 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, 2019, 2023 and the CHSSN wishes to conduct a new wave in 2026.

## Data collection

CROP conducted this web survey from May 28 to July 6, 2026.  
In total, 3,953 respondents completed the questionnaire in English and 1,000, in French. Three data collections were done in parallel.

| TARGET                    | 2026             |                  |                                         |
|---------------------------|------------------|------------------|-----------------------------------------|
|                           | FRENCH-SPEAKERS  | ENGLISH-SPEAKERS | ENGLISH-SPEAKERS                        |
| COLLECTION METHOD         | Web panel        | Web panel        | Web link distributed via CHSSN partners |
| COLLECTION DATES          | May 28 – June 10 | May 28– July 6   | May 28– July 10                         |
| NUMBER OF RESPONDENTS (n) | 1,000            | 2,750            | 1,203                                   |

## Context, Objective and Methodology 2/3

### Weighting and data processing

Data were weighted based on region, age and gender, using data from the Statistics Canada Census. All the survey data collected from English-speakers were merged: the data from the survey's web link via CHSSN partners (n=1,203) with the main survey data via web panel (n=2,750).

### Data crosses

All of the data are presented in graphic format, displaying, when available, the results for English and French-speakers.

The following data crosses are also available for English-speakers: gender, age, household income, knowledge of English and French (**bilingual**: speak French well enough to carry on a conversation; **unilingual English**: don't speak French well enough to carry on a conversation), and 15 regions with a higher concentration of English-speakers. We have also added Côte Nord and "other regions" from the data collected from the survey's web link distributed via CHSSN partners.

The table below displays the number of respondents per language and region for this study.

|                  |       | REGION             |        |               |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------|-------|--------------------|--------|---------------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                  | TOTAL | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Ouest Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| TARGET:          |       |                    |        |               |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
| ENGLISH-SPEAKERS | 3,953 | 120                | 185    | 546           | 393                  | 316                | 241          | 238         | 280       | 113      | 235   | 58         | 335         | 266               | 105            | 322              | 89        | 111           |
| FRENCH-SPEAKERS  | 1,000 | 103                | 73     | 45            | 42                   | 45                 | 71           | 80          | 61        | 18       | 70    | 84         | 91          | 61                | 85             | 71               | N/A       | N/A           |

## Context, Objective and Methodology 3/3

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### How to read the data

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

When relevant, the differences in the results between sub-groups are indicated as follows:

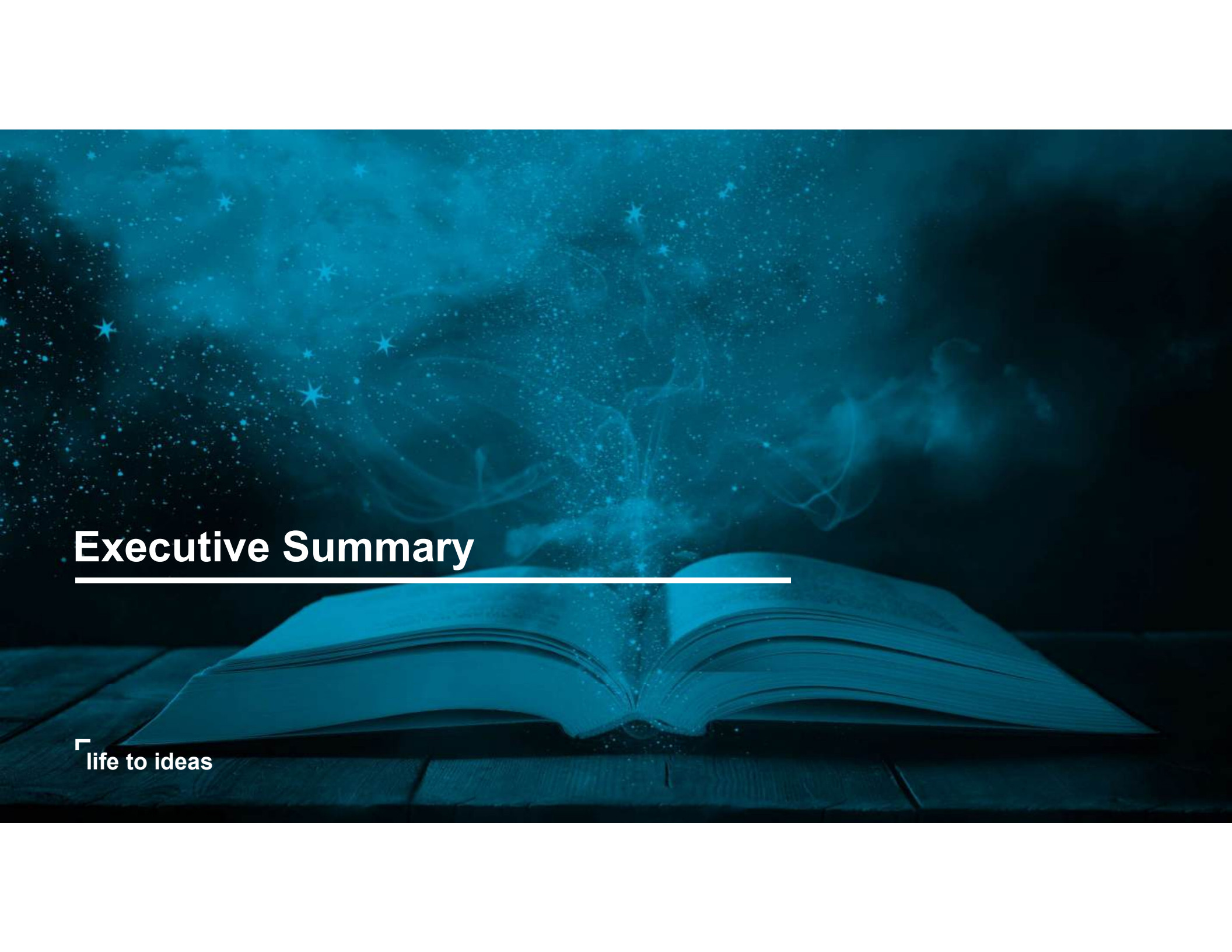
IN BLUE for higher results

IN RED for lower results

To be consistent with the study conducted in previous years, we used identical parameters and groupings, except for the 65 and older group, which we divided into two: 65-74 years old and 75 and older.

The results for sub-groups with a small sample size ( $n < 50$ ) are not shown.

In some cases, results are presented with non-applicable data excluded. In such cases, a note to that effect is inserted in the appropriate tables.

The background of the slide is a monochromatic blue image. It features an open book at the bottom, resting on a dark wooden surface. Above the book, a vibrant nebula or starry sky is visible, with numerous bright stars and swirling, ethereal clouds of light. The overall effect is one of inspiration and intellectual exploration.

# **Executive Summary**

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## Executive summary 1/4

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**English is the preferred language for the vast majority of English-speakers when it comes to receiving health care services (88%) and social services (90%).** This preference increases with age — for health care services, it rises from 81% among 18–24-year-olds to 94% among people 75 and older — and reaches 97% of unilingual English-speakers.

**Against that backdrop, the main challenges that need to be addressed with respect to the access of English-speakers to the health care services and social services in Quebec are the following:**

**Improving the level of satisfaction with the availability of the health care and social services in English.**

- On a scale from 1 to 5 (*where 1 means not satisfied at all and 5 means totally satisfied*), nearly a third of English-speakers (29%) gave availability a low score: 1/5 (13%) or 2/5 (16%).
- *The percentage of English-speakers who rated their satisfaction with availability 1/5 was higher among females (15%), 45–64-year-olds (19%) and the residents of several regions, most of them outside the Island of Montreal: National Capital (Capitale-Nationale) (29%<sup>1</sup>), East Island of Montreal (Est de l'Île) (18%) and Laurentides (18%).*

**Ensuring the availability of health care and social services in English for everyone who needs them.**

- Although service in English is generally available in Quebec, a significant percentage of English-speakers were not served in English. This is particularly detrimental to those who do not speak French but must be treated in that language. The percentage of English-speakers NOT served in English varied by type of service:
  - 41% were **not** served in English at a CLSC
  - 38% were **not** served in English by Info Santé or Info Social
  - 35% were **not** served in English at a hospital emergency room
  - 27% were **not** served in English during an overnight hospital stay
  - 23% were **not** served in English by the doctor they consulted at his/her office or clinic
  - 19% were **not** served in English by a health professional for a mental health problem
- Also, 36%<sup>2</sup> to 55%<sup>3</sup> of the English-speakers who had not been served in English claimed that it would have been **VERY** important to be served in English. What's more, 19%<sup>2</sup> to 34%<sup>3</sup> of those not having been served in English had asked for service in that language.
- Prenatal services show the same pattern: 40% of the English-speakers who used prenatal services were unable to access them in English.

## Executive summary 2/4

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### **Closing the interpreter gap.**

- Among all English-speakers, 16% needed interpreter support during a health care or social services visit, but the facility did not or could not provide it. Half (52%) tried to manage on their own and 10% simply did not receive the service. Of the English-speakers who had used a hospital emergency room, 82% reported that interpreter services had NOT been offered, yet 41% said they would have used such a service had it been available (67% among unilingual English-speakers).

### **Encouraging staff receptivity to English-speaking patients.**

- One in four English-speakers (27%) DID NOT feel comfortable asking for public health services or social services in English. The main reason cited was the staff's attitude (60%), ahead of "will be better served in French" (38%) and "a delay may occur in obtaining the service" (35%).

### **English-speakers' access to health care and social services is especially challenging for specific sociodemographic groups and regions:**

- **The groups least served in English<sup>1</sup>** for the six types of services rated (doctor's office or clinic, CLSC, Info Santé/Info Social, hospital emergency room, overnight hospital stay and mental health professional) were bilingual English-speakers (6/6) and females (5/6). English-speakers age 45-64 (4/6) were also served less often in English. The fact that bilingual English-speakers are consistently served in English less often than unilingual English-speakers suggests that service in English is granted primarily when French is not an option, rather than being offered as a matter of course.
- The regions warranting attention are Laval, Montérégie-Est, East Island of Montreal (Est de l'Île), Laurentides, Capitale-Nationale, Estrie and Montérégie-Centre.
- Females also had to ask to be served in English more often, at nearly every service point.

### **Written communications lag verbal service.**

- Even where staff speak English, documents in English often do not follow:
  - Fifty-seven percent (57%) of those who visited a CLSC reported that the information forms were NOT provided in English.
  - Forty-nine percent (49%) of those who visited an emergency room reported that the forms were NOT provided in English
  - For those who stayed overnight at a hospital, documents were often NOT provided in English: 45% for written information other than consent forms, 42% for admission forms and 40% for consent forms.

## Executive summary 3/4

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The major **STRENGTHS** of the health care system for English-speaking communities are:

- **Access to a family doctor is comparable to that for French-speakers:** 68% of English-speakers had a family doctor (vs. 69% of French-speakers), and among those registered on the GAMF waiting list, 67% had been waiting more than 2 years (vs. 72% of French-speakers).
- **The West Island of Montreal** (Ouest de l'Île) and **Centre-West Island of Montreal** (Centre-Ouest de l'Île) are the regions with best access to health services in English, and this obtains for all the types of services rated.
- **Unilingual English-speakers** and **males** were also more likely to have been served in English at a service point.
- Where service was delivered in English, its value was strongly recognized: between 80% (doctor's office or clinic) and 90% (mental health professional) of those served in English said it was very important to have received the service in that language.

The most positive elements of the health care system for English-speakers compared to French-speakers are:

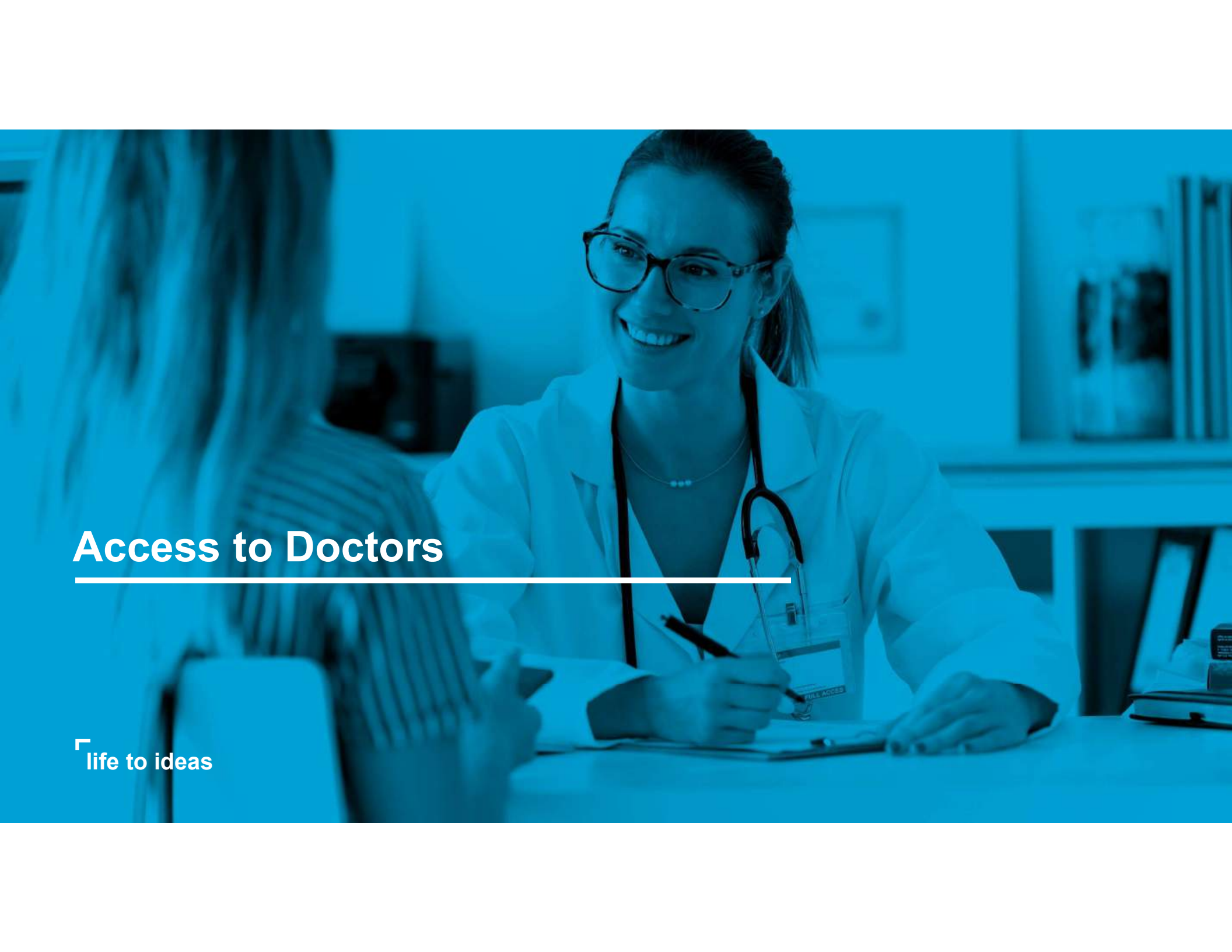
- **English-speakers obtained information in English about health services and programs more often than French-speakers (in any language), from every source measured:**
  - 29% obtained information about the services provided by their public health and social services institutions (vs. 23% of French-speakers\*)
  - 29% obtained information about a public health promotion or prevention program from a community organization in their region (vs. 13% of French-speakers\*)
  - 23% obtained information about a public health promotion or prevention program from public health authorities (vs. 19% of French-speakers\*)
  - 21% obtained information about a public health promotion or prevention program from schools (vs. 10% of French-speakers\*)
- **English-speakers also reported being in slightly better overall health, compared to their French-speaking counterparts: 12% considered themselves in excellent health compared to other people their age vs. 10% of French-speakers.**

## Executive summary 4/4

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**Conversely, the most negative elements of the health care system for ENGLISH-SPEAKERS compared to French-speakers are:**

- Slightly more English-speakers turn to the private sector for a family doctor. Six percent (6%) of the English-speakers with a family doctor saw that doctor in a private practice where they pay a fee, a modest difference from French-speakers (3%). Among the English-speakers who chose a private medical clinic, 34% did so to have access to an English-speaking doctor — the third most frequently cited reason.
- English-speakers without a family doctor are less connected to the public access channels. Sixty-nine percent (69%) were registered on the GAMF waiting list, compared to 82% of French-speakers. To get care for a non-urgent problem, they used the GAP less than French-speakers (42% vs. 52%) and resorted more often to a walk-in clinic (23% vs. 16%) or to a private medical clinic (13%).
- English-speakers have a less robust support network. If they become ill, 46% of English-speakers would turn to their relatives for support, compared to 66% of French-speakers, and 11% would have no one to turn to. English-speakers rely more on public social services institutions (21% vs. 11%) and on friends (18% vs. 11%).
- English-speakers carry a heavier caregiving load, with less support. One in five English-speakers surveyed (19%) provided unpaid care for a vulnerable or dependent person, well above the rate for French-speakers (7%). Of those English-speaking caregivers, almost a third (31%) had NO access to support services and 42% got support only from family or friends.
- **Finally, more English-speakers than French-speakers had used the following services in the last 12 months:**
  - 37% had used the services of a hospital emergency room (vs. 26% of French-speakers)
  - 35% had used the services of Info Santé or Info Social (vs. 25% of French-speakers)
  - 23% had used the services of a health care professional or social services professional for a mental health problem (vs. 14% of French-speakers)
  - 20% had used a hospital service requiring at least one overnight stay (vs. 15% of French-speakers)
  - 8% had used prenatal services (vs. 4% of French-speakers)
- Consulting a doctor in an office or clinic was identical for both groups (80%).



# Access to Doctors

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## Main observations 1/2

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- **Two out of three English-speakers (68%) surveyed had a family doctor.**
  - *This rate was equivalent to that for French-speakers (69%).*
  - *Among English-speakers, the likelihood of having a family doctor rose with age (55% among 18–24-year-olds vs. 84% among those 75+). Access was also higher among wealthier individuals (72% among those with a household income of \$100K+).*
  - *English-speakers who also speak French were more likely to have a family doctor (70%) than unilingual English-speakers (63%).*
  - *English-speakers living in Côte-Nord\* (86 %), Montérégie-Ouest (74%) and the West Island of Montreal (Ouest de l'Île) (73%) had the highest percentages with a family doctor.*
- **Of the English-speakers with a family doctor, 6% used a private practice. The majority (90%) saw doctors in the public network (Clinic, GMF, CLSC).**
  - *Overall, English-speakers were more likely (6%) than their French-speaking counterparts (3%) to report having a family doctor in private practice.*
  - *Among the English-speakers with a family doctor, men (9%), 18–24-year-olds\* (13%) and unilingual English-speakers (9%) were the most likely to use a private practice.*
  - *Regionally, private practice was significantly higher in Montérégie-Est (12%) and the North Island of Montreal (Nord de l'Île) (11%).*
- **Among the English-speakers who chose to use a private medical clinic, 55% did so to avoid long wait times, 36% because they did not have a family doctor in the public system, and 34% to have access to an English-speaking doctor.**
- **Of the English-speakers without a family doctor, 69% were registered on the GAMF waiting list.**
  - *This proportion was lower than for French-speakers (82%).*
  - *Women (74%), those with an annual household income of \$70K+ (\$70K–\$100K: 74%; \$100K+: 75%), bilingual English-speakers (71%), and residents of the Laurentides (87%) were more likely to be registered.*

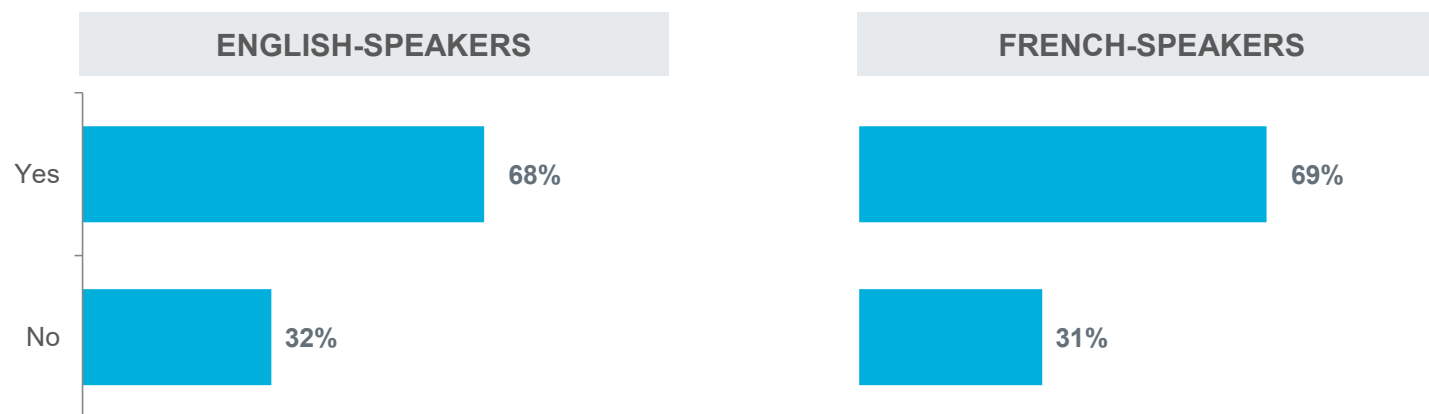
## Main observations 2/2

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- **Of the English-speakers registered on the GAMF, 67% had been waiting more than 2 years for a family doctor.**
  - *This proportion was similar to what was observed among French-speakers (72%).*
  - *English-speakers in Centre-South Island of Montreal (Centre-Sud de l'Île\*) had been waiting the longest (more than 2 years: 78%).*
- **For the English-speakers without a family doctor, the GAP was the most common way to get care for a non-urgent problem (42%), ahead of walk-in clinics (23%), private clinics (13%) and hospital ERs (12%).**
  - *English-speakers used the GAP less (42%) than French-speakers (52%). On the other hand, they were more likely to go to a walk-in clinic (23% vs. 16%).*
  - *Among English-speakers, the GAP was used more by people with higher household incomes (\$100K+: 53%).*

## Access to a family doctor (GP) 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



|     | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|     |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|     | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes | 68      | 66     | 70   | 55    | 63    | 70    | 75    | 84  | 60               | 65          | 69           | 72       | 70                              | 63                 |
| No  | 32      | 34     | 30   | 45    | 37    | 30    | 25    | 16  | 40               | 35          | 31           | 28       | 30                              | 37                 |

## Access to a family doctor (GP) 2/2

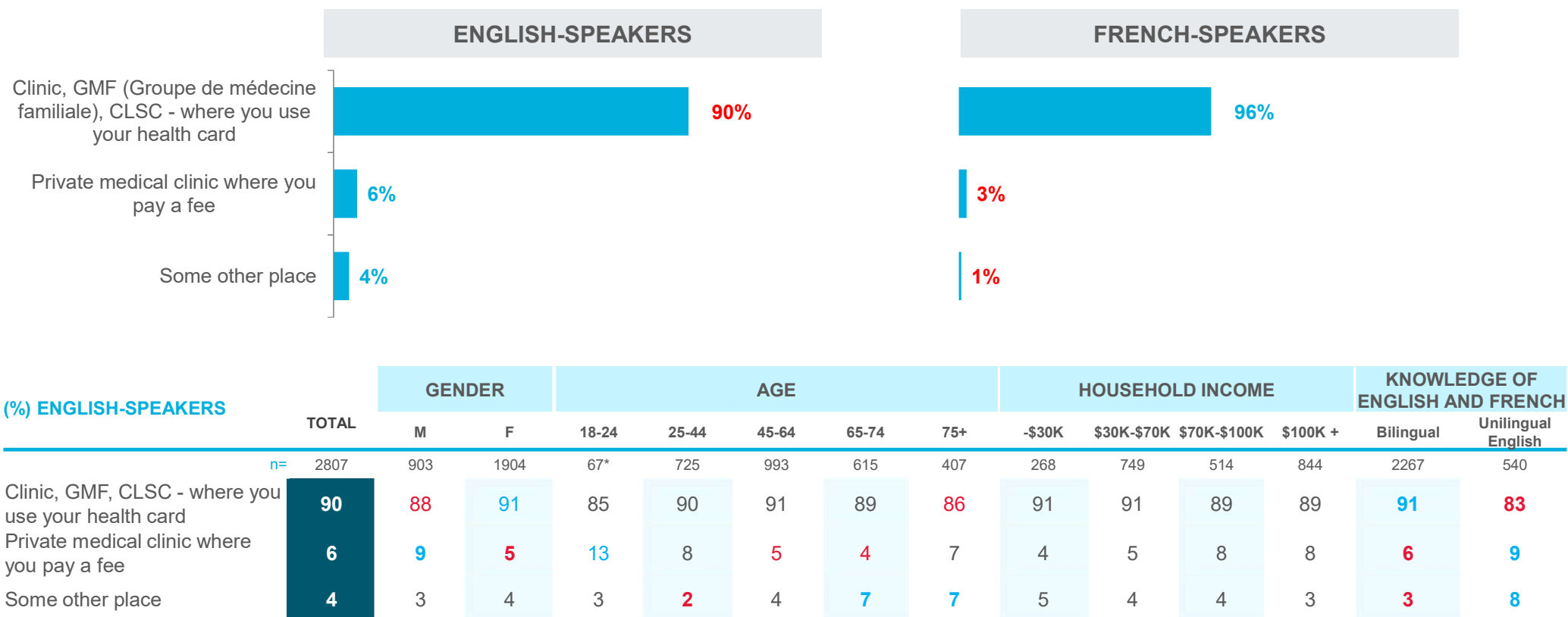
Base: total respondents, English, n= 3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 68      | 54                 | 68     | 73        | 67             | 58                 | 68           | 70          | 65        | 76       | 71    | 72         | 65          | 63                | 71             | 74               | 86        | 68            |
| No                  | 32      | 46                 | 32     | 27        | 33             | 42                 | 32           | 30          | 35        | 24       | 29    | 28         | 35          | 37                | 29             | 26               | 14        | 32            |

\*Interpret the results with caution, as the number of respondents is < 100.

## Type of practice among family doctors 1/2

Base: respondents with a family doctor, English, n=2,807/ French, n= 690



## Type of practice among family doctors 2/2

Base: respondents with a family doctor, English, n=2,807

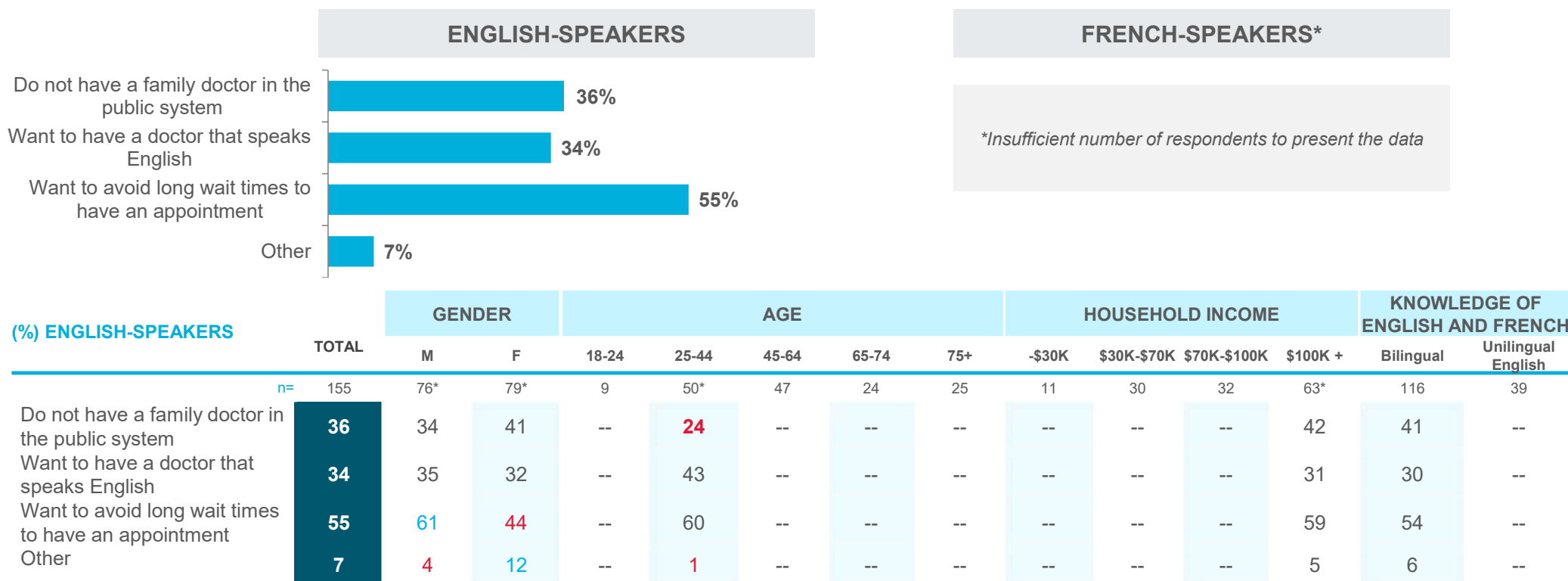
|                                                    |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------------------------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
| (% ENGLISH-SPEAKERS                                |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                    | n= | 2807    | 61*                | 134    | 418       | 274            | 189                | 166          | 166         | 195       | 91*      | 173   | 43         | 231         | 183               | 77*            | 253              | 78*       | 75*           |
| Clinic, GMF, CLSC - where you use your health card |    | 90      | 93                 | 92     | 89        | 90             | 91                 | 87           | 89          | 85        | 81       | 91    | --         | 87          | 85                | 87             | 93               | 100       | 93            |
| Private medical clinic where you pay a fee         |    | 6       | 5                  | 4      | 8         | 7              | 6                  | 11           | 5           | 8         | 7        | 7     | --         | 6           | 10                | 12             | 3                | 0         | 3             |
| Some other place                                   |    | 4       | 2                  | 4      | 3         | 4              | 3                  | 2            | 5           | 7         | 12       | 3     | --         | 7           | 6                 | 1              | 4                | 0         | 3             |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Reasons for choosing a private medical clinic 1/2

Base: respondents who choose to use a private medical clinic, English, n=155/ French, n= 19\*



\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Reasons for choosing a private medical clinic 2/2

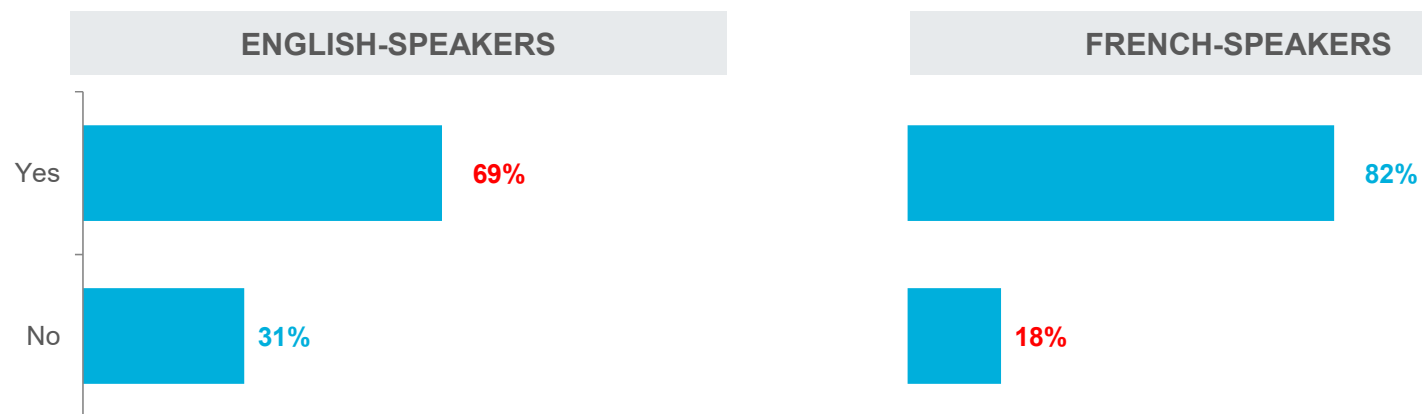
Base: respondents who choose to use a private medical clinic, English, n=155

|                                                      |    | REGIONS |                    |        |           |                      |                    |          |         |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------------------------|----|---------|--------------------|--------|-----------|----------------------|--------------------|----------|---------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
| (% ENGLISH-SPEAKERS                                  |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Île Sud Mtl | Nord Mtl | Est Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                      | n= | 155     | 3                  | 5      | 29        | 14                   | 10                 | 15       | 7       | 11        | 1        | 10    | 1          | 19          | 13                | 8              | 6                | 0         | 3             |
| Do not have a family doctor in the public system     | 36 | --      | --                 | --     | --        | --                   | --                 | --       | --      | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Want to have a doctor that speaks English            | 34 | --      | --                 | --     | --        | --                   | --                 | --       | --      | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Want to avoid long wait times to have an appointment | 55 | --      | --                 | --     | --        | --                   | --                 | --       | --      | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Other                                                | 7  | --      | --                 | --     | --        | --                   | --                 | --       | --      | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Registration on the Family Doctor Waiting List (GAMF) 1/2

Base: respondents without a family doctor, English, n=1,146/ French, n= 310



| n=  | TOTAL | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----|-------|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|     |       | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| Yes | 69    | 64     | 74 | 54    | 66    | 75    | 70    | 76  | 53               | 62          | 74           | 75       | 71                              | 61                 |
| No  | 31    | 36     | 26 | 46    | 34    | 25    | 30    | 24  | 47               | 38          | 26           | 25       | 29                              | 39                 |

\*Interpret the results with caution, as the number of respondents is < 100.

# Registration on the Family Doctor Waiting List (GAMF) 2/2

Base: respondents without a family doctor, English, n=1,146

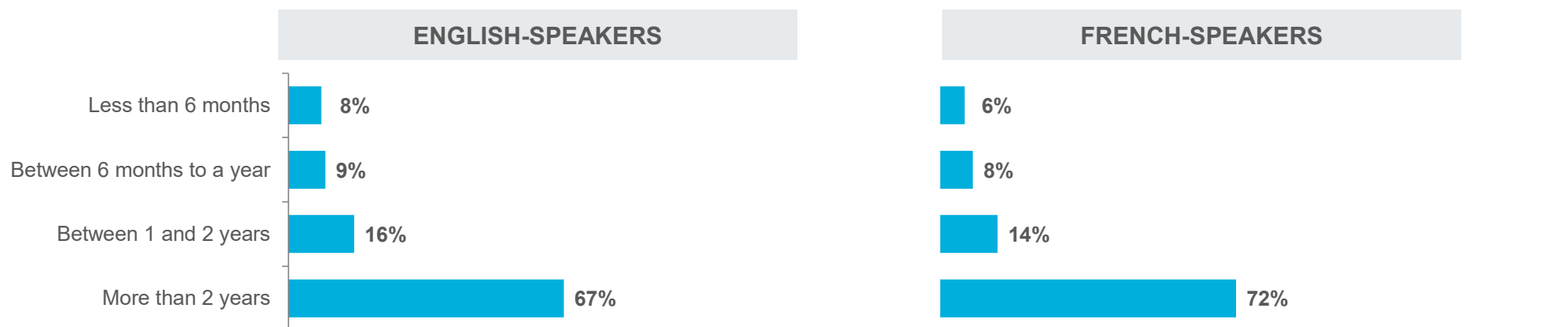
| REGIONS |    |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------|----|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|         |    |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
| TOTAL   |    | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n= 1146 |    | 59*                | 51*    | 128       | 119            | 127                | 75*          | 72*         | 85*       | 22       | 62*   | 15         | 104         | 83*               | 28             | 69*              | 11        | 36            |
| Yes     | 69 | 70                 | 71     | 75        | 58             | 60                 | 63           | 78          | 71        | --       | 65    | --         | 87          | 77                | --             | 71               | --        | --            |
| No      | 31 | 30                 | 29     | 25        | 42             | 40                 | 37           | 22          | 29        | --       | 35    | --         | 13          | 23                | --             | 29               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Length of wait for a family doctor 1/2

Base: respondents registered on the GAMF, English, n=828/ French, n= 252



| ENGLISH-SPEAKERS           |       | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------------|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                            | TOTAL | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n=                         | 828   | 282    | 546 | 35    | 273   | 303   | 155   | 62* | 88*              | 230         | 156          | 229      | 663                             | 165                |
| Less than 6 months         | 8     | 8      | 8   | --    | 7     | 10    | 8     | 8   | 9                | 9           | 11           | 6        | 9                               | 4                  |
| Between 6 months to a year | 9     | 9      | 9   | --    | 9     | 6     | 9     | 8   | 9                | 12          | 8            | 7        | 10                              | 5                  |
| Between 1 and 2 years      | 16    | 14     | 17  | --    | 16    | 17    | 16    | 14  | 15               | 18          | 14           | 16       | 14                              | 21                 |
| More than 2 years          | 67    | 68     | 66  | --    | 67    | 67    | 67    | 70  | 68               | 61          | 67           | 71       | 66                              | 71                 |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Length of wait for a family doctor 2/2

Base: respondents registered on the GAMF, English, n=828

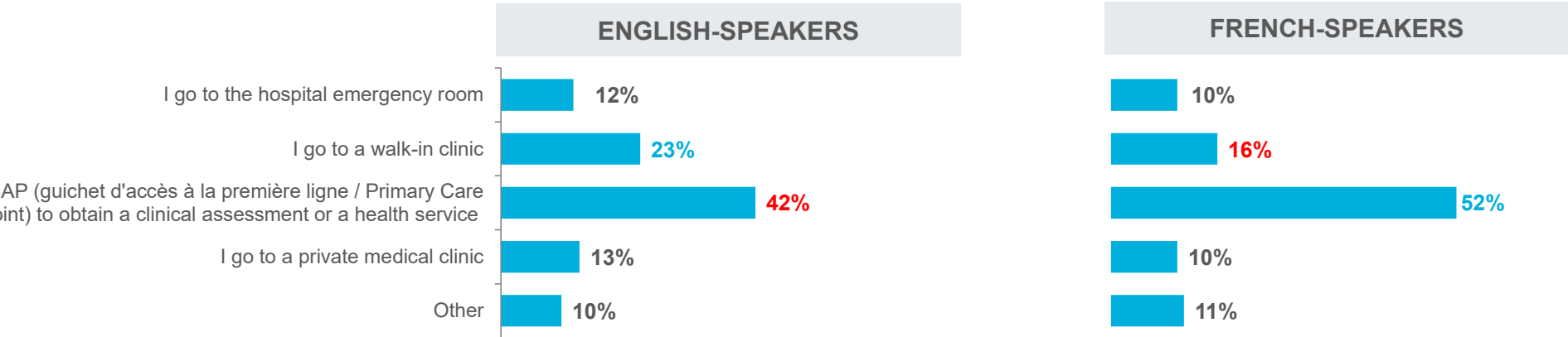
| (% ENGLISH-SPEAKERS        |     | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |
|----------------------------|-----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|
|                            |     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord |
| n=                         | 828 | 44      | 38                 | 98*    | 72*       | 79*            | 49                 | 58*          | 64*         | 12        | 46       | 9     | 91*        | 63*         | 22                | 51*            | 4                | 28        |
| Less than 6 months         | 8   | --      | --                 | 4      | 15        | 8              | --                 | 7            | 2           | --        | --       | --    | 7          | 15          | --                | 9              | --               | --        |
| Between 6 months to a year | 9   | --      | --                 | 11     | 9         | 3              | --                 | 13           | 6           | --        | --       | --    | 8          | 10          | --                | 13             | --               | --        |
| Between 1 and 2 years      | 16  | --      | --                 | 22     | 13        | 12             | --                 | 9            | 15          | --        | --       | --    | 24         | 10          | --                | 7              | --               | --        |
| More than 2 years          | 67  | --      | --                 | 63     | 62        | 78             | --                 | 70           | 77          | --        | --       | --    | 61         | 65          | --                | 70             | --               | --        |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Usual ways of accessing non-urgent medical care 1/2

Base: respondents without a family doctor, English, n=1,146/ French, n= 310



| ENGLISH-SPEAKERS                                                        |       | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-------------------------------------------------------------------------|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
| (%)                                                                     | TOTAL | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n=                                                                      | 1146  | 426    | 720 | 60*   | 395   | 407   | 204   | 80* | 144              | 343         | 208          | 297      | 893                             | 253                |
| I go to the hospital emergency room                                     | 12    | 14     | 9   | 7     | 13    | 10    | 11    | 15  | 19               | 13          | 17           | 4        | 11                              | 13                 |
| I go to a walk-in clinic                                                | 23    | 27     | 19  | 34    | 25    | 23    | 13    | 10  | 30               | 31          | 19           | 14       | 24                              | 21                 |
| I use the GAP (...) to obtain a clinical assessment or a health service | 42    | 38     | 45  | 40    | 40    | 41    | 54    | 41  | 32               | 36          | 42           | 53       | 41                              | 42                 |
| I go to a private medical clinic                                        | 13    | 14     | 13  | 11    | 13    | 14    | 13    | 16  | 4                | 12          | 13           | 18       | 14                              | 11                 |
| Other                                                                   | 10    | 8      | 13  | 9     | 9     | 12    | 9     | 18  | 16               | 9           | 10           | 10       | 10                              | 13                 |

## Usual ways of accessing non-urgent medical care 2/2

Base: respondents without a family doctor, English, n=1,146

| (% ENGLISH-SPEAKERS                                                     |    | REGIONS |                    |        |               |                      |                    |              |             |            |          |       |            |             |                   |                |                  |           |               |
|-------------------------------------------------------------------------|----|---------|--------------------|--------|---------------|----------------------|--------------------|--------------|-------------|------------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                                         |    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Ouest Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outa-ouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                                         | n= | 1146    | 59*                | 51*    | 128           | 119                  | 127                | 75*          | 72*         | 85*        | 22       | 62*   | 15         | 104         | 83*               | 28             | 69*              | 11        | 36            |
| I go to the hospital emergency room                                     | 12 | 10      | 23                 | 10     | 15            | 9                    | 14                 | 8            | 12          | --         | 13       | --    | 12         | 3           | --                | 11             | --               | --        | --            |
| I go to a walk-in clinic                                                | 23 | 9       | 9                  | 27     | 27            | 33                   | 33                 | 29           | 16          | --         | 25       | --    | 20         | 15          | --                | 16             | --               | --        | --            |
| I use the GAP (...) to obtain a clinical assessment or a health service | 42 | 51      | 34                 | 46     | 38            | 38                   | 36                 | 46           | 46          | --         | 27       | --    | 35         | 50          | --                | 46             | --               | --        | --            |
| I go to a private medical clinic                                        | 13 | 16      | 14                 | 9      | 13            | 7                    | 8                  | 7            | 13          | --         | 20       | --    | 17         | 21          | --                | 24             | --               | --        | --            |
| Other                                                                   | 10 | 14      | 21                 | 9      | 8             | 13                   | 9                  | 10           | 13          | --         | 15       | --    | 16         | 11          | --                | 3              | --               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

The background is a blue-tinted photograph of several wooden blocks. Some blocks have simple smiley face carvings, while one block in the center has a crown carved on top. The blocks are arranged in a way that creates a sense of depth, with some in sharp focus and others blurred in the background.

# Satisfaction with Access to Health Care and Social Services in English

ASKED OF ENGLISH-SPEAKERS ONLY

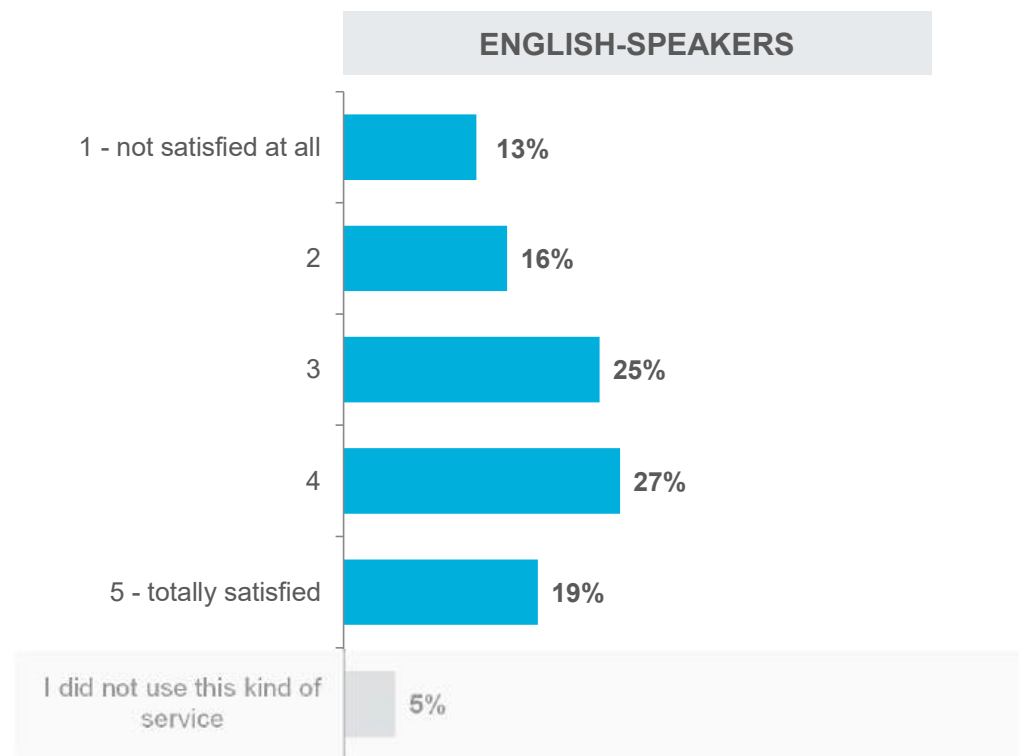
## Main observations

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- **Of the English-speakers, 13% reported that they were “not satisfied at all” (1/5) with the availability of the health care and social services in English in their region (excluding “did not use”)\*.**
  - *English-speaking females were more likely to report that they were “not satisfied at all” with the availability of the health care and social services in English (15%) than their male counterparts (10%).*
  - *English-speakers 45-64 years of age (19%) were the most likely to report being “not satisfied at all” with the availability of the health care and social services in English.*
  - *More residents of the National Capital (Capitale-Nationale)\*\* (29%), East Island of Montreal (Est de l'Île) (18%) and Laurentides (18%) were also “not satisfied at all.”*

## Satisfaction with availability of local health and social services in English 1/2

Base: total English respondents, n=3,953 /excluding I didn't use this kind of service, n=3,747



## Satisfaction with availability of local health and social services in English 2/2

Base: total English respondents, n=3,953 /excluding I didn't use this kind of service, n=3,747

| GENDER                   |    | AGE   |       |       |       |      |        |             | HOUSEHOLD INCOME |          |           |                    | KNOWLEDGE OF ENGLISH AND FRENCH |     |
|--------------------------|----|-------|-------|-------|-------|------|--------|-------------|------------------|----------|-----------|--------------------|---------------------------------|-----|
|                          |    | 18-24 | 25-44 | 45-64 | 65-74 | 75+  | -\$30K | \$30K-\$70K | \$70K-\$100K     | \$100K + | Bilingual | Unilingual English |                                 |     |
| TOTAL                    |    | M     | F     |       |       |      |        |             |                  |          |           |                    |                                 |     |
| n= 3747                  |    | 1254  | 2493  | 118   | 1068  | 1343 | 753    | 465         | 386              | 1042     | 682       | 1089               | 2981                            | 766 |
| 1 - not satisfied at all | 13 | 10    | 15    | 3     | 11    | 19   | 11     | 6           | 13               | 12       | 12        | 13                 | 13                              | 14  |
| 2                        | 16 | 15    | 17    | 12    | 16    | 20   | 15     | 10          | 18               | 17       | 15        | 16                 | 16                              | 19  |
| 3                        | 25 | 23    | 28    | 29    | 25    | 23   | 27     | 28          | 27               | 25       | 23        | 24                 | 25                              | 25  |
| 4                        | 27 | 29    | 25    | 30    | 26    | 24   | 31     | 35          | 22               | 28       | 29        | 26                 | 27                              | 26  |
| 5 - totally satisfied    | 19 | 23    | 14    | 26    | 22    | 14   | 16     | 21          | 20               | 19       | 20        | 21                 | 20                              | 16  |

| (% ) ENGLISH-SPEAKERS    |      | REGIONS |                    |        |           |                   |                 |          |         |             |            |       |              |               |                     |                  |                    |            |               |
|--------------------------|------|---------|--------------------|--------|-----------|-------------------|-----------------|----------|---------|-------------|------------|-------|--------------|---------------|---------------------|------------------|--------------------|------------|---------------|
|                          |      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre- Ouest Mtl | Centre- Sud Mtl | Nord Mtl | Est Mtl | Outa- ouais | Gaspé- sie | Laval | Lanau- dière | Lauren- tides | Monté- régie Centre | Monté- régie Est | Monté- régie Ouest | Côte- Nord | Other regions |
| n=                       | 3747 | 97*     | 174                | 530    | 383       | 294               | 228             | 226      | 268     | 101         | 224        | 47    | 317          | 260           | 97*                 | 313              | 81*                | 107        |               |
| 1 - not satisfied at all | 13   | 29      | 13                 | 10     | 8         | 9                 | 8               | 18       | 16      | 12          | 16         | --    | 18           | 11            | 13                  | 14               | 15                 | 27         |               |
| 2                        | 16   | 15      | 10                 | 9      | 15        | 12                | 16              | 20       | 20      | 17          | 16         | --    | 25           | 23            | 20                  | 17               | 13                 | 33         |               |
| 3                        | 25   | 17      | 26                 | 25     | 24        | 24                | 26              | 25       | 25      | 28          | 29         | --    | 23           | 32            | 28                  | 23               | 45                 | 23         |               |
| 4                        | 27   | 26      | 31                 | 31     | 33        | 30                | 26              | 23       | 26      | 28          | 23         | --    | 22           | 22            | 22                  | 27               | 21                 | 13         |               |
| 5 - totally satisfied    | 19   | 12      | 20                 | 25     | 20        | 25                | 23              | 14       | 14      | 16          | 16         | --    | 12           | 12            | 17                  | 20               | 6                  | 5          |               |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP 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?



# Preferred Language for Health Care and Social Services + Interpretation

ASKED OF ENGLISH-SPEAKERS ONLY

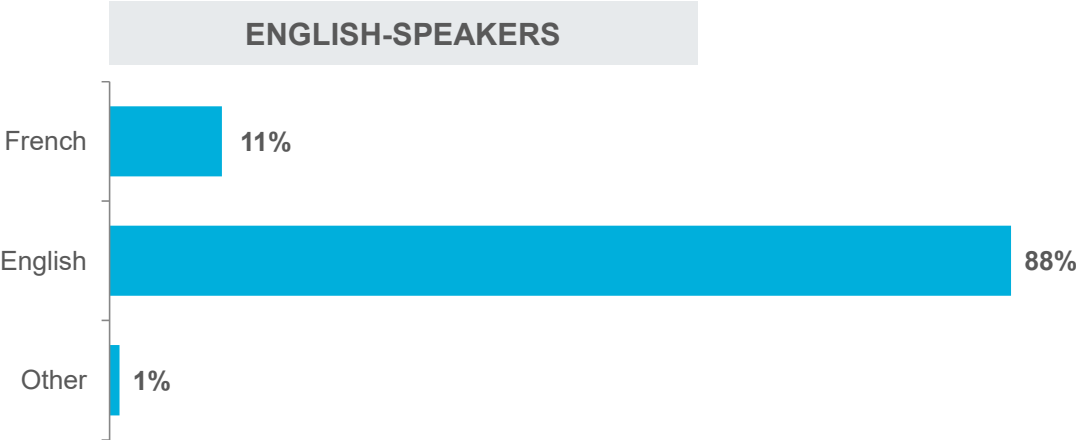
life to ideas

## Main observations

- **English is the preferred language for the majority of English-speakers (88%) when it comes to receiving health care services\*.**
  - *This preference increases with age: while 81% of 18–24-year-olds chose English, this rose to 94% among those age 75 and older.*
  - *Unsurprisingly, English-speakers who also speak French were less likely to choose English (86%) than unilingual English-speakers (97%).*
  - *English was also chosen slightly more often by women (90%) than men (86%).*
  - *English-speakers living in the West Island of Montreal (94%) were more likely to choose English, while those residing in the Laurentides (82%), Montérégie-Est (81%), National Capital (Capitale-Nationale) (75%) and Lanaudière (69%\*\*) had the lowest percentages choosing English as the language in which to receive health care services.*
- **The trend is similar for social services: the majority of English-speakers (90%) prefer to receive services in English\*.**
  - *This preference increases with age: while 82% of 18–24-year-olds chose English, this rose to 93% among those age 75 and older.*
  - *Unsurprisingly, English-speakers who also speak French were less likely to choose English (88%) than unilingual English-speakers (98%).*
  - *English was also chosen slightly more often by women (92%) than by men (88%).*
  - *English-speakers living in the West Island of Montreal (96%) and Gaspésie (98%) were more likely to choose English, while those residing in the National Capital (Capitale-Nationale) (77%), Laval (83%), Lanaudière (73%\*\*), Laurentides (86%), Montérégie-Centre (84%) and Montérégie-Est (83%) had the lowest percentages choosing English as the language in which to receive social services.*
- **Among all the English-speakers, 16% needed interpretive support during a health care or social services visit, but the facility did not or could not provide it\*.**
  - *This proportion was higher among those age 25 to 44 and tends to decline with age (8% among those 75 and older). It was also higher among those with a household income of \$30K to \$70K (19%) and unilingual English-speakers (25%), compared to 13% among those who can also speak French.*
  - *This unmet need was higher among those residing on the Côte-Nord (33%\*\*), in the Laurentides (23%), Outaouais (21%) and East Island of Montreal (20%).*
- **Among English-speakers who needed interpretive support but did not receive it, half (52%) tried to manage on their own, while 10% did not receive the service\*.**
  - *Unilingual English-speakers were less likely to manage on their own (34%) than bilingual English-speakers (59%). They were more likely to use other means or to give up on receiving the service (16% vs. 8% among those who also speak French).*

# Preferred language for health services 1/2

Base: total English respondents, n=3,953



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| French                | 11      | 13     | 10   | 18    | 14    | 10    | 8     | 5   | 12               | 13          | 12           | 12       | 14                              | 2                  |
| English               | 88      | 86     | 90   | 81    | 86    | 89    | 91    | 94  | 88               | 86          | 88           | 88       | 86                              | 97                 |
| Other                 | 1       | 1      | 1    | 1     | 0     | 1     | 1     | 0   | 0                | 1           | 1            | 0        | 1                               | 1                  |

## Preferred language for health services 2/2

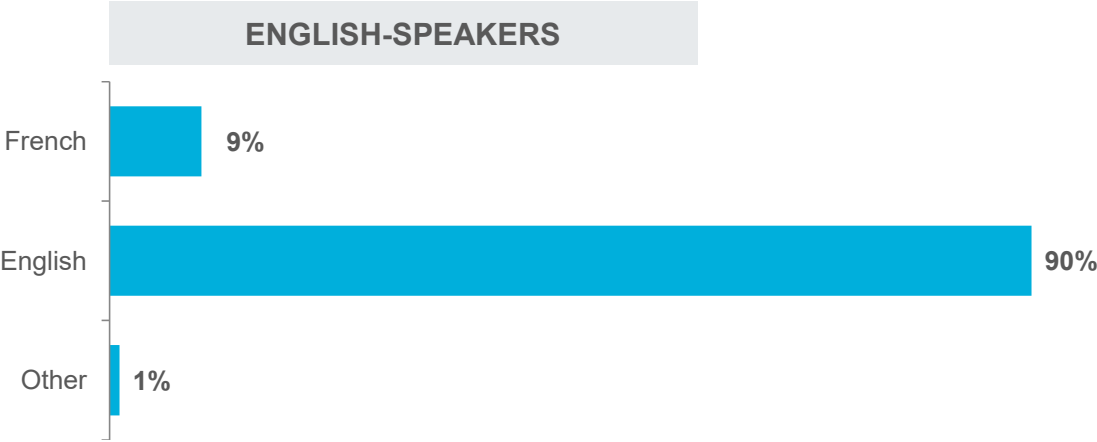
Base: total English respondents, n=3,953

| (% ) ENGLISH-SPEAKERS |    | REGIONS |                    |        |               |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|-----------------------|----|---------|--------------------|--------|---------------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                       |    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                       | n= | 3953    | 120                | 185    | 546           | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| French                |    | 11      | 23                 | 13     | 6             | 9              | 9                  | 15           | 13          | 11        | 11       | 15    | 31         | 17          | 12                | 18             | 11               | 10        | 11            |
| English               |    | 88      | 75                 | 86     | 94            | 90             | 91                 | 84           | 87          | 89        | 89       | 85    | 69         | 82          | 84                | 81             | 89               | 90        | 88            |
| Other                 |    | 1       | 2                  | 0      | 0             | 1              | 0                  | 0            | 0           | 0         | 0        | 0     | 0          | 1           | 3                 | 1              | 0                | 0         | 1             |

\*Interpret the results with caution, as the number of respondents is < 100.

# Preferred language for social services 1/2

Base: total English respondents, n=3,953



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| French                | 9       | 11     | 7    | 17    | 10    | 8     | 8     | 7   | 9                | 10          | 11           | 10       | 11                              | 1                  |
| English               | 90      | 88     | 92   | 82    | 89    | 90    | 92    | 93  | 91               | 88          | 88           | 89       | 88                              | 98                 |
| Other                 | 1       | 1      | 1    | 2     | 1     | 1     | 0     | 0   | 1                | 1           | 1            | 1        | 1                               | 1                  |

## Preferred language for social services 2/2

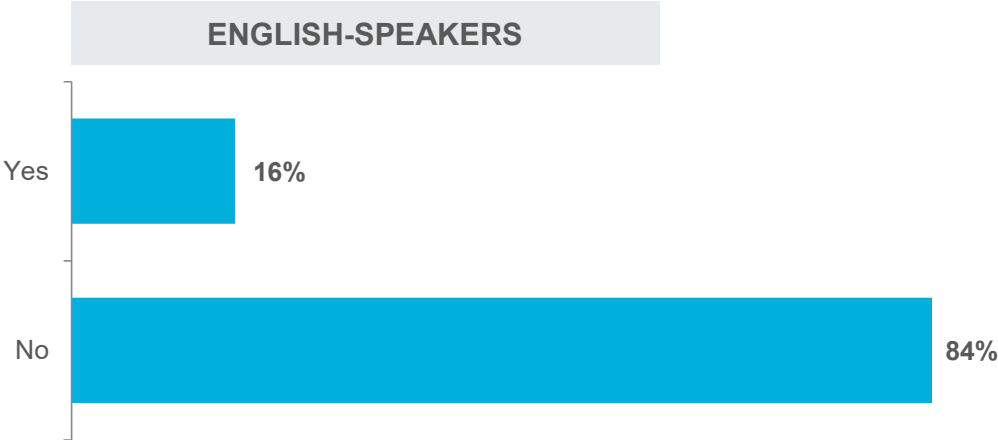
Base: total English respondents, n=3,953

| (% ) ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|-----------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                       |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                       | n= | 3953    | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| French                | 9  | 21      | 9                  | 3      | 8         | 7              | 13                 | 11           | 8           | 1         | 16       | 27    | 14         | 11          | 17                | 8              | 8                | 11        |               |
| English               | 90 | 77      | 90                 | 96     | 91        | 91             | 87                 | 88           | 92          | 98        | 83       | 73    | 86         | 84          | 83                | 91             | 92               | 87        |               |
| Other                 | 1  | 1       | 1                  | 1      | 1         | 1              | 0                  | 0            | 0           | 1         | 1        | 0     | 0          | 5           | 0                 | 1              | 0                | 2         |               |

\*Interpret the results with caution, as the number of respondents is < 100.

# Patients who needed but did not receive interpretation support 1/2

Base: total English respondents, n=3,953



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                   | 16      | 16     | 15   | 21    | 19    | 15    | 10    | 8   | 19               | 19          | 17           | 12       | 13                              | 25                 |
| No                    | 84      | 84     | 85   | 79    | 81    | 85    | 90    | 92  | 81               | 81          | 83           | 88       | 87                              | 75                 |

## Patients who needed but did not receive interpretation support 2/2

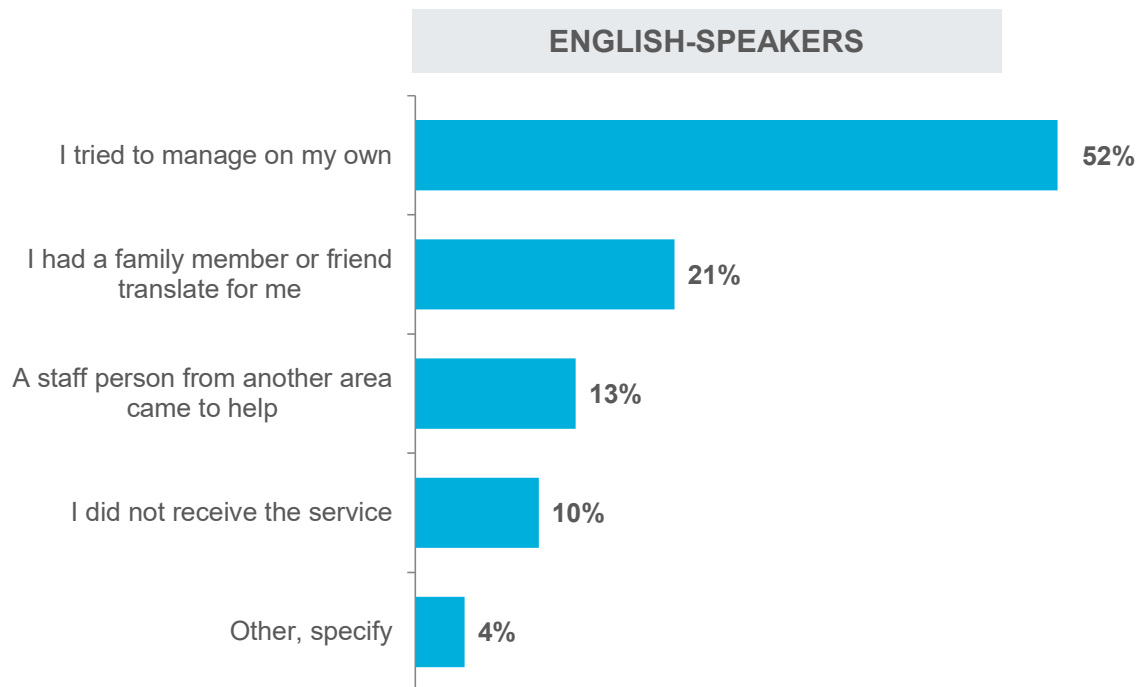
Base: total English respondents, n=3,953

| (% ) ENGLISH-SPEAKERS |    | REGIONS |                    |        |               |                       |                     |              |             |             |            |       |              |               |                     |                  |                    |            |               |
|-----------------------|----|---------|--------------------|--------|---------------|-----------------------|---------------------|--------------|-------------|-------------|------------|-------|--------------|---------------|---------------------|------------------|--------------------|------------|---------------|
|                       |    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre- Ouest Île Mtl | Centre- Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outa- ouais | Gaspé- sie | Laval | Lanau- dière | Lauren- tides | Monté- régie Centre | Monté- régie Est | Monté- régie Ouest | Côte- Nord | Other regions |
|                       | n= | 3953    | 120                | 185    | 546           | 393                   | 316                 | 241          | 238         | 280         | 113        | 235   | 58*          | 335           | 266                 | 105              | 322                | 89*        | 111           |
| Yes                   |    | 16      | 21                 | 16     | 11            | 10                    | 12                  | 14           | 20          | 21          | 20         | 18    | 10           | 23            | 15                  | 21               | 13                 | 33         | 37            |
| No                    |    | 84      | 79                 | 84     | 89            | 90                    | 88                  | 86           | 80          | 79          | 80         | 82    | 90           | 77            | 85                  | 79               | 87                 | 67         | 63            |

\*Interpret the results with caution, as the number of respondents is < 100.

## How patients managed without interpretation support 1/2

Base: English respondents who needed interpretation support but did not get it, n=577



# How patients managed without interpretation support 2/2

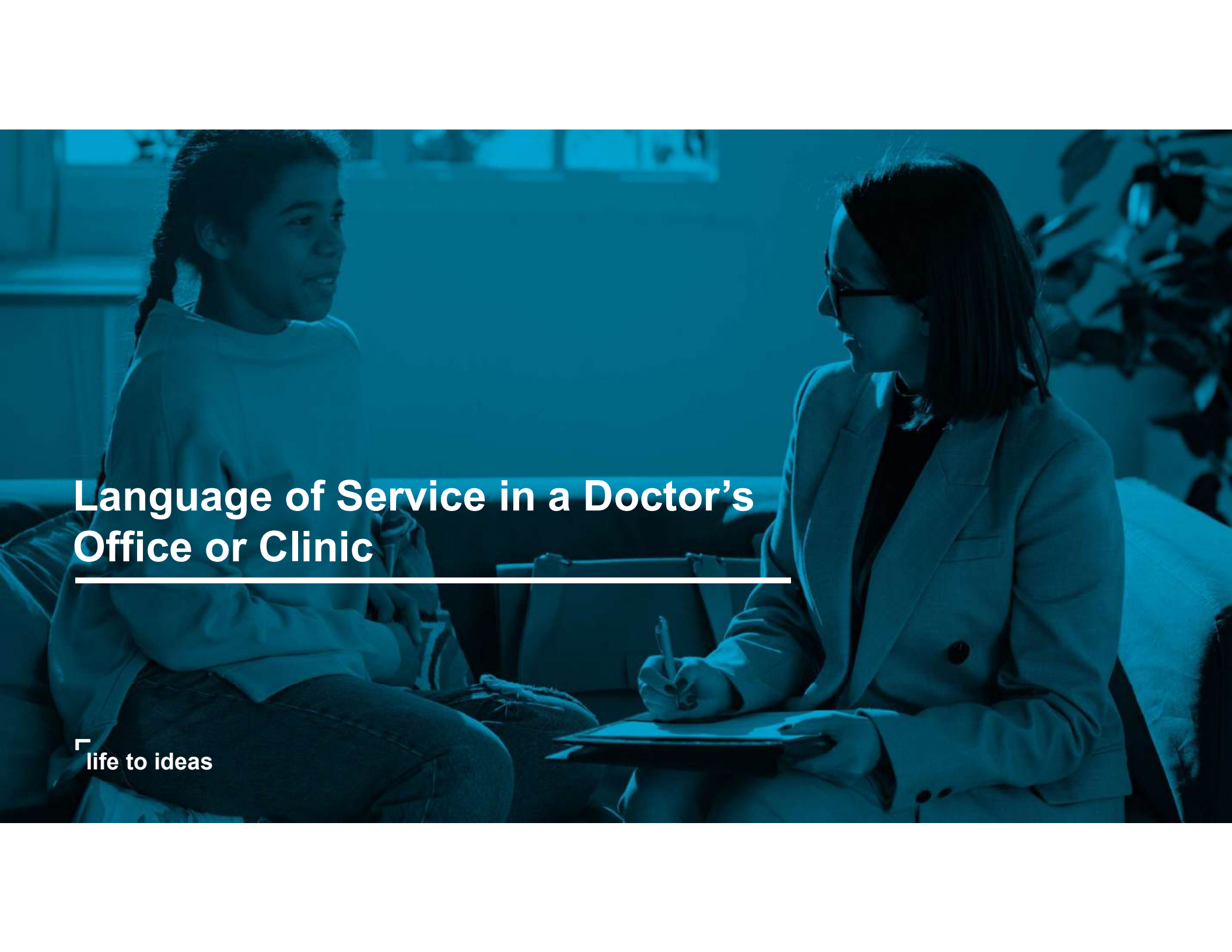
Base: English respondents who needed interpretation support but did not get it, n=577

| (% ) ENGLISH-SPEAKERS                            |        | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |
|--------------------------------------------------|--------|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|
|                                                  |        | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual |
|                                                  | n= 577 | 183    | 394 | 22  | 208   | 207   | 100   | 40    | 78*              | 179    | 108         | 133          | 394                             | 183       |
| I tried to manage on my own                      | 52     | 48     | 55  | --  | 57    | 46    | 46    | --    | 49               | 50     | 60          | 51           | 59                              | 34        |
| I had a family member or friend translate for me | 21     | 23     | 20  | --  | 17    | 24    | 30    | --    | 15               | 25     | 19          | 16           | 19                              | 26        |
| A staff person from another area came to help    | 13     | 16     | 10  | --  | 15    | 10    | 9     | --    | 11               | 14     | 12          | 16           | 12                              | 16        |
| I did not receive the service                    | 10     | 8      | 12  | --  | 8     | 16    | 10    | --    | 18               | 8      | 8           | 10           | 8                               | 16        |
| Other, specify                                   | 4      | 4      | 4   | --  | 3     | 4     | 6     | --    | 8                | 3      | 1           | 7            | 3                               | 8         |

| REGIONS                                          |     |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|--------------------------------------------------|-----|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                  |     |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
| TOTAL                                            |     | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                               | 577 | 22                 | 25     | 45        | 36             | 40                 | 34           | 39          | 56*       | 17       | 33    | 6          | 61*         | 38                | 19             | 47               | 21        | 38            |
| I tried to manage on my own                      | 52  | --                 | --     | --        | --             | --                 | --           | --          | 44        | --       | --    | --         | 40          | --                | --             | --               | --        | --            |
| I had a family member or friend translate for me | 21  | --                 | --     | --        | --             | --                 | --           | --          | 30        | --       | --    | --         | 22          | --                | --             | --               | --        | --            |
| A staff person from another area came to help    | 13  | --                 | --     | --        | --             | --                 | --           | --          | 14        | --       | --    | --         | 20          | --                | --             | --               | --        | --            |
| I did not receive the service                    | 10  | --                 | --     | --        | --             | --                 | --           | --          | 9         | --       | --    | --         | 7           | --                | --             | --               | --        | --            |
| Other, specify                                   | 4   | --                 | --     | --        | --             | --                 | --           | --          | 4         | --       | --    | --         | 11          | --                | --             | --               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.



## Language of Service in a Doctor's Office or Clinic

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life to ideas

## Main observations 1/2

- **Eighty percent (80%) of the English-speakers surveyed had used the services of a doctor (in his/her office or clinic) for themselves or for someone they helped.**
  - *The rate was similar for French-speakers (80%).*
  - *Among English-speakers, higher rates were found among females (82%), those with an annual household income of \$100K+ (82%) and residents of the Côte-Nord (95%\*\*).*
  - *Doctor visits also increased with age, rising from 71% among 18–24-year-olds to 89% among those 75 and older.*
- **Of the English-speakers who had consulted a doctor (in his/her office or clinic), 23% had not been served in English\*.**
  - *English-speakers who had used the services of a doctor and were 75 years+ of age were the most likely to report having been served in English (86%). Men were also more likely to have been served in English (80%) than women (75%).*
  - *English-speakers who had used the services of a doctor (in his/her office or clinic) and were bilingual were more likely to report not having been served in English (26%) than their unilingual English counterparts (8%).*
  - *English-speakers who had used the services of a doctor were more likely not to have been served in English in the following regions: NCR (National Capital) (65%), Montérégie-Est (41%\*\*), Estrie (33%), East Island of Montreal (33%) and Laurentides (31%).*
- **Twenty percent (20%) of the English-speakers who had been served in English by a doctor (in his/her office or clinic) reported having had to ask for the service in English\*.**
  - *This rate was higher for unilingual English-speakers (24%), those with a household income of \$30K-\$70K (24%), females (22%) and those age 25-44 (22%), as well as for residents of Montérégie-Centre (31%\*\*), Outaouais (30%), East Island of Montreal (28%), Montérégie-Est (26%) and Laurentides (26%).*
- **Of the English-speakers who had been served in English by a doctor (in his/her office or clinic), 80% reported that it was very important to have been served in English\*.**
  - *English-speakers who had been served in English and were 75 years of age or older (85%), women (83%) and unilingual English-speakers (97%) were the most likely to report that having been served in English was very important.*
  - *More residents of the West Island of Montreal (Ouest de l'Île) (85%) and Côte-Nord (94%\*\* ) also said that having been served in English was very important.*

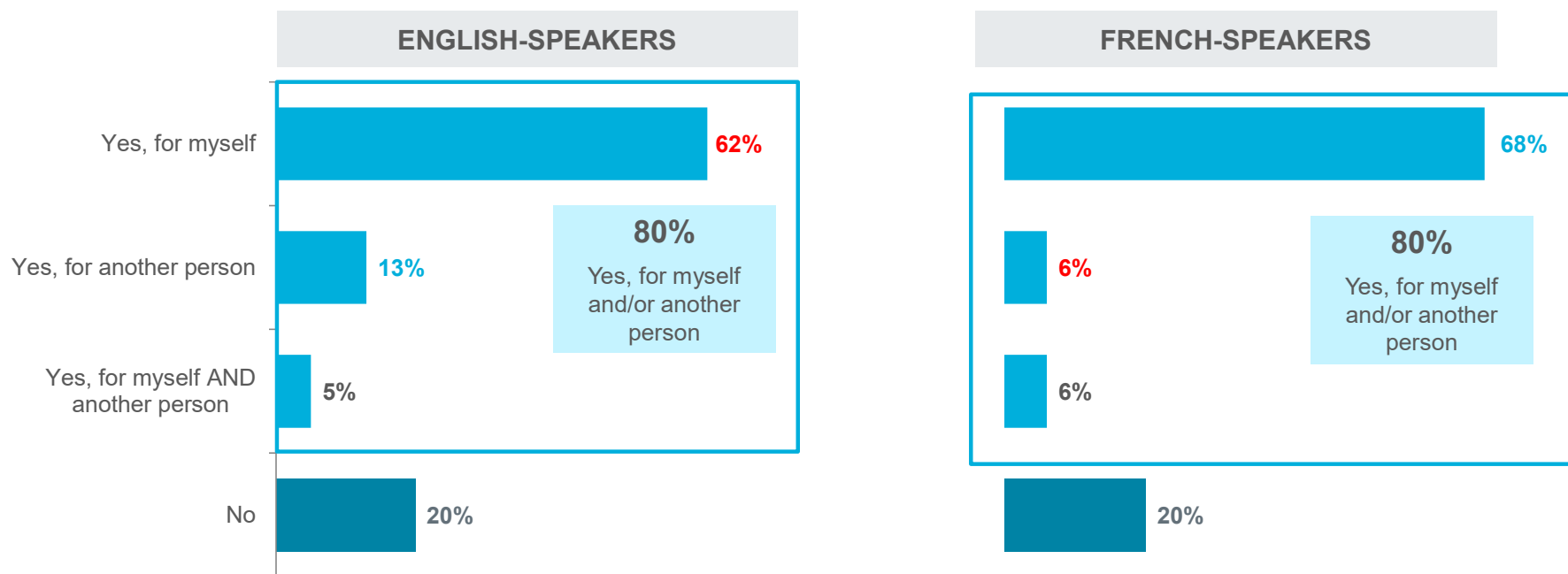
## Main observations 2/2

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- One-fifth (19%) of the English-speakers who had not been served in English when they went to a doctor's office or clinic mentioned that they had requested service in English\*.
  - *This rate was higher for females (22%).*
- Of the English-speakers who had not been served in English by a doctor (in his/her office or clinic), 36% reported that it would have been very important to have received the service in English\*.
  - *Of the English-speakers who had not been served in English, those with a household income under \$30K (49%\*\*), those with a household income of \$30K-\$70K (42%), those age 45-64 (41%) and females (40%) were the most likely to report that English language services are very important.*

## Visited a doctor within the previous year 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



## Visited a doctor within the previous year 2/2

Base: total respondents, English, n=3,953

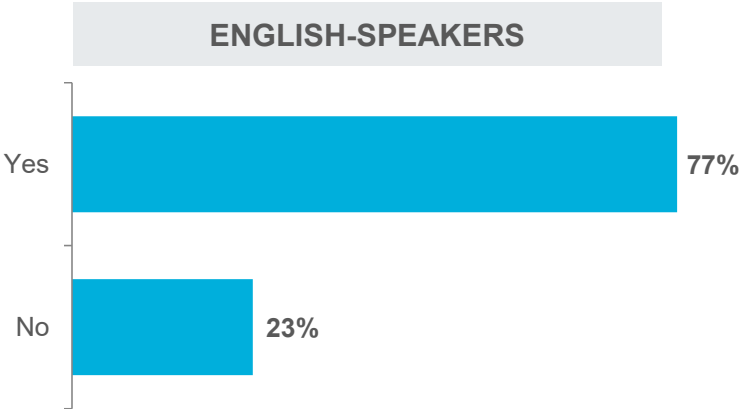
| n=                                    | TOTAL | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------|-------|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                       |       | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| Yes, for myself and/or another person | 80    | 77     | 82 | 71    | 76    | 80    | 85    | 89  | 72               | 78          | 81           | 82       | 80                              | 79                 |
| Yes, for myself                       | 62    | 61     | 63 | 55    | 57    | 61    | 72    | 77  | 60               | 60          | 59           | 65       | 62                              | 61                 |
| Yes, for another person               | 13    | 11     | 14 | 11    | 15    | 15    | 9     | 6   | 9                | 13          | 15           | 13       | 13                              | 12                 |
| Yes, for myself AND another person    | 5     | 4      | 5  | 6     | 4     | 4     | 4     | 6   | 3                | 5           | 6            | 3        | 4                               | 5                  |
| No                                    | 20    | 23     | 18 | 29    | 24    | 20    | 15    | 11  | 28               | 22          | 19           | 18       | 20                              | 21                 |

| (% ) ENGLISH-SPEAKERS                 |      | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |
|---------------------------------------|------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|
|                                       |      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord |
| n=                                    | 3953 | 120     | 185                | 546    | 393       | 316            | 241                | 238          | 280         | 113       | 235      | 58*   | 335        | 266         | 105               | 322            | 89*              | 111       |
| Yes, for myself and/or another person | 80   | 82      | 85                 | 82     | 77        | 79             | 77                 | 81           | 78          | 82        | 75       | 64    | 81         | 79          | 82                | 80             | 95               | 87        |
| Yes, for myself                       | 62   | 64      | 62                 | 65     | 64        | 65             | 65                 | 60           | 57          | 60        | 55       | 54    | 59         | 63          | 68                | 60             | 77               | 58        |
| Yes, for another person               | 13   | 13      | 19                 | 14     | 9         | 10             | 6                  | 15           | 16          | 19        | 15       | 4     | 16         | 9           | 9                 | 16             | 9                | 15        |
| Yes, for myself AND another person    | 5    | 5       | 4                  | 3      | 4         | 4              | 6                  | 6            | 4           | 3         | 5        | 6     | 6          | 7           | 4                 | 4              | 10               | 13        |
| No                                    | 20   | 18      | 15                 | 18     | 23        | 21             | 23                 | 19           | 22          | 18        | 25       | 36    | 19         | 21          | 18                | 20             | 5                | 13        |

\*Interpret the results with caution, as the number of respondents is < 100.

# Served in English when visiting a doctor 1/2

Base: English respondents who have used service of a doctor, n=3,328



| n=  |    | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----|----|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|     |    | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| Yes | 77 | 80     | 75 | 71    | 77    | 75    | 80    | 86  | 80               | 76          | 77           | 77       | 74                              | 92                 |
| No  | 23 | 20     | 25 | 29    | 23    | 25    | 20    | 14  | 20               | 24          | 23           | 23       | 26                              | 8                  |

## Served in English when visiting a doctor 2/2

Base: English respondents who have used service of a doctor, n=3,328

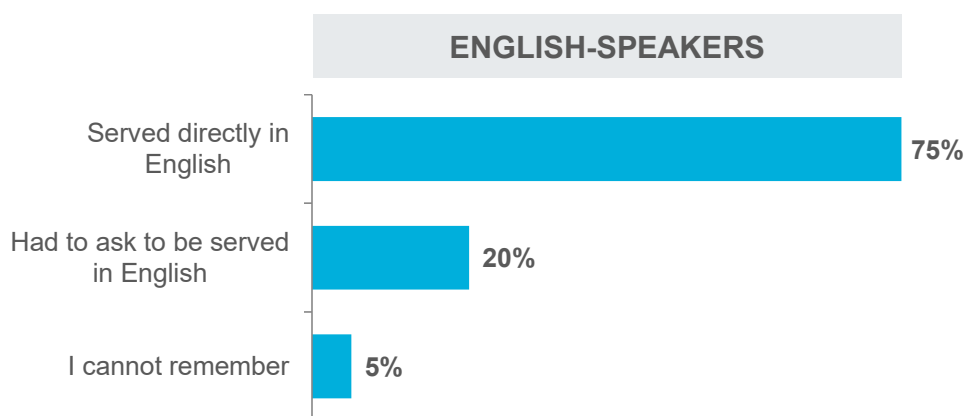
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3228 | 101                | 154    | 461       | 311            | 257                | 189          | 195         | 222       | 96*      | 182   | 40         | 269         | 219               | 88*            | 264              | 83*       | 97*           |
| Yes                 | 77      | 35                 | 67     | 92        | 88             | 82                 | 73           | 67          | 81        | 78       | 67    | --         | 69          | 74                | 59             | 77               | 81        | 54            |
| No                  | 23      | 65                 | 33     | 8         | 12             | 18                 | 27           | 33          | 19        | 22       | 33    | --         | 31          | 26                | 41             | 23               | 19        | 46            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Requested and received service in English when visiting a doctor 1/2

Base: English respondents who have been served in English when they saw the doctor, n=2,456



| (% ) ENGLISH-SPEAKERS              | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                    |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                    | n= 2456 | 815    | 1641 | 58*   | 634   | 853   | 547   | 364 | 240              | 660         | 445          | 729      | 1858                            | 598                |
| Served directly in English         | 75      | 79     | 72   | 68    | 72    | 73    | 82    | 89  | 77               | 72          | 73           | 78       | 76                              | 73                 |
| Had to ask to be served in English | 20      | 17     | 22   | 26    | 22    | 21    | 17    | 9   | 21               | 24          | 21           | 17       | 19                              | 24                 |
| I cannot remember                  | 5       | 4      | 6    | 6     | 6     | 6     | 2     | 2   | 3                | 5           | 5            | 5        | 6                               | 3                  |

\*Interpret the results with caution, as the number of respondents is < 100.

## Requested and received service in English when visiting a doctor 2/2

Base: English respondents who have been served in English when they saw the doctor, n=2,456

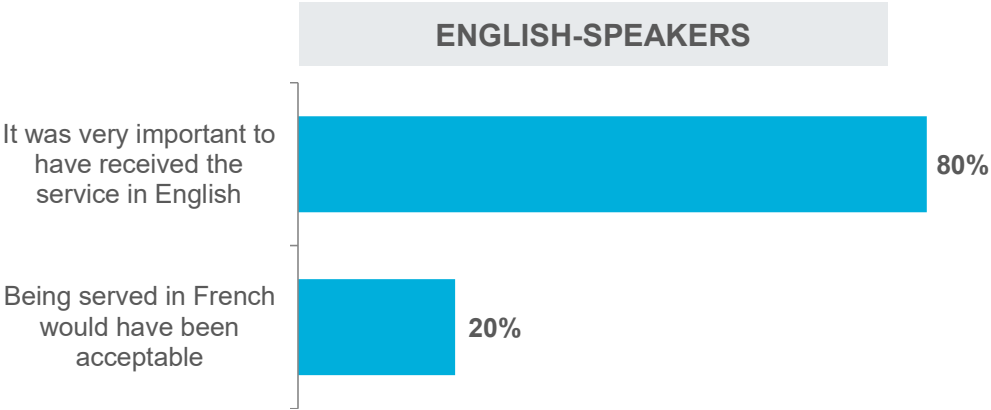
| (% ENGLISH-SPEAKERS                | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                 | 2456    | 29                 | 107    | 427       | 284            | 208                | 139          | 125         | 178       | 79*      | 128   | 11         | 194         | 162               | 52*            | 208              | 74*       | 51*           |
| Served directly in English         | 75      | --                 | 74     | 84        | 83             | 73                 | 76           | 68          | 65        | 87       | 73    | --         | 66          | 67                | 68             | 77               | 86        | 45            |
| Had to ask to be served in English | 20      | --                 | 21     | 12        | 12             | 22                 | 16           | 28          | 30        | 11       | 21    | --         | 26          | 31                | 31             | 18               | 13        | 44            |
| I cannot remember                  | 5       | --                 | 5      | 5         | 4              | 5                  | 8            | 4           | 4         | 2        | 5     | --         | 9           | 2                 | 1              | 5                | 1         | 10            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Perceived importance of being served in English when visiting a doctor 1/2

Base: English respondents who have been served in English when they saw the doctor, n=2,456



| (% ) ENGLISH-SPEAKERS                                         | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                               |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                                               | n= 2456 | 815    | 1641 | 58*   | 634   | 853   | 547   | 364 | 240              | 660         | 445          | 729      | 1858                            | 598                |
| It was very important to have received the service in English | 80      | 76     | 83   | 61    | 79    | 82    | 80    | 85  | 81               | 80          | 79           | 77       | 75                              | 97                 |
| Being served in French would have been acceptable             | 20      | 24     | 17   | 39    | 21    | 18    | 20    | 15  | 19               | 20          | 21           | 23       | 25                              | 3                  |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP **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)?

## Perceived importance of being served in English when visiting a doctor 2/2

Base: English respondents who have been served in English when they saw the doctor, n=2,456

|                                                               |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
| (% ENGLISH-SPEAKERS                                           |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                            |    | 2456    | 29                 | 107    | 427       | 284            | 208                | 139          | 125         | 178       | 79*      | 128   | 11         | 194         | 162               | 52*            | 208              | 74*       | 51*           |
| It was very important to have received the service in English | 80 | --      | 84                 | 85     | 81        | 76             | 70                 | 71           | 81          | 85        | 75       | --    | 81         | 73          | 80                | 78             | 94               | 84        |               |
| Being served in French would have been acceptable             | 20 | --      | 16                 | 15     | 19        | 24             | 30                 | 29           | 19          | 15        | 25       | --    | 19         | 27          | 20                | 22             | 6                | 16        |               |

\*Interpret the results with caution, as the number of respondents is < 100.

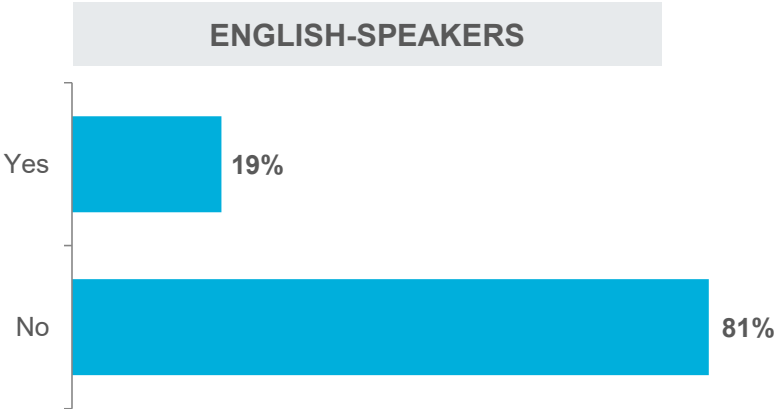
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**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)?

# Did you or the person you helped ask for service in English at the doctor's office? 1/2

Base: English respondents who have NOT been served in English at the doctor's office, n=772



| <div>(%) ENGLISH-SPEAKERS</div> | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                 |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                 | n= 772 | 219    | 553 | 31    | 242   | 282   | 150   | 67* | 72*              | 220         | 149          | 223      | 727                             | 45                 |
| Yes                             | 19     | 14     | 22  | --    | 21    | 21    | 17    | 10  | 25               | 22          | 18           | 14       | 16                              | --                 |
| No                              | 81     | 86     | 78  | --    | 79    | 79    | 83    | 90  | 75               | 78          | 82           | 86       | 84                              | --                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you or the person you helped ask for service in English at the doctor's office? 2/2

Base: English respondents who have NOT been served in English at the doctor's office, n=772

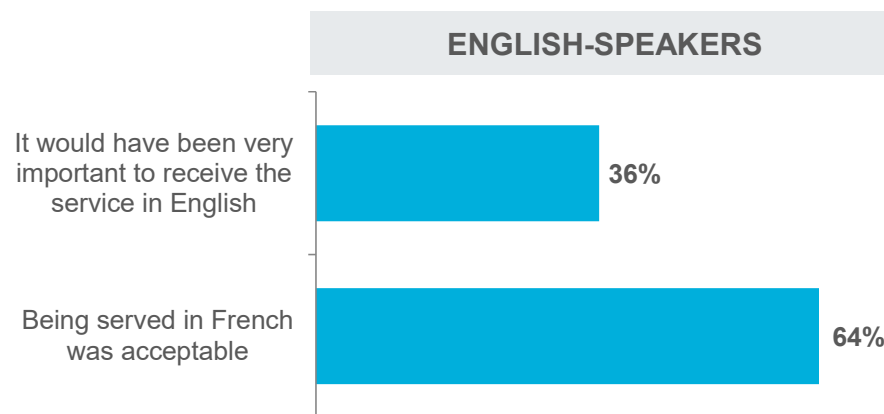
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 772     | 72*                | 47     | 34        | 27             | 49                 | 50*          | 70*         | 44        | 17       | 54*   | 29         | 75*         | 57*               | 36             | 56*              | 9         | 46            |
| Yes                 | 19      | 15                 | --     | --        | --             | --                 | 24           | 26          | --        | --       | 7     | --         | 12          | 13                | --             | 12               | --        | --            |
| No                  | 81      | 85                 | --     | --        | --             | --                 | 76           | 74          | --        | --       | 93    | --         | 88          | 87                | --             | 88               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Importance of English services among those not served in English when visiting a doctor in his/her office or clinic 1/2

Base: English respondents who have NOT been served in English at the doctor's office, n=772



| (% ) ENGLISH-SPEAKERS                                               |        | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |
|---------------------------------------------------------------------|--------|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|
|                                                                     |        | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual |
|                                                                     | n= 772 | 219    | 553 | 31  | 242   | 282   | 150   | 67*   | 72*              | 220    | 149         | 223          | 727                             | 45        |
| It would have been very important to receive the service in English | 36     | 29     | 40  | --  | 35    | 41    | 34    | 22    | 49               | 42     | 34          | 27           | 32                              | --        |
| Being served in French was acceptable                               | 64     | 71     | 60  | --  | 65    | 59    | 66    | 78    | 51               | 58     | 66          | 73           | 68                              | --        |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP Q25E. 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 doctor's office)?

## Importance of English services among those not served in English when visiting a doctor in his/her office or clinic 2/2

Base: English respondents who have NOT been served in English at the doctor's office, n=772

| (% ENGLISH-SPEAKERS                                                 | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                                  | 772     | 72*                | 47     | 34        | 27                   | 49                 | 50*          | 70*         | 44        | 17       | 54*   | 29         | 75*         | 57*               | 36             | 56*              | 9         | 46            |
| It would have been very important to receive the service in English | 36      | 23                 | --     | --        | --                   | --                 | 32           | 42          | --        | --       | 32    | --         | 26          | 41                | --             | 31               | --        | --            |
| Being served in French was acceptable                               | 64      | 77                 | --     | --        | --                   | --                 | 68           | 58          | --        | --       | 68    | --         | 74          | 59                | --             | 69               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q25E.** 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 doctor's office)?



# Language of Service at CLSCs

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life to ideas

## Main observations 1/2

- **Almost one in two English-speakers (44%) had used the services of a CLSC within the last year\*.**
  - *Among the English-speakers, females (47%), those age 25-44 (46%), those speaking only English (49%) and residents of the East Island of Montreal (Est de l'Île) (52%), Montérégie-Est (53%) and Côte-Nord (64%\*\*) were more likely to have used the services of a CLSC within the last year.*
- **More than a third (41%) of the English-speakers who had used the services of a CLSC had NOT been served in English\*.**
  - *English-speaking females (45%), those age 45-64 (47%) and bilingual English-speakers (46%) who had used the services of a CLSC were more likely to report NOT having been served in English.*
  - *English-speakers who had used the services of a CLSC in the North Island of Montreal (Nord de l'Île) (54%\*\*), East Island of Montreal (Est-de-l'Île de Montréal) (73%), Laval (69%), Laurentides (52%), Montérégie-Centre (59%) and Montérégie-Est (70%\*\*) were the most likely to report NOT having been served in English.*
- **Of the English-speakers who had been served in English at a CLSC, 31% had to ask to be served in English\*.**
  - *English-speaking females (35%), those age 45-64 (37%), unilingual English-speakers (38%) and the residents of the Laurentides (47%\*\*) and Montérégie-Centre (49%\*\*) who had been served in English at a CLSC were more likely to have had to ask for service in English.*
- **The majority (82%) of English-speakers who had been served in English at a CLSC reported that it was very important to be served in English\*.**
  - *Unilingual English-speakers (95%), as well as residents of the South-Centre Island of Montreal (Centre-Sud de l'Île) (90%\*\*) and Côte-Nord (97%\*\*), who were served in English at a CLSC were the most likely to feel that it was very important to be served in English.*
- **Of the English-speakers who had not been served in English at a CLSC, one-quarter (28%) had asked for service in English\*.**
  - *Of the English-speakers who had not been served in English at a CLSC, those age 45-64 (33%), those with an annual household income under \$30K (38%\*\*), unilingual English-speakers (59%\*\*) and residents of Montérégie-Ouest (40%\*\*) were more likely to have asked for service in English.*
- **Forty-three percent (43%) of the English-speakers not served in English at a CLSC considered it very important to be served in English\*.**
  - *English-speaking females who had not been served in English at a CLSC were more likely to feel that it would have been very important to be served in English (46%) than their male counterparts (39%). Those age 45-64 were also more likely to feel that way (51%). Unilingual English-speakers who had not been served in English at a CLSC were also more likely to feel that it would have been very important to be served in English (76%\*\*).*

\* French-speakers were not asked this question.

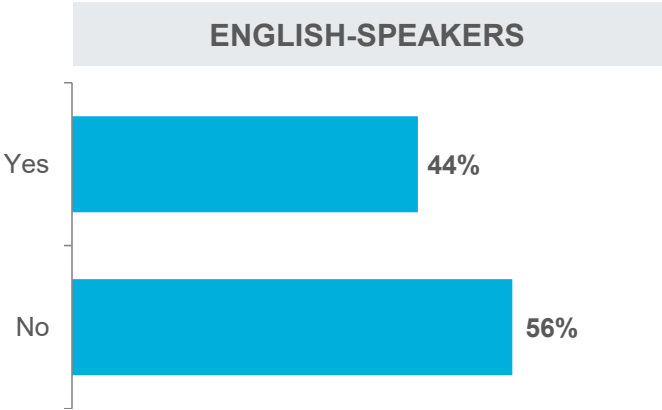
\*\*Interpret the results with caution, as the number of respondents is < 100.

## Main observations 2/2

- **Of the English-speakers who had used the services of a CLSC, 43% reported that the receptionist spoke English\*.**
  - *English-speaking males (52%), those age 75 and older (50%), those with a household income of \$30K or less (50%) and unilingual English-speakers (64%) were more likely to have reported that the receptionist spoke English.*
  - *English-speakers who had used the services of a CLSC in the West Island of Montreal (Ouest de l'Île) (60%), Centre-West Island of Montreal (Centre-Ouest de l'Île) (59%), Outaouais (53%), Gaspésie (58%\*\*) and Côte-Nord (86%\*\*) were the most likely to have reported that the receptionist spoke English.*
- **Forty-three percent (43%) of the English-speakers who had used the services of a CLSC reported that the information forms were in English\*.**
  - *English-speaking males who had used the services of a CLSC (48%) and unilingual English-speakers who had used those services (51%) were more likely to have reported that the information forms were in English.*
  - *Residents of the West Island of Montreal (Ouest de l'Île) (64%), Centre-West Island of Montreal (Centre-Ouest de l'Île) (61%) and Côte-Nord (60%\*\*) were more likely to have reported that the information forms were in English.*
- **Two-thirds (62%) of the English-speakers who had used the services of a CLSC reported that the health care or social services professional spoke English\*.**
  - *Males (66%), those age 75 and older (71%), unilingual English-speakers (85%) and those living on the West Island of Montreal (Ouest de l'Île) (77%), Centre-West Island of Montreal (Centre-Ouest de l'Île) (79%), Outaouais (73%), Montérégie-Ouest (70%) and Côte-Nord (85%\*\*) were more likely to have reported that the health care or social services professional spoke English.*
- **Of the English-speakers who had used the services of a CLSC, 55% felt that being served in English by the health care or social services professional was very important.**
  - *Across the age groups, among the English-speakers who had used the services of a CLSC, those age 45-64 were the most likely to have felt that being served in English by the health care or social services professional was very important (61%).*
  - *More females (60%) and unilingual English-speakers (85%) were also of the opinion that it was very important for health care and social services professional to speak in English to them (or to the person they helped) during the appointment.*
  - *As for regional differences, the level of importance – % very important – was higher among the residents of the West Island of Montreal (Ouest de l'Île) (62%), Outaouais (68%), Gaspésie (70%\*\*) and Côte-Nord (84%\*\*).*

# Used the services of a CLSC within the previous year 1/2

Base: total respondents, English, n=3,953



| (%) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 44      | 41     | 47   | 49    | 46    | 41    | 41    | 47  | 45               | 45          | 43           | 44       | 43                              | 49                 |
| No                   | 56      | 59     | 53   | 51    | 54    | 59    | 59    | 53  | 55               | 55          | 57           | 56       | 57                              | 51                 |

## Used the services of a CLSC within the previous year 2/2

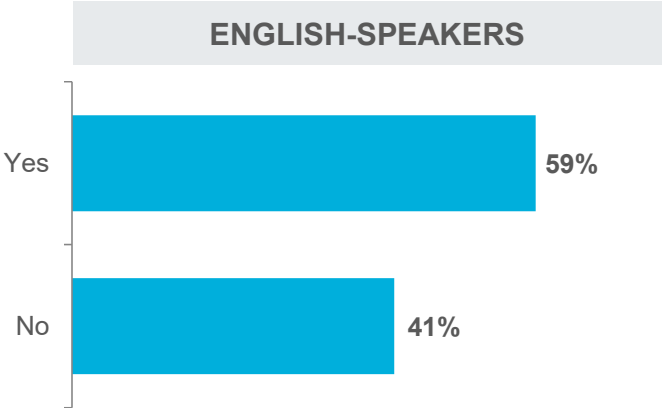
Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 44      | 43                 | 49     | 41        | 39             | 48                 | 41           | 52          | 45        | 45       | 39    | 35         | 46          | 49                | 53             | 44               | 64        | 45            |
| No                  | 56      | 57                 | 51     | 59        | 61             | 52                 | 59           | 48          | 55        | 55       | 61    | 65         | 54          | 51                | 47             | 56               | 36        | 55            |

\*Interpret the results with caution, as the number of respondents is < 100.

# Served in English at a CLSC 1/2

Base: English respondents who have used the CLSC services, n=1,774



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|-----|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M   | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 1774   | 541 | 1233 | 59*   | 535   | 611   | 342   | 227              | 196    | 510         | 310          | 500                             | 1376      | 398                |
| Yes                  |    | 59     | 63  | 55   | 59    | 60    | 53    | 60    | 67               | 64     | 59          | 56           | 57                              | 54        | 78                 |
| No                   |    | 41     | 37  | 45   | 41    | 40    | 47    | 40    | 33               | 36     | 41          | 44           | 43                              | 46        | 22                 |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP

Q26A. Thinking of your most recent visit to a CLSC for yourself or to help another person... Were you or the person you helped served in English at the CLSC (other than Info Santé or Info Social)?

## Served in English at a CLSC 2/2

Base: English respondents who have used the CLSC services, n=1,774

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1774 | 50*                | 94*    | 210       | 153            | 154                | 98*          | 118         | 129       | 56*      | 102   | 22         | 155         | 127               | 54*            | 143              | 59*       | 50*           |
| Yes                 | 59      | 48                 | 59     | 78        | 79             | 59                 | 46           | 27          | 70        | 63       | 31    | --         | 48          | 41                | 30             | 67               | 82        | 27            |
| No                  | 41      | 52                 | 41     | 22        | 21             | 41                 | 54           | 73          | 30        | 37       | 69    | --         | 52          | 59                | 70             | 33               | 18        | 73            |

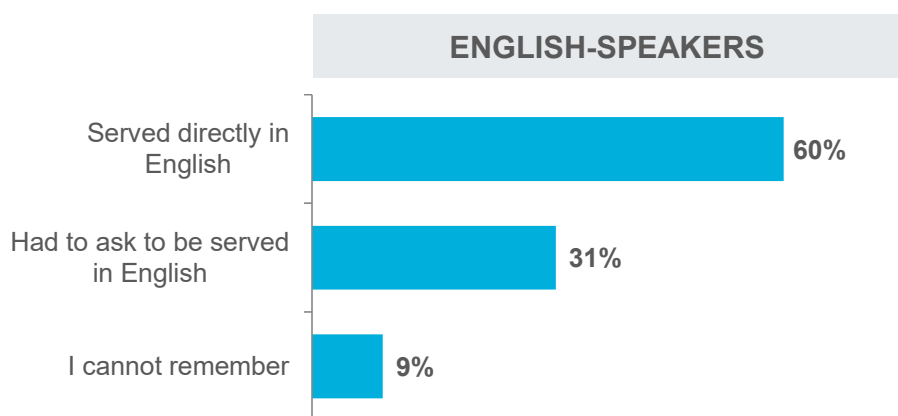
\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q26A.** Thinking of your most recent visit to a CLSC for yourself or to help another person... Were you or the person you helped served in English at the CLSC (other than Info Santé or Info Social)?

# Requested and received service in English at a CLSC 1/2

Base: English respondents who have been served in English in a CLSC, n=987



| (% ) ENGLISH-SPEAKERS              | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                    |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                    | n= 987 | 314    | 673 | 32    | 299   | 314   | 194   | 148 | 123              | 285         | 169          | 256      | 675                             | 312                |
| Served directly in English         | 60     | 63     | 58  | --    | 62    | 52    | 58    | 69  | 64               | 57          | 69           | 60       | 61                              | 58                 |
| Had to ask to be served in English | 31     | 27     | 35  | --    | 29    | 37    | 33    | 24  | 31               | 34          | 25           | 30       | 28                              | 38                 |
| I cannot remember                  | 9      | 10     | 8   | --    | 9     | 11    | 8     | 7   | 4                | 9           | 5            | 10       | 11                              | 4                  |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Requested and received service in English at a CLSC 2/2

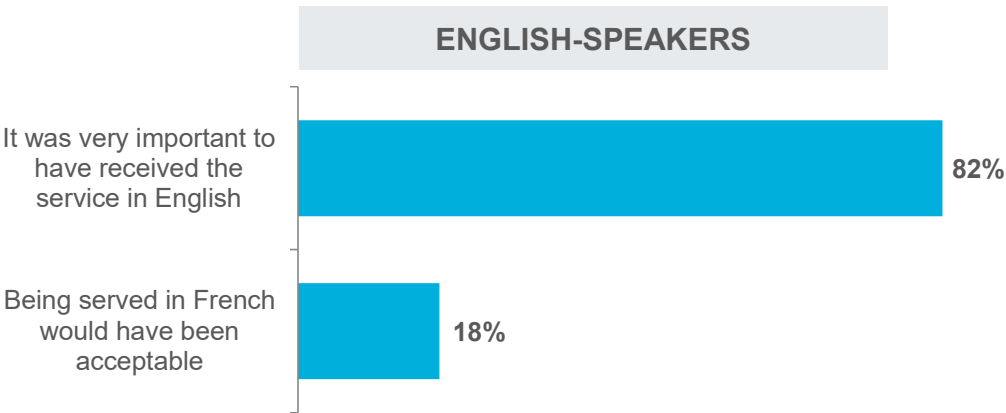
Base: English respondents who have been served in English in a CLSC, n=987

| (% ENGLISH-SPEAKERS                | REGIONS |                    |        |               |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------|---------|--------------------|--------|---------------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Ouest Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                    | n= 987  | 19                 | 55*    | 166           | 125                  | 92*                | 44           | 27          | 90*       | 37       | 34    | 7          | 67*         | 59*               | 11             | 90*              | 50*       | 14            |
| Served directly in English         | 60      | --                 | 69     | 68            | 57                   | 61                 | --           | --          | 58        | --       | --    | --         | 50          | 45                | --             | 59               | 82        | --            |
| Had to ask to be served in English | 31      | --                 | 10     | 23            | 29                   | 29                 | --           | --          | 39        | --       | --    | --         | 47          | 49                | --             | 34               | 17        | --            |
| I cannot remember                  | 9       | --                 | 21     | 9             | 14                   | 9                  | --           | --          | 2         | --       | --    | --         | 3           | 6                 | --             | 7                | 1         | --            |

\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

# Perceived importance of being served in English at a CLSC 1/2

Base: English respondents who have been served in English in a CLSC, n=987



| (%) ENGLISH-SPEAKERS                                          | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                               |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| It was very important to have received the service in English | n= 987 | 314    | 673 | 32    | 299   | 314   | 194   | 148 | 123              | 285         | 169          | 256      | 675                             | 312                |
| Being served in French would have been acceptable             |        | 79     | 84  | --    | 85    | 81    | 81    | 80  | 83               | 82          | 86           | 78       | 77                              | 95                 |
|                                                               |        | 21     | 16  | --    | 15    | 19    | 19    | 20  | 17               | 18          | 14           | 22       | 23                              | 5                  |

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q26C.** 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 (during you most recent visit to a CLSC)?

## Perceived importance of being served in English at a CLSC 2/2

Base: English respondents who have been served in English in a CLSC, n=987

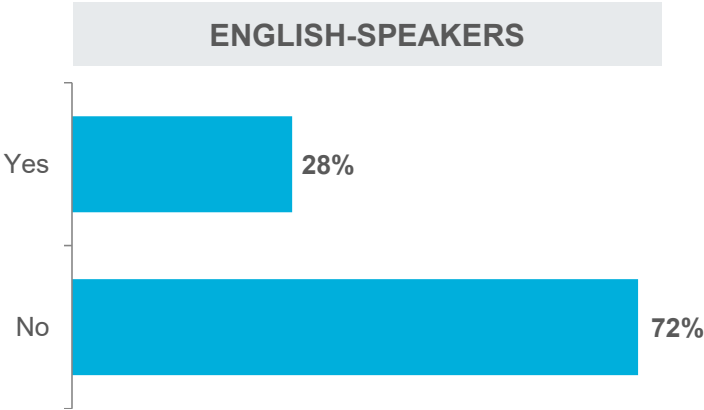
| (% ENGLISH-SPEAKERS                                           | REGIONS |                    |        |               |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------|---------|--------------------|--------|---------------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                               | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                            | 987     | 19                 | 55*    | 166           | 125            | 92*                | 44           | 27          | 90*       | 37       | 34    | 7          | 67*         | 59*               | 11             | 90*              | 50*       | 14            |
| It was very important to have received the service in English | 82      | --                 | 77     | 83            | 83             | 90                 | --           | --          | 83        | --       | --    | --         | 79          | 84                | --             | 69               | 97        | --            |
| Being served in French would have been acceptable             | 18      | --                 | 23     | 17            | 17             | 10                 | --           | --          | 17        | --       | --    | --         | 21          | 16                | --             | 31               | 3         | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did you or the person you helped ask for service in English at the CLSC? 1/2

Base: English respondents who have NOT been served in English in a CLSC, n=787



| (%) ENGLISH-SPEAKERS | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 787 | 227    | 560 | 27    | 236   | 297   | 148   | 79* | 73*              | 225         | 141          | 244      | 701                             | 86*                |
| Yes                  | 28     | 26     | 29  | --    | 28    | 33    | 21    | 18  | 38               | 33          | 29           | 22       | 24                              | 59                 |
| No                   | 72     | 74     | 71  | --    | 72    | 67    | 79    | 82  | 62               | 67          | 71           | 78       | 76                              | 41                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you or the person you helped ask for service in English at the CLSC? 2/2

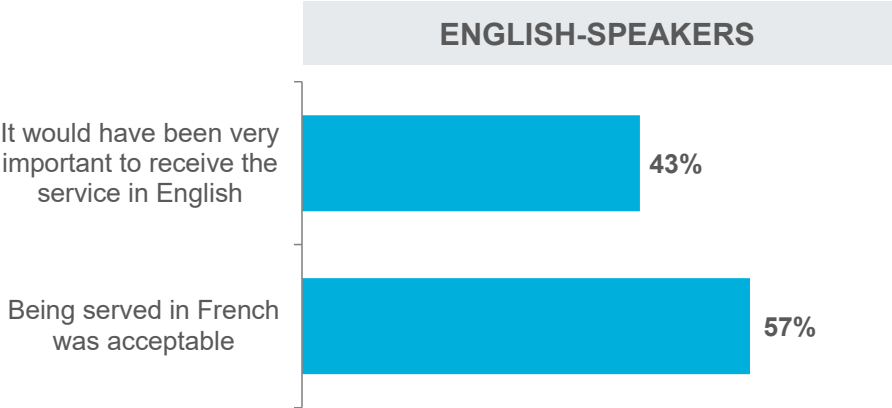
Base: English respondents who have NOT been served in English in a CLSC, n=787

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 787     | 31                 | 39     | 44        | 28             | 62*                | 54*          | 91*         | 39        | 19       | 68*   | 15         | 88*         | 68*               | 43             | 53*              | 9         | 36            |
| Yes                 | 28      | --                 | --     | --        | --             | 30                 | 25           | 23          | --        | --       | 26    | --         | 32          | 14                | --             | 40               | --        | --            |
| No                  | 72      | --                 | --     | --        | --             | 70                 | 75           | 77          | --        | --       | 74    | --         | 68          | 86                | --             | 60               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

# Importance of English services at a CLSC among those not served in English 1/2

Base: English respondents who have NOT been served in English in a CLSC, n=787



| (% ) ENGLISH-SPEAKERS                                               |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|---------------------------------------------------------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                                                                     |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                                                                     | n= | 787    | 227 | 560 | 27    | 236   | 297   | 148   | 79*              | 73*    | 225         | 141          | 244                             | 701       | 86*                |
| It would have been very important to receive the service in English | 43 | 39     | 46  | --  | 41    | 51    | 40    | 33    | 52               | 46     | 43          | 37           | 39                              | 76        |                    |
| Being served in French was acceptable                               | 57 | 61     | 54  | --  | 59    | 49    | 60    | 67    | 48               | 54     | 57          | 63           | 61                              | 24        |                    |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Importance of English services at a CLSC among those not served in English 2/2

Base: English respondents who have NOT been served in English in a CLSC, n=787

| (% ENGLISH-SPEAKERS                                                 | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                                  | 787     | 31                 | 39     | 44        | 28                   | 62*                | 54*          | 91*         | 39        | 19       | 68*   | 15         | 88*         | 68*               | 43             | 53*              | 9         | 36            |
| It would have been very important to receive the service in English | 43      | --                 | --     | --        | --                   | 36                 | 33           | 44          | --        | --       | 48    | --         | 52          | 31                | --             | 47               | --        | --            |
| Being served in French was acceptable                               | 57      | --                 | --     | --        | --                   | 64                 | 67           | 56          | --        | --       | 52    | --         | 48          | 69                | --             | 53               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

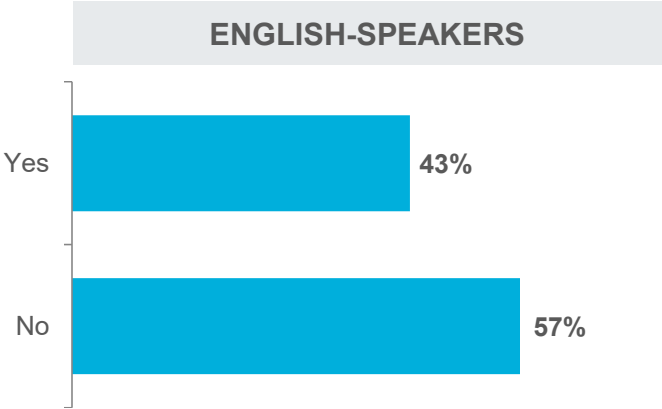
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q26E.** 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 (during your most recent visit to a CLSC)?

# Receptionist at CLSC spoke English 1/2

Base: English respondents who have used the CLSC services, n=1,774



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|-----|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M   | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 1774   | 541 | 1233 | 59*   | 535   | 611   | 342   | 227              | 196    | 510         | 310          | 500                             | 1376      | 398                |
| Yes                  |    | 43     | 52  | 36   | 49    | 46    | 37    | 41    | 50               | 50     | 42          | 43           | 42                              | 38        | 64                 |
| No                   |    | 57     | 48  | 64   | 51    | 54    | 63    | 59    | 50               | 50     | 58          | 57           | 58                              | 62        | 36                 |

\*Interpret the results with caution, as the number of respondents is < 100.

## Receptionist at CLSC spoke English 2/2

Base: English respondents who have used the CLSC services, n=1,774

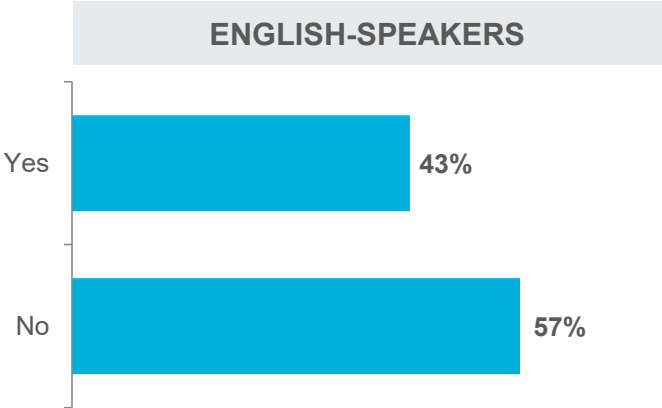
| (% ENGLISH-SPEAKERS) | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                      | n= 1774 | 50*                | 94*    | 210       | 153            | 154                | 98*          | 118         | 129       | 56*      | 102   | 22         | 155         | 127               | 54*            | 143              | 59*       | 50*           |
| Yes                  | 43      | 40                 | 50     | 60        | 59             | 40                 | 30           | 18          | 53        | 58       | 27    | --         | 31          | 32                | 32             | 44               | 86        | 13            |
| No                   | 57      | 60                 | 50     | 40        | 41             | 60                 | 70           | 82          | 47        | 42       | 73    | --         | 69          | 68                | 68             | 56               | 14        | 87            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Information forms at CLSC in English 1/2

Base: English respondents who have used the CLSC services, n=1,774



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 1774 | 541    | 1233 | 59*   | 535   | 611   | 342   | 227 | 196              | 510         | 310          | 500      | 1376                            | 398                |
| Yes                   | 43      | 48     | 38   | 45    | 45    | 37    | 44    | 47  | 45               | 42          | 46           | 40       | 41                              | 51                 |
| No                    | 57      | 52     | 62   | 55    | 55    | 63    | 56    | 53  | 55               | 58          | 54           | 60       | 59                              | 49                 |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP

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?

73

## Information forms at CLSC in English 2/2

Base: English respondents who have used the CLSC services, n=1,774

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1774 | 50*                | 94*    | 210       | 153            | 154                | 98*          | 118         | 129       | 56*      | 102   | 22         | 155         | 127               | 54*            | 143              | 59*       | 50*           |
| Yes                 | 43      | 39                 | 50     | 64        | 61             | 41                 | 33           | 23          | 38        | 45       | 25    | --         | 32          | 28                | 31             | 44               | 60        | 11            |
| No                  | 57      | 61                 | 50     | 36        | 39             | 59                 | 67           | 77          | 62        | 55       | 75    | --         | 68          | 72                | 69             | 56               | 40        | 89            |

\*Interpret the results with caution, as the number of respondents is < 100.

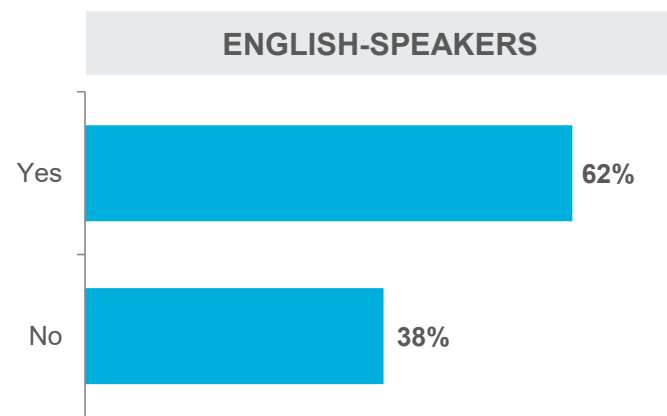
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**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? <sup>74</sup>

# Health or social services professional at CLSC spoke English 1/2

Base: English respondents who have used the CLSC services, n=1,774



| (% ) ENGLISH-SPEAKERS |    | GENDER |     | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|-----------------------|----|--------|-----|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                       |    | TOTAL  | M   | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                       | n= | 1774   | 541 | 1233 | 59*   | 535   | 611   | 342   | 227              | 196    | 510         | 310          | 500                             | 1376      | 398                |
| Yes                   |    | 62     | 66  | 58   | 59    | 63    | 55    | 67    | 71               | 65     | 65          | 59           | 58                              | 55        | 85                 |
| No                    |    | 38     | 34  | 42   | 41    | 37    | 45    | 33    | 29               | 35     | 35          | 41           | 42                              | 45        | 15                 |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP **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 appointment? <sup>75</sup>

## Health or social services professional at CLSC spoke English 2/2

Base: English respondents who have used the CLSC services, n=1,774

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1774 | 50*                | 94*    | 210       | 153            | 154                | 98*          | 118         | 129       | 56*      | 102   | 22         | 155         | 127               | 54*            | 143              | 59*       | 50*           |
| Yes                 | 62      | 60                 | 60     | 77        | 79             | 60                 | 48           | 30          | 73        | 65       | 49    | --         | 55          | 49                | 35             | 70               | 85        | 33            |
| No                  | 38      | 40                 | 40     | 23        | 21             | 40                 | 52           | 70          | 27        | 35       | 51    | --         | 45          | 51                | 65             | 30               | 15        | 67            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

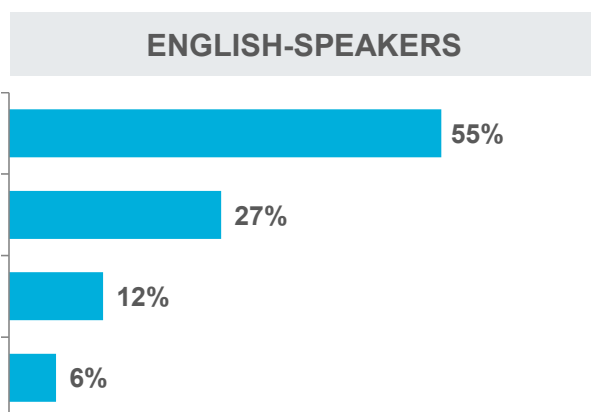
CROP

**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 appointment?

76

## Importance of health or social services professional speaking English 1/2

Base: English respondents who have used the CLSC services, n=1,774



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 1774 | 541    | 1233 | 59*   | 535   | 611   | 342   | 227 | 196              | 510         | 310          | 500      | 1376                            | 398                |
| Very important        | 55      | 50     | 60   | 35    | 52    | 61    | 60    | 59  | 71               | 56          | 53           | 49       | 48                              | 85                 |
| Somewhat important    | 27      | 31     | 24   | 39    | 30    | 23    | 20    | 25  | 13               | 28          | 30           | 29       | 30                              | 14                 |
| Not very important    | 12      | 13     | 12   | 12    | 12    | 13    | 14    | 11  | 12               | 11          | 12           | 16       | 15                              | 2                  |
| Not at all important  | 6       | 6      | 5    | 13    | 6     | 3     | 6     | 6   | 4                | 6           | 5            | 7        | 7                               | 0                  |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP

**Q26I.** During your most recent experience at the CLSC, how important was it to your understanding that the health and social services professional speak in English to you or the person you helped during the appointment? Was it...

77

## Importance of health or social services professional speaking English 2/2

Base: English respondents who have used the CLSC services, n=1,774

| (% ENGLISH-SPEAKERS  | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                   | 1774    | 50*                | 94*    | 210       | 153            | 154                | 98*          | 118         | 129       | 56*      | 102   | 22         | 155         | 127               | 54*            | 143              | 59*       | 50*           |
| Very important       | 55      | 55                 | 48     | 62        | 61             | 54                 | 53           | 36          | 68        | 70       | 48    | --         | 60          | 42                | 42             | 52               | 84        | 63            |
| Somewhat important   | 27      | 26                 | 36     | 27        | 25             | 28                 | 27           | 33          | 17        | 25       | 29    | --         | 25          | 31                | 31             | 31               | 8         | 18            |
| Not very important   | 12      | 6                  | 10     | 7         | 10             | 10                 | 12           | 24          | 11        | 6        | 20    | --         | 10          | 16                | 19             | 14               | 4         | 14            |
| Not at all important | 6       | 13                 | 5      | 4         | 4              | 8                  | 8            | 7           | 4         | 0        | 4     | --         | 5           | 11                | 8              | 3                | 4         | 4             |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q26I.** During your most recent experience at the CLSC, how important was it to your understanding that the health and social services professional speak in English to you or the person you helped during the appointment? Was it...

78

A woman with dark hair tied back, wearing a dark V-neck top, is smiling while holding a telephone receiver to her ear. She is sitting at a desk in what appears to be a medical or office environment, with blurred bottles and papers in the background. The entire image has a blue color overlay.

## Language of the Service Provided by Info Santé and Info Social

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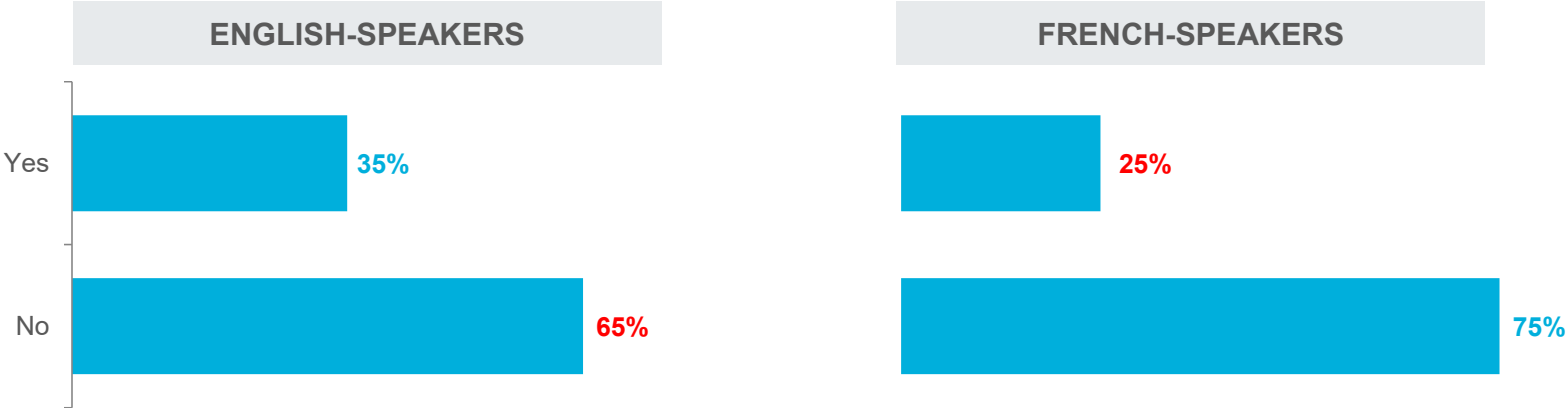
## Main observations

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- **One-third of the English-speakers surveyed (35%) had used the services of Info Santé or Info Social in the last 12 months.**
  - *This rate was higher than for French-speakers (25%).*
  - *Among the English-speakers, the likelihood of having used the services of Info Santé/ Info Social declined with age (40% among 25–44-year-olds vs. 22% among seniors 75+ years old).*
- **Of the English-speakers who had used the services of Info Santé or Info Social, 62% had been served in English by the person they spoke to\*.**
  - *Among the English-speakers had who used the services of Info Santé/ Info Social, males (65%), unilingual English-speakers (78%), those living in the West Island of Montreal (Ouest de l'Île) (70%) and Centre-West Island of Montreal (Centre-Ouest de l'Île) (74%) were more likely to have been served in English.*
- **Of the English-speakers who had received service in English from Info Santé or Info Social, more than one-third (37%) had to ask to be served in English\*.**
  - *English-speaking females (42%), those age 45-74 (45-64: 45%; 65-74: 53%), unilingual English-speakers (49%), as well as the residents of Outaouais (55%\*\*) and Laurentides (51%\*\*), were more likely to have had to ask to be served in English.*
- **The majority (87%) of the English-speakers who had been served in English considered it to be very important to be served this way.**
  - *All (99%) unilingual English-speakers and most of those age 65-74 (94%) believed that it was very important to have received the service in English.*
- **One-third (32%) of the English-speakers who had not been served in English by Info Santé/ Info Social had asked for this service in English\*.**
  - *This rate was higher among women (37%), those with an annual household income of \$30K-\$70K (39%), unilingual English-speakers (60%\*\*) and residents of the Laurentides (44%\*\*).*
- **Of the English-speakers who had used the services of Info Santé or Info Social and had not been served in English, half (50%) stated that it would have been important to have received this service in English, whereas the other half (50%) thought that service in French was acceptable\*.**
  - *Among the English-speakers who had used the services of Info Santé/ Info Social and had not been served in English, females (58%) and unilingual English-speakers (94%) were more likely to feel that it would have been important to have been served in English.*

# Used the services of Info Santé or Info Social 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                   | 35      | 35     | 35   | 40    | 40    | 35    | 26    | 22  | 31               | 36          | 39           | 36       | 34                              | 37                 |
| No                    | 65      | 65     | 65   | 60    | 60    | 65    | 74    | 78  | 69               | 64          | 61           | 64       | 66                              | 63                 |

## Used the services of Info Santé or Info Social 2/2

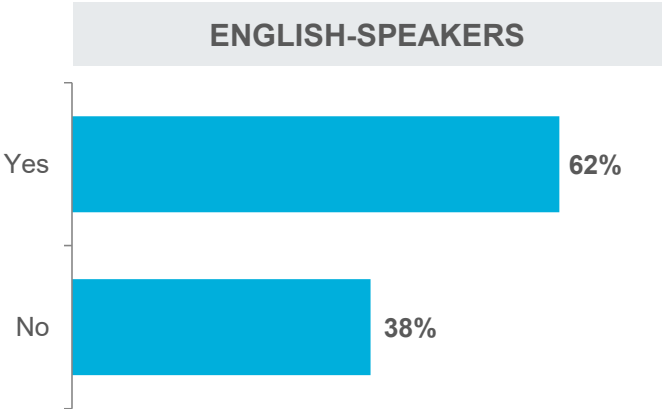
Base: total respondents, English, n=3,953 / French, n= 1,000

| (% ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= | 3953    | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 |    | 35      | 34                 | 38     | 34        | 31             | 35                 | 36           | 38          | 40        | 28       | 32    | 31         | 33          | 32                | 41             | 38               | 25        | 38            |
| No                  |    | 65      | 66                 | 62     | 66        | 69             | 65                 | 64           | 62          | 60        | 72       | 68    | 69         | 67          | 68                | 59             | 62               | 75        | 62            |

\*Interpret the results with caution, as the number of respondents is < 100.

# Served in English by Info Santé or Info Social 1/2

Base: English respondents who have used service of Info Santé or Info Social, n=1,275



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 1275 | 426    | 849 | 43    | 445   | 471   | 207   | 109 | 122              | 369         | 257          | 374      | 1002                            | 273                |
| Yes                   | 62      | 65     | 58  | --    | 65    | 56    | 67    | 65  | 67               | 62          | 54           | 64       | 58                              | 78                 |
| No                    | 38      | 35     | 42  | --    | 35    | 44    | 33    | 35  | 33               | 38          | 46           | 36       | 42                              | 22                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Served in English by Info Santé or Info Social 2/2

Base: English respondents who have used service of Info Santé or Info Social, n=1,275

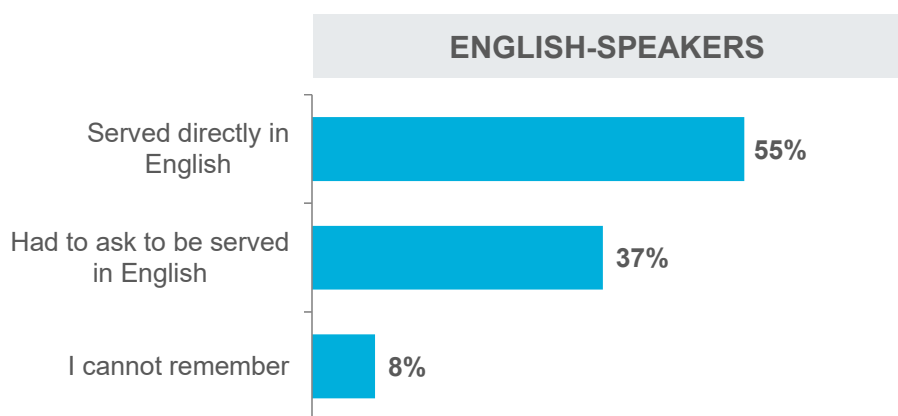
| (% ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= | 1275    | 41                 | 66*    | 166       | 125            | 107                | 84*          | 81*         | 98*       | 22       | 71*   | 19         | 104         | 84*               | 39             | 107              | 20        | 41            |
| Yes                 |    | 62      | --                 | 66     | 70        | 74             | 61                 | 59           | 56          | 67        | --       | 50    | --         | 51          | 63                | --             | 59               | --        | --            |
| No                  |    | 38      | --                 | 34     | 30        | 26             | 39                 | 41           | 44          | 33        | --       | 50    | --         | 49          | 37                | --             | 41               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Requested and received service in English from Info Santé or Info Social 1/2

Base: English respondents who have been served in English by Info Santé or Info Social, n=756



| n=                                 | TOTAL | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------|-------|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                    |       | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| Served directly in English         | 55    | 62     | 48 | --    | 61    | 49    | 41    | 58  | 55               | 56          | 60           | 52       | 57                              | 48                 |
| Had to ask to be served in English | 37    | 33     | 42 | --    | 30    | 45    | 53    | 37  | 41               | 37          | 33           | 40       | 33                              | 49                 |
| I cannot remember                  | 8     | 5      | 11 | --    | 9     | 6     | 5     | 6   | 4                | 7           | 7            | 8        | 9                               | 2                  |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Requested and received service in English from Info Santé or Info Social 2/2

Base: English respondents who have been served in English by Info Santé or Info Social, n=756

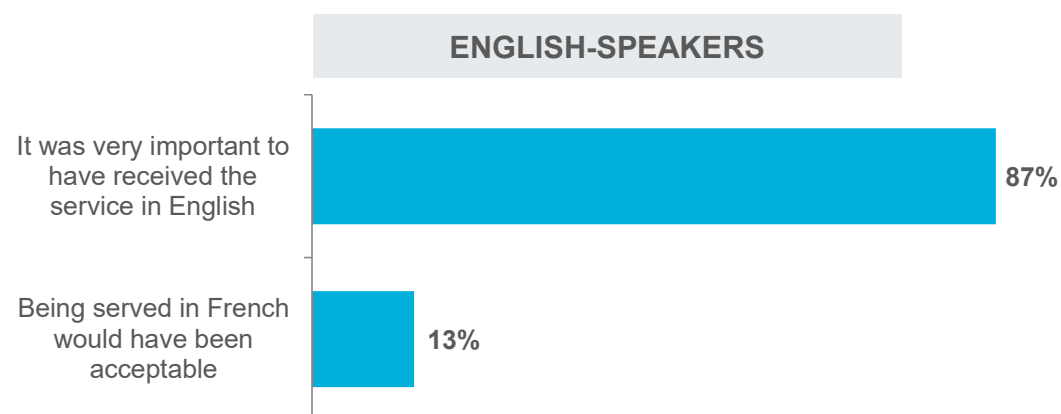
| (% ENGLISH-SPEAKERS                |     | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |
|------------------------------------|-----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|
|                                    |     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord |
| n=                                 | 756 | 19      | 36                 | 118    | 95*       | 65*            | 47                 | 42           | 64*         | 12        | 37       | 9     | 53*        | 50*         | 18                | 59*            | 17               | 15        |
| Served directly in English         | 55  | --      | --                 | 54     | 68        | 53             | --                 | --           | 43          | --        | --       | --    | 46         | 48          | --                | 56             | --               | --        |
| Had to ask to be served in English | 37  | --      | --                 | 30     | 27        | 42             | --                 | --           | 55          | --        | --       | --    | 51         | 45          | --                | 35             | --               | --        |
| I cannot remember                  | 8   | --      | --                 | 15     | 5         | 5              | --                 | --           | 2           | --        | --       | --    | 3          | 8           | --                | 8              | --               | --        |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Perceived importance of being served in English when using Info Santé or Info Social 1/2

Base: English respondents who have been served in English by Info Santé or Info Social, n=756



| n=                                                            | TOTAL | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------|-------|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                               |       | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| It was very important to have received the service in English | 87    | 87     | 87 | --    | 85    | 87    | 94    | 87  | 86               | 90          | 87           | 83       | 83                              | 99                 |
| Being served in French would have been acceptable             | 13    | 13     | 13 | --    | 15    | 13    | 6     | 13  | 14               | 10          | 13           | 17       | 17                              | 1                  |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q28C.** 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 used Info Santé or Info Social)?

87

## Perceived importance of being served in English when using Info Santé or Info Social 2/2

Base: English respondents who have been served in English by Info Santé or Info Social, n=756

| (% ENGLISH-SPEAKERS                                           | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                               | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                            | 756     | 19                 | 36     | 118       | 95*            | 65*                | 47           | 42          | 64*       | 12       | 37    | 9          | 53*         | 50*               | 18             | 59*              | 17        | 15            |
| It was very important to have received the service in English | 87      | --                 | --     | 83        | 88             | 91                 | --           | --          | 91        | --       | --    | --         | 94          | 94                | --             | 81               | --        | --            |
| Being served in French would have been acceptable             | 13      | --                 | --     | 17        | 12             | 9                  | --           | --          | 9         | --       | --    | --         | 6           | 6                 | --             | 19               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

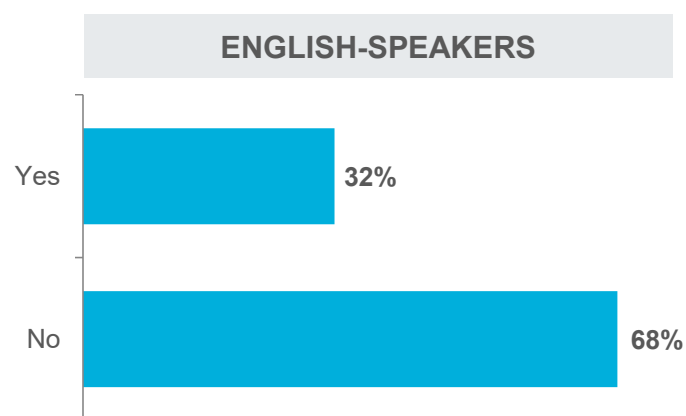
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q28C.** 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 used Info Santé or Info Social)?

## Did you or the person you helped ask for service in English at Info Santé or Info Social? 1/2

Base: English respondents who have NOT been served in English by Info Santé or Info Social, n=519



| n=  | TOTAL | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----|-------|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|     |       | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| Yes | 32    | 25     | 37 | --    | 31    | 32    | 24    | --  | --               | 39          | 27           | 24       | 28                              | 60                 |
| No  | 68    | 75     | 63 | --    | 69    | 68    | 76    | --  | --               | 61          | 73           | 76       | 72                              | 40                 |

\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you or the person you helped ask for service in English at Info Santé or Info Social? 2/2

Base: English respondents who have NOT been served in English by Info Santé or Info Social, n=519

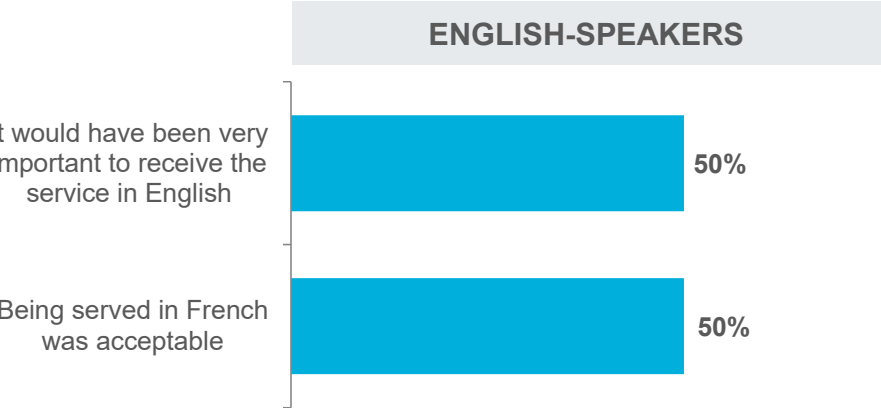
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 519  | 22                 | 30     | 48        | 30                   | 42                 | 37           | 39          | 34        | 10       | 34    | 10         | 51*         | 34                | 21             | 48               | 3         | 26            |
| Yes                 | 32      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | 44          | --                | --             | --               | --        | --            |
| No                  | 68      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | 56          | --                | --             | --               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Importance of English services from Info Santé or Info Social among those not served in English 1/2

Base: English respondents who have NOT been served in English by Info Santé or Info Social, n=519



| n=                                                                  | TOTAL | GENDER |    | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------------|-------|--------|----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                                     |       | M      | F  | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| It would have been very important to receive the service in English | 50    | 39     | 58 | --    | 50    | 52    | 55    | --  | --               | 48          | 52           | 42       | 44                              | 94                 |
| Being served in French was acceptable                               | 50    | 61     | 42 | --    | 50    | 48    | 45    | --  | --               | 52          | 48           | 58       | 56                              | 6                  |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

CROP    **Q28E.** 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 (when you used Info Santé or Info Social)? <sup>91</sup>

## Importance of English services from Info Santé or Info Social among those not served in English 2/2

Base: English respondents who have NOT been served in English by Info Santé or Info Social, n=519

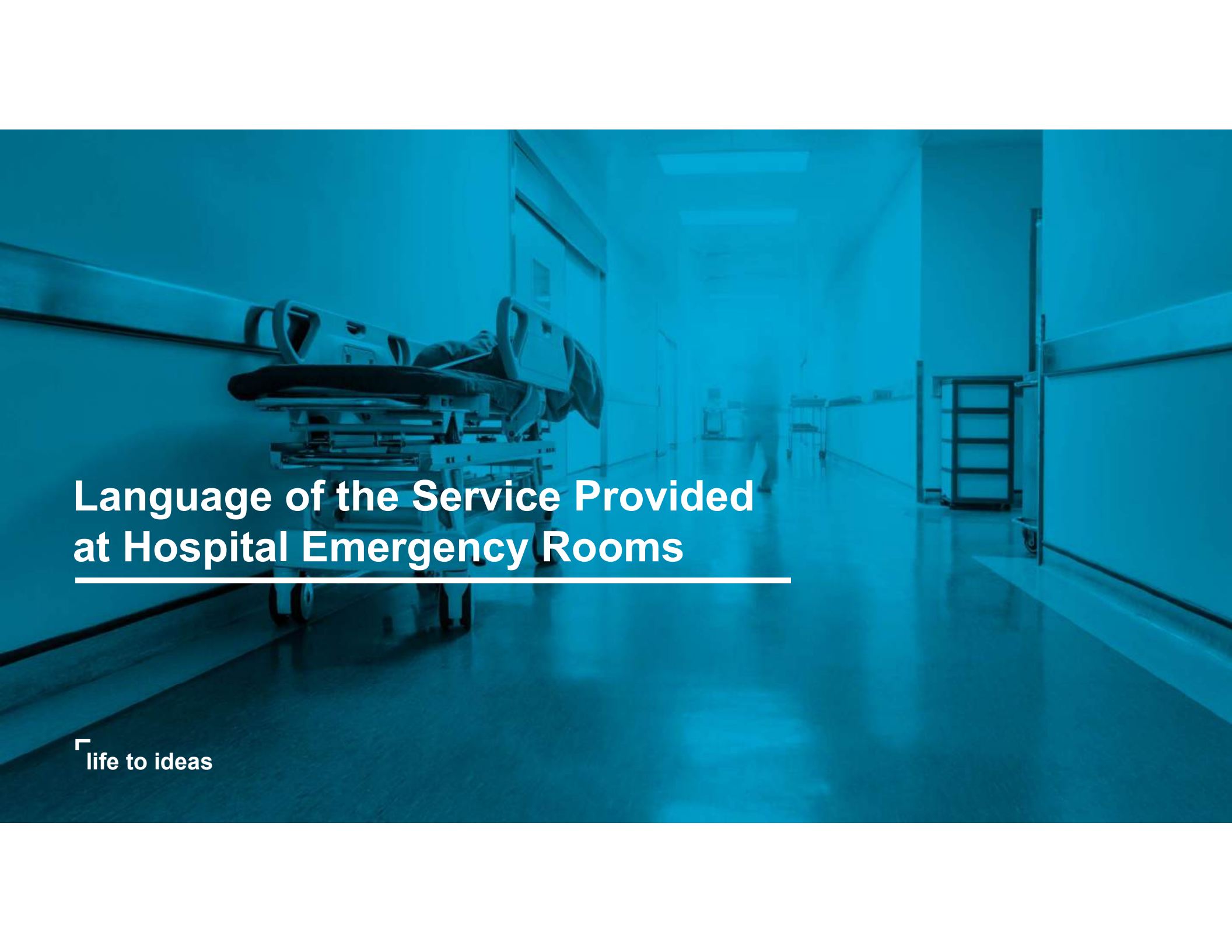
| (% ENGLISH-SPEAKERS                                                 | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                                     | n= 519  | 22                 | 30     | 48        | 30             | 42                 | 37           | 39          | 34        | 10       | 34    | 10         | 51*         | 34                | 21             | 48               | 3         | 26            |
| It would have been very important to receive the service in English | 50      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | 47          | --                | --             | --               | --        | --            |
| Being served in French was acceptable                               | 50      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | 53          | --                | --             | --               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q28E.** 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 (when you used Info Santé or Info Social)? <sup>92</sup>



# Language of the Service Provided at Hospital Emergency Rooms

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## Main observations 1/3

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- **More than one-third (37%) of the English-speakers surveyed had used the services of a hospital emergency room in the last 12 months.**
  - *This rate was higher than for French-speakers (26%).*
  - *Among the English-speakers, the likelihood of having used the services of a hospital emergency room was higher among females (39%), those age 25-44 (39%) and those with an annual household income under \$30K (42%) or \$70K-\$100K (40%).*
  - *English-speakers from the Laurentides (45%) were more likely to have used these services.*
- **Of the English-speakers who had used the services of a hospital emergency room (ER), 65% had been served in English\*.**
  - *Among the English-speakers who had used the services of a hospital ER , males (68%), those age 75 and older (78%), unilingual English-speakers (76%), those living in the West Island of Montreal (Ouest de l'Île) (86%) or Centre-West Island of Montreal (Centre-Ouest de l'Île) (85%) were more likely to have been served in English.*
- **Of the English-speakers who had received service in English at a hospital ER , a quarter (28%) had to ask to be served in English\*.**
  - *English-speaking females (33%), unilingual English-speakers (37%), as well as residents of the Laurentides (39%\*\*), were more likely to have had to ask to be served in English.*
- **The majority (89%) of the English-speakers who had been served in their language at a hospital ER felt that it was very important to have received the service in English\*.**
  - *Almost all unilingual English-speakers (98%) and those with an annual household income of \$30K-\$70K (94%) felt that it was very important to have received the service in English.*
- **32% of the English-speakers who had NOT been served in English at an ER had asked for service in English\*.**
  - *This rate was higher among unilingual English-speakers (62%\*\*).*

## Main observations 2/3

- 
- **One out of two English-speakers (54%) who had NOT been served in English at an ER felt that it would have been very important to have received the service in English\*.**
    - *Among the English-speakers who had NOT been served in English at an ER, the importance of being served in English was higher among unilingual English-speakers (83%\*\*).*
  - **Of the English-speakers who had used a hospital ER, more than a third (37%) reported that the admitting staff had NOT spoken to them in English\*.**
    - *This rate was higher among females (44%), those with a household income of \$30K-\$70K (44%), bilingual English-speakers (40%), those living in Estrie (54%\*\*), East Island of Montreal (Est de l'Île) (69%\*\*), Laval (55%\*\*), Laurentides (51%) and Montérégie-Centre (52%\*\*).*
  - **Forty-nine percent (49%) of the English-speakers who had visited a hospital ER reported that the forms they were required to fill out, or other information forms given to them, were NOT provided in English\*.**
    - *Females (58%), those age 45-64 (56%), bilingual English-speakers (51%) and those living in Estrie (67%\*\*), Est de l'Île de Montréal (60%\*\*), Laval (64%\*\*), and Laurentides (58%) were more likely to have reported that when they went to a hospital ER, the forms were NOT provided in English.*
  - **One-fifth (19%) of the English-speakers who had gone to a hospital ER found that it was not easy to find their way around\*.**
    - *Among the English-speakers who had gone to such a facility, unilingual English-speakers (23%) and residents of Estrie (33%\*\*), Gaspésie (33\*\*) and Montérégie-Centre (36\*\*) were the most likely to have reported that it was not easy to find their way around.*
  - **Of the English-speakers who had gone to a hospital ER, 26% stated that “nothing” would have improved their ability to find their way around the ER. “Bilingual signs” (16%) and “clearer directions / departmental map / color codes” (16%) were the first choice of all the suggested ways to improve navigation in these facilities\*.**
    - *Those age 65-74 (31%) or 75 and older (37%), as well as those from the Centre-West Island of Montreal (Centre-Ouest de l'Île) (35%), were the most likely to have responded with “nothing.”*

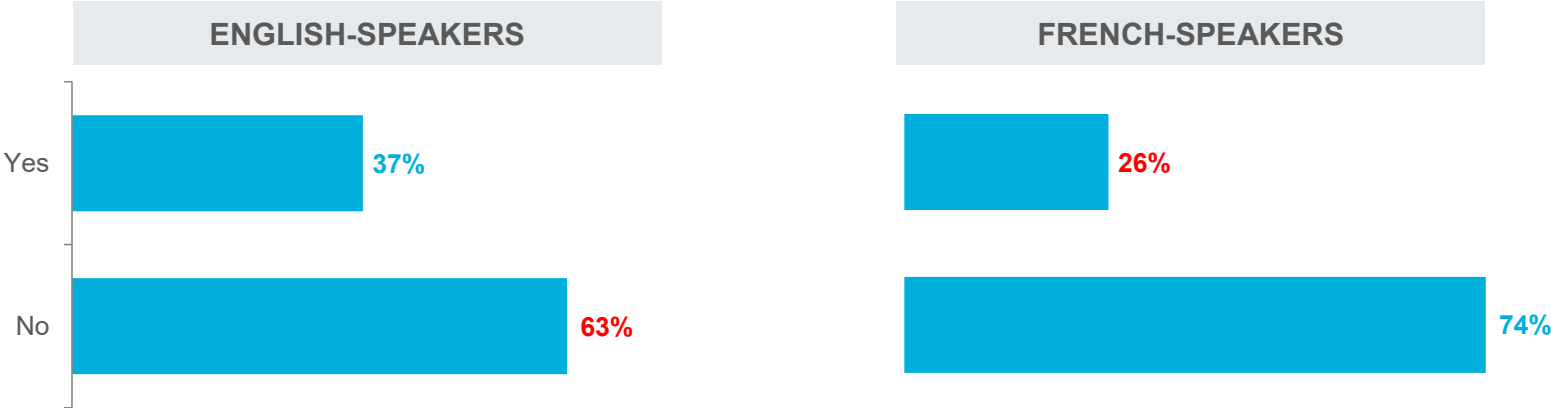
## Main observations 3/3

- 
- **Of the English-speakers who had used ER services, 25% reported that the doctor or health professional had NOT spoken to them in English.**
    - *Among the English-speakers who had used ER services, a higher rate of respondents reported that the doctor or health professional had not spoken to them in English among females (28%), those with a household income of \$30K-\$70K (29%), bilingual English-speakers (28%), as well as residents of Estrie (39%\*\*), East Island of Montreal (Est de l'Île) (41%\*\*), Laval (42%\*\*), and Montérégie-Centre (38%\*\*).*
  - **Two-thirds (67%) of the English-speakers who had gone to an ER thought that it was “very important” to be spoken to in English (to them or to the person they helped) by the health care or social services professional during the consultation\*.**
    - *Females (71%), those age 45-74 (74%), unilingual English-speakers (89%), as well as the residents of the West Island of Montreal (Ouest de l'Île) (78%), Centre-West Island of Montreal (Centre-Ouest de l'Île) (77%) and Gaspésie (83%\*\*), were more likely to consider it very important that the health care and social services professional speak to them in English.*
  - **Of the English-speakers who had gone to an ER, 82% reported that interpreter services had NOT been offered (excluding those who don't know)\*.**
    - *The rate was higher among females (91%), those age 45+ (45-64: 89%; 65-74: 95%; 75+: 94%) and lower-income households (<\$30K: 91%).*
  - **If interpreter services had been offered, 41% of English-speakers who had gone to an ER would have used them.**
    - *Older individuals (75 and older: 49%), those with an annual household income of \$30K-\$70K (51%), unilingual English-speakers (67%) and residents of Outaouais (58%) were more interested in this service.*

# Used the services of a hospital emergency room

## 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (% ) ENGLISH-SPEAKERS |    | TOTAL | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|----|-------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |    |       | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= | 3953  | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                   |    | 37    | 34     | 39   | 35    | 39    | 36    | 33    | 33  | 42               | 35          | 40           | 35       | 37                              | 36                 |
| No                    |    | 63    | 66     | 61   | 65    | 61    | 64    | 67    | 67  | 58               | 65          | 60           | 65       | 63                              | 64                 |

## Used the services of a hospital emergency room 2/2

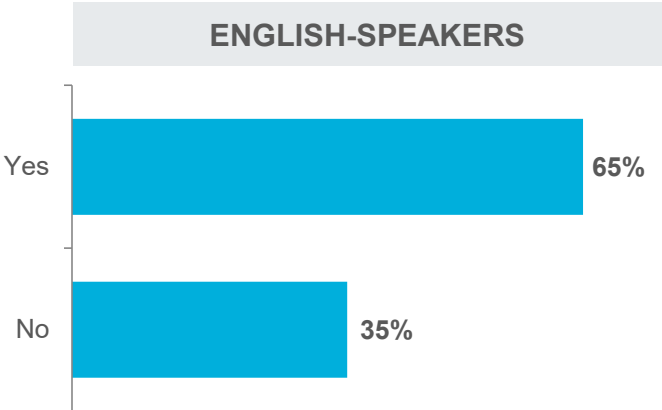
Base: total respondents, English, n= 3,953

| (% ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= | 3953    | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 |    | 37      | 37                 | 33     | 37        | 33             | 36                 | 26           | 42          | 41        | 42       | 36    | 26         | 45          | 33                | 33             | 40               | 46        | 40            |
| No                  |    | 63      | 63                 | 67     | 63        | 67             | 64                 | 74           | 58          | 59        | 58       | 64    | 74         | 55          | 67                | 67             | 60               | 54        | 60            |

\*Interpret the results with caution, as the number of respondents is < 100.

# Served in English at the ER 1/2

Base: English respondents who have used an emergency room, n=1,465



| (% ) ENGLISH-SPEAKERS |    | TOTAL | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|----|-------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |    |       | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= | 1465  | 444    | 1021 | 44    | 448   | 529   | 276   | 168 | 176              | 399         | 274          | 404      | 1173                            | 292                |
| Yes                   |    | 65    | 68     | 62   | --    | 66    | 62    | 65    | 78  | 67               | 60          | 69           | 65       | 62                              | 76                 |
| No                    |    | 35    | 32     | 38   | --    | 34    | 38    | 35    | 22  | 33               | 40          | 31           | 35       | 38                              | 24                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Served in English at the ER 2/2

Base: English respondents who have used an emergency room, n=1,465

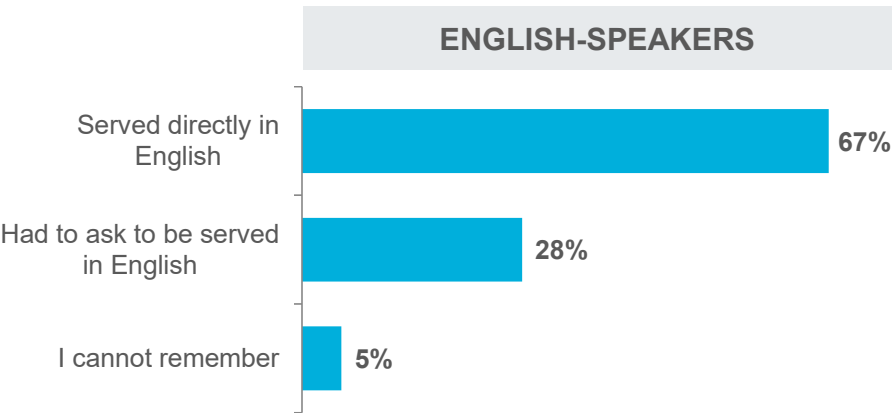
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1465 | 44                 | 71*    | 200       | 130            | 112                | 68*          | 91*         | 114       | 54*      | 85*   | 16         | 141         | 95*               | 38             | 124              | 37        | 45            |
| Yes                 | 65      | --                 | 51     | 86        | 85             | 68                 | 60           | 39          | 71        | 75       | 45    | --         | 57          | 48                | --             | 63               | --        | --            |
| No                  | 35      | --                 | 49     | 14        | 15             | 32                 | 40           | 61          | 29        | 25       | 55    | --         | 43          | 52                | --             | 37               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Requested and received service in English at the ER 1/2

Base: English respondents who have been served in English during recent visit to an emergency room , n=922



| <div>(%) ENGLISH-SPEAKERS</div>    |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                    | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                    | n= 922 | 301    | 621 | 22    | 283   | 317   | 172   | 128 | 117              | 236         | 182          | 254      | 690                             | 232                |
| Served directly in English         | 67     | 72     | 62  | --    | 68    | 65    | 62    | 72  | 58               | 71          | 67           | 70       | 69                              | 59                 |
| Had to ask to be served in English | 28     | 23     | 33  | --    | 27    | 31    | 34    | 21  | 33               | 26          | 27           | 26       | 25                              | 37                 |
| I cannot remember                  | 5      | 5      | 5   | --    | 5     | 4     | 4     | 7   | 9                | 2           | 6            | 4        | 5                               | 4                  |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Requested and received service in English at the ER 2/2

Base: English respondents who have been served in English during recent visit to an emergency room , n=922

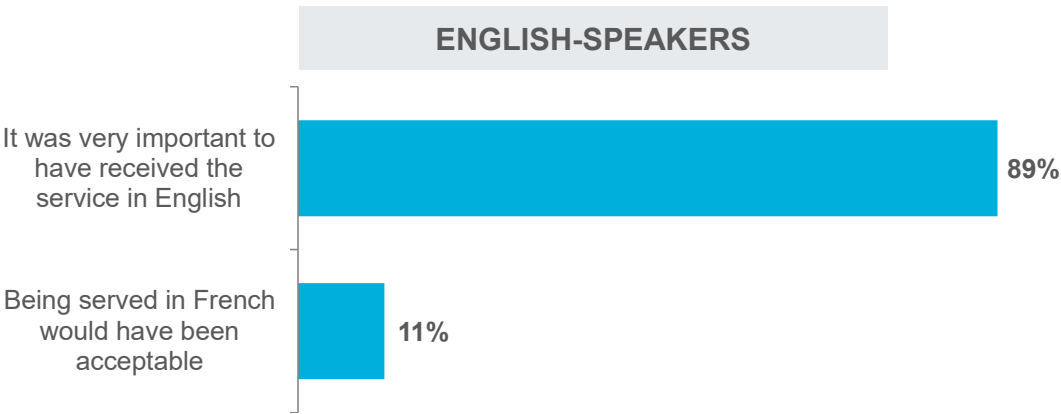
| (% ) ENGLISH-SPEAKERS              | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                    | n= 922  | 13                 | 38     | 173       | 115                  | 77*                | 41           | 35          | 82*       | 40       | 37    | 3          | 80*         | 49                | 16             | 83*              | 28        | 12            |
| Served directly in English         | 67      | --                 | --     | 75        | 76                   | 67                 | --           | --          | 60        | --       | --    | --         | 52          | --                | --             | 68               | --        | --            |
| Had to ask to be served in English | 28      | --                 | --     | 19        | 19                   | 27                 | --           | --          | 35        | --       | --    | --         | 39          | --                | --             | 32               | --        | --            |
| I cannot remember                  | 5       | --                 | --     | 7         | 5                    | 7                  | --           | --          | 5         | --       | --    | --         | 10          | --                | --             | 0                | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Perceived importance of being served in English at ER 1/2

Base: English respondents who have been served in English at the ER , n=922



| (%) ENGLISH-SPEAKERS                                          | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                               |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                                               | n= 922 | 301    | 621 | 22    | 283   | 317   | 172   | 128 | 117              | 236         | 182          | 254      | 690                             | 232                |
| It was very important to have received the service in English | 89     | 90     | 88  | --    | 88    | 90    | 89    | 90  | 86               | 94          | 87           | 85       | 86                              | 98                 |
| Being served in French would have been acceptable             | 11     | 10     | 12  | --    | 12    | 10    | 11    | 10  | 14               | 6           | 13           | 15       | 14                              | 2                  |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Perceived importance of being served in English at ER 2/2

Base: English respondents who have been served in English at the ER , n=922

| (% ENGLISH-SPEAKERS                                           | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                               | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                            | 922     | 13                 | 38     | 173       | 115            | 77*                | 41           | 35          | 82*       | 40       | 37    | 3          | 80*         | 49                | 16             | 83*              | 28        | 12            |
| It was very important to have received the service in English | 89      | --                 | --     | 89        | 91             | 80                 | --           | --          | 89        | --       | --    | --         | 90          | --                | --             | 93               | --        | --            |
| Being served in French would have been acceptable             | 11      | --                 | --     | 11        | 9              | 20                 | --           | --          | 11        | --       | --    | --         | 10          | --                | --             | 7                | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

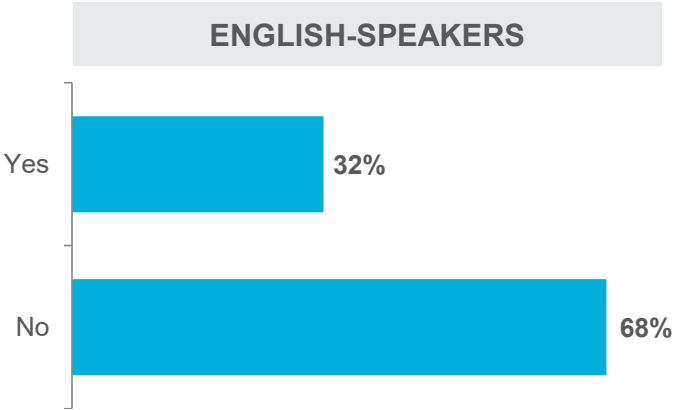
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q30C.** 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 (at the hospital emergency room )?

# Did you or the person you helped ask for service in English at the ER? 1/2

Base: English respondents who have NOT been served in English at the ER , n=543



| <div>(%) ENGLISH-SPEAKERS</div> |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                 | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                 | n= 543 | 143    | 400 | 22    | 165   | 212   | 104   | 40  | 59*              | 163         | 92*          | 150      | 483                             | 60*                |
| Yes                             | 32     | 34     | 31  | --    | 35    | 34    | 30    | --  | 39               | 32          | 37           | 27       | 28                              | 62                 |
| No                              | 68     | 66     | 69  | --    | 65    | 66    | 70    | --  | 61               | 68          | 63           | 73       | 72                              | 38                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you or the person you helped ask for service in English at the ER? 2/2

Base: English respondents who have NOT been served in English at the ER , n=543

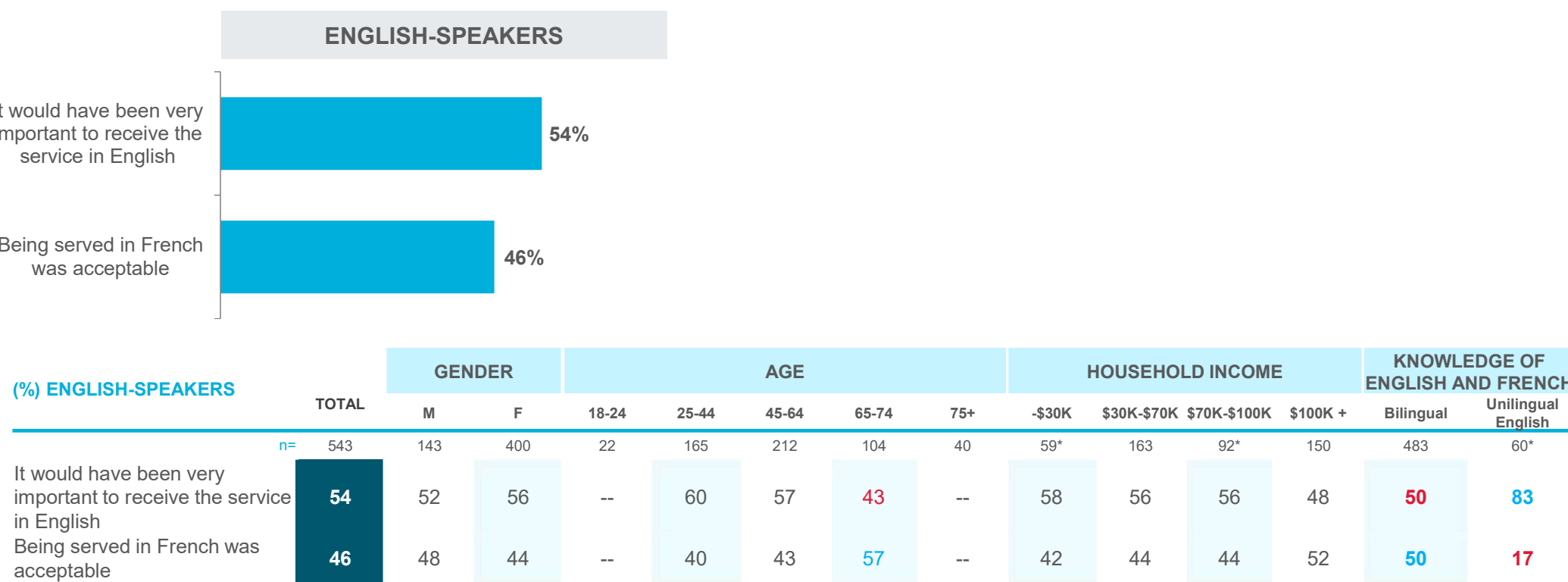
| (% ) ENGLISH-SPEAKERS | REGIONS |                    |        |           |                      |                    |              |             |            |          |       |            |             |                   |                |                  |           |               |
|-----------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|------------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                       | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outa-ouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                       | n= 543  | 31                 | 33     | 27        | 15                   | 35                 | 27           | 56*         | 32         | 14       | 48    | 13         | 61*         | 46                | 22             | 41               | 9         | 33            |
| Yes                   | 32      | --                 | --     | --        | --                   | --                 | --           | 41          | --         | --       | --    | --         | 31          | --                | --             | --               | --        | --            |
| No                    | 68      | --                 | --     | --        | --                   | --                 | --           | 59          | --         | --       | --    | --         | 69          | --                | --             | --               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Importance of English services at the ER among those not served in English 1/2

Base: English respondents who have NOT been served in English at the ER , n=543



\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Importance of English services at the ER among those not served in English 2/2

Base: English respondents who have NOT been served in English at the ER , n=543

| (% ENGLISH-SPEAKERS                                                 | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                                  | 543     | 31                 | 33     | 27        | 15             | 35                 | 27           | 56*         | 32        | 14       | 48    | 13         | 61*         | 46                | 22             | 41               | 9         | 33            |
| It would have been very important to receive the service in English | 54      | --                 | --     | --        | --             | --                 | --           | 57          | --        | --       | --    | --         | 58          | --                | --             | --               | --        | --            |
| Being served in French was acceptable                               | 46      | --                 | --     | --        | --             | --                 | --           | 43          | --        | --       | --    | --         | 42          | --                | --             | --               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

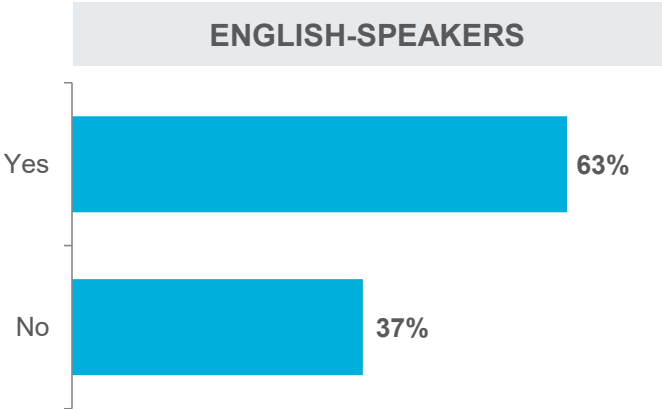
CROP

**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 )?

# Did admission personnel speak English at the ER?

## 1/2

Base: English respondents who have used an emergency room, n=1,465



| (% ) ENGLISH-SPEAKERS |         | GENDER |      | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |
|-----------------------|---------|--------|------|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|
|                       |         | TOTAL  | M    | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual |
|                       | n= 1465 | 444    | 1021 | 44  | 448   | 529   | 276   | 168   | 176              | 399    | 274         | 404          | 1173                            | 292       |
| Yes                   | 63      | 71     | 56   | --  | 65    | 59    | 62    | 69    | 70               | 56     | 67          | 63           | 60                              | 75        |
| No                    | 37      | 29     | 44   | --  | 35    | 41    | 38    | 31    | 30               | 44     | 33          | 37           | 40                              | 25        |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Did admission personnel speak English at the ER?

2/2

Base: English respondents who have used an emergency room, n=1,465

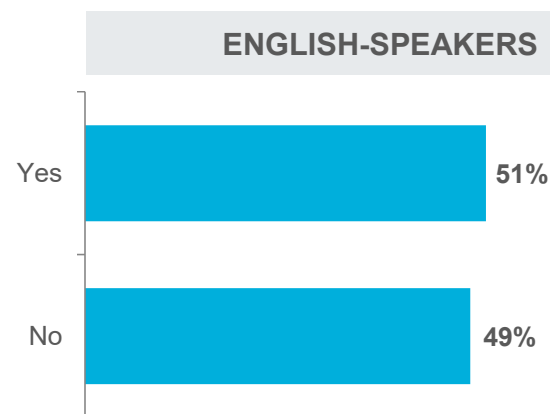
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1465 | 44                 | 71*    | 200       | 130            | 112                | 68*          | 91*         | 114       | 54*      | 85*   | 16         | 141         | 95*               | 38             | 124              | 37        | 45            |
| Yes                 | 63      | --                 | 46     | 82        | 84             | 66                 | 60           | 31          | 74        | 50       | 45    | --         | 49          | 48                | --             | 68               | --        | --            |
| No                  | 37      | --                 | 54     | 18        | 16             | 34                 | 40           | 69          | 26        | 50       | 55    | --         | 51          | 52                | --             | 32               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Were forms provided in English at the ER? 1/2

Base: English respondents who have used an emergency room, n=1,465



| (% ) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 1465 | 444    | 1021 | 44    | 448   | 529   | 276   | 168 | 176              | 399         | 274          | 404      | 1173                            | 292                |
| Yes                   | 51      | 62     | 42   | --    | 56    | 44    | 49    | 56  | 51               | 48          | 55           | 53       | 49                              | 61                 |
| No                    | 49      | 38     | 58   | --    | 44    | 56    | 51    | 44  | 49               | 52          | 45           | 47       | 51                              | 39                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Were forms provided in English at the ER? 2/2

Base: English respondents who have used an emergency room, n=1,465

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1465 | 44                 | 71*    | 200       | 130            | 112                | 68*          | 91*         | 114       | 54*      | 85*   | 16         | 141         | 95*               | 38             | 124              | 37        | 45            |
| Yes                 | 51      | --                 | 33     | 65        | 76             | 56                 | 52           | 40          | 53        | 38       | 36    | --         | 42          | 43                | --             | 53               | --        | --            |
| No                  | 49      | --                 | 67     | 35        | 24             | 44                 | 48           | 60          | 47        | 62       | 64    | --         | 58          | 57                | --             | 47               | --        | --            |

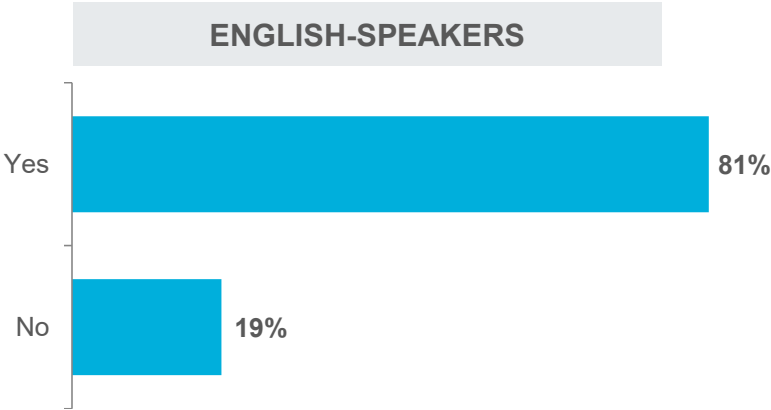
\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Were you able to navigate around the ER easily?

## 1/2

Base: English respondents who have used an emergency room, n=1,465



| (% ) ENGLISH-SPEAKERS |    | GENDER |     | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|-----------------------|----|--------|-----|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                       |    | TOTAL  | M   | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                       | n= | 1465   | 444 | 1021 | 44    | 448   | 529   | 276   | 168              | 176    | 399         | 274          | 404                             | 1173      | 292                |
| Yes                   |    | 81     | 83  | 80   | --    | 83    | 82    | 81    | 85               | 80     | 79          | 82           | 83                              | 82        | 77                 |
| No                    |    | 19     | 17  | 20   | --    | 17    | 18    | 19    | 15               | 20     | 21          | 18           | 17                              | 18        | 23                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Were you able to navigate around the ER easily?

2/2

Base: English respondents who have used an emergency room, n=1,465

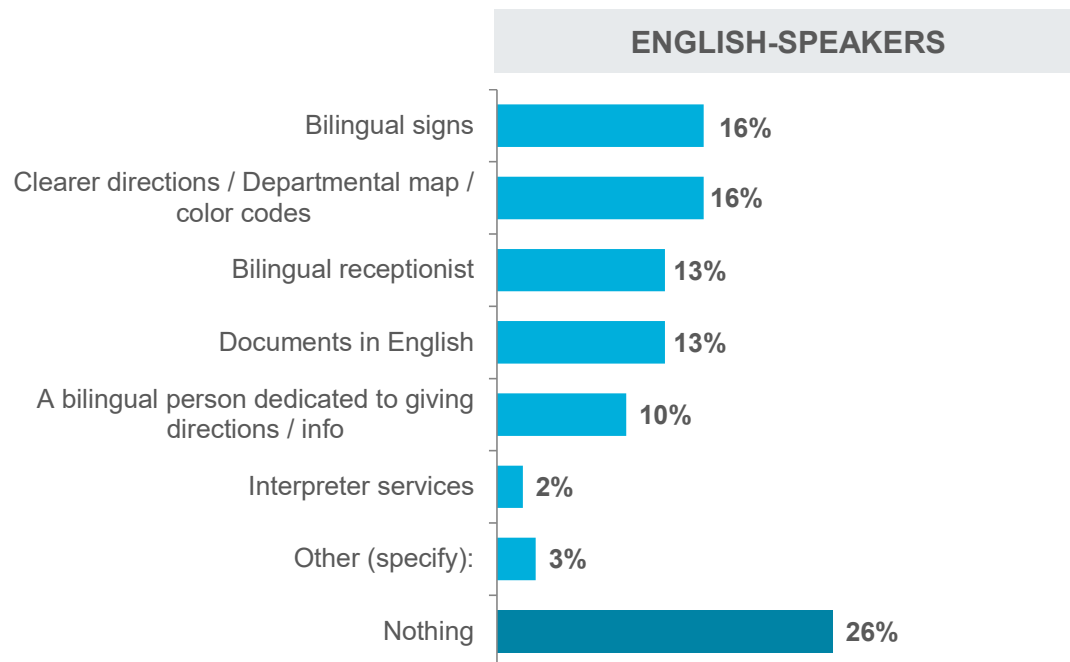
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1465 | 44                 | 71*    | 200       | 130            | 112                | 68*          | 91*         | 114       | 54*      | 85*   | 16         | 141         | 95*               | 38             | 124              | 37        | 45            |
| Yes                 | 81      | --                 | 67     | 92        | 80             | 82                 | 85           | 74          | 84        | 67       | 73    | --         | 80          | 64                | --             | 85               | --        | --            |
| No                  | 19      | --                 | 33     | 8         | 20             | 18                 | 15           | 26          | 16        | 33       | 27    | --         | 20          | 36                | --             | 15               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Factors that would improve finding one's way around the ER 1/3

Base: English respondents who have used an emergency room, n=1,465



## Factors that would improve finding one's way around the ER 2/3

Base: English respondents who have used an emergency room, n=1,465

| (% ) ENGLISH-SPEAKERS                                       | TOTAL | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-------------------------------------------------------------|-------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                             |       | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n=                                                          | 1465  | 444    | 1021 | 44    | 448   | 529   | 276   | 168 | 176              | 399         | 274          | 404      | 1173                            | 292                |
| Bilingual signs                                             | 16    | 16     | 17   | --    | 16    | 17    | 18    | 19  | 11               | 20          | 12           | 18       | 16                              | 17                 |
| Clearer directions /<br>Departmental map / color<br>codes   | 16    | 20     | 14   | --    | 19    | 11    | 15    | 15  | 25               | 12          | 15           | 18       | 17                              | 12                 |
| Bilingual receptionist                                      | 13    | 12     | 14   | --    | 14    | 11    | 10    | 9   | 10               | 14          | 13           | 14       | 13                              | 12                 |
| Documents in English                                        | 13    | 10     | 15   | --    | 15    | 13    | 11    | 6   | 15               | 10          | 15           | 12       | 12                              | 18                 |
| A bilingual person dedicated to<br>giving directions / info | 10    | 11     | 9    | --    | 10    | 11    | 10    | 8   | 7                | 13          | 9            | 10       | 10                              | 13                 |
| Interpreter services                                        | 2     | 2      | 1    | --    | 3     | 0     | 1     | 1   | 2                | 1           | 3            | 0        | 1                               | 4                  |
| Other (specify):                                            | 3     | 3      | 4    | --    | 2     | 5     | 4     | 6   | 3                | 3           | 5            | 3        | 4                               | 3                  |
| Nothing                                                     | 26    | 27     | 26   | --    | 20    | 32    | 31    | 37  | 26               | 26          | 28           | 25       | 27                              | 22                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Factors that would improve finding one's way around the ER 3/3

Base: English respondents who have used an emergency room, n=1,465

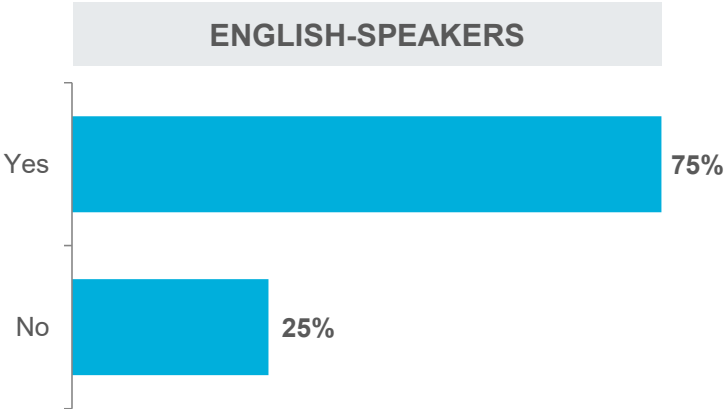
|                                                          |    | REGIONS            |        |           |                   |                 |          |         |             |            |       |              |               |                     |                  |                    |            |               |
|----------------------------------------------------------|----|--------------------|--------|-----------|-------------------|-----------------|----------|---------|-------------|------------|-------|--------------|---------------|---------------------|------------------|--------------------|------------|---------------|
| n=                                                       |    |                    |        |           |                   |                 |          |         |             |            |       |              |               |                     |                  |                    |            |               |
| TOTAL                                                    |    | Capitale Nationale | Estrie | Ouest Mtl | Centre- Ovest Mtl | Centre- Sud Mtl | Nord Mtl | Est Mtl | Outa- ouais | Gaspé- sie | Laval | Lana- udière | Lauren- tides | Monté- régie Centre | Monté- régie Est | Monté- régie Ouest | Côte- Nord | Other regions |
| 1465                                                     |    | 44                 | 71*    | 200       | 130               | 112             | 68*      | 91*     | 114         | 54*        | 85*   | 16           | 141           | 95*                 | 38               | 124                | 37         | 45            |
| Bilingual signs                                          | 16 | --                 | 12     | 15        | 8                 | 10              | 18       | 15      | 24          | 20         | 12    | --           | 20            | 16                  | --               | 20                 | --         | --            |
| Clearer directions / Departmental map / color codes      | 16 | --                 | 9      | 15        | 17                | 20              | 20       | 24      | 10          | 16         | 16    | --           | 8             | 20                  | --               | 26                 | --         | --            |
| Bilingual receptionist                                   | 13 | --                 | 12     | 7         | 9                 | 12              | 14       | 18      | 15          | 15         | 25    | --           | 21            | 11                  | --               | 6                  | --         | --            |
| Documents in English                                     | 13 | --                 | 7      | 18        | 14                | 10              | 10       | 15      | 12          | 10         | 14    | --           | 16            | 12                  | --               | 12                 | --         | --            |
| A bilingual person dedicated to giving directions / info | 10 | --                 | 24     | 8         | 8                 | 9               | 7        | 11      | 9           | 14         | 5     | --           | 14            | 14                  | --               | 10                 | --         | --            |
| Interpreter services                                     | 2  | --                 | 1      | 2         | 5                 | 2               | 2        | 0       | 0           | 0          | 0     | --           | 0             | 1                   | --               | 1                  | --         | --            |
| Other (specify):                                         | 3  | --                 | 5      | 4         | 4                 | 3               | 1        | 1       | 7           | 3          | 1     | --           | 4             | 1                   | --               | 0                  | --         | --            |
| Nothing                                                  | 26 | --                 | 28     | 32        | 35                | 34              | 28       | 16      | 23          | 23         | 26    | --           | 17            | 25                  | --               | 26                 | --         | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did the doctor / health professional speak English at the ER? 1/2

Base: English respondents who have used an emergency room, n=1,465



| (%) ENGLISH-SPEAKERS | TOTAL   | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      |         | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 1465 | 444    | 1021 | 44    | 448   | 529   | 276   | 168 | 176              | 399         | 274          | 404      | 1173                            | 292                |
| Yes                  | 75      | 80     | 72   | --    | 78    | 74    | 75    | 80  | 78               | 71          | 82           | 74       | 72                              | 89                 |
| No                   | 25      | 20     | 28   | --    | 22    | 26    | 25    | 20  | 22               | 29          | 18           | 26       | 28                              | 11                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Did the doctor / health professional speak English at the ER? 2/2

Base: English respondents who have used an emergency room, n=1,465

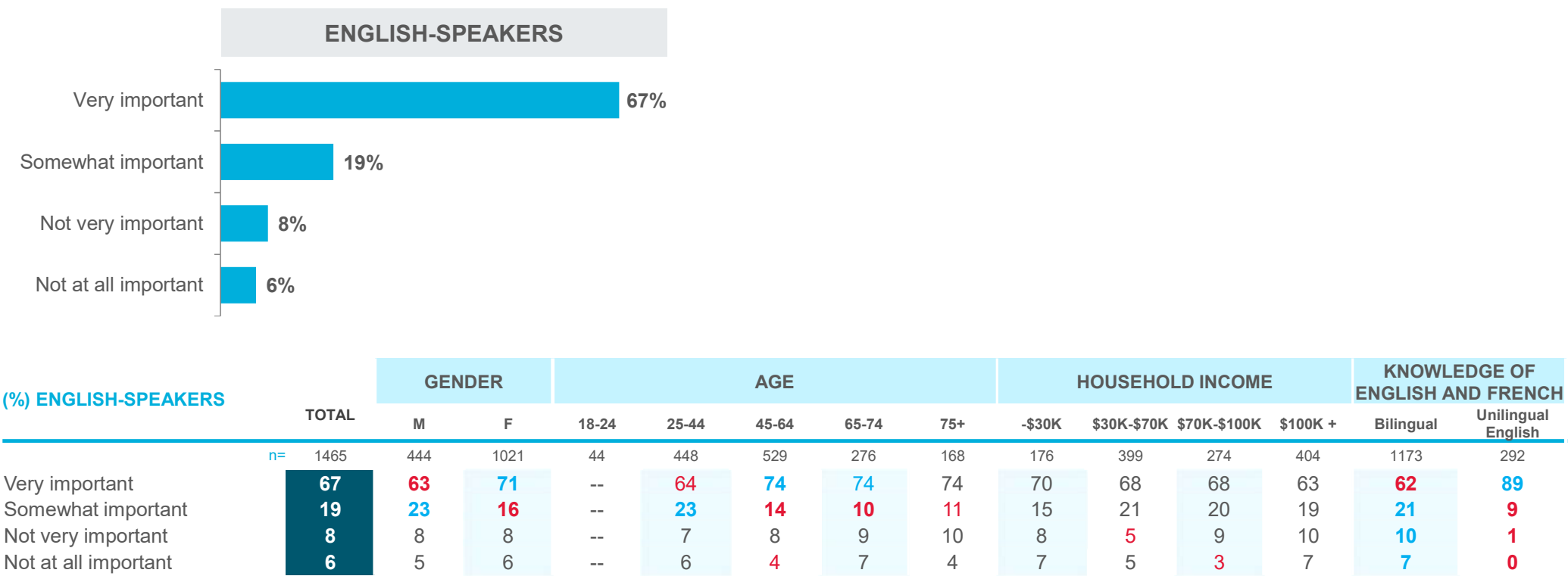
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 1465 | 44                 | 71*    | 200       | 130            | 112                | 68*          | 91*         | 114       | 54*      | 85*   | 16         | 141         | 95*               | 38             | 124              | 37        | 45            |
| Yes                 | 75      | --                 | 61     | 89        | 89             | 75                 | 66           | 59          | 81        | 80       | 58    | --         | 75          | 62                | --             | 81               | --        | --            |
| No                  | 25      | --                 | 39     | 11        | 11             | 25                 | 34           | 41          | 19        | 20       | 42    | --         | 25          | 38                | --             | 19               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Importance of doctor or health professional speaking English at the ER 1/2

Base: English respondents who have used an emergency room, n=1,465



--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q30L.** During your most recent experience at the ER ... How important was it to your understanding that the health and social services professional speak in English to you or the person you helped during the consultation? Was it...

## Importance of doctor or health professional speaking English at the ER 2/2

Base: English respondents who have used an emergency room, n=1,465

| (% ENGLISH-SPEAKERS  |      | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |
|----------------------|------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|
|                      |      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord |
| n=                   | 1465 | 44      | 71*                | 200    | 130       | 112            | 68*                | 91*          | 114         | 54*       | 85*      | 16    | 141        | 95*         | 38                | 124            | 37               | 45        |
| Very important       | 67   | --      | 65                 | 78     | 77        | 61             | 66                 | 46           | 70          | 83        | 51       | --    | 68         | 57          | --                | 72             | --               | --        |
| Somewhat important   | 19   | --      | 23                 | 14     | 15        | 21             | 14                 | 37           | 22          | 14        | 28       | --    | 20         | 21          | --                | 11             | --               | --        |
| Not very important   | 8    | --      | 9                  | 4      | 3         | 7              | 14                 | 12           | 7           | 2         | 16       | --    | 9          | 8           | --                | 9              | --               | --        |
| Not at all important | 6    | --      | 3                  | 4      | 5         | 11             | 5                  | 4            | 1           | 1         | 5        | --    | 3          | 13          | --                | 8              | --               | --        |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

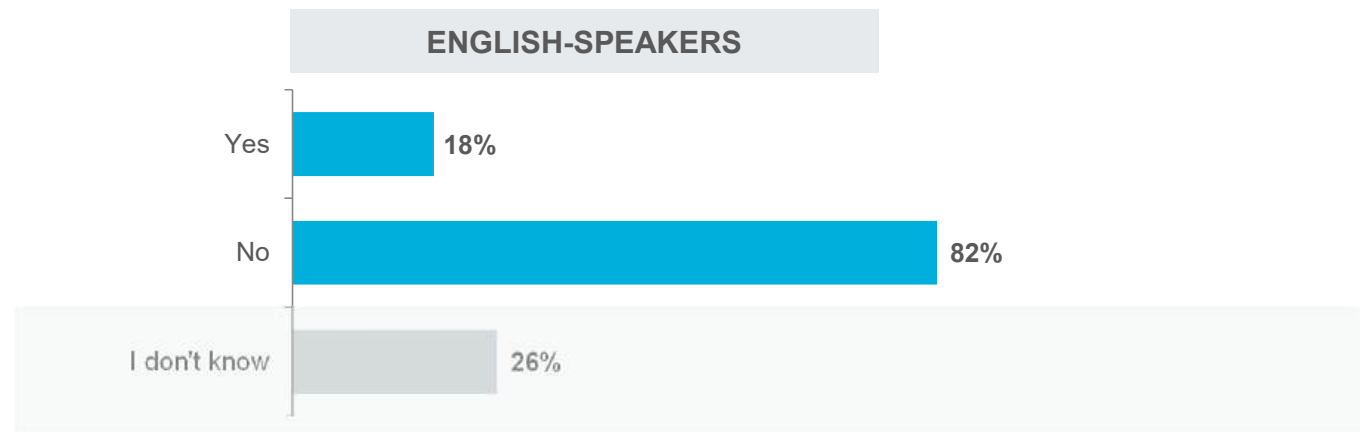
CROP

**Q30L.** During your most recent experience at the ER ... How important was it to your understanding that the health and social services professional speak in English to you or the person you helped during the consultation? Was it...

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# Interpreter services offered at the hospital emergency room 1/2

Base: English respondents who have used an emergency room (n=1,465), excluding those who don't know (26%), n=1,085



| (%) ENGLISH-SPEAKERS |         | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 1085 | 323    | 762 | 29    | 362   | 401   | 194   | 99* | 127              | 299         | 208          | 299      | 876                             | 209                |
| Yes                  | 18      | 28     | 9   | --    | 28    | 11    | 5     | 6   | 9                | 19          | 21           | 22       | 17                              | 19                 |
| No                   | 82      | 72     | 91  | --    | 72    | 89    | 95    | 94  | 91               | 81          | 79           | 78       | 83                              | 81                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Interpreter services offered at the hospital emergency room 2/2

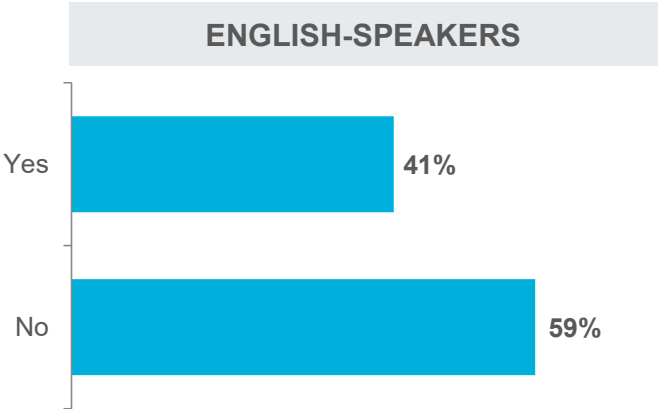
Base: English respondents who have used an emergency room (n=1,465), excluding those who don't know (26%), n=1,085

| (% ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= | 1085    | 39                 | 52*    | 118       | 84*            | 85*                | 52*          | 81*         | 90*       | 47       | 62*   | 14         | 107         | 72*               | 33             | 90*              | 28        | 31            |
| Yes                 |    | 18      | --                 | 19     | 12        | 25             | 24                 | 20           | 10          | 21        | --       | 16    | --         | 25          | 12                | --             | 14               | --        | --            |
| No                  |    | 82      | --                 | 81     | 88        | 75             | 76                 | 80           | 90          | 79        | --       | 84    | --         | 75          | 88                | --             | 86               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

# Interest in using interpretation services if offered (ER) 1/2

Base: English respondents who used an ER and who mention that no interpreter service was offered or do not know whether this service was offered, n=1,328



| (% ) ENGLISH-SPEAKERS |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|-----------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                       |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                       | n= | 1328   | 366 | 962 | 40    | 370   | 490   | 268   | 160              | 166    | 362         | 240          | 358                             | 1069      | 259                |
| Yes                   |    | 41     | 42  | 41  | --    | 40    | 39    | 45    | 49               | 45     | 51          | 43           | 29                              | 35        | 67                 |
| No                    |    | 59     | 58  | 59  | --    | 60    | 61    | 55    | 51               | 55     | 49          | 57           | 71                              | 65        | 33                 |

--: Results are not shown when less than 50 respondents, as sample size is too small.

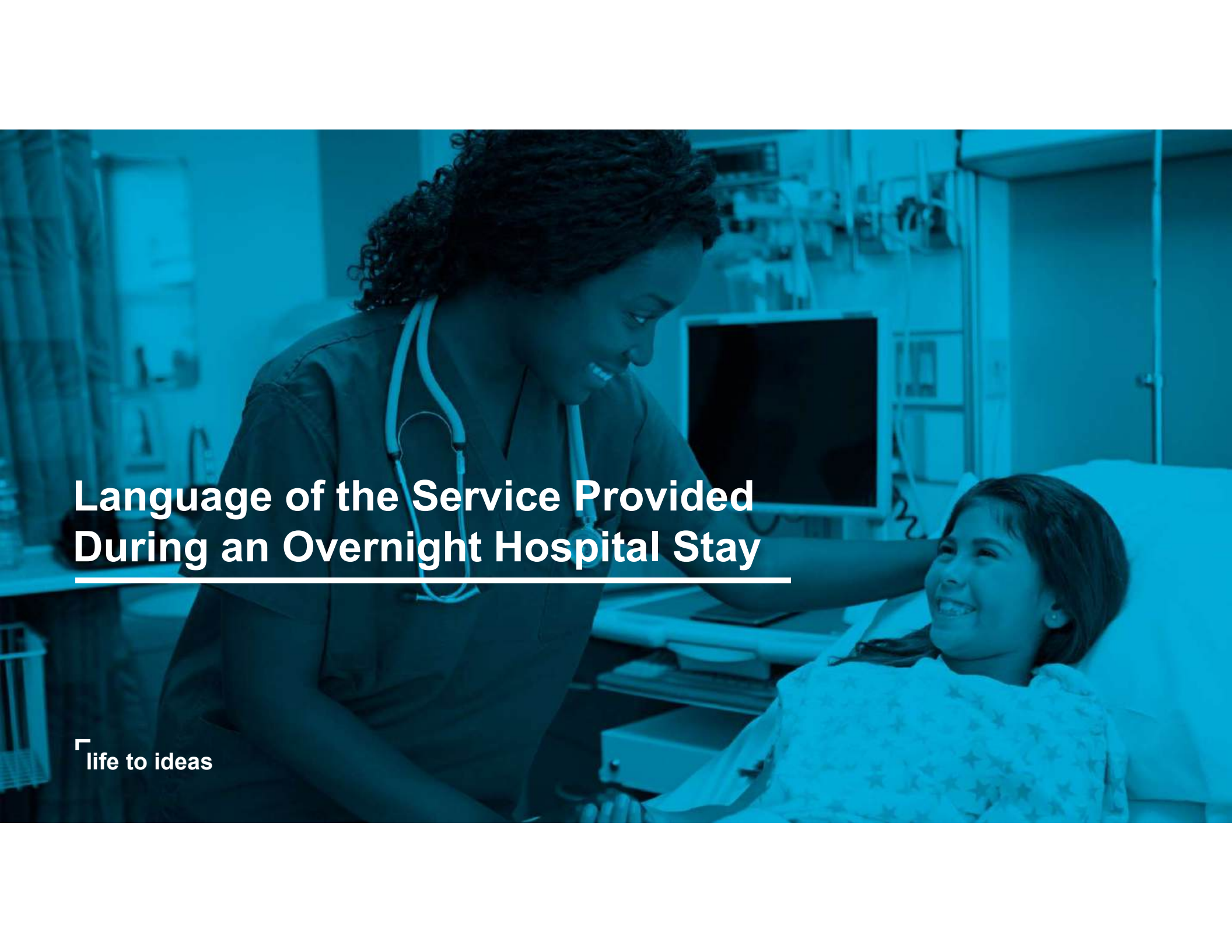
## Interest in using interpretation services if offered (ER) 2/2

Base: English respondents who used an ER and who mention that no interpreter service was offered / or do not know whether this service was offered, n=1,328

| (% ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= | 1328    | 41                 | 65*    | 188       | 114            | 96*                | 58*          | 83*         | 101       | 51*      | 77*   | 15         | 127         | 86*               | 33             | 115              | 34        | 44            |
| Yes                 |    | 41      | --                 | 48     | 32        | 36             | 34                 | 30           | 42          | 58        | 48       | 42    | --         | 44          | 49                | --             | 39               | --        | --            |
| No                  |    | 59      | --                 | 52     | 68        | 64             | 66                 | 70           | 58          | 42        | 52       | 58    | --         | 56          | 51                | --             | 61               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

A photograph of a nurse with dark curly hair and a stethoscope around her neck, smiling warmly at a young girl lying in a hospital bed. The girl is also smiling and looking up at the nurse. The scene is set in a hospital room with medical equipment visible in the background. The entire image has a blue color overlay.

# Language of the Service Provided During an Overnight Hospital Stay

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life to ideas

## Main observations 1/4

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- **Twenty percent (20%) of the English-speakers surveyed had used a hospital service requiring at least one overnight stay in the last 12 months.**
  - *This rate was higher than for French-speakers (15%).*
  - *Among the English-speakers, the younger cohorts (18-24: 28% and 25-44: 23%) and those with an annual household income of \$70K-\$100K (24%) were more likely to have used a hospital service requiring at least one overnight stay.*
- **Of the English-speakers who had used a hospital service requiring at least one overnight stay, 27% had NOT been served in English\*.**
  - *Among the English-speakers who had used these services, females (36%), those age 45-64 (35%), bilingual English-speakers (29%), as well as those living in the East Island of Montreal (Est de l'Île) (42%\*\*), Laval (41%\*\*), and Laurentides (41%\*\*), were more likely NOT to have been served in English.*
- **Of the English-speakers who had received service in English during an overnight stay at a hospital, 27% had to ask to be served in English (excluding those who cannot remember)\*.**
  - *Unilingual English-speakers (37%) were more likely to have had to ask to be served in English.*
- **Almost all (87%) of the English-speakers who were served in English during an overnight stay at a hospital felt that it was very important to have been served in English\*.**
  - *This rate was even higher among those age 25-44 (93%) and unilingual English-speakers (98%).*
- **Thirty-four percent (34%) of the English-speakers who had NOT been served in English during an overnight stay at a hospital had asked to be served in English\*.**
  - *Females (39%) and those with a household income of \$30K-\$70K (48%\*\*) were more likely to have asked for service in English.*
- **Just over half of the English-speakers (55%) who had NOT been served in English during an overnight stay at the hospital thought that it would have been very important to have received the service in English\*.**

## Main observations 2/4

- 
- **One-third (34%) of the English-speakers who had stayed overnight at a hospital reported that the admission staff did NOT speak to them in English\*.**
    - *This rate was higher among females (41%), those age 45-64 (43%), those with an annual household income of \$30K-\$70K (41%), bilingual English-speakers (35%) and residents of the East Island of Montreal (Est de l'Île) (55%\*\*).*
  - **Forty-two percent (42%) of the English-speakers who had stayed overnight at a hospital reported that the forms they were required to fill out, or other information forms given to them, were NOT provided in English\*.**
    - *Females (49%), those age 45-64 (52%), those with a household income of \$30K-\$70K (47%), those living in the East Island of Montreal (Est de l'Île) (59%\*\*), and Laurentides (57%\*\*), were more likely to have reported that, for their overnight stay at a hospital, the forms were NOT in English.*
  - **Eighteen percent (18%) of the English-speakers who had stayed overnight at a hospital reported being unable to easily find their way around\*.**
  - **Of the English-speakers who had stayed overnight at a hospital, "Documents in English" (34%) and "Bilingual signs" (33%) were the tools most often selected from the choices offered\*.**
    - *Those age 45 and older (45-64: 30%; 65-74: 37%; and 75+: 35%), bilingual English-speakers (24%) and residents of the Centre-West Island of Montreal (Centre-Ouest de l'Île) (35%\*\*), were more likely to have selected "nothing."*
  - **Overall, 40% reported that the consent forms for their overnight stay at a hospital were NOT in English\*.**
    - *Among English-speakers who had stayed overnight at a hospital, a higher rate of respondents reported that the consent forms were not in English among females (51%), those age 45-64 (54%) and residents of the Laurentides (54%\*\*).*
  - **Of the English-speakers who had stayed overnight at a hospital, 45% reported that written information other than consent forms was NOT provided in English\*.**
    - *Females (54%), those age 45-64 (56%) and residents of the Laurentides (62%\*\*), were the most likely to have reported that other written information was not provided in English.*

## Main observations 3/4

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- **Twenty-nine percent (29%) of the English-speakers who had stayed overnight at a hospital reported that the nursing staff did NOT speak to them in English\*.**
  - *Among the English-speakers who had stayed overnight at a hospital, females (34%), those with an annual household income of \$30K-\$70K (36%), bilinguals (30%) and those living in the East Island of Montreal (Est de l'Île) (49%\*\*) and Laurentides (43%\*\*) were the most likely to have reported that the nursing staff did not speak to them in English.*
- **Of the English-speakers who had stayed overnight at a hospital, one-fifth (20%) reported that the doctors did NOT speak to them in English\*.**
  - *There was a higher rate of those reporting that the doctors did not speak to them in English among females (24%), bilingual English-speakers (21%), as well as residents of the East Island of Montreal (Est de l'Île) (35%\*\*).*
- **A third (30%) of the English-speakers who had stayed overnight at a hospital and had seen technicians reported that the medical technicians did NOT speak to them in English (excluding those who did not see medical technicians)\*.**
  - *Among the English-speakers who had stayed overnight at a hospital, females (38%), those age 45-64 (40%), those with an annual household income between \$30K-\$70K (40%) and bilinguals (32%) were the most likely to have reported that the medical technicians did not speak to them in English.*
- **Of the English-speakers who had stayed overnight at a hospital and had received pre/post-procedure instructions, 37% reported that the pre-procedure or post-procedure instructions were NOT provided in English (excluding those who did not receive Pre/Post-procedure instructions)\*.**
  - *Females (44%), those age 45-64 (46%), bilingual English-speakers (39%), as well as residents of the Laurentides (54%\*\*), were the most likely (among the English-speakers who had stayed overnight at a hospital and had received pre/post-procedure instructions) to have reported that these instructions were not provided in English.*

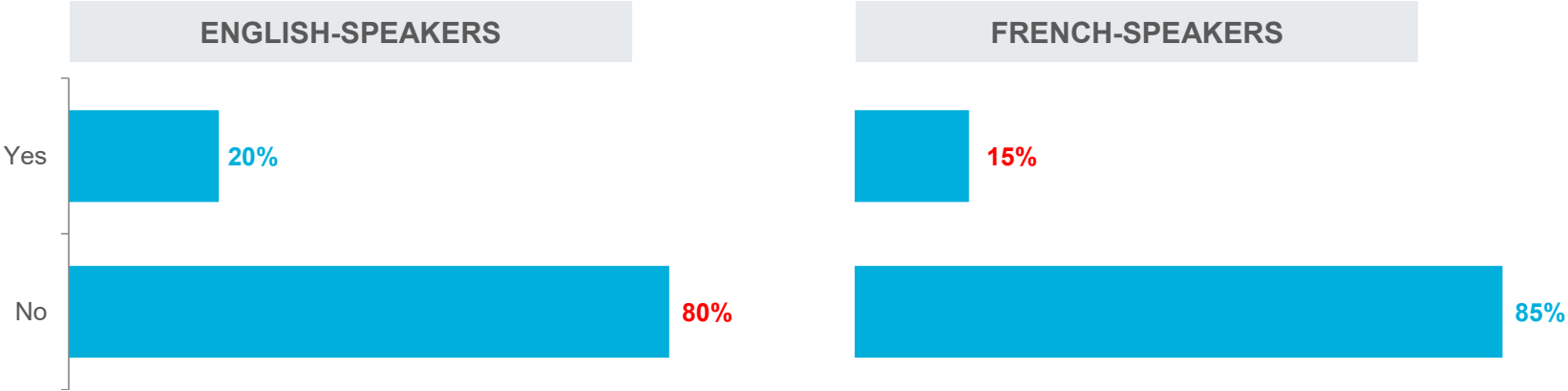
## Main observations 4/4

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- **Of the English-speakers who had stayed overnight at a hospital, 71% reported that interpreter services had NOT been provided (*excluding those who don't know*)\*.**
  - *The rate was higher among females (85%) and those age 45+ (45-64: 89%; 65-74: 94%\*\*; 75+: 96%\*\*).*
- **One-third (33%) of the English-speakers who had stayed overnight at a hospital did NOT receive instructions in English when discharged.**
  - *The highest rates in this situation were among females (42%), those age 45-64 (45%), bilinguals (35%), as well as residents of the Laurentides (49%\*\*).*

# Have stayed overnight at a hospital 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                  | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                  | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes              | 20      | 22     | 19   | 28    | 23    | 18    | 17    | 19  | 20               | 20          | 24           | 19       | 21                              | 20                 |
| No               | 80      | 78     | 81   | 72    | 77    | 82    | 83    | 81  | 80               | 80          | 76           | 81       | 79                              | 80                 |

## Have stayed overnight at a hospital 2/2

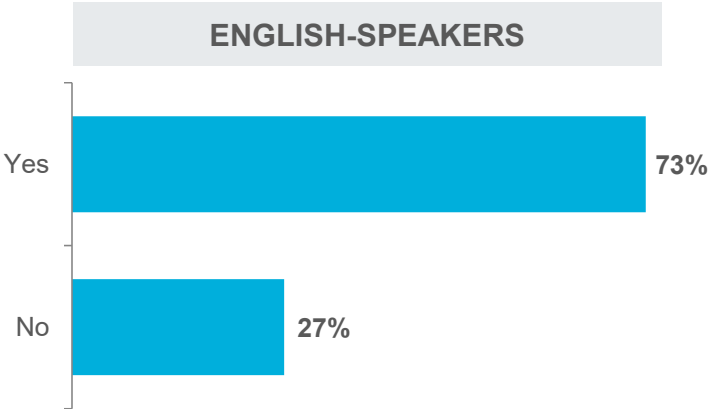
Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 20      | 20                 | 23     | 19        | 21             | 19                 | 13           | 24          | 20        | 15       | 24    | 16         | 24          | 17                | 28             | 23               | 22        | 19            |
| No                  | 80      | 80                 | 77     | 81        | 79             | 81                 | 87           | 76          | 80        | 85       | 76    | 84         | 76          | 83                | 72             | 77               | 78        | 81            |

\*Interpret the results with caution, as the number of respondents is < 100.

# Served in English during overnight stay at a hospital 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| <div>(%) ENGLISH-SPEAKERS</div> |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                 | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                 | n= 784 | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes                             | 73     | 82     | 64  | --    | 77    | 65    | 72    | 77  | 70               | 69          | 76           | 76       | 71                              | 80                 |
| No                              | 27     | 18     | 36  | --    | 23    | 35    | 28    | 23  | 30               | 31          | 24           | 24       | 29                              | 20                 |

\*Interpret the results with caution, as the number of respondents is < 100.    --: Results are not shown when less than 50 respondents, as sample size is too small.

## Served in English during overnight stay at a hospital 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

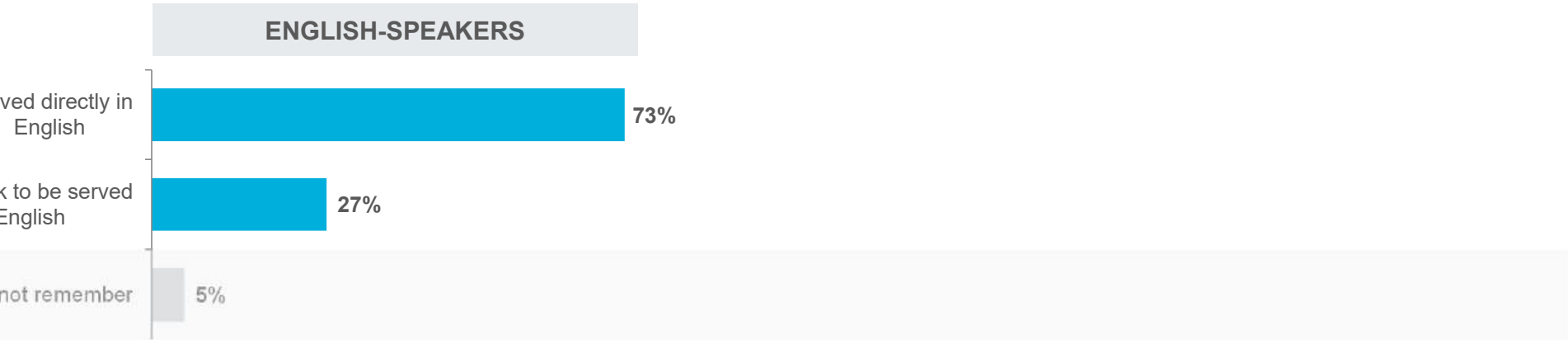
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 784     | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 73      | --                 | --     | 91        | 87             | 75                 | --           | 58          | --        | --       | 59    | --         | 59          | --                | --             | 80               | --        | --            |
| No                  | 27      | --                 | --     | 9         | 13             | 25                 | --           | 42          | --        | --       | 41    | --         | 41          | --                | --             | 20               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Requested and received service in English during overnight stay at a hospital 1/2

Base: English respondents who have been served in English during overnight stay at a hospital (n=521) , excluding those who don't remember (5%), n=501



| (% ) ENGLISH-SPEAKERS              |    | TOTAL | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------|----|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                    |    |       | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                    | n= | 501   | 194    | 307 | 18    | 162   | 158   | 96    | 67* | 57*              | 128         | 102          | 136      | 384                             | 117                |
| Served directly in English         |    | 73    | 76     | 70  | --    | 76    | 70    | 69    | 77  | 75               | 71          | 76           | 80       | 76                              | 63                 |
| Had to ask to be served in English |    | 27    | 24     | 30  | --    | 24    | 30    | 31    | 23  | 25               | 29          | 24           | 20       | 24                              | 37                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Requested and received service in English during overnight stay at a hospital 2/2

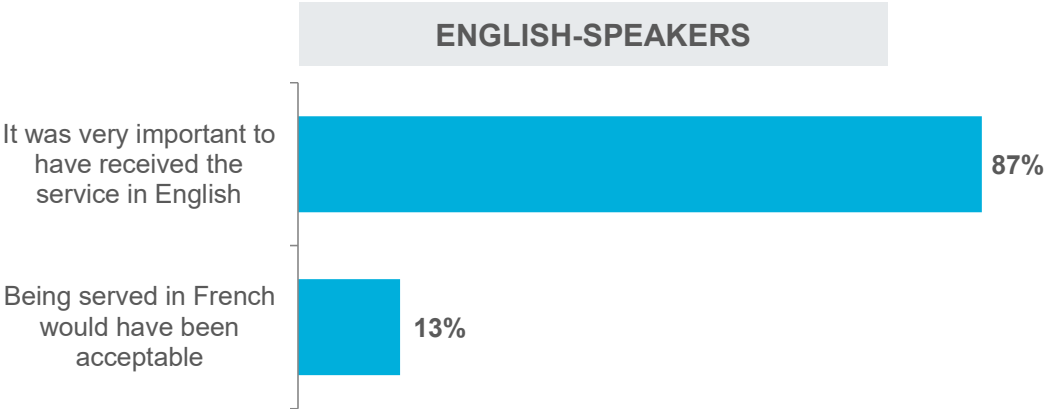
Base: English respondents who have been served in English during overnight stay at a hospital (n=521) , excluding those who don't remember (5%), n=501

| (% ENGLISH-SPEAKERS                |    | REGIONS |                    |        |               |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------|----|---------|--------------------|--------|---------------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                    |    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Ouest Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                    | n= | 501     | 5                  | 27     | 90*           | 66*                  | 39                 | 19           | 24          | 33        | 16       | 29    | 5          | 39          | 26                | 9              | 52*              | 12        | 10            |
| Served directly in English         |    | 73      | --                 | --     | 72            | 86                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 86               | --        | --            |
| Had to ask to be served in English |    | 27      | --                 | --     | 28            | 14                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 14               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

# Perceived importance of being served in English when staying overnight at a hospital 1/2

Base: English respondents who have been served in English during overnight stay at a hospital, n=521



| (% ) ENGLISH-SPEAKERS                                         | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                               |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                                               | n= 521 | 203    | 318 | 20    | 169   | 162   | 100   | 70* | 61*              | 131         | 107          | 141      | 399                             | 122                |
| It was very important to have received the service in English | 87     | 88     | 87  | --    | 93    | 82    | 85    | 94  | 84               | 89          | 83           | 88       | 84                              | 98                 |
| Being served in French would have been acceptable             | 13     | 12     | 13  | --    | 7     | 18    | 15    | 6   | 16               | 11          | 17           | 12       | 16                              | 2                  |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q32C.** 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 (during your overnight stay at the hospital)?

## Perceived importance of being served in English when staying overnight at a hospital 2/2

Base: English respondents who have been served in English during overnight stay at a hospital, n=521

| (% ENGLISH-SPEAKERS                                           | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                               | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                            | 521     | 5                  | 28     | 94*       | 70*            | 43                 | 20           | 24          | 33        | 16       | 31    | 5          | 39          | 26                | 9              | 54*              | 14        | 10            |
| It was very important to have received the service in English | 87      | --                 | --     | 88        | 91             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 89               | --        | --            |
| Being served in French would have been acceptable             | 13      | --                 | --     | 12        | 9              | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 11               | --        | --            |

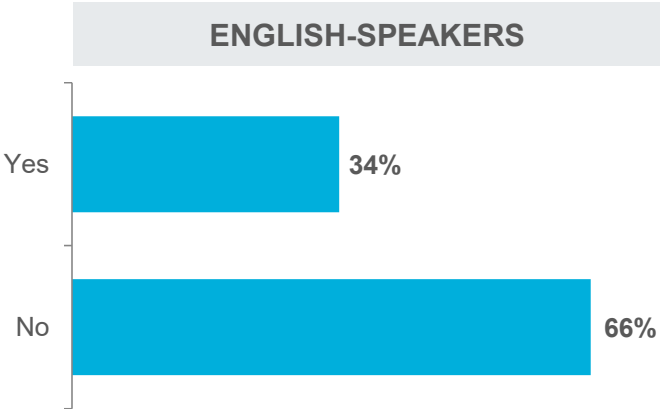
\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP **Q32C.** 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 (during your overnight stay at the hospital)?

# Did you or the person you helped ask for service in English during your overnight stay at the hospital? 1/2

Base: English respondents who have NOT been served in English during the overstay at the hospital, n=263



| (%) ENGLISH-SPEAKERS | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 263 | 61*    | 202 | 10    | 80*   | 103   | 49    | 21  | 31               | 79*         | 50*          | 61*      | 227                             | 36                 |
| Yes                  | 34     | 25     | 39  | --    | 37    | 38    | --    | --  | --               | 48          | 26           | 25       | 30                              | --                 |
| No                   | 66     | 75     | 61  | --    | 63    | 62    | --    | --  | --               | 52          | 74           | 75       | 70                              | --                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you or the person you helped ask for service in English during your overnight stay at the hospital? 2/2

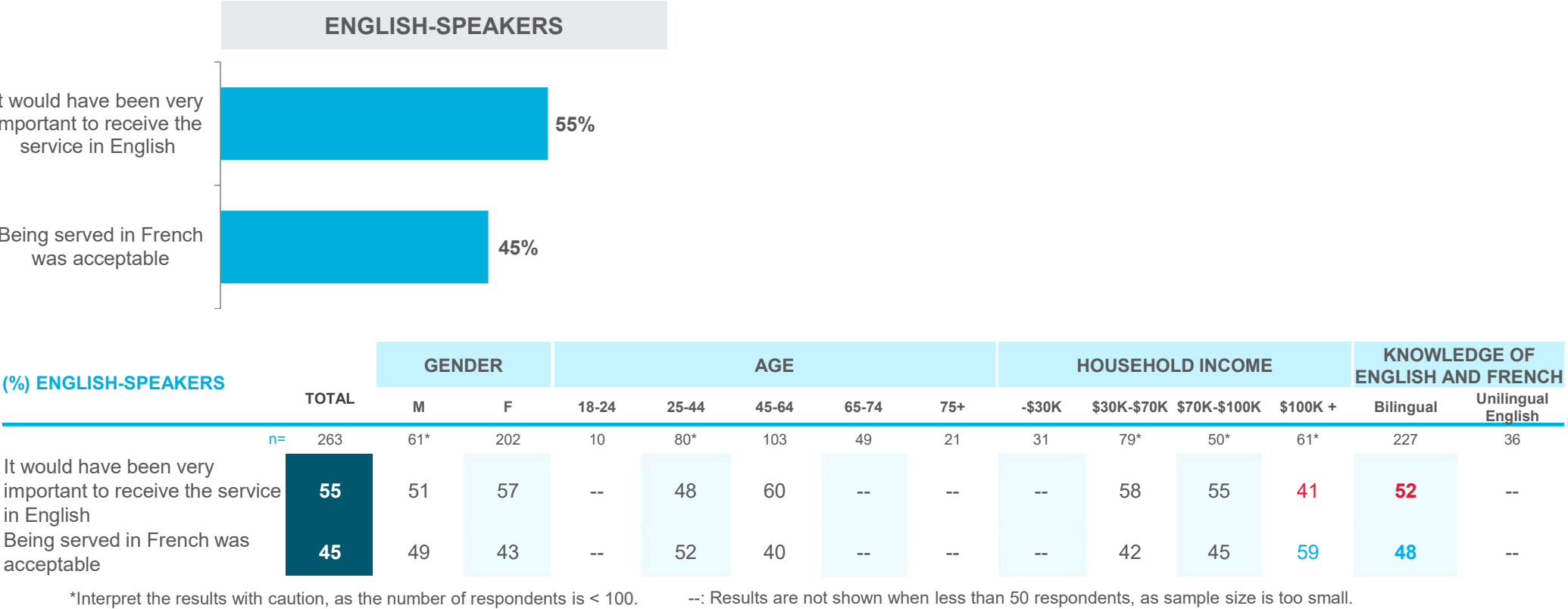
Base: English respondents who have NOT been served in English during the overstay at the hospital, n=263

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 263  | 16                 | 16     | 9         | 8                    | 16                 | 12           | 27          | 13        | 7        | 24    | 3          | 32          | 21                | 18             | 19               | 10        | 12            |
| Yes                 | 34      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| No                  | 66      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Importance of English services during the overnight stay at the hospital among those not served in English 1/2

Base: English respondents who have NOT been served in English during the overstay at the hospital, n=263



## Importance of English services during the overnight stay at the hospital among those not served in English 2/2

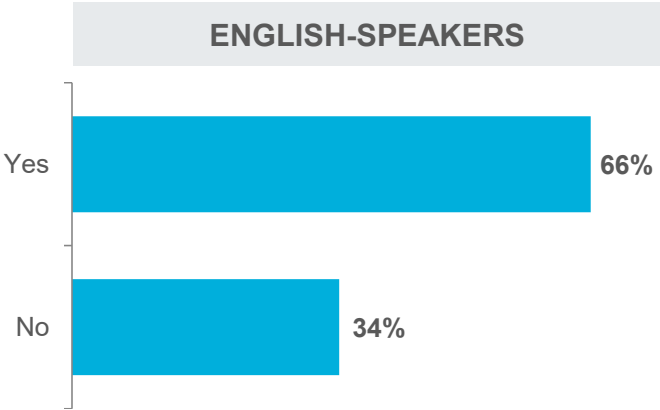
Base: English respondents who have NOT been served in English during the overstay at the hospital, n=263

|                                                                     |    | REGIONS |                    |        |               |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------------|----|---------|--------------------|--------|---------------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
| (% ) ENGLISH-SPEAKERS                                               |    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                                     | n= | 263     | 16                 | 16     | 9             | 8              | 16                 | 12           | 27          | 13        | 7        | 24    | 3          | 32          | 21                | 18             | 19               | 10        | 12            |
| It would have been very important to receive the service in English | 55 | --      | --                 | --     | --            | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Being served in French was acceptable                               | 45 | --      | --                 | --     | --            | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did admission personnel speak English during the overnight stay at the hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| (%) ENGLISH-SPEAKERS |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 784 | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes                  | 66     | 73     | 59  | --    | 72    | 57    | 67    | 70  | 67               | 59          | 67           | 74       | 65                              | 73                 |
| No                   | 34     | 27     | 41  | --    | 28    | 43    | 33    | 30  | 33               | 41          | 33           | 26       | 35                              | 27                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did admission personnel speak English during the overnight stay at the hospital? 2/2

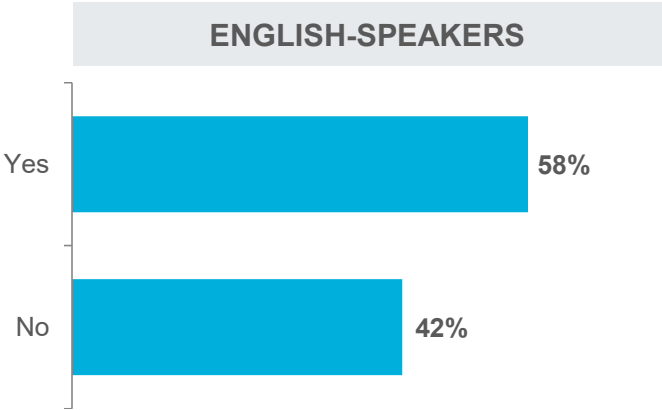
Base: English respondents who required an overnight stay at a hospital, n=784

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 66      | --                 | --     | 76        | 84             | 71                 | --           | 45          | --        | --       | 62    | --         | 56          | --                | --             | 80               | --        | --            |
| No                  | 34      | --                 | --     | 24        | 16             | 29                 | --           | 55          | --        | --       | 38    | --         | 44          | --                | --             | 20               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

# Were you provided with English-language forms during the overnight stay at the hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| (%) ENGLISH-SPEAKERS |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 784 | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes                  | 58     | 65     | 51  | --    | 64    | 48    | 58    | 60  | 63               | 53          | 57           | 66       | 57                              | 62                 |
| No                   | 42     | 35     | 49  | --    | 36    | 52    | 42    | 40  | 37               | 47          | 43           | 34       | 43                              | 38                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Were you provided with English-language forms during the overnight stay at the hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

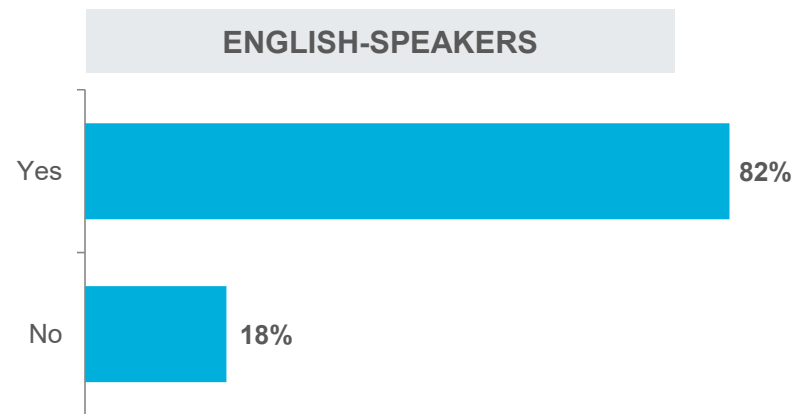
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 58      | --                 | --     | 68        | 77             | 73                 | --           | 41          | --        | --       | 51    | --         | 43          | --                | --             | 64               | --        | --            |
| No                  | 42      | --                 | --     | 32        | 23             | 27                 | --           | 59          | --        | --       | 49    | --         | 57          | --                | --             | 36               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Were you able to find your way around the hospital during your overnight stay? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| n=    |    | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-------|----|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|       |    | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| TOTAL |    | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes   | 82 | 84     | 79  | --    | 85    | 78    | 86    | 77  | 81               | 78          | 84           | 84       | 82                              | 80                 |
| No    | 18 | 16     | 21  | --    | 15    | 22    | 14    | 23  | 19               | 22          | 16           | 16       | 18                              | 20                 |

\*Interpret the results with caution, as the number of respondents is < 100.    --: Results are not shown when less than 50 respondents, as sample size is too small.

## Were you able to find your way around the hospital during your overnight stay? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

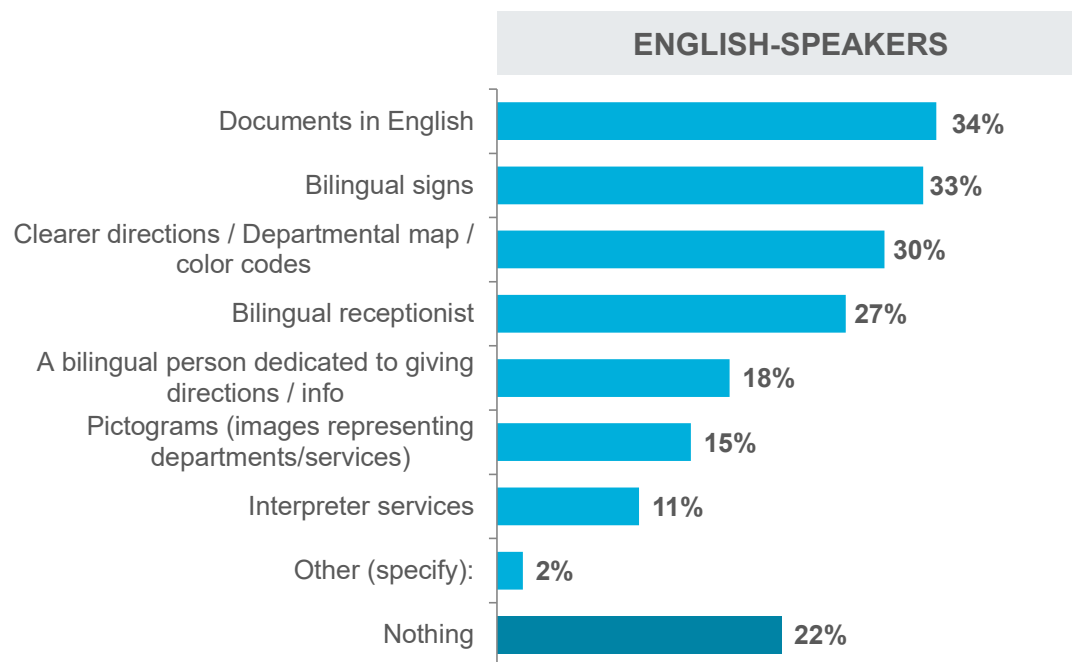
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 82      | --                 | --     | 89        | 82             | 81                 | --           | 74          | --        | --       | 77    | --         | 87          | --                | --             | 89               | --        | --            |
| No                  | 18      | --                 | --     | 11        | 18             | 19                 | --           | 26          | --        | --       | 23    | --         | 13          | --                | --             | 11               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Factors that would improve finding one's way around a hospital during an overnight stay 1/3

Base: English respondents who required an overnight stay at a hospital, n=784



## Factors that would improve finding one's way around a hospital during an overnight stay 2/3

Base: English respondents who required an overnight stay at a hospital, n=784

| n=                                                          | TOTAL | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-------------------------------------------------------------|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                             |       | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                                             | 784   | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Documents in English                                        | 34    | 34     | 34  | --    | 39    | 32    | 32    | 20  | 37               | 32          | 31           | 41       | 31                              | 48                 |
| Bilingual signs                                             | 33    | 33     | 34  | --    | 32    | 36    | 34    | 42  | 37               | 33          | 36           | 29       | 32                              | 38                 |
| Clearer directions /<br>Departmental map / color<br>codes   | 30    | 39     | 21  | --    | 36    | 20    | 19    | 26  | 37               | 29          | 29           | 31       | 30                              | 31                 |
| Bilingual receptionist                                      | 27    | 27     | 26  | --    | 32    | 21    | 21    | 14  | 21               | 33          | 26           | 26       | 28                              | 23                 |
| A bilingual person dedicated to<br>giving directions / info | 18    | 19     | 17  | --    | 18    | 19    | 15    | 16  | 14               | 20          | 14           | 18       | 19                              | 14                 |
| Pictograms (images<br>representing<br>departments/services) | 15    | 19     | 11  | --    | 19    | 9     | 11    | 15  | 9                | 19          | 19           | 15       | 17                              | 7                  |
| Interpreter services                                        | 11    | 15     | 7   | --    | 16    | 4     | 4     | 5   | 6                | 10          | 21           | 8        | 11                              | 11                 |
| Other (specify):                                            | 2     | 1      | 3   | --    | 1     | 4     | 0     | 4   | 1                | 1           | 2            | 2        | 1                               | 4                  |
| Nothing                                                     | 22    | 19     | 25  | --    | 15    | 30    | 37    | 35  | 18               | 19          | 23           | 26       | 24                              | 15                 |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Factors that would improve finding one's way around a hospital during an overnight stay 3/3

Base: English respondents who required an overnight stay at a hospital, n=784

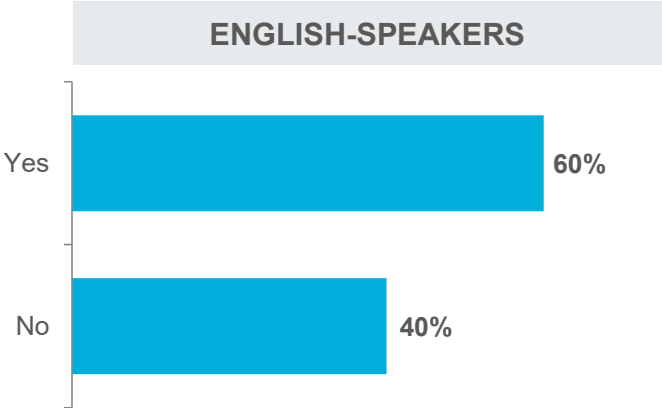
| n=                                                       |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |
|----------------------------------------------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|
|                                                          |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord |
| 784                                                      |    | 21      | 44                 | 103    | 78*       | 59*            | 32                 | 51*          | 46          | 23        | 55*      | 8     | 71*        | 47          | 27                | 73*            | 24               | 22        |
| Documents in English                                     | 34 | --      | --                 | 22     | 27        | 30             | --                 | 30           | --          | --        | 31       | --    | 32         | --          | --                | 42             | --               | --        |
| Bilingual signs                                          | 33 | --      | --                 | 31     | 24        | 24             | --                 | 46           | --          | --        | 23       | --    | 51         | --          | --                | 36             | --               | --        |
| Clearer directions / Departmental map / color codes      | 30 | --      | --                 | 39     | 30        | 39             | --                 | 27           | --          | --        | 30       | --    | 15         | --          | --                | 31             | --               | --        |
| Bilingual receptionist                                   | 27 | --      | --                 | 21     | 17        | 17             | --                 | 29           | --          | --        | 24       | --    | 49         | --          | --                | 23             | --               | --        |
| A bilingual person dedicated to giving directions / info | 18 | --      | --                 | 17     | 13        | 13             | --                 | 12           | --          | --        | 13       | --    | 39         | --          | --                | 17             | --               | --        |
| Pictograms (images representing departments/services)    | 15 | --      | --                 | 12     | 8         | 17             | --                 | 16           | --          | --        | 20       | --    | 12         | --          | --                | 20             | --               | --        |
| Interpreter services                                     | 11 | --      | --                 | 6      | 6         | 15             | --                 | 11           | --          | --        | 19       | --    | 12         | --          | --                | 13             | --               | --        |
| Other (specify):                                         | 2  | --      | --                 | 2      | 2         | 3              | --                 | 0            | --          | --        | 1        | --    | 1          | --          | --                | 1              | --               | --        |
| Nothing                                                  | 22 | --      | --                 | 26     | 35        | 23             | --                 | 18           | --          | --        | 16       | --    | 14         | --          | --                | 25             | --               | --        |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Were English-language consent forms provided to you during your overnight stay at the hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|----|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
| TOTAL                |    | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n= 784               |    | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes                  | 60 | 71     | 49  | --    | 70    | 46    | 58    | 56  | 54               | 60          | 61           | 68       | 61                              | 60                 |
| No                   | 40 | 29     | 51  | --    | 30    | 54    | 42    | 44  | 46               | 40          | 39           | 32       | 39                              | 40                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Were English-language consent forms provided to you during your overnight stay at the hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

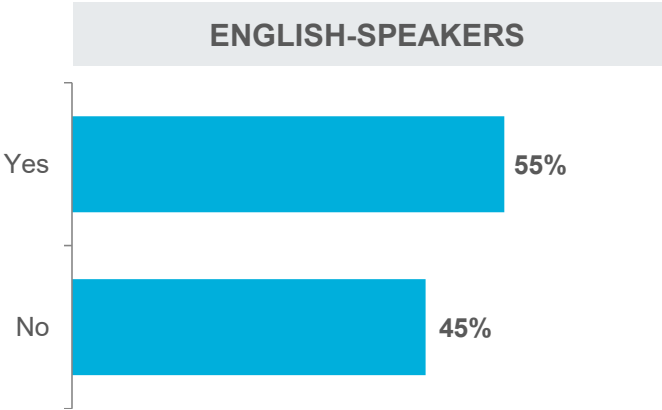
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 60      | --                 | --     | 72        | 81             | 64                 | --           | 54          | --        | --       | 54    | --         | 46          | --                | --             | 69               | --        | --            |
| No                  | 40      | --                 | --     | 28        | 19             | 36                 | --           | 46          | --        | --       | 46    | --         | 54          | --                | --             | 31               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did you receive other information in English during your overnight stay at a hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| (%) ENGLISH-SPEAKERS |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 784 | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes                  | 55     | 63     | 46  | --    | 61    | 44    | 49    | 48  | 61               | 56          | 51           | 60       | 54                              | 59                 |
| No                   | 45     | 37     | 54  | --    | 39    | 56    | 51    | 52  | 39               | 44          | 49           | 40       | 46                              | 41                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

CROP    **Q32K.** Still thinking about during the hospital stay (overnight stay at the hospital)...Other than consent forms was any other written information provided in English to you or the person you helped ?

## Did you receive other information in English during your overnight stay at a hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

| (% ) ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|-----------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                       | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                       | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                   | 55      | --                 | --     | 64        | 71             | 52                 | --           | 52          | --        | --       | 52    | --         | 38          | --                | --             | 65               | --        | --            |
| No                    | 45      | --                 | --     | 36        | 29             | 48                 | --           | 48          | --        | --       | 48    | --         | 62          | --                | --             | 35               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

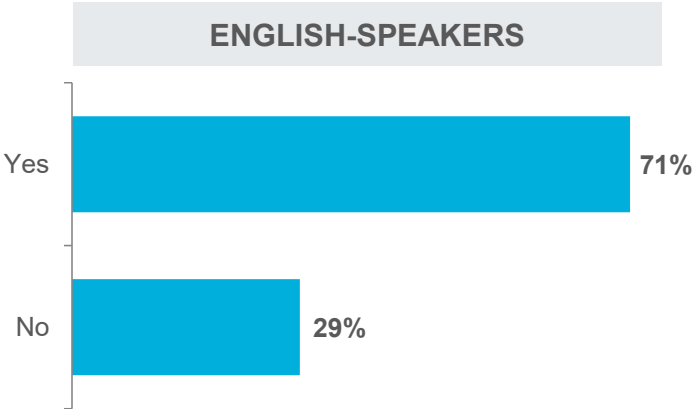
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q32K.** Still thinking about during the hospital stay (overnight stay at the hospital)...Other than consent forms was any other written information provided in English to you or the person you helped ?

# Did the nursing staff speak English during your overnight stay at a hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 784    | 264 | 520 | 30    | 249   | 265   | 149   | 91*              | 92*    | 210         | 157          | 202                             | 626       | 158                |
| Yes                  |    | 71     | 76  | 66  | --    | 76    | 66    | 72    | 74               | 76     | 64          | 72           | 75                              | 70        | 78                 |
| No                   |    | 29     | 24  | 34  | --    | 24    | 34    | 28    | 26               | 24     | 36          | 28           | 25                              | 30        | 22                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did the nursing staff speak English during your overnight stay at a hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

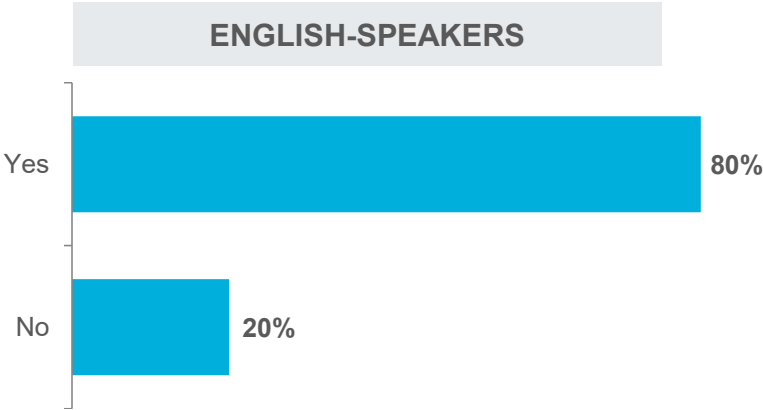
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 71      | --                 | --     | 88        | 89             | 67                 | --           | 51          | --        | --       | 66    | --         | 57          | --                | --             | 78               | --        | --            |
| No                  | 29      | --                 | --     | 12        | 11             | 33                 | --           | 49          | --        | --       | 34    | --         | 43          | --                | --             | 22               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did the doctors speak English during your overnight stay at a hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 784    | 264 | 520 | 30    | 249   | 265   | 149   | 91*              | 92*    | 210         | 157          | 202                             | 626       | 158                |
| Yes                  |    | 80     | 85  | 76  | --    | 80    | 80    | 83    | 87               | 81     | 76          | 82           | 82                              | 79        | 89                 |
| No                   |    | 20     | 15  | 24  | --    | 20    | 20    | 17    | 13               | 19     | 24          | 18           | 18                              | 21        | 11                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did the doctors speak English during your overnight stay at a hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

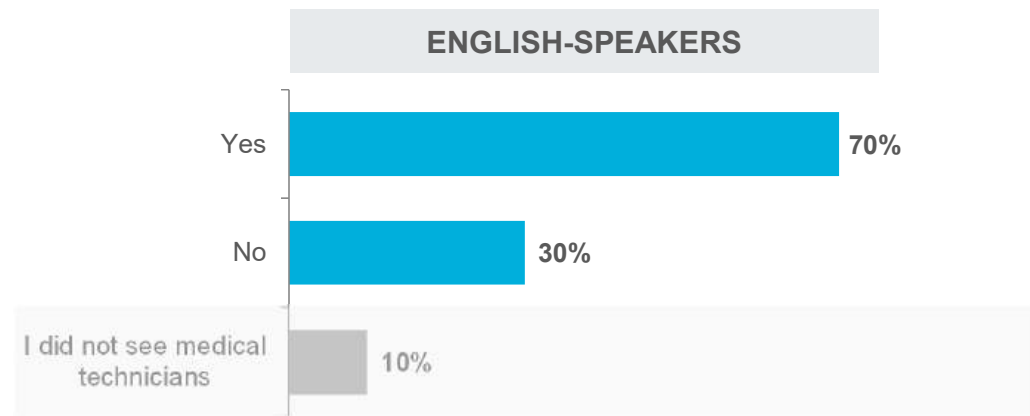
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 80      | --                 | --     | 89        | 88             | 79                 | --           | 65          | --        | --       | 82    | --         | 80          | --                | --             | 83               | --        | --            |
| No                  | 20      | --                 | --     | 11        | 12             | 21                 | --           | 35          | --        | --       | 18    | --         | 20          | --                | --             | 17               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did the medical technicians speak English during your overnight stay at a hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784/ excluding I did not see medical technicians (10%), n=688



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 688    | 240 | 448 | 29    | 219   | 232   | 129   | 79*              | 86*    | 189         | 135          | 177                             | 551       | 137                |
| Yes                  |    | 70     | 77  | 62  | --    | 73    | 60    | 74    | 74               | 72     | 60          | 74           | 78                              | 68        | 78                 |
| No                   |    | 30     | 23  | 38  | --    | 27    | 40    | 26    | 26               | 28     | 40          | 26           | 22                              | 32        | 22                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did the medical technicians speak English during your overnight stay at a hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784/ excluding I did not see medical technicians (10%), n=688

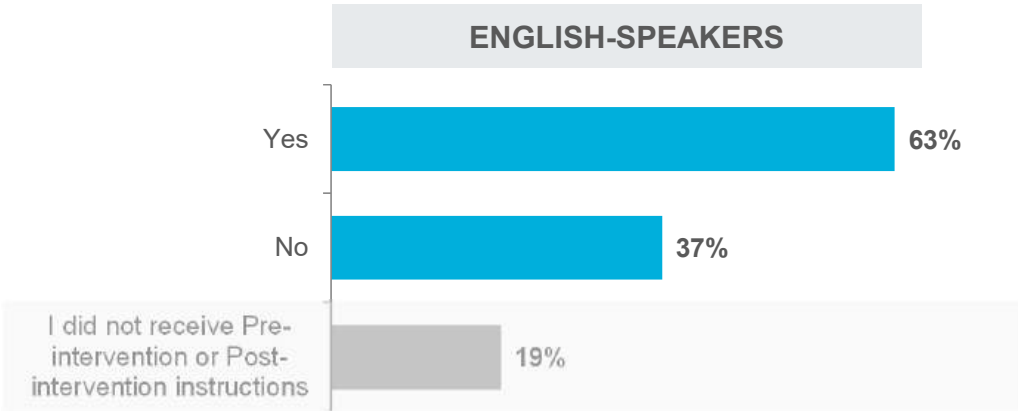
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 688  | 19                 | 39     | 93*       | 69*            | 50*                | 27           | 46          | 41        | 18       | 50*   | 8          | 62*         | 43                | 20             | 64*              | 18        | 21            |
| Yes                 | 70      | --                 | --     | 75        | 80             | 78                 | --           | --          | --        | --       | 63    | --         | 66          | --                | --             | 79               | --        | --            |
| No                  | 30      | --                 | --     | 25        | 20             | 22                 | --           | --          | --        | --       | 37    | --         | 34          | --                | --             | 21               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Did you receive pre-intervention or post-intervention instructions in English during your overnight stay at a hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784 / excluding I did not receive Pre-intervention or Post-intervention instructions (19%), n=614



| (%) ENGLISH-SPEAKERS |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 614    | 216 | 398 | 24    | 210   | 211   | 103   | 66*              | 69*    | 162         | 119          | 169                             | 493       | 121                |
| Yes                  |    | 63     | 70  | 56  | --    | 69    | 54    | 65    | 61               | 63     | 60          | 61           | 72                              | 61        | 73                 |
| No                   |    | 37     | 30  | 44  | --    | 31    | 46    | 35    | 39               | 37     | 40          | 39           | 28                              | 39        | 27                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you receive pre-intervention or post-intervention instructions in English during your overnight stay at a hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784 / excluding I did not receive Pre-intervention or Post-intervention instructions (19%), n=614

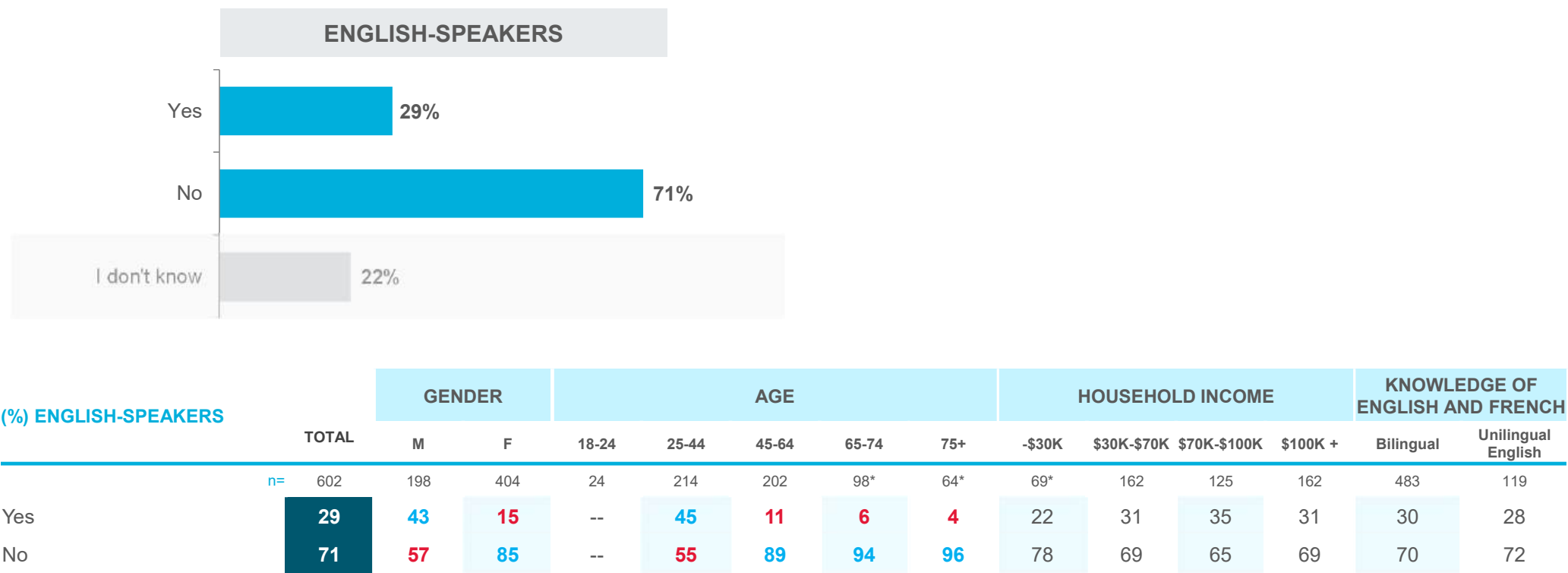
| (% ) ENGLISH-SPEAKERS |    | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|-----------------------|----|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                       |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                       | n= | 614     | 20                 | 31     | 74*       | 63*            | 45                 | 29           | 45          | 35        | 13       | 41    | 7          | 57*         | 37                | 21             | 57*              | 19        | 20            |
| Yes                   |    | 63      | --                 | --     | 77        | 75             | --                 | --           | --          | --        | --       | --    | --         | 46          | --                | --             | 65               | --        | --            |
| No                    |    | 37      | --                 | --     | 23        | 25             | --                 | --           | --          | --        | --       | --    | --         | 54          | --                | --             | 35               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Interpreter services offered during overnight stay at a hospital? 1/2

Base: English respondents who required an overnight stay at a hospital, n=784 / excluding I don't know (22%), n=602



\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Translation services offered during overnight stay at a hospital? 2/2

Base: English respondents who required an overnight stay at a hospital, n=784 / excluding I don't know (22%), n=602

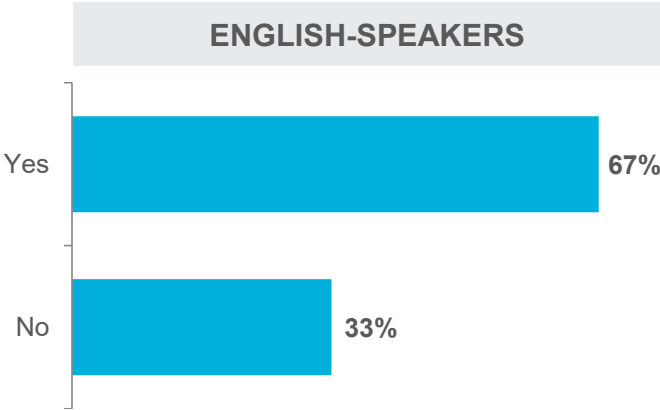
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 602  | 18                 | 34     | 65*       | 55*            | 43                 | 26           | 45          | 37        | 19       | 42    | 6          | 59*         | 35                | 24             | 55*              | 20        | 19            |
| Yes                 | 29      | --                 | --     | 25        | 34             | --                 | --           | --          | --        | --       | --    | --         | 36          | --                | --             | 33               | --        | --            |
| No                  | 71      | --                 | --     | 75        | 66             | --                 | --           | --          | --        | --       | --    | --         | 64          | --                | --             | 67               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Received English instructions when discharged after overnight stay at a hospital 1/2

Base: English respondents who required an overnight stay at a hospital, n=784



| <div>(%) ENGLISH-SPEAKERS</div> | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                 |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                 | n= 784 | 264    | 520 | 30    | 249   | 265   | 149   | 91* | 92*              | 210         | 157          | 202      | 626                             | 158                |
| Yes                             | 67     | 76     | 58  | --    | 75    | 55    | 62    | 66  | 73               | 64          | 71           | 70       | 65                              | 78                 |
| No                              | 33     | 24     | 42  | --    | 25    | 45    | 38    | 34  | 27               | 36          | 29           | 30       | 35                              | 22                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

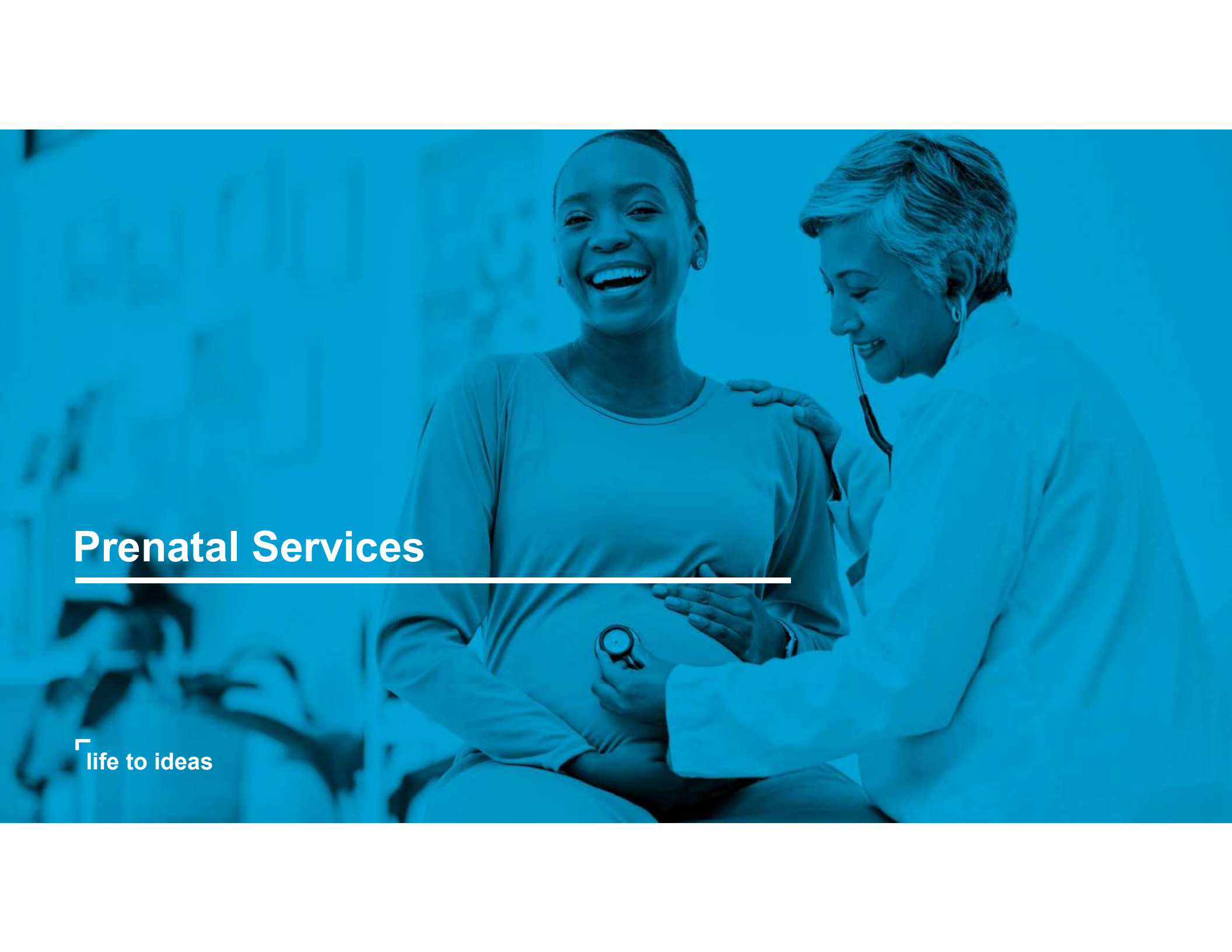
## Received English instructions when discharged after overnight stay at a hospital 2/2

Base: English respondents who required an overnight stay at a hospital, n=784

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 784  | 21                 | 44     | 103       | 78*            | 59*                | 32           | 51*         | 46        | 23       | 55*   | 8          | 71*         | 47                | 27             | 73*              | 24        | 22            |
| Yes                 | 67      | --                 | --     | 82        | 82             | 57                 | --           | 55          | --        | --       | 76    | --         | 51          | --                | --             | 74               | --        | --            |
| No                  | 33      | --                 | --     | 18        | 18             | 43                 | --           | 45          | --        | --       | 24    | --         | 49          | --                | --             | 26               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

A pregnant woman with dark skin and hair is smiling broadly while a doctor with short grey hair examines her belly with a stethoscope. The doctor is wearing a white lab coat and has her hand on the woman's shoulder. The background is a blurred office setting. The entire image has a blue color overlay.

# Prenatal Services

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life to ideas

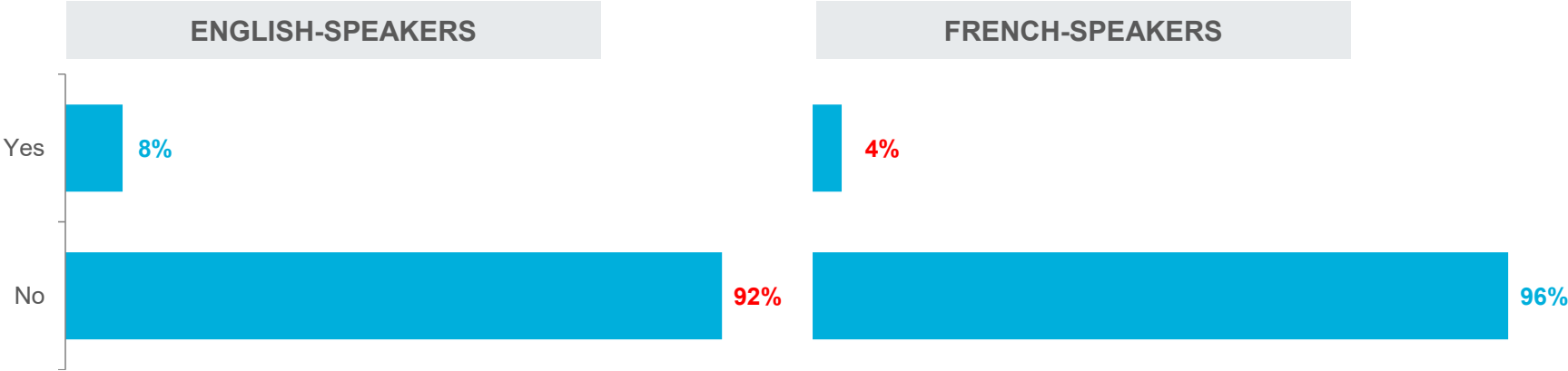
## Main observations

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- **Eight percent (8%) of English-speakers had used prenatal services (for themselves or to help another person) in the last 12 months.**
  - *This rate was higher than for French-speakers (4%).*
  - *Among the English-speakers, men (10%) were more likely to have used these services, as were younger respondents (18-24: 21% and 25-44: 16%).*
  - *Use of these services was reported more often by English-speaking residents of Laval (15%).*
- **Among the English-speakers who had used prenatal services, 63% used the “Ma Grossesse” website or service.**
  - *This figure rises to 77%\*\* among those with an annual household income of \$30K-\$70K.*
- **Among the English-speakers who had used prenatal services, 40% were NOT able to access them in English\*.**
  - *Among the English-speakers who had used these services, females (47%) were more likely NOT to have been able to access these services in English.*
- **Of the English-speakers who had used prenatal services, 37% rated their access to “a doctor or midwife in their region who can provide services in English” as “very good”; 50% said the access was “good”\*\*.**

# Use of prenatal services in the last 12 months 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (%) ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 8       | 10     | 7    | 21    | 16    | 2     | 0     | 0   | 5                | 9           | 10           | 10       | 9                               | 8                  |
| No                   | 92      | 90     | 93   | 79    | 84    | 98    | 100   | 100 | 95               | 91          | 90           | 90       | 91                              | 92                 |

## Use of prenatal services in the last 12 months 2/2

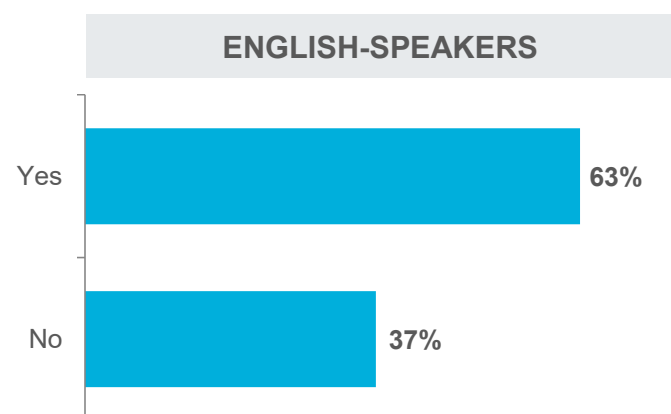
Base: total respondents, English, n=3,953 / French, n= 1,000

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 8       | 9                  | 4      | 7         | 9              | 6                  | 6            | 11          | 11        | 11       | 15    | 7          | 10          | 9                 | 12             | 9                | 3         | 6             |
| No                  | 92      | 91                 | 96     | 93        | 91             | 94                 | 94           | 89          | 89        | 89       | 85    | 93         | 90          | 91                | 88             | 91               | 97        | 94            |

\*Interpret the results with caution, as the number of respondents is < 100.

## Use of “Ma Grossesse” website or service connected with pregnancy and prenatal resources 1/2

Base: respondents who have used prenatal services, English, n=219 / French, n= 40\*



**FRENCH-SPEAKERS\***

*\*Insufficient number of respondents to present the data*

| n=  |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|-----|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|     |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|     |    | 219    | 90* | 129 | 20    | 164   | 31    | 3     | 1                | 13     | 64*         | 45           | 81*                             | 179       | 40                 |
| Yes | 63 | 65     | 61  | --  | 63    | --    | --    | --    | --               | 77     | --          | 59           | 65                              | --        |                    |
| No  | 37 | 35     | 39  | --  | 37    | --    | --    | --    | --               | 23     | --          | 41           | 35                              | --        |                    |

\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q78** Within the last 12 months, have you or someone you helped used the Quebec government's “Ma Grossesse” website or service connected with pregnancy and prenatal resources?

## Use of “Ma Grossesse” website or service connected with pregnancy and prenatal resources 2/2

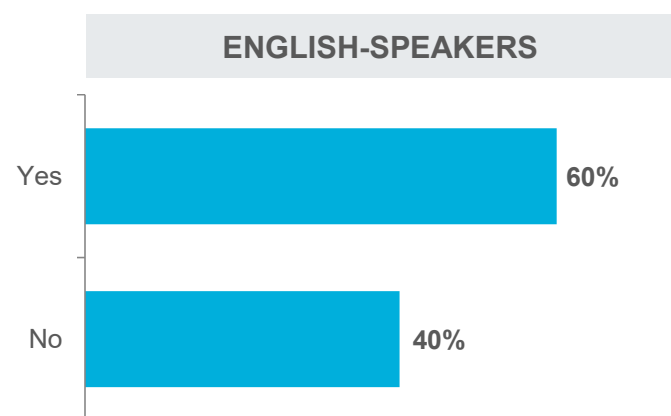
Base: respondents who have used prenatal services, English, n=219

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 219     | 7                  | 3      | 23        | 28             | 16                 | 12           | 15          | 16        | 8        | 23    | 2          | 16          | 12                | 9              | 21               | 4         | 4             |
| Yes                 | 63      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| No                  | 37      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Ability to access these prenatal services + website in English 1/2

Base: English respondents who have used prenatal services, n=219



| n=  | TOTAL | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|     |       | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|     | 219   | 90*    | 129 | 20    | 164   | 31    | 3     | 1   | 13               | 64*         | 45           | 81*      | 179                             | 40                 |
| Yes | 60    | 66     | 53  | --    | 63    | --    | --    | --  | --               | 55          | --           | 60       | 66                              | --                 |
| No  | 40    | 34     | 47  | --    | 37    | --    | --    | --  | --               | 45          | --           | 40       | 34                              | --                 |

\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

## Ability to access these prenatal services + website in English 2/2

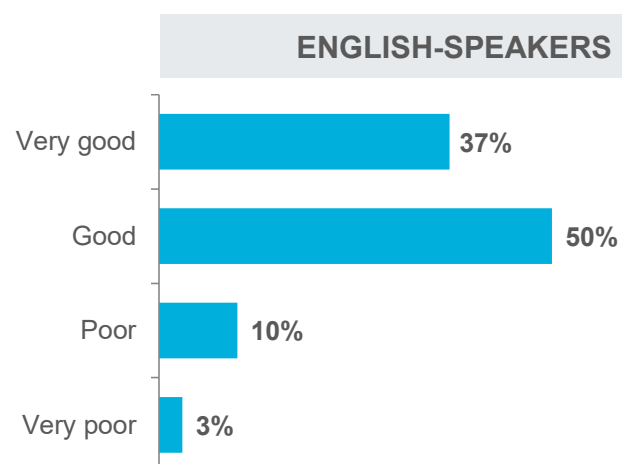
Base: English respondents who have used prenatal services, n=219

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 219  | 7                  | 3      | 23        | 28                   | 16                 | 12           | 15          | 16        | 8        | 23    | 2          | 16          | 12                | 9              | 21               | 4         | 4             |
| Yes                 | 60      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| No                  | 40      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Rating of access to English-language prenatal services 1/2

Base: English respondents who have used prenatal services, n=219



| (% ) ENGLISH-SPEAKERS | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                       |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                       | n= 219 | 90*    | 129 | 20    | 164   | 31    | 3     | 1   | 13               | 64*         | 45           | 81*      | 179                             | 40                 |
| Very good             | 37     | 34     | 40  | --    | 39    | --    | --    | --  | --               | 32          | --           | 38       | 38                              | --                 |
| Good                  | 50     | 56     | 43  | --    | 46    | --    | --    | --  | --               | 53          | --           | 46       | 50                              | --                 |
| Poor                  | 10     | 9      | 12  | --    | 10    | --    | --    | --  | --               | 9           | --           | 13       | 9                               | --                 |
| Very poor             | 3      | 2      | 5   | --    | 4     | --    | --    | --  | --               | 6           | --           | 3        | 3                               | --                 |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Rating of access to English-language prenatal services 2/2

Base: English respondents who have used prenatal services, n=219

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Île Sud Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 219  | 7                  | 3      | 23        | 28                   | 16                 | 12           | 15          | 16        | 8        | 23    | 2          | 16          | 12                | 9              | 21               | 4         | 4             |
| Very good           | 37      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Good                | 50      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Poor                | 10      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Very poor           | 3       | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.



# Specialized Child Development Services

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life to ideas

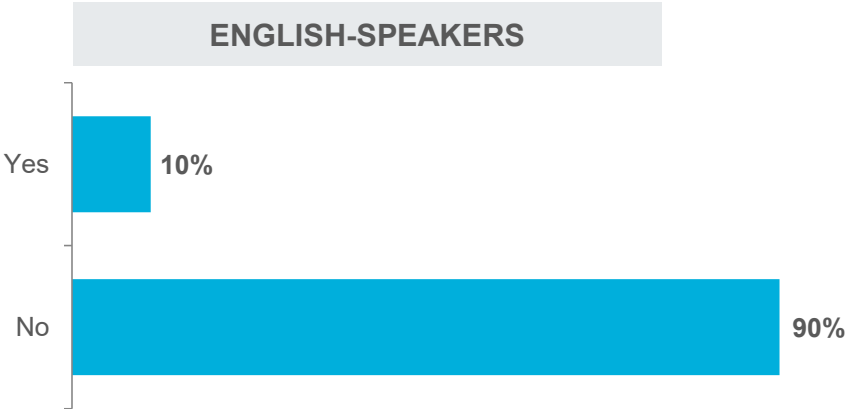
## Main observations

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- **Ten percent (10%) of the English-speakers surveyed had been referred by a doctor or other health professional to a specialized child development service, such as a speech-language pathologist, occupational therapist or psychologist in the last 12 months\*.**
  - *Younger respondents (18-24: 25% and 25-44: 15%), those with an annual household income of \$30K-\$70K (14%) and bilinguals (11%) were more likely to have been referred to a specialized child development service.*
- **Among the English-speakers who had been referred by a doctor or other health professional to a specialized child development service, 11% had been waiting for more than 18 months\*.**

# Referral to specialized child development services in the past 12 months 1/2

Base: total English respondents, n=3,953



| (%) ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 10      | 11     | 9    | 25    | 15    | 7     | 2     | 1   | 8                | 12          | 14           | 10       | 11                              | 8                  |
| No                   | 90      | 89     | 91   | 75    | 85    | 93    | 98    | 99  | 92               | 88          | 86           | 90       | 89                              | 92                 |

CROP **Q81** Within the last 12 months, have you been referred by a doctor or other health professional to a specialized child development service, such as a speech-language pathologist,<sup>180</sup> occupational therapist or psychologist?

## Referral to specialized child development services in the past 12 months 2/2

Base: total English respondents, n=3,953

| (% ENGLISH-<br>SPEAKERS | REGIONS |                       |        |              |                             |                           |                 |                |                |               |       |                 |                  |                           |                        |                          |               |                  |
|-------------------------|---------|-----------------------|--------|--------------|-----------------------------|---------------------------|-----------------|----------------|----------------|---------------|-------|-----------------|------------------|---------------------------|------------------------|--------------------------|---------------|------------------|
|                         | TOTAL   | Capitale<br>Nationale | Estrie | Ouest<br>Mtl | Centre-<br>Île Ouest<br>Mtl | Centre-<br>Sud<br>Île Mtl | Nord Île<br>Mtl | Est Île<br>Mtl | Outa-<br>ouais | Gaspé-<br>sie | Laval | Lanau-<br>dière | Lauren-<br>tides | Monté-<br>régie<br>Centre | Monté-<br>régie<br>Est | Monté-<br>régie<br>Ouest | Côte-<br>Nord | Other<br>regions |
|                         | n= 3953 | 120                   | 185    | 546          | 393                         | 316                       | 241             | 238            | 280            | 113           | 235   | 58*             | 335              | 266                       | 105                    | 322                      | 89*           | 111              |
| Yes                     | 10      | 10                    | 7      | 7            | 8                           | 11                        | 12              | 11             | 8              | 13            | 12    | 13              | 13               | 13                        | 13                     | 13                       | 9             | 15               |
| No                      | 90      | 90                    | 93     | 93           | 92                          | 89                        | 88              | 89             | 92             | 87            | 88    | 87              | 87               | 87                        | 87                     | 87                       | 91            | 85               |

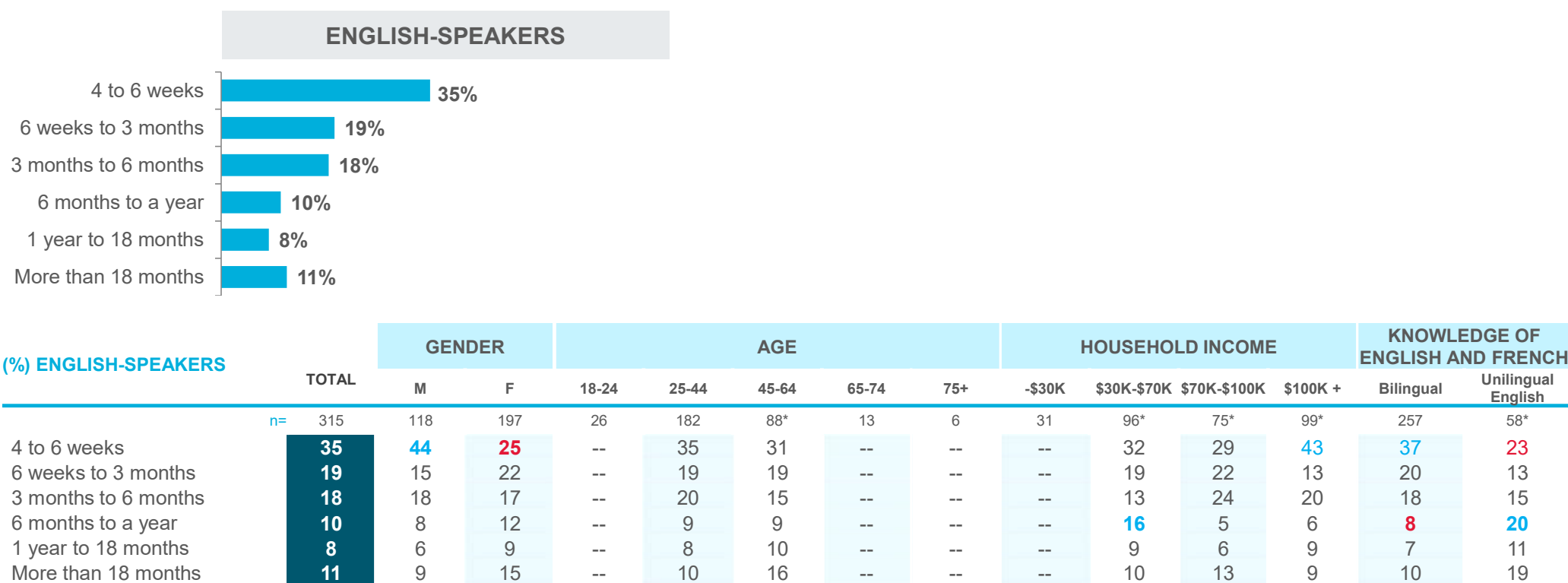
\*Interpret the results with caution, as the number of respondents is < 100.

CROP

**Q81** Within the last 12 months, have you been referred by a doctor or other health professional to a specialized child development service, such as a speech-language pathologist,<sup>181</sup> occupational therapist or psychologist?

# Wait time for specialized child development services 1/2

Base: total English respondents who have been referred to a specialized child development service, n=315



\*Interpret the results with caution, as the number of respondents is < 100.

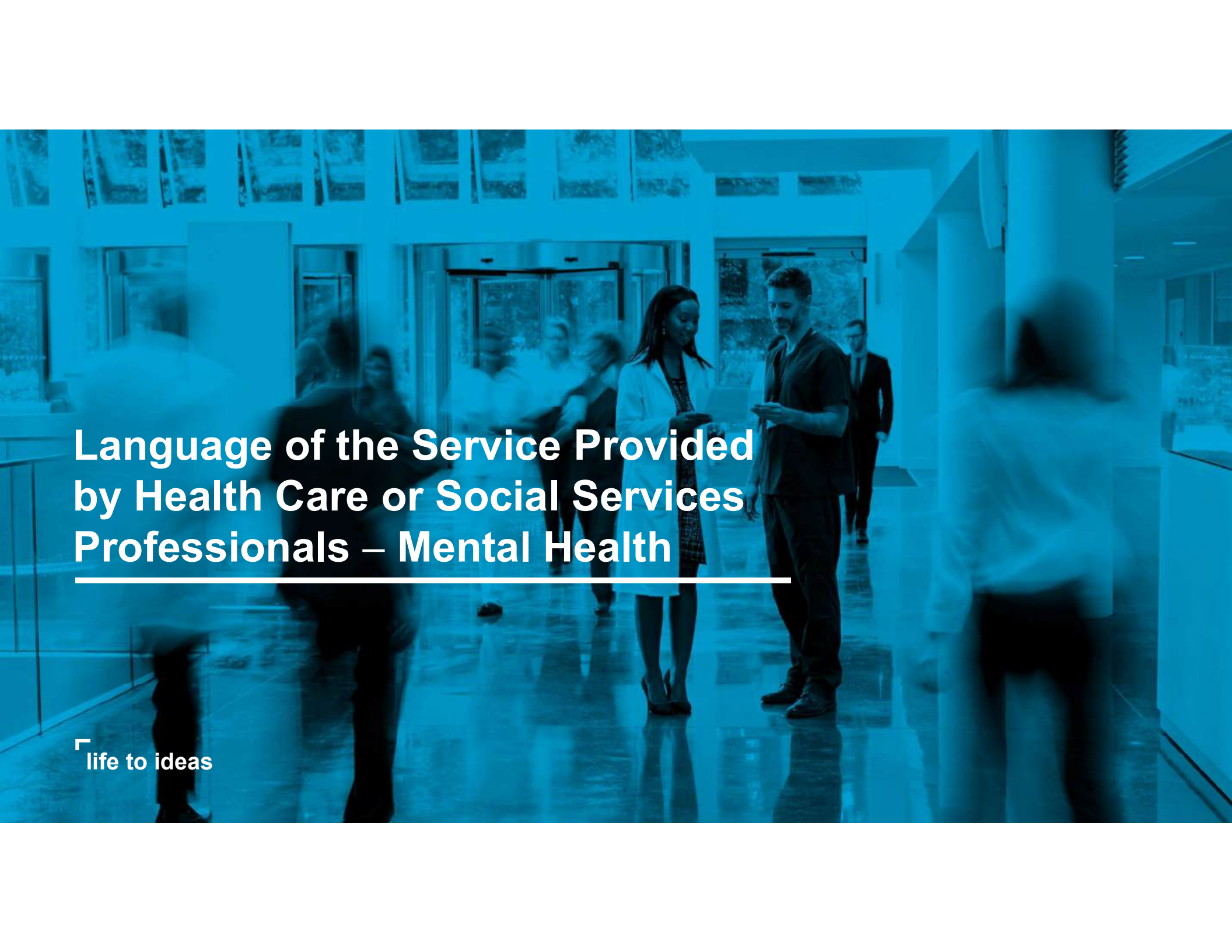
--: Results are not shown when less than 50 respondents, as sample size is too small.

## Wait time for specialized child development services 2/2

Base: total English respondents who have been referred to a specialized child development service, n=315

|                      |    | REGIONS |                    |        |           |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------|----|---------|--------------------|--------|-----------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
| (% ENGLISH-SPEAKERS  |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Ouest Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                      | n= | 315     | 7                  | 10     | 30        | 29                   | 31                 | 25           | 16          | 15        | 9        | 23    | 7          | 25          | 28                | 10             | 30               | 8         | 12            |
| 4 to 6 weeks         |    | 35      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| 6 weeks to 3 months  |    | 19      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| 3 months to 6 months |    | 18      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| 6 months to a year   |    | 10      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| 1 year to 18 months  |    | 8       | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| More than 18 months  |    | 11      | --                 | --     | --        | --                   | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.



# Language of the Service Provided by Health Care or Social Services Professionals – Mental Health

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## Main observations 1/2

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- **A quarter (23%) of the English-speakers surveyed had used the services of a professional for a mental health problem in the last 12 months.**
  - *This rate was higher than for French-speakers (14%).*
  - *Among English-speakers, the rate of mental health services use was higher among females (25%), younger respondents (18-24: 50% and 25-44: 31%), and bilinguals (24%).*
  - *English-speakers from the National Capital (Capitale-Nationale) (33%) and East Island of Montreal (Est de l'Île) (31%) were more likely to have used these services.*
- **Among the English-speakers who had consulted a professional for mental health reasons, a psychologist (30%) was the most popular choice.**
  - *Among the French-speakers, the most consulted professional for mental health needs was also a psychologist (31%), in addition to a family doctor (31%)*
  - *Among the English-speakers who had used mental health services, those in a higher household income bracket (\$100K+: 38%) and bilinguals (32%) were the most likely to have consulted a psychologist.*
- **19% of the English-speakers who had consulted a health professional for mental health reasons had NOT been served in English\*.**
  - *Among the English-speakers who had used these services, those age 45-64 (26%) and bilinguals (22%) were more likely not to have been served in English.*
- **Of the English-speakers who had used a mental health service in English, 22% had to ask to be served in English (excluding those who cannot remember)\*.**
  - *Unilingual English-speakers (32%) and those living in Montérégie-Ouest (33%\*\*) were the most likely to have had to ask to be served in English.*

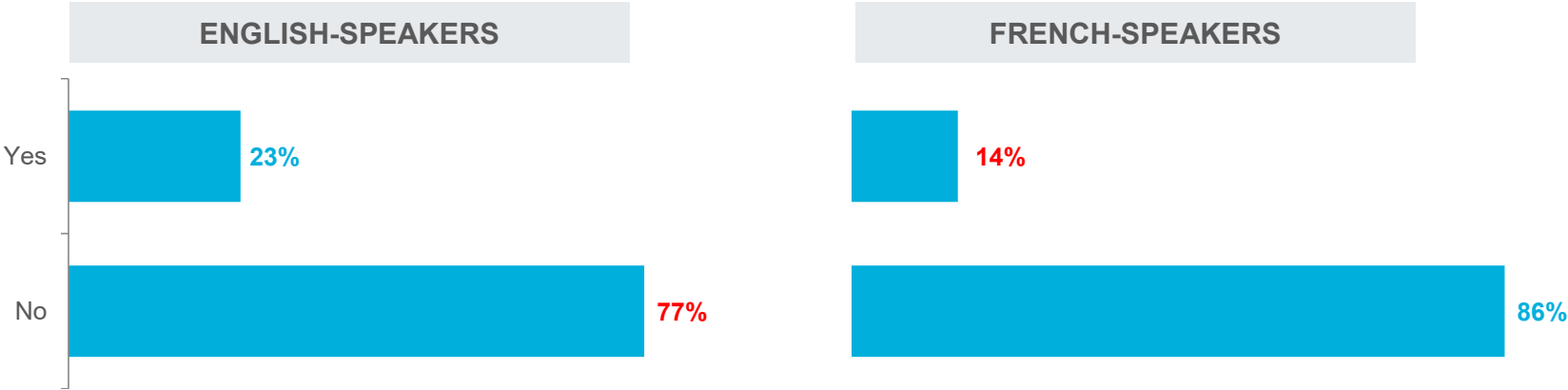
## Main observations 2/2

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- The majority (90%) of the English-speakers who had been served in their language when dealing with a mental health professional thought that it was very important to have obtained the service in English\*.
  - More females (93%) and unilingual English-speakers (97%) thought it was very important to have received the service in English.
- Thirty-four percent (34%) of the English-speakers who had NOT been served in English for a mental health problem had asked to be served in English\*.
- Just over half (54%) of the respondents who had NOT been served in English by a professional for a mental health problem believed that it would have been very important to have received the service in English\*.
- Of the English-speakers, 74% felt that if they (or a person they were helping) needed mental health services, it would be very important that those services be provided in English\*.
  - Females (79%), unilingual English-speakers (91%), as well as residents of the West Island of Montreal (Ouest de l'Île) (83%), Centre-West Island of Montreal (Centre-Ouest de l'Île) (79%) and Côte-Nord (91%\*\*), were the most likely to have felt that it would be very important.
  - The proportion of English-speakers who felt that it would be very important for the professional providing mental health services to speak in English rose with age (49% among 18–24-year-olds vs. 82% among seniors 75+ years old).

# Used the services of a health or social service professional concerning mental health 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (%) ENGLISH-SPEAKERS |    | GENDER |      | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|------|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M    | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 3953   | 1329 | 2624 | 127   | 1120  | 1400  | 819   | 487              | 412    | 1092        | 722          | 1141                            | 3160      | 793                |
| Yes                  |    | 23     | 22   | 25   | 50    | 31    | 21    | 8     | 3                | 27     | 27          | 25           | 22                              | 24        | 20                 |
| No                   |    | 77     | 78   | 75   | 50    | 69    | 79    | 92    | 97               | 73     | 73          | 75           | 78                              | 76        | 80                 |

CROP

**Q33.** Within the last twelve months, in your region, have you used either for yourself or to help another person the services of a health or social service professional concerning a mental health problem?

## Used the services of a health or social service professional concerning mental health 2/2

Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 23      | 33                 | 24     | 18        | 24             | 27                 | 20           | 31          | 23        | 29       | 24    | 11         | 20          | 23                | 26             | 25               | 17        | 27            |
| No                  | 77      | 67                 | 76     | 82        | 76             | 73                 | 80           | 69          | 77        | 71       | 76    | 89         | 80          | 77                | 74             | 75               | 83        | 73            |

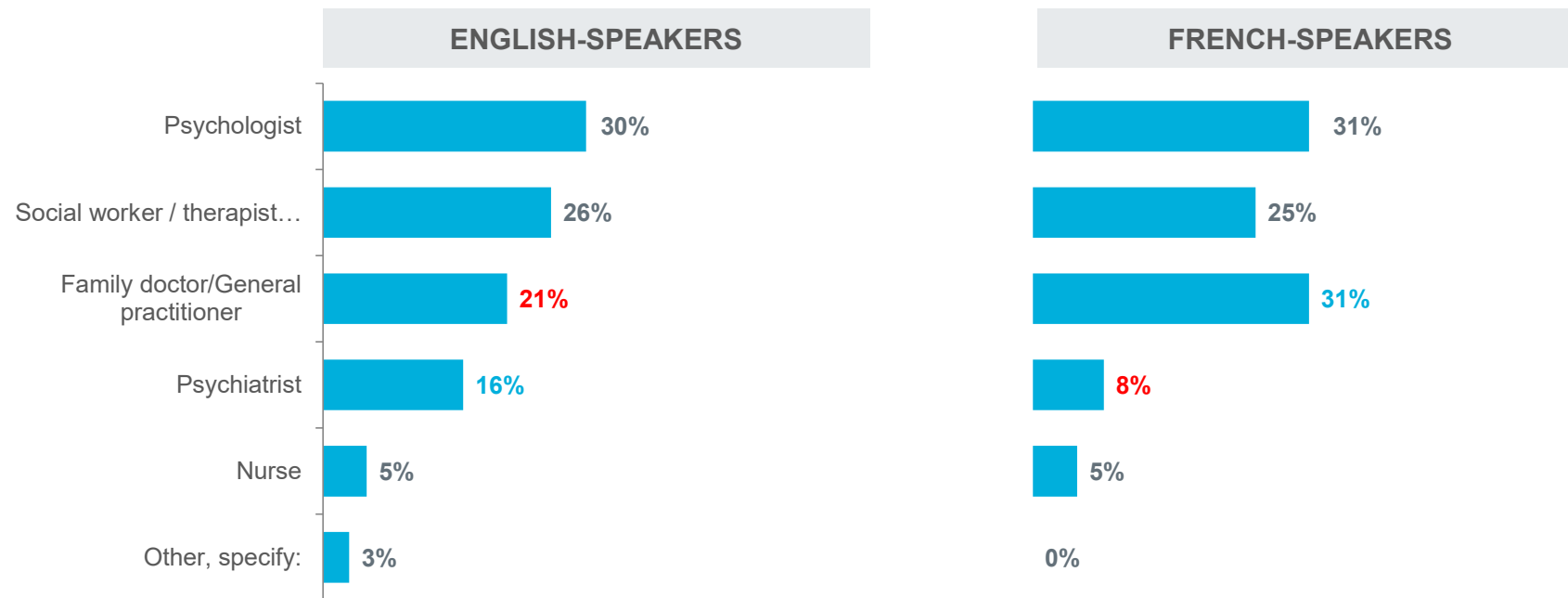
\*Interpret the results with caution, as the number of respondents is < 100.

CROP

**Q33.** Within the last twelve months, in your region, have you used either for yourself or to help another person the services of a health or social service professional concerning a mental health problem?

## Type of professional consulted concerning mental health 1/2

Base: respondents who used the services of a professional regarding mental health, English, n=773 / French, n= 144



## Type of professional consulted concerning mental health 2/2

Base: respondents who used the services of a professional regarding mental health, English, n=773

| (% ) ENGLISH-SPEAKERS              |     | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |
|------------------------------------|-----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|
|                                    |     | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual |
| n=                                 | 773 | 230    | 543 | 57* | 342   | 292   | 65*   | 17    | 89*              | 239    | 152         | 226          | 638                             | 135       |
| Psychologist                       | 30  | 30     | 30  | 22  | 32    | 32    | 24    | --    | 16               | 27     | 28          | 38           | 32                              | 20        |
| Social worker / Therapist...       | 26  | 22     | 28  | 19  | 27    | 24    | 37    | --    | 34               | 26     | 21          | 26           | 23                              | 37        |
| Family doctor/General practitioner | 21  | 24     | 19  | 26  | 21    | 20    | 11    | --    | 28               | 21     | 23          | 18           | 21                              | 21        |
| Psychiatrist                       | 16  | 18     | 14  | 23  | 12    | 18    | 17    | --    | 14               | 18     | 19          | 11           | 16                              | 14        |
| Nurse                              | 5   | 4      | 5   | 8   | 4     | 4     | 5     | --    | 2                | 6      | 4           | 5            | 5                               | 4         |
| Other, specify:                    | 3   | 2      | 4   | 1   | 3     | 3     | 6     | --    | 5                | 2      | 4           | 2            | 3                               | 3         |

### (%) ENGLISH-SPEAKERS

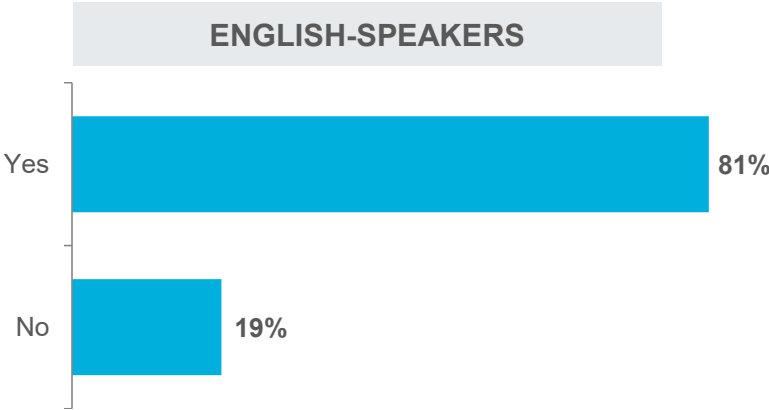
| TOTAL                              |     | REGIONS            |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------|-----|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                    |     | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                 | 773 | 33                 | 39     | 83*       | 84*            | 81*                | 47           | 58*         | 47        | 20       | 43    | 6          | 46          | 48                | 23             | 75*              | 16        | 24            |
| Psychologist                       | 30  | --                 | --     | 30        | 29             | 25                 | --           | 32          | --        | --       | --    | --         | --          | --                | --             | 31               | --        | --            |
| Social worker / Therapist...       | 26  | --                 | --     | 22        | 32             | 31                 | --           | 21          | --        | --       | --    | --         | --          | --                | --             | 24               | --        | --            |
| Family doctor/General practitioner | 21  | --                 | --     | 27        | 22             | 12                 | --           | 31          | --        | --       | --    | --         | --          | --                | --             | 15               | --        | --            |
| Psychiatrist                       | 16  | --                 | --     | 18        | 13             | 24                 | --           | 5           | --        | --       | --    | --         | --          | --                | --             | 21               | --        | --            |
| Nurse                              | 5   | --                 | --     | 2         | 1              | 5                  | --           | 10          | --        | --       | --    | --         | --          | --                | --             | 6                | --        | --            |
| Other, specify:                    | 3   | --                 | --     | 0         | 3              | 4                  | --           | 1           | --        | --       | --    | --         | --          | --                | --             | 3                | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Served in English by the mental health professional 1/2

Base: English respondents who used the services of a professional regarding mental health, n=773



| (%) ENGLISH-SPEAKERS |        | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL  | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 773 | 230    | 543 | 57*   | 342   | 292   | 65*   | 17  | 89*              | 239         | 152          | 226      | 638                             | 135                |
| Yes                  | 81     | 82     | 79  | 82    | 85    | 74    | 71    | --  | 81               | 77          | 80           | 82       | 78                              | 91                 |
| No                   | 19     | 18     | 21  | 18    | 15    | 26    | 29    | --  | 19               | 23          | 20           | 18       | 22                              | 9                  |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Served in English by the mental health professional 2/2

Base: English respondents who used the services of a professional regarding mental health, n=773

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 773  | 33                 | 39     | 83*       | 84*            | 81*                | 47           | 58*         | 47        | 20       | 43    | 6          | 46          | 48                | 23             | 75*              | 16        | 24            |
| Yes                 | 81      | --                 | --     | 98        | 93             | 78                 | --           | 79          | --        | --       | --    | --         | --          | --                | --             | 81               | --        | --            |
| No                  | 19      | --                 | --     | 2         | 7              | 22                 | --           | 21          | --        | --       | --    | --         | --          | --                | --             | 19               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

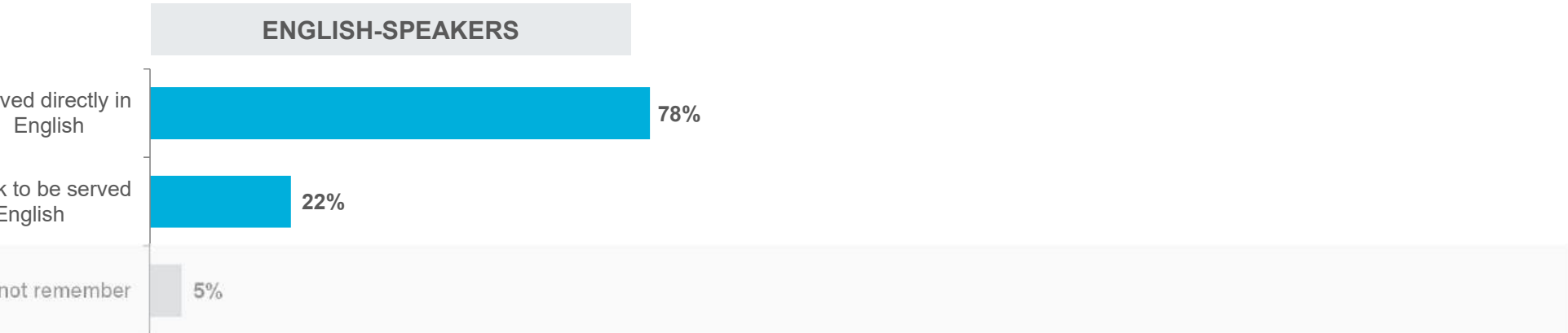
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q34B.** Thinking of the health professional you or the person you helped consulted most frequently concerning a mental health problem... Were you served in English by this professional (mental health problem)?

# Requested and received service in English by a professional concerning mental health 1/2

Base: English respondents who have been served in English using the services of a professional regarding mental health (n= 611), excluding those who don't remember (5%), n=588



| (%) ENGLISH-SPEAKERS               | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                    |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                    | n= 588 | 174    | 414 | 40    | 273   | 215   | 46    | 14  | 68*              | 168         | 117          | 177      | 469                             | 119                |
| Served directly in English         | 78     | 76     | 79  | --    | 79    | 81    | --    | --  | 85               | 76          | 79           | 74       | 80                              | 68                 |
| Had to ask to be served in English | 22     | 24     | 21  | --    | 21    | 19    | --    | --  | 15               | 24          | 21           | 26       | 20                              | 32                 |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q34C.** Were you served directly in English or did you or the person you helped have to ask for service in English when you saw the health or social services professional (mental health problem)? <sup>193</sup>

## Requested and received service in English by a professional concerning mental health 2/2

Base: English respondents who have been served in English using the services of a professional regarding mental health (n= 611), excluding those who don't remember (5%), n=588

| (% ENGLISH-SPEAKERS                | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                 | 588     | 18                 | 30     | 76*       | 77*            | 61*                | 34           | 44          | 31        | 17       | 31    | 2          | 37          | 36                | 12             | 59*              | 13        | 10            |
| Served directly in English         | 78      | --                 | --     | 85        | 89             | 83                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 67               | --        | --            |
| Had to ask to be served in English | 22      | --                 | --     | 15        | 11             | 17                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 33               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

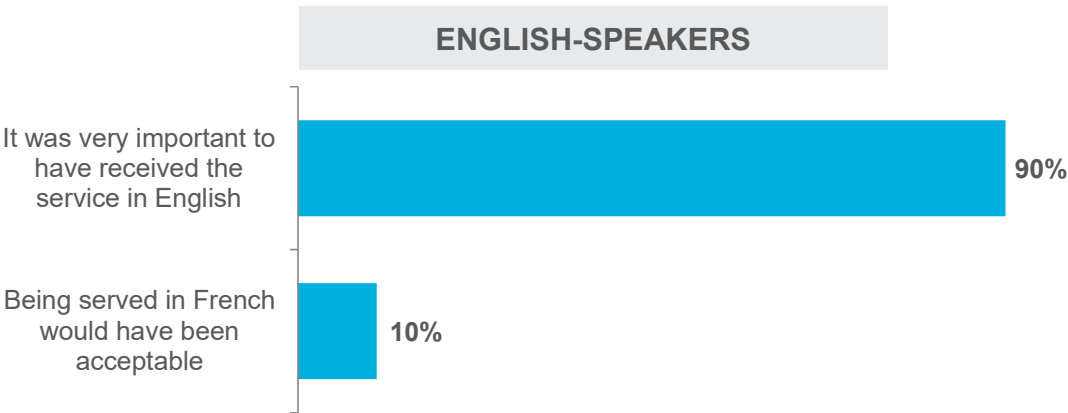
CROP

**Q34C.** Were you served directly in English or did you or the person you helped have to ask for service in English when you saw the health or social services professional (mental health problem)?

194

# Perceived importance of being served in English by a professional concerning mental health issues 1/2

Base: English respondents who have been served in English using the services of a professional regarding mental health, n=611



| (%) ENGLISH-SPEAKERS                                          | TOTAL  | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|---------------------------------------------------------------|--------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                               |        | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                                                               | n= 611 | 185    | 426 | 45    | 286   | 219   | 46    | 15  | 71*              | 178         | 118          | 184      | 488                             | 123                |
| It was very important to have received the service in English | 90     | 87     | 93  | --    | 92    | 91    | --    | --  | 89               | 91          | 92           | 89       | 88                              | 97                 |
| Being served in French would have been acceptable             | 10     | 13     | 7   | --    | 8     | 9     | --    | --  | 11               | 9           | 8            | 11       | 12                              | 3                  |

\*Interpret the results with caution, as the number of respondents is < 100.      --: Results are not shown when less than 50 respondents, as sample size is too small.

## Perceived importance of being served in English by a professional concerning mental health issues 2/2

Base: English respondents who have been served in English using the services of a professional regarding mental health, n=611

| (% ENGLISH-SPEAKERS                                           | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                               | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                            | 611     | 18                 | 30     | 81*       | 79*            | 63*                | 37           | 44          | 34        | 18       | 32    | 2          | 38          | 36                | 13             | 60*              | 15        | 11            |
| It was very important to have received the service in English | 90      | --                 | --     | 81        | 85             | 94                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | 90               | --        | --            |
| Being served in French would have been acceptable             | 10      | --                 | --     | 19        | 15             | 6                  | --           | --          | --        | --       | --    | --         | --          | --                | --             | 10               | --        | --            |

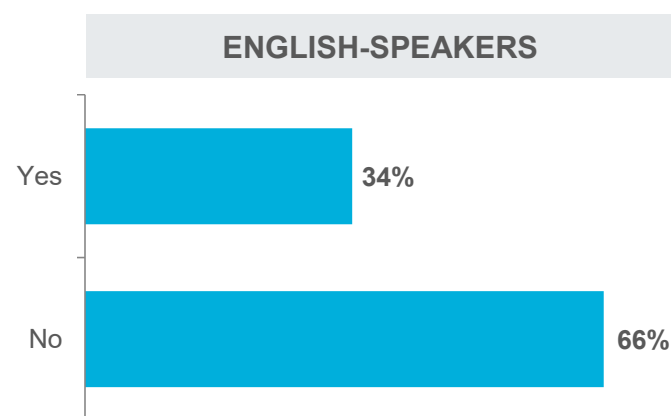
\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP **Q34D.** 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 (thinking about the health or social service professional you saw for the mental health problem)?

## Did you or the person you helped ask for service in English regarding mental health? 1/2

Base: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=162



| (%) ENGLISH-SPEAKERS |    | GENDER |    | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M  | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 162    | 45 | 117 | 12    | 56*   | 73*   | 19    | 2                | 18     | 61*         | 34           | 42                              | 150       | 12                 |
| Yes                  |    | 34     | -- | 32  | --    | 40    | 34    | --    | --               | --     | 27          | --           | --                              | 34        | --                 |
| No                   |    | 66     | -- | 68  | --    | 60    | 66    | --    | --               | --     | 73          | --           | --                              | 66        | --                 |

\*Interpret the results with caution, as the number of respondents is < 100. --: Results are not shown when less than 50 respondents, as sample size is too small.

## Did you or the person you helped ask for service in English regarding mental health? 2/2

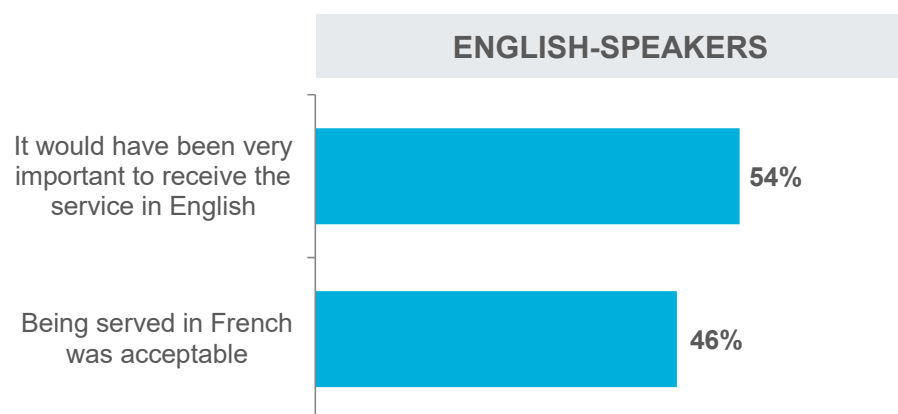
Base: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=162

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 162     | 15                 | 9      | 2         | 5              | 18                 | 10           | 14          | 13        | 2        | 11    | 4          | 8           | 12                | 10             | 15               | 1         | 13            |
| Yes                 | 34      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| No                  | 66      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Importance of being served in English by mental health professional among those not served in English 1/2

Base: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=162



| (% ) ENGLISH-SPEAKERS                                               |    | GENDER |    | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|---------------------------------------------------------------------|----|--------|----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                                                                     |    | TOTAL  | M  | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                                                                     | n= | 162    | 45 | 117 | 12    | 56*   | 73*   | 19    | 2                | 18     | 61*         | 34           | 42                              | 150       | 12                 |
| It would have been very important to receive the service in English |    | 54     | -- | 54  | --    | 55    | 58    | --    | --               | --     | 49          | --           | --                              | 50        | --                 |
| Being served in French was acceptable                               |    | 46     | -- | 46  | --    | 45    | 42    | --    | --               | --     | 51          | --           | --                              | 50        | --                 |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q34F.** 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 (thinking about the health or social service professional you saw for the mental health problem)?

199

## Importance of being served in English by mental health professional among those not served in English 2/2

Base: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=162

| (% ENGLISH-SPEAKERS                                                 | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                                                  | 162     | 15                 | 9      | 2         | 5              | 18                 | 10           | 14          | 13        | 2        | 11    | 4          | 8           | 12                | 10             | 15               | 1         | 13            |
| It would have been very important to receive the service in English | 54      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |
| Being served in French was acceptable                               | 46      | --                 | --     | --        | --             | --                 | --           | --          | --        | --       | --    | --         | --          | --                | --             | --               | --        | --            |

--: Results are not shown when less than 50 respondents, as sample size is too small.

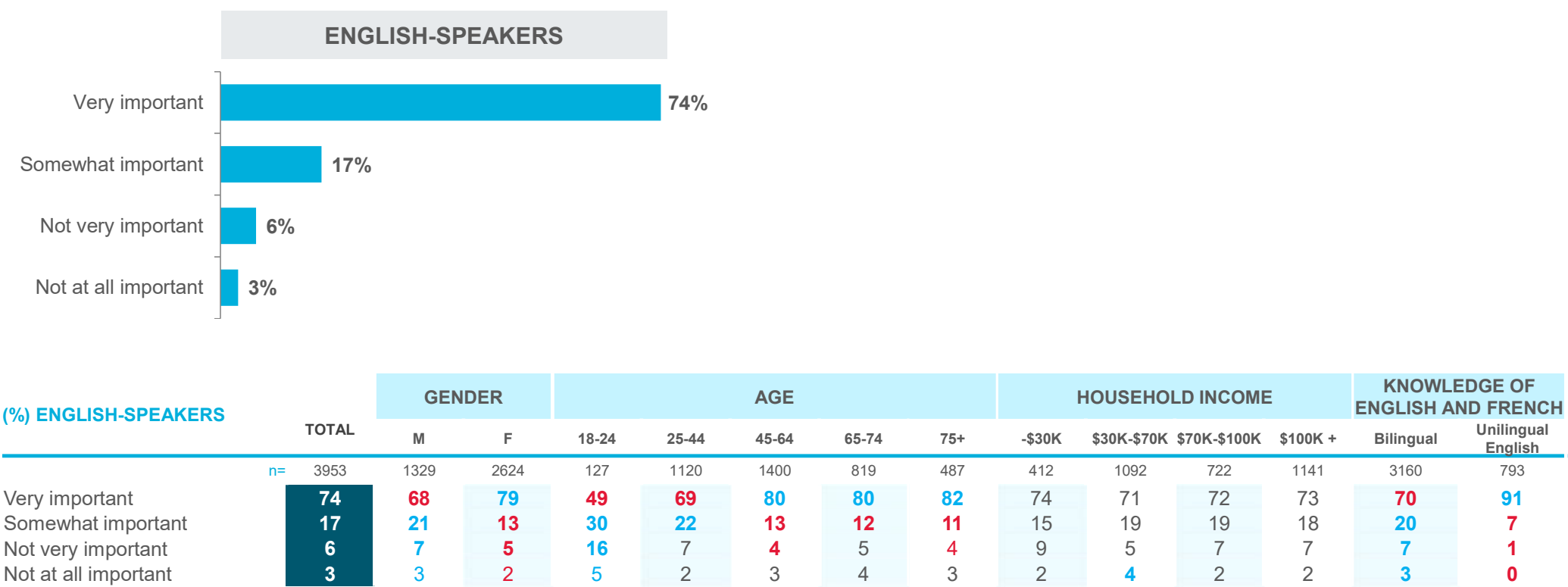
CROP

**Q34F.** 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 (thinking about the health or social service professional you saw for the mental health problem)?

200

# Importance of mental health services being provided in English 1/2

Base: total English respondents, n=3,953



## Importance of mental health services being provided in English 2/2

Base: total English respondents, n=3,953

| (% ENGLISH-SPEAKERS  | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                   | 3953    | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Very important       | 74      | 57                 | 71     | 83        | 79             | 70                 | 62           | 66          | 78        | 79       | 60    | 42         | 75          | 71                | 66             | 73               | 91        | 86            |
| Somewhat important   | 17      | 25                 | 20     | 12        | 14             | 21                 | 29           | 18          | 14        | 10       | 24    | 35         | 18          | 16                | 21             | 18               | 6         | 10            |
| Not very important   | 6       | 7                  | 8      | 3         | 3              | 6                  | 8            | 13          | 5         | 9        | 12    | 14         | 5           | 10                | 10             | 4                | 3         | 3             |
| Not at all important | 3       | 11                 | 0      | 1         | 3              | 3                  | 2            | 3           | 3         | 3        | 4     | 9          | 1           | 3                 | 4              | 4                | 0         | 1             |

\*Interpret the results with caution, as the number of respondents is < 100.

A man and a woman are working together at a desk. The man is on the left, looking at a laptop. The woman is on the right, looking at a document. They are both focused on their work. The image has a blue tint.

# Information (in English)

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life to ideas

## Main observations 1/2

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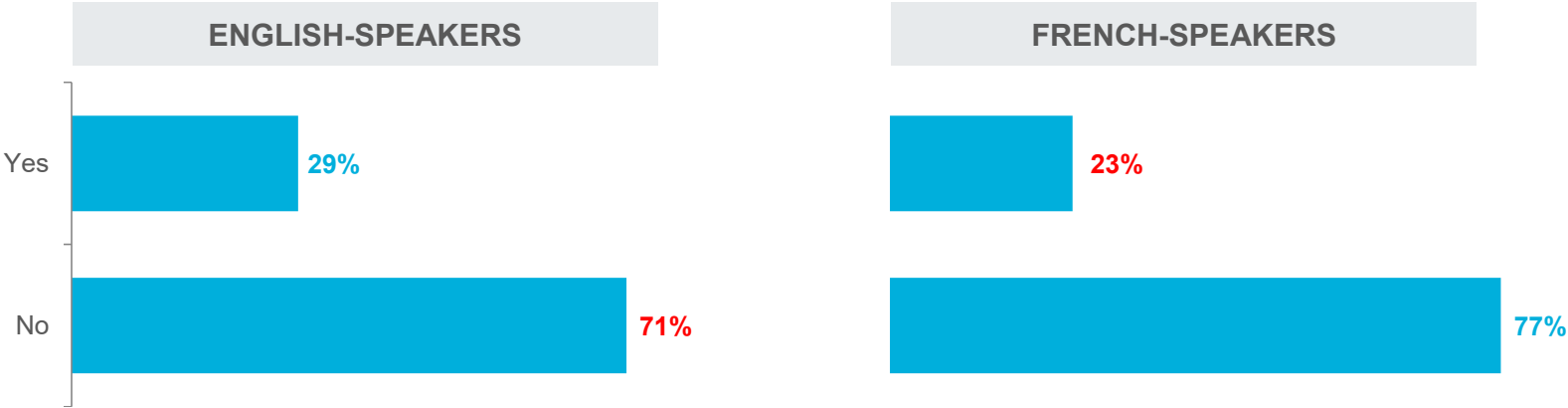
- **More than a quarter (29%) of the English-speakers surveyed had obtained information in English about the services provided by the public health and social services institutions in their region.**
  - *This rate was higher than for French-speakers (23% said they had received information about the services provided by their public health and social services institutions).*
  - *Among the English-speakers, males (33%), the under-45 (18-24 : 47% and 25-44 : 35%), those with an annual household income of \$30K-\$70K (33%) and residents of Côte-Nord (52%\*\*) were the most likely to have received information in English about the local services provided by their public health and social services institutions.*
- **One in two English-speakers (46%) reported that the source of the information regarding access to services in English provided by their public health and social services institutions was “a website (Internet) / social media.”**
  - *This resource was also popular among French-speakers (37%) for finding information about available public health and social services.*
  - *Among English-speakers, this information resource was mentioned more often by males (50%), people in the highest income bracket (annual household income of \$100K+: 53%) and residents of Estrie (63%\*\*).*

## Main observations 2/2

- 
- **Of the English-speakers surveyed, 23% had obtained information in English about public health programs from the public authorities in the last 2 years.**
    - *This rate was higher than what French-speakers reported (19% reported receiving information from the public authorities).*
    - *Among the English-speakers who obtained this type of information in English, males (28%), the younger cohorts (18-24 : 38% and 25-44 : 31%), people with an annual household income of \$30K-\$70K (26%), as well as residents of Estrie (32%), Centre-West Island of Montreal (Centre-Ouest de l'Île) (29%) and Côte-Nord (36%\*\*), were more likely to have obtained information in English about public health programs from the public authorities.*
  - **In the last 2 years, 29% of the English-speakers surveyed had obtained information in English about public health programs from a community organization in their region.**
    - *This rate was higher than reported by French-speakers (13% reported receiving information from a community organization in their region).*
    - *Among the English-speakers, younger respondents (18-24 : 46%; 25-44: 33%), as well as residents of Estrie (44%), Outaouais (35%), Gaspésie (59%) and Côte-Nord (65%\*\*), were the most likely to have obtained information about a public health promotion or prevention program in English from a community organization in their region.*
  - **One-fifth (21%) of the English-speakers surveyed had received information about public health programs in English from a school in the last 2 years.**
    - *This rate was also higher than reported by French-speakers (10% reported receiving information from a school).*
    - *Among English-speakers, males (22%), younger respondents (18-24: 43%; 25-44: 30%), bilinguals (21%), as well as residents of Estrie (27%), Gaspésie (29%) and the Laurentides (25%), had received information about a public health promotion or prevention program in English from a school.*

# Received information about services provided by public health and social service institutions 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (%) ENGLISH-SPEAKERS |    | GENDER |      | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|------|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M    | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 3953   | 1329 | 2624 | 127   | 1120  | 1400  | 819   | 487              | 412    | 1092        | 722          | 1141                            | 3160      | 793                |
| Yes                  |    | 29     | 33   | 25   | 47    | 35    | 21    | 25    | 26               | 29     | 33          | 31           | 27                              | 29        | 30                 |
| No                   |    | 71     | 67   | 75   | 53    | 65    | 79    | 75    | 74               | 71     | 67          | 69           | 73                              | 71        | 70                 |

CROP

**Q42.** In the last two years, have you received information about services [ENGLISH RESPONDENTS ONLY: in English] that are provided by the public health and social services institutions in your region? <sup>206</sup>

## Received information about services provided by public health and social service institutions 2/2

Base: total respondents, English, n=3,953

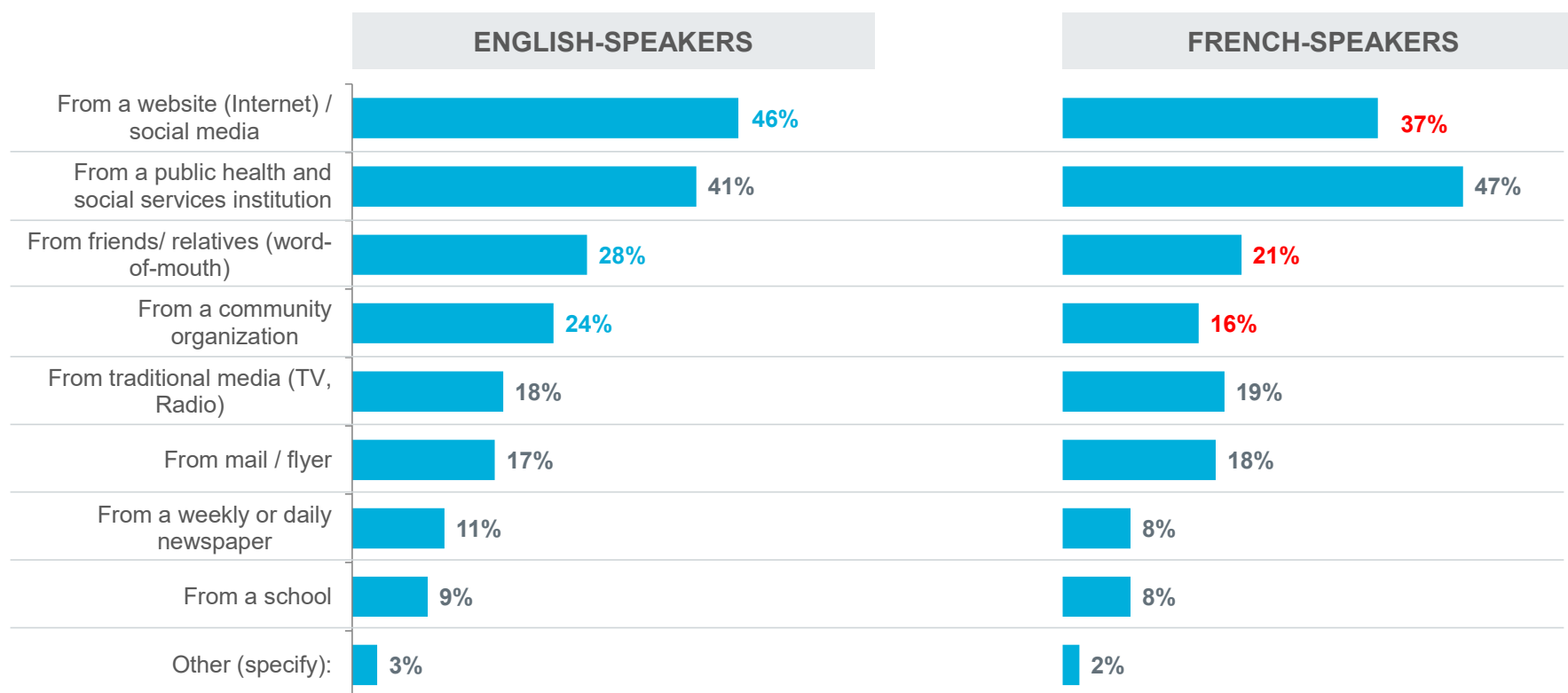
| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 29      | 34                 | 34     | 32        | 32             | 24                 | 29           | 29          | 30        | 40       | 25    | 13         | 22          | 23                | 25             | 29               | 52        | 31            |
| No                  | 71      | 66                 | 66     | 68        | 68             | 76                 | 71           | 71          | 70        | 60       | 75    | 87         | 78          | 77                | 75             | 71               | 48        | 69            |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP Q42. In the last two years, have you received information about services [ENGLISH RESPONDENTS ONLY: in English] that are provided by the public health and social services institutions in your region? <sup>207</sup>

## Sources consulted to obtain information regarding access to mental health services 1/3

Base: respondents who received information about public health and social service institutions, English, n=1,048 / French, n= 240



## Sources consulted to obtain information regarding access to mental health services 2/3

Base: respondents who received information about public health and social service institutions, English, n=1,048

| (% ENGLISH-SPEAKERS                                  | TOTAL | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------------------------|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                      |       | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n=                                                   | 1048  | 394    | 654 | 54*   | 349   | 308   | 202   | 135 | 118              | 315         | 197          | 281      | 825                             | 223                |
| From a website (Internet) / social media             | 46    | 50     | 41  | 46    | 48    | 45    | 47    | 39  | 43               | 45          | 41           | 53       | 47                              | 45                 |
| From a public health and social services institution | 41    | 45     | 36  | 35    | 45    | 40    | 38    | 31  | 37               | 44          | 38           | 43       | 41                              | 38                 |
| From friends/ relatives (word-of-mouth)              | 28    | 32     | 23  | 40    | 31    | 24    | 19    | 22  | 21               | 24          | 28           | 35       | 28                              | 28                 |
| From a community organization                        | 24    | 23     | 25  | 19    | 23    | 22    | 28    | 36  | 16               | 25          | 26           | 23       | 24                              | 24                 |
| From traditional media (TV, Radio)                   | 18    | 24     | 11  | 13    | 22    | 16    | 12    | 23  | 14               | 17          | 17           | 22       | 20                              | 11                 |
| From mail / flyer                                    | 17    | 19     | 14  | 20    | 16    | 16    | 19    | 13  | 23               | 13          | 19           | 17       | 16                              | 17                 |
| From a weekly or daily newspaper                     | 11    | 13     | 8   | 5     | 13    | 7     | 10    | 16  | 11               | 10          | 10           | 12       | 12                              | 8                  |
| From a school                                        | 9     | 8      | 9   | 24    | 10    | 6     | 1     | 0   | 5                | 8           | 14           | 8        | 9                               | 9                  |
| Other (specify):                                     | 3     | 2      | 4   | 0     | 3     | 4     | 4     | 6   | 3                | 4           | 3            | 2        | 3                               | 4                  |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP

**Q43A.** Did you obtain your information regarding access to services [ENGLISH RESPONDENTS ONLY: in English] that are provided by the public health and social services institutions from any of the following:

## Sources consulted to obtain information regarding access to mental health services 3/3

Base: respondents who received information about public health and social service institutions, English, n=1,048

| (% ) ENGLISH-SPEAKERS                                |      | REGIONS |                    |        |               |                       |                     |              |             |             |            |       |              |               |                     |                  |                    |            |
|------------------------------------------------------|------|---------|--------------------|--------|---------------|-----------------------|---------------------|--------------|-------------|-------------|------------|-------|--------------|---------------|---------------------|------------------|--------------------|------------|
|                                                      |      | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre- Ouest Île Mtl | Centre- Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outa- ouais | Gaspé- sie | Laval | Lanau- dière | Lauren- tides | Monté- régie Centre | Monté- régie Est | Monté- régie Ouest | Côte- Nord |
| n=                                                   | 1048 | 33      | 56*                | 160    | 120           | 67*                   | 65*                 | 59*          | 69*         | 39          | 51*        | 6     | 65*          | 66*           | 24                  | 86*              | 46                 | 36         |
| From a website (Internet) / social media             | 46   | --      | 63                 | 46     | 47            | 50                    | 39                  | 38           | 52          | --          | 44         | --    | 34           | 42            | --                  | 53               | --                 | --         |
| From a public health and social services institution | 41   | --      | 49                 | 39     | 54            | 37                    | 45                  | 38           | 39          | --          | 32         | --    | 46           | 44            | --                  | 32               | --                 | --         |
| From friends/ relatives (word-of-mouth)              | 28   | --      | 24                 | 23     | 29            | 31                    | 29                  | 21           | 45          | --          | 36         | --    | 19           | 23            | --                  | 27               | --                 | --         |
| From a community organization                        | 24   | --      | 46                 | 13     | 21            | 13                    | 7                   | 11           | 19          | --          | 16         | --    | 39           | 51            | --                  | 29               | --                 | --         |
| From traditional media (TV, Radio)                   | 18   | --      | 32                 | 12     | 13            | 22                    | 22                  | 20           | 23          | --          | 14         | --    | 22           | 15            | --                  | 30               | --                 | --         |
| From mail / flyer                                    | 17   | --      | 3                  | 17     | 13            | 24                    | 20                  | 22           | 21          | --          | 28         | --    | 7            | 11            | --                  | 9                | --                 | --         |
| From a weekly or daily newspaper                     | 11   | --      | 25                 | 9      | 12            | 15                    | 9                   | 9            | 9           | --          | 3          | --    | 10           | 10            | --                  | 14               | --                 | --         |
| From a school                                        | 9    | --      | 12                 | 2      | 9             | 15                    | 4                   | 16           | 13          | --          | 22         | --    | 1            | 10            | --                  | 6                | --                 | --         |
| Other (specify):                                     | 3    | --      | 5                  | 5      | 1             | 0                     | 2                   | 0            | 1           | --          | 0          | --    | 6            | 3             | --                  | 4                | --                 | --         |

\*Interpret the results with caution, as the number of respondents is < 100.

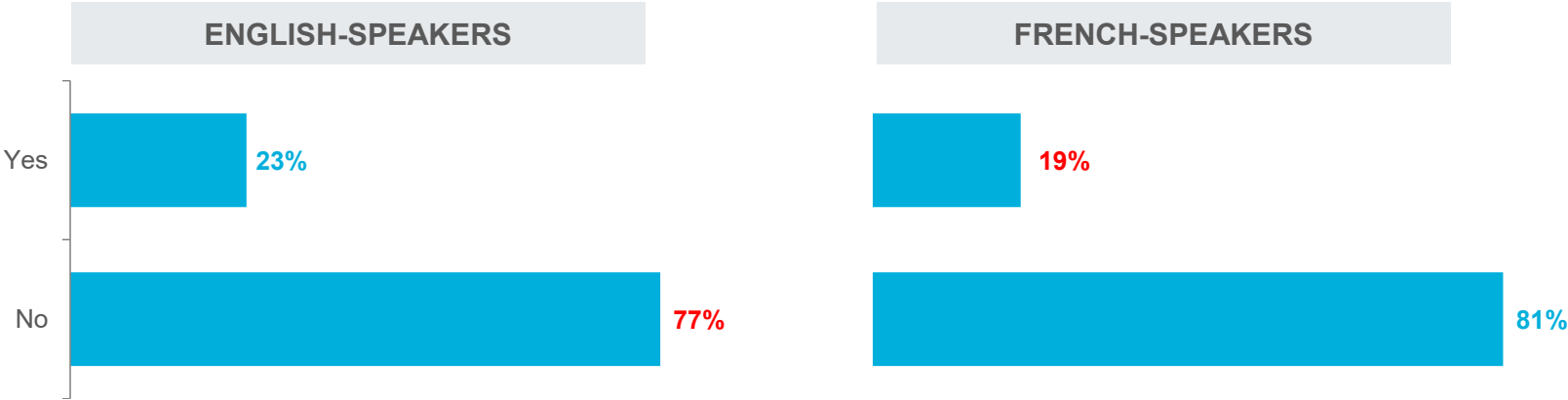
--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

**Q43A.** Did you obtain your information regarding access to services [ENGLISH RESPONDENTS ONLY: in English] that are provided by the public health and social services institutions from any of the following:

# Received information on a public health promotion or prevention program from public authorities 1/2

Base: total respondents, English, n=3,953/ French, n= 1,000



| (%) ENGLISH-SPEAKERS |    | GENDER |      | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|------|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M    | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 3953   | 1329 | 2624 | 127   | 1120  | 1400  | 819   | 487              | 412    | 1092        | 722          | 1141                            | 3160      | 793                |
| Yes                  |    | 23     | 28   | 18   | 38    | 31    | 15    | 15    | 19               | 17     | 26          | 27           | 23                              | 23        | 22                 |
| No                   |    | 77     | 72   | 82   | 62    | 69    | 85    | 85    | 81               | 83     | 74          | 73           | 77                              | 77        | 78                 |

CROP

**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 public authorities 2/2

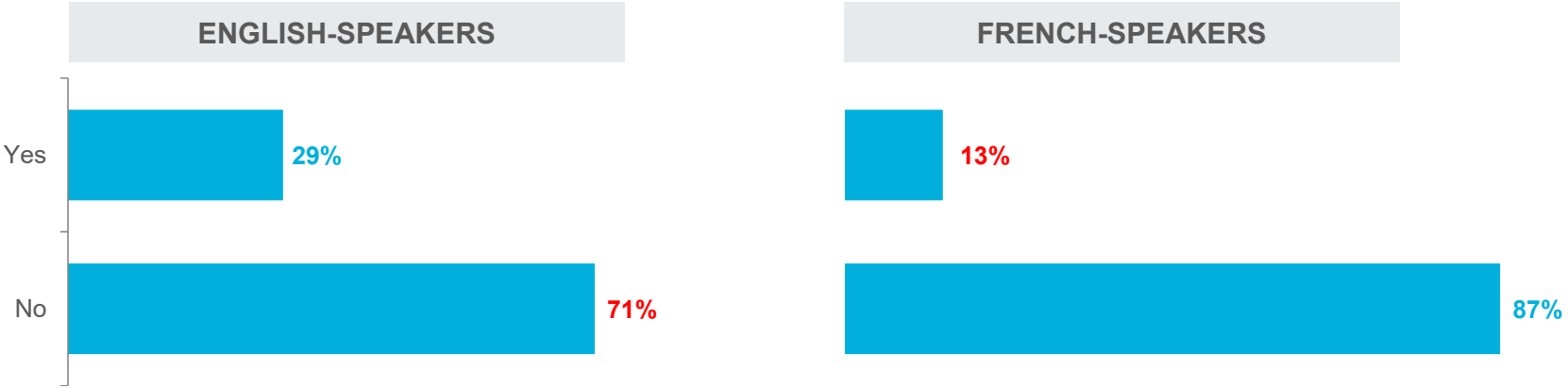
Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |               |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|---------------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546           | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 23      | 26                 | 32     | 24            | 29             | 21                 | 19           | 20          | 23        | 22       | 23    | 6          | 16          | 16                | 20             | 24               | 36        | 17            |
| No                  | 77      | 74                 | 68     | 76            | 71             | 79                 | 81           | 80          | 77        | 78       | 77    | 94         | 84          | 84                | 80             | 76               | 64        | 83            |

\*Interpret the results with caution, as the number of respondents is < 100.

# Received information on a public health promotion or prevention program from community organizations 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (%) ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 29      | 30     | 28   | 46    | 33    | 23    | 22    | 29  | 27               | 31          | 32           | 28       | 29                              | 29                 |
| No                   | 71      | 70     | 72   | 54    | 67    | 77    | 78    | 71  | 73               | 69          | 68           | 72       | 71                              | 71                 |

CROP

**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 community organizations 2/2

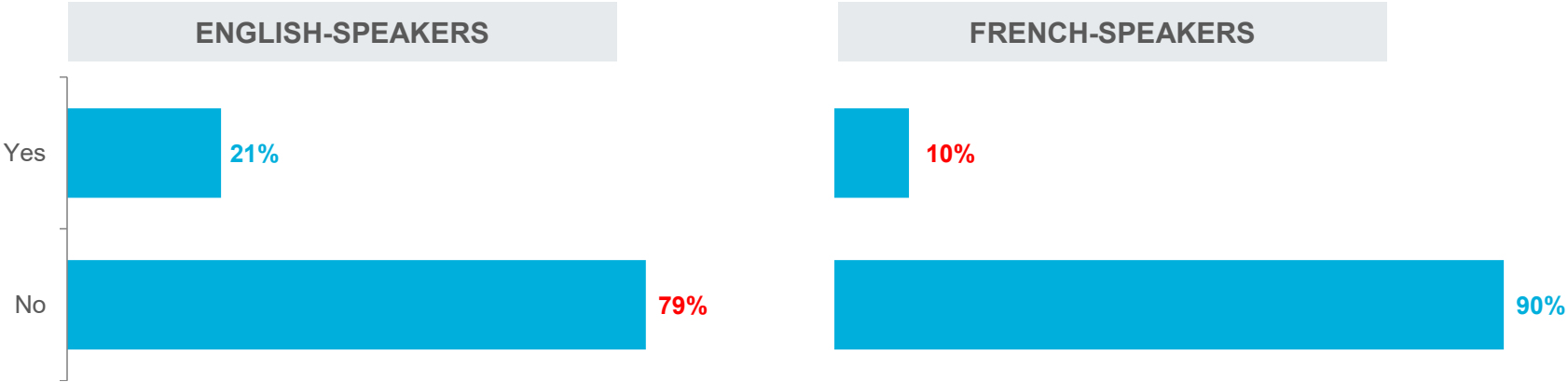
Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 29      | 35                 | 44     | 24        | 31             | 22                 | 20           | 19          | 35        | 59       | 25    | 24         | 30          | 29                | 31             | 27               | 65        | 45            |
| No                  | 71      | 65                 | 56     | 76        | 69             | 78                 | 80           | 81          | 65        | 41       | 75    | 76         | 70          | 71                | 69             | 73               | 35        | 55            |

\*Interpret the results with caution, as the number of respondents is < 100.

# Received information on a public health promotion or prevention program from schools 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



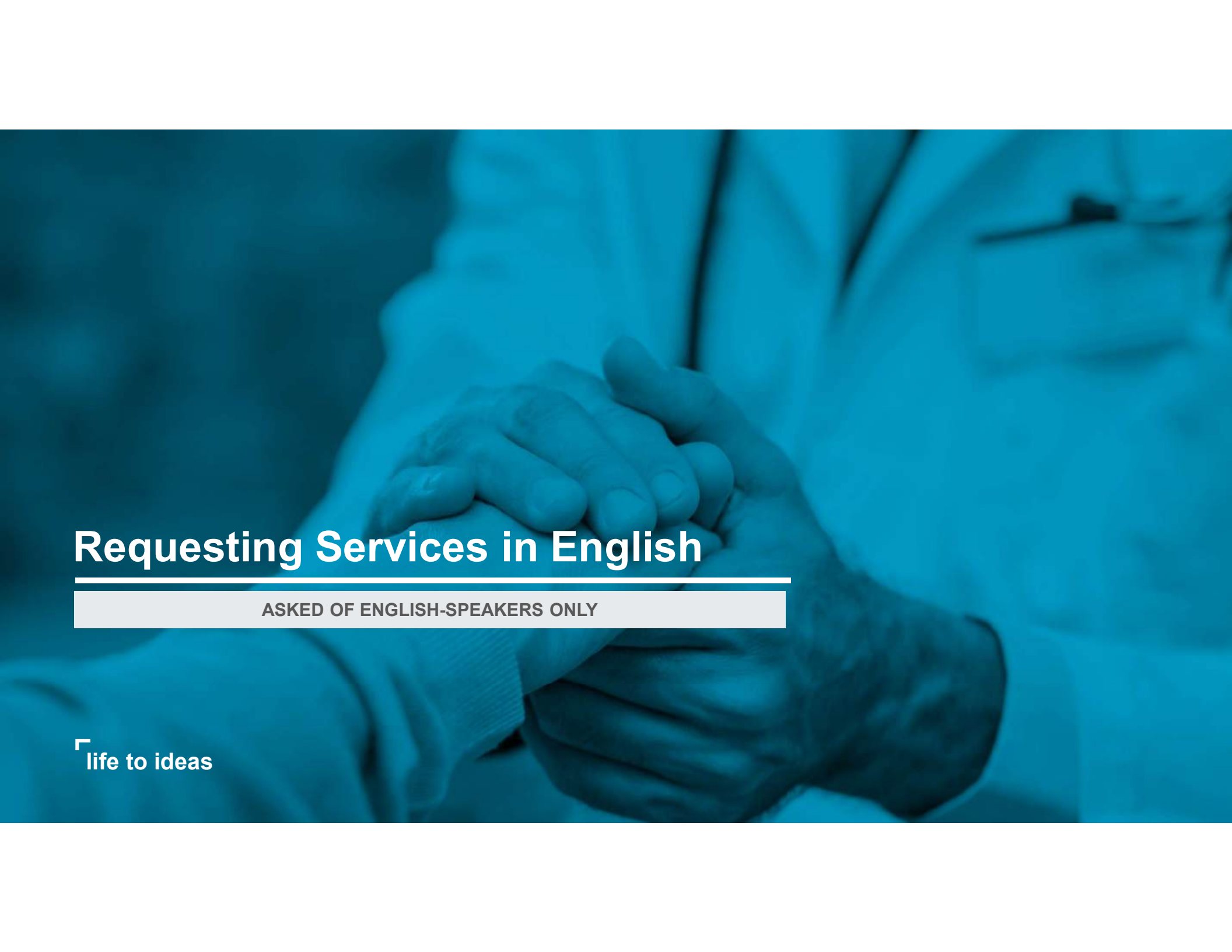
| (%) ENGLISH-SPEAKERS |    | GENDER |      | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|----------------------|----|--------|------|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                      |    | TOTAL  | M    | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                      | n= | 3953   | 1329 | 2624 | 127   | 1120  | 1400  | 819   | 487              | 412    | 1092        | 722          | 1141                            | 3160      | 793                |
| Yes                  |    | 21     | 22   | 19   | 43    | 30    | 16    | 6     | 4                | 17     | 22          | 22           | 22                              | 21        | 17                 |
| No                   |    | 79     | 78   | 81   | 57    | 70    | 84    | 94    | 96               | 83     | 78          | 78           | 78                              | 79        | 83                 |

## Received information on a public health promotion or prevention program from schools 2/2

Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 3953    | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 21      | 16                 | 27     | 19        | 23             | 15                 | 17           | 20          | 24        | 29       | 23    | 18         | 25          | 19                | 21             | 20               | 27        | 16            |
| No                  | 79      | 84                 | 73     | 81        | 77             | 85                 | 83           | 80          | 76        | 71       | 77    | 82         | 75          | 81                | 79             | 80               | 73        | 84            |

\*Interpret the results with caution, as the number of respondents is < 100.



# Requesting Services in English

ASKED OF ENGLISH-SPEAKERS ONLY

life to ideas

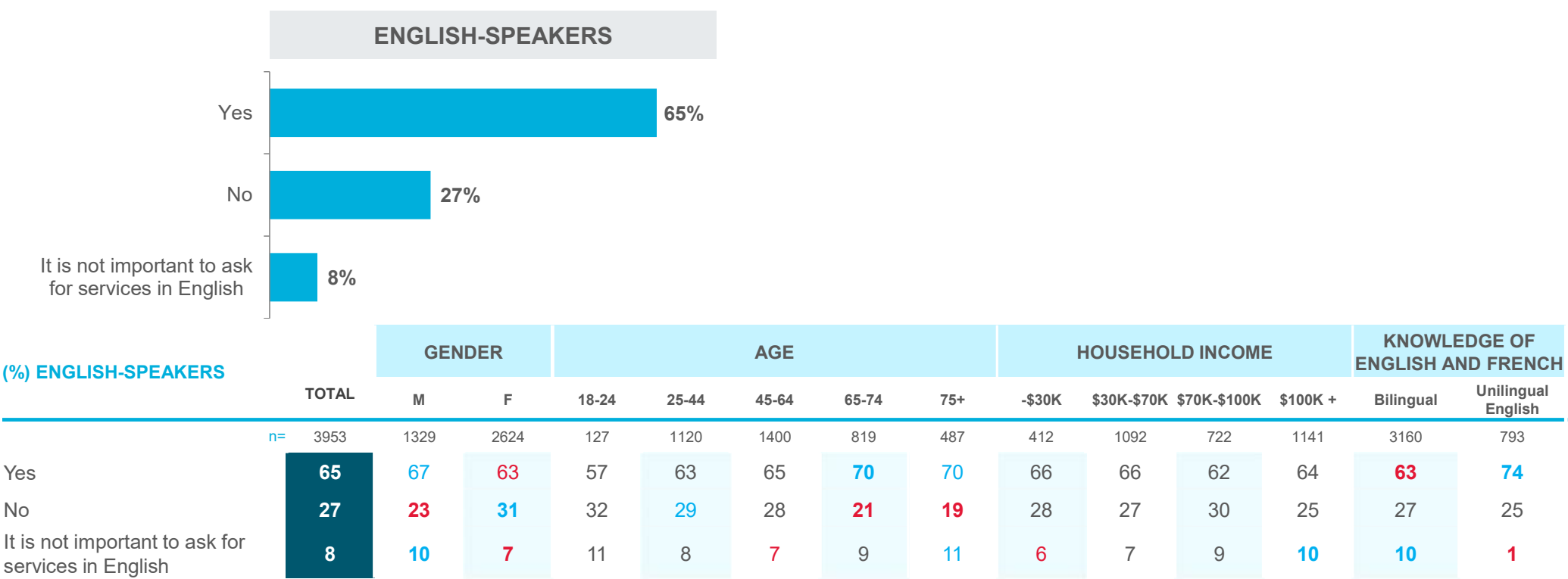
## Main observations

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- **Of the English-speakers surveyed, 27% did NOT feel comfortable asking for public health services or social services in English\*.**
  - *The sociodemographic groups who felt the LEAST comfortable (% no) asking for services in English were females (31%), those age 25-44 (29%), as well as residents of the National Capital (Capitale-Nationale) (38%), East Island of Montreal (Est de l'Île) (37%) and Laval (34%).*
- **The main reason why English-speakers did not feel comfortable asking to be served in English when requiring public health services or social services was the staff's attitude (60%)\*.**
- **Twenty-one percent (21%) of the English-speakers surveyed used the assistance of another person to communicate with public health services or social services providers\*.**
  - *Those who had asked for assistance were more likely to be age 18-44 (18-24 : 35% and 25-44: 26%), those with a household income of \$30K-\$70K (25%), unilingual English-speakers (33%), as well as those living in Outaouais (29%), Gaspésie (30%) and Côte-Nord (39% \*\*).*
- **Most of the English-speakers who requested help to communicate with public health services or social services providers asked a family member (53%)\*.**
  - *Females (57%), older individuals (65-74: 68% and 75+: 68% \*\*), as well as wealthy respondents (\$100K: 61%) and residents of Outaouais (70% \*\*), mentioned a family member more than other sociodemographic groups.*
- **Of the English-speakers surveyed, 36% could have benefited from assistance in communicating with public health services or social services providers\*.**
  - *This rate was higher among females (38%), those age 45-64 (39%), those with a household income of \$30K-\$70K (41%), unilinguals (55%), as well as residents of Outaouais (47%), Gaspésie (51%), Laurentides (49%), Montérégie-Est (45%) and Côte-Nord (67% \*\*).*

# Felt comfortable asking for public health or social services in English 1/2

Base: total English respondents, n=3,953



## Felt comfortable asking for public health or social services in English 2/2

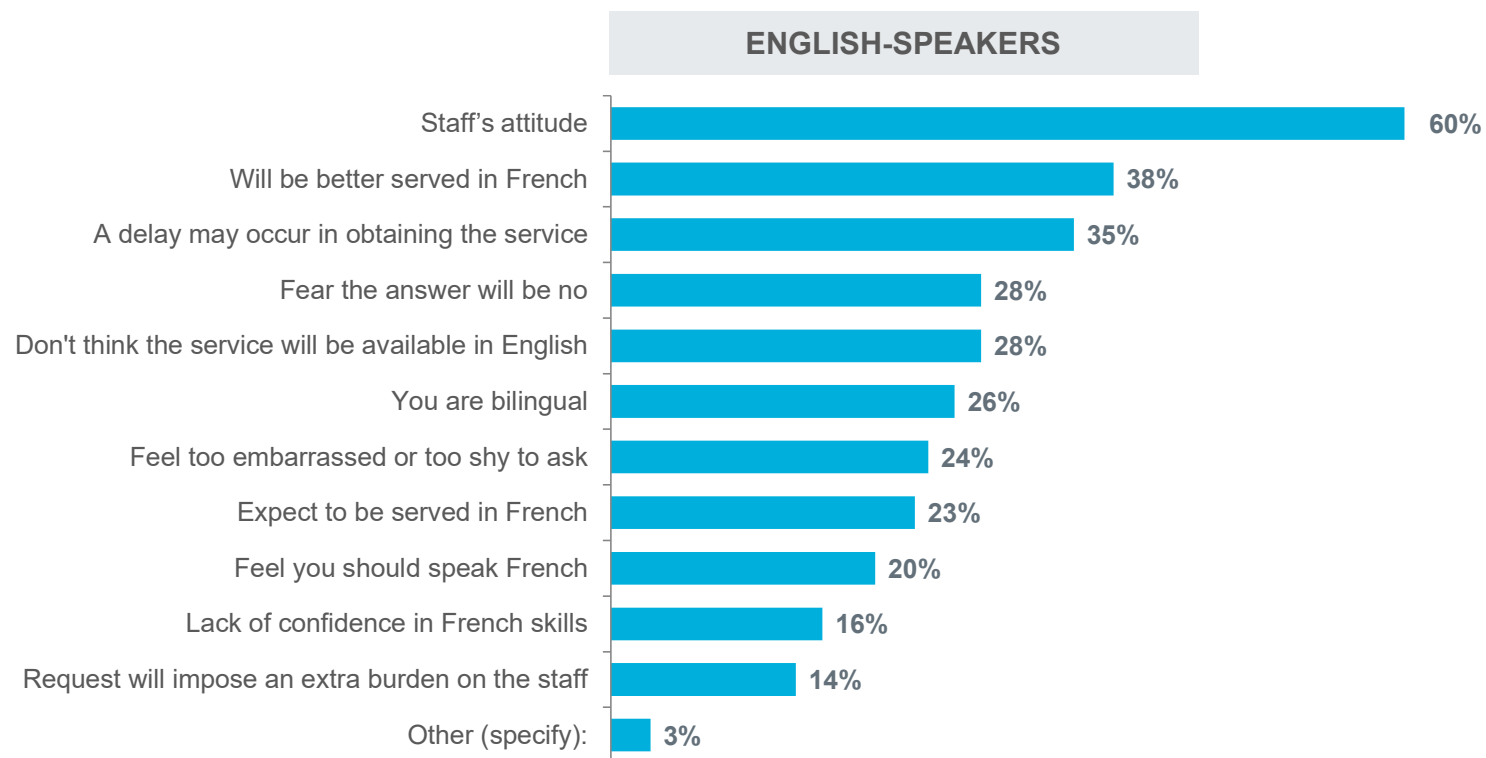
Base: total English respondents, n=3,953

| (% ENGLISH-SPEAKERS                                | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------------------------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                                    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                    | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                                                | 65      | 48                 | 61     | 76        | 72             | 64                 | 58           | 54          | 70        | 72       | 55    | 46         | 59          | 58                | 55             | 65               | 66        | 49            |
| No                                                 | 27      | 38                 | 28     | 20        | 20             | 25                 | 31           | 37          | 27        | 27       | 34    | 34         | 30          | 31                | 32             | 26               | 30        | 45            |
| It is not important to ask for services in English | 8       | 14                 | 11     | 4         | 7              | 11                 | 12           | 9           | 3         | 2        | 11    | 20         | 10          | 11                | 12             | 9                | 4         | 5             |

\*Interpret the results with caution, as the number of respondents is < 100.

## Reasons for not feeling comfortable asking for public health or social services in English 1/3

Base: English respondents who did not feel comfortable asking for public health or social services in English, n=1,095



## Reasons for not feeling comfortable asking for public health or social services in English 2/3

Base: English respondents who did not feel comfortable asking for public health or social services in English, n=1,095

| (% ENGLISH-SPEAKERS                                  | TOTAL | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|------------------------------------------------------|-------|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                                      |       | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n=                                                   | 1095  | 309    | 786 | 44    | 343   | 413   | 198   | 97* | 109              | 298         | 219          | 308      | 909                             | 186                |
| Staff's attitude                                     | 60    | 58     | 62  | --    | 60    | 64    | 64    | 64  | 56               | 59          | 57           | 63       | 60                              | 62                 |
| Will be served better in French                      | 38    | 37     | 39  | --    | 35    | 42    | 40    | 33  | 31               | 32          | 45           | 41       | 41                              | 24                 |
| A delay may occur in obtaining the service           | 35    | 29     | 39  | --    | 32    | 38    | 42    | 43  | 39               | 32          | 35           | 34       | 35                              | 36                 |
| Fear the answer will be no                           | 28    | 26     | 29  | --    | 33    | 28    | 18    | 22  | 28               | 27          | 23           | 30       | 26                              | 38                 |
| Don't think the service will be available in English | 28    | 28     | 29  | --    | 31    | 26    | 33    | 23  | 27               | 28          | 25           | 31       | 28                              | 26                 |
| You are bilingual                                    | 26    | 26     | 26  | --    | 23    | 26    | 26    | 23  | 19               | 25          | 21           | 32       | 31                              | 2                  |
| Feel too embarrassed or too shy to ask               | 24    | 25     | 23  | --    | 27    | 19    | 21    | 17  | 22               | 24          | 23           | 23       | 23                              | 30                 |
| Expect to be served in French                        | 23    | 26     | 20  | --    | 21    | 22    | 24    | 21  | 24               | 20          | 29           | 22       | 25                              | 14                 |
| Feel you should speak French                         | 20    | 21     | 19  | --    | 20    | 22    | 19    | 16  | 17               | 17          | 27           | 21       | 19                              | 25                 |
| Lack of confidence in French skills                  | 16    | 15     | 16  | --    | 16    | 13    | 23    | 30  | 13               | 21          | 20           | 11       | 12                              | 35                 |
| Request will impose an extra burden on the staff     | 14    | 14     | 14  | --    | 12    | 11    | 15    | 12  | 20               | 13          | 12           | 14       | 14                              | 11                 |
| Other (specify):                                     | 3     | 3      | 4   | --    | 3     | 3     | 4     | 7   | 5                | 3           | 4            | 3        | 3                               | 3                  |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP

Q46. What are the main reasons you feel uncomfortable asking to be served in English when you require public health or social services? Is it because...(please select up to 4 reasons)

## Reasons for not feeling comfortable asking for public health or social services in English 3/3

Base: English respondents who did not feel comfortable asking for public health or social services in English, n=1,095

| (% ) ENGLISH-SPEAKERS                                |      | REGIONS |                    |        |               |                       |                     |              |             |             |            |       |              |               |                     |                  |                    |            |
|------------------------------------------------------|------|---------|--------------------|--------|---------------|-----------------------|---------------------|--------------|-------------|-------------|------------|-------|--------------|---------------|---------------------|------------------|--------------------|------------|
|                                                      |      | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre- Ouest Île Mtl | Centre- Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outa- ouais | Gaspé- sie | Laval | Lanau- dière | Lauren- tides | Monté- régie Centre | Monté- régie Est | Monté- régie Ouest | Côte- Nord |
| n=                                                   | 1095 | 47      | 54*                | 99*    | 74*           | 78*                   | 77*                 | 89*          | 73*         | 25          | 79*        | 19    | 110          | 86*           | 39                  | 77*              | 20                 | 49         |
| Staff's attitude                                     | 60   | --      | 66                 | 61     | 62            | 51                    | 67                  | 64           | 69          | --          | 52         | --    | 55           | 62            | --                  | 57               | --                 | --         |
| Will be served better in French                      | 38   | --      | 38                 | 42     | 39            | 41                    | 28                  | 38           | 39          | --          | 33         | --    | 46           | 38            | --                  | 40               | --                 | --         |
| A delay may occur in obtaining the service           | 35   | --      | 49                 | 27     | 30            | 31                    | 32                  | 35           | 45          | --          | 39         | --    | 45           | 47            | --                  | 29               | --                 | --         |
| Fear the answer will be no                           | 28   | --      | 23                 | 36     | 27            | 32                    | 23                  | 32           | 37          | --          | 22         | --    | 14           | 24            | --                  | 25               | --                 | --         |
| Don't think the service will be available in English | 28   | --      | 32                 | 17     | 17            | 23                    | 26                  | 38           | 34          | --          | 20         | --    | 33           | 31            | --                  | 24               | --                 | --         |
| You are bilingual                                    | 26   | --      | 27                 | 24     | 17            | 26                    | 24                  | 20           | 25          | --          | 39         | --    | 36           | 22            | --                  | 15               | --                 | --         |
| Feel too embarrassed or too shy to ask               | 24   | --      | 18                 | 31     | 20            | 43                    | 17                  | 25           | 20          | --          | 23         | --    | 22           | 18            | --                  | 28               | --                 | --         |
| Expect to be served in French                        | 23   | --      | 19                 | 23     | 18            | 24                    | 28                  | 31           | 14          | --          | 27         | --    | 17           | 30            | --                  | 26               | --                 | --         |
| Feel you should speak French                         | 20   | --      | 32                 | 10     | 23            | 32                    | 16                  | 19           | 13          | --          | 16         | --    | 23           | 25            | --                  | 21               | --                 | --         |
| Lack of confidence in French skills                  | 16   | --      | 5                  | 17     | 22            | 26                    | 10                  | 12           | 11          | --          | 16         | --    | 8            | 17            | --                  | 19               | --                 | --         |
| Request will impose an extra burden on the staff     | 14   | --      | 7                  | 17     | 15            | 16                    | 19                  | 14           | 7           | --          | 24         | --    | 16           | 9             | --                  | 12               | --                 | --         |
| Other (specify):                                     | 3    | --      | 4                  | 4      | 7             | 2                     | 5                   | 1            | 3           | --          | 2          | --    | 3            | 5             | --                  | 1                | --                 | --         |

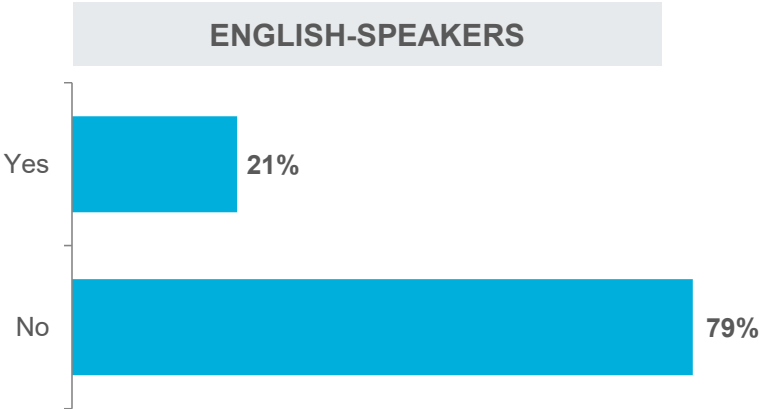
\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

CROP Q46. What are the main reasons you feel uncomfortable asking to be served in English when you require public health or social services? Is it because...(please select up to 4 reasons)

# Used assistance of another person to communicate with public health or social service providers 1/2

Base: total English respondents, n=3,953



| (%) ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 21      | 22     | 19   | 35    | 26    | 16    | 14    | 15  | 21               | 25          | 22           | 18       | 18                              | 33                 |
| No                   | 79      | 78     | 81   | 65    | 74    | 84    | 86    | 85  | 79               | 75          | 78           | 82       | 82                              | 67                 |

CROP

**Q47A.** In the last 2 years, did you use the assistance of another person in order to communicate with a service provider within a health and social service institution (hospitals, CLSCs, long-term care facilities)?

## Used assistance of another person to communicate with public health or social service providers 2/2

Base: total English respondents, n=3,953

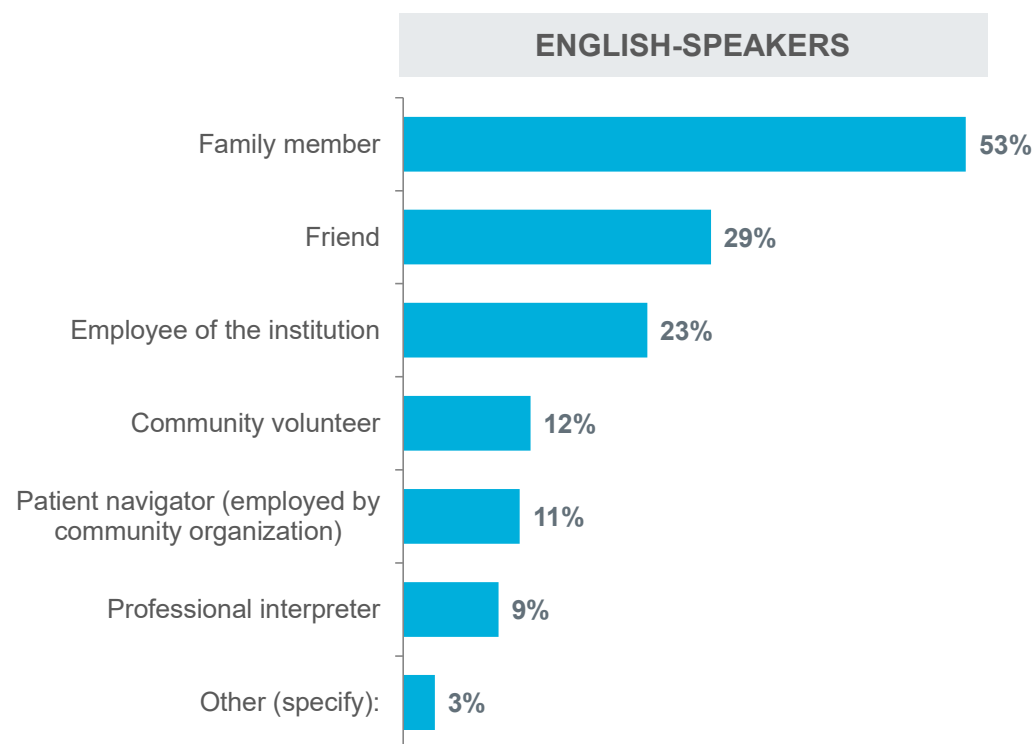
| (% ENGLISH-SPEAKERS) | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                      | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                      | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                  | 21      | 24                 | 19     | 16        | 17             | 18                 | 17           | 20          | 29        | 30       | 22    | 13         | 22          | 18                | 27             | 21               | 39        | 43            |
| No                   | 79      | 76                 | 81     | 84        | 83             | 82                 | 83           | 80          | 71        | 70       | 78    | 87         | 78          | 82                | 73             | 79               | 61        | 57            |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP **Q47A.** In the last 2 years, did you use the assistance of another person in order to communicate with a service provider within a health and social service institution (hospitals, CLSCs, long-term care facilities)?

## Person helping to communicate with public health or social service providers 1/2

Base: English respondents who used assistance of another person to communicate, n=738



## Person helping to communicate with public health or social service providers 2/2

Base: English respondents who used assistance of another person to communicate, n=738

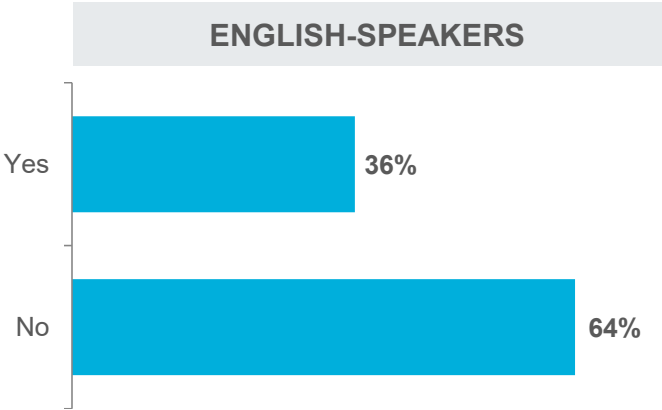
|                                                        |        | GENDER             |        | AGE           |                |                    |              |             | HOUSEHOLD INCOME |             |              |            | KNOWLEDGE OF ENGLISH AND FRENCH |                    |                |                  |           |               |
|--------------------------------------------------------|--------|--------------------|--------|---------------|----------------|--------------------|--------------|-------------|------------------|-------------|--------------|------------|---------------------------------|--------------------|----------------|------------------|-----------|---------------|
| (%) ENGLISH-SPEAKERS                                   | TOTAL  | M                  | F      | 18-24         | 25-44          | 45-64              | 65-74        | 75+         | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K +   | Bilingual                       | Unilingual English |                |                  |           |               |
|                                                        | n= 738 | 249                | 489    | 39            | 266            | 234                | 123          | 76*         | 88*              | 242         | 134          | 188        | 472                             | 266                |                |                  |           |               |
| Family member                                          | 53     | 49                 | 57     | --            | 48             | 57                 | 68           | 68          | 39               | 48          | 48           | 61         | 51                              | 57                 |                |                  |           |               |
| Friend                                                 | 29     | 32                 | 25     | --            | 31             | 28                 | 12           | 20          | 26               | 32          | 28           | 31         | 30                              | 25                 |                |                  |           |               |
| Employee of the institution                            | 23     | 22                 | 23     | --            | 25             | 22                 | 19           | 20          | 32               | 28          | 19           | 18         | 21                              | 27                 |                |                  |           |               |
| Community volunteer                                    | 12     | 16                 | 7      | --            | 15             | 8                  | 5            | 4           | 5                | 12          | 12           | 14         | 14                              | 5                  |                |                  |           |               |
| Patient navigator (employed by community organization) | 11     | 16                 | 6      | --            | 14             | 5                  | 2            | 6           | 8                | 11          | 18           | 10         | 14                              | 4                  |                |                  |           |               |
| Professional interpreter                               | 9      | 14                 | 4      | --            | 12             | 3                  | 3            | 0           | 6                | 13          | 10           | 8          | 12                              | 3                  |                |                  |           |               |
| Other (specify):                                       | 3      | 2                  | 4      | --            | 2              | 4                  | 7            | 3           | 7                | 3           | 3            | 3          | 2                               | 5                  |                |                  |           |               |
| REGIONS                                                |        |                    |        |               |                |                    |              |             |                  |             |              |            |                                 |                    |                |                  |           |               |
| (%) ENGLISH-SPEAKERS                                   | TOTAL  | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais        | Gaspésie    | Laval        | Lanaudière | Laurentides                     | Montérégie Centre  | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                                                        | n= 738 | 22                 | 29     | 71*           | 61*            | 52*                | 36           | 36          | 68*              | 28          | 42           | 6          | 71*                             | 49                 | 24             | 66*              | 33        | 44            |
| Family member                                          | 53     | --                 | --     | 51            | 42             | 55                 | --           | --          | 70               | --          | --           | --         | 43                              | --                 | --             | 47               | --        | --            |
| Friend                                                 | 29     | --                 | --     | 22            | 32             | 42                 | --           | --          | 26               | --          | --           | --         | 28                              | --                 | --             | 40               | --        | --            |
| Employee of the institution                            | 23     | --                 | --     | 35            | 28             | 21                 | --           | --          | 15               | --          | --           | --         | 35                              | --                 | --             | 22               | --        | --            |
| Community volunteer                                    | 12     | --                 | --     | 8             | 11             | 12                 | --           | --          | 7                | --          | --           | --         | 18                              | --                 | --             | 11               | --        | --            |
| Patient navigator (employed by community organization) | 11     | --                 | --     | 4             | 8              | 12                 | --           | --          | 17               | --          | --           | --         | 7                               | --                 | --             | 13               | --        | --            |
| Professional interpreter                               | 9      | --                 | --     | 11            | 5              | 1                  | --           | --          | 4                | --          | --           | --         | 16                              | --                 | --             | 0                | --        | --            |
| Other (specify):                                       | 3      | --                 | --     | 0             | 3              | 1                  | --           | --          | 3                | --          | --           | --         | 4                               | --                 | --             | 5                | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

# Desire for communication assistance with public health and social services 1/2

Base: total English respondents, n=3,953



| (%) ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 36      | 34     | 38   | 34    | 35    | 39    | 33    | 36  | 35               | 41          | 37           | 31       | 31                              | 55                 |
| No                   | 64      | 66     | 62   | 66    | 65    | 61    | 67    | 64  | 65               | 59          | 63           | 69       | 69                              | 45                 |

CROP

**Q49.** In the last 2 years, would you like to have had communication assistance in your use of services from public sector health and social services providers (doctor's office, hospitals, CLSCs, long-term care facilities)?

## Desire for communication assistance with public health and social services 2/2

Base: total English respondents, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                  | 3953    | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 36      | 36                 | 39     | 28        | 31             | 26                 | 27           | 41          | 47        | 51       | 33    | 28         | 49          | 31                | 45             | 36               | 67        | 67            |
| No                  | 64      | 64                 | 61     | 72        | 69             | 74                 | 73           | 59          | 53        | 49       | 67    | 72         | 51          | 69                | 55             | 64               | 33        | 33            |

\*Interpret the results with caution, as the number of respondents is < 100.

CROP

**Q49.** In the last 2 years, would you like to have had communication assistance in your use of services from public sector health and social services providers (doctor's office, hospitals, CLSCs, long-term care facilities)?

A photograph of two women in a kitchen. The woman on the left is holding the woman on the right from behind. They are both smiling and looking down at a tray of bread on the counter. The woman on the right is holding a small object, possibly a piece of bread or a utensil. The background shows kitchen cabinets and a window. The entire image has a blue tint.

# Sources of Support and Overall Health

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「life to ideas

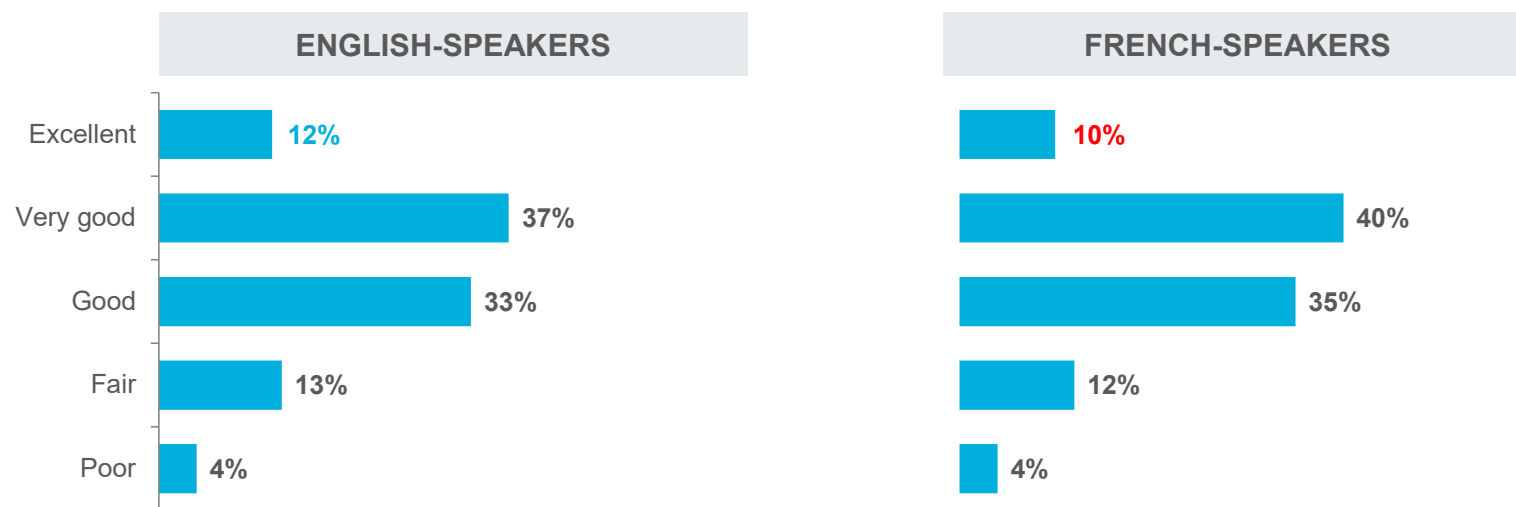
## Main observations

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- **The majority of English-speaking respondents considered that, compared to people their age, they were in excellent (12%), very good (37%) or good (33%) health. Only 13% mentioned “fair” and 4%, “poor.”**
  - *The data are similar for French-speakers, although they were statistically less likely (10%) to report being in excellent health.*
  - *Among English-speakers, younger respondents (18-24: 10%), those in a lower household income bracket (under \$30K: 12%), as well as residents of Centre-South Island of Montreal (Centre-Sud de l'Île) (7%) and Gaspésie (11%), were more likely to have reported being in “poor” health compared to other people their age.*
- **If they became ill, 46% of English-speakers would turn to their relatives for support. Eleven percent (11%) would have nobody to turn to.**
  - *French-speakers were more likely to seek support from relatives (66%). Conversely, they were less likely to consider public social services institutions (11% vs. 21% among English-speakers) or their friends (11% vs. 18% among English-speakers). Like English-speakers, one in ten French-speakers (10%) would have nobody to ask for help.*
  - *Among English-speakers, those age 45-64 (16%), the lowest-income earners (<\$30K: 14%), unilinguals (15%), residents of the National Capital (Capitale-Nationale) (18%) and Centre-South Island of Montreal (Centre-Sud de l'Île) (15%) reported having “nobody” other than their spouse to turn to for support.*
- **Using their usual means of transportation, only 7% of English-speakers’ friends or relatives would take more than 3 hours to get to them.**
  - *This rate was slightly higher than what was reported by French-speakers (4%).*
  - *Among English-speakers, females (8%), those age 45-64 (8%), the lowest-income earners (<\$30K: 10%), unilinguals (14%), as well as residents of Capitale-Nationale (22%) and Côte-Nord (21%\*\*), were more likely to have reported that their friends or relatives would take more than 3 hours to get to them if they needed them to come.*

## Perception of overall health relative to same-age peers 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



## Perception of overall health relative to same-age peers 2/2

Base: total respondents, English, n=3,953

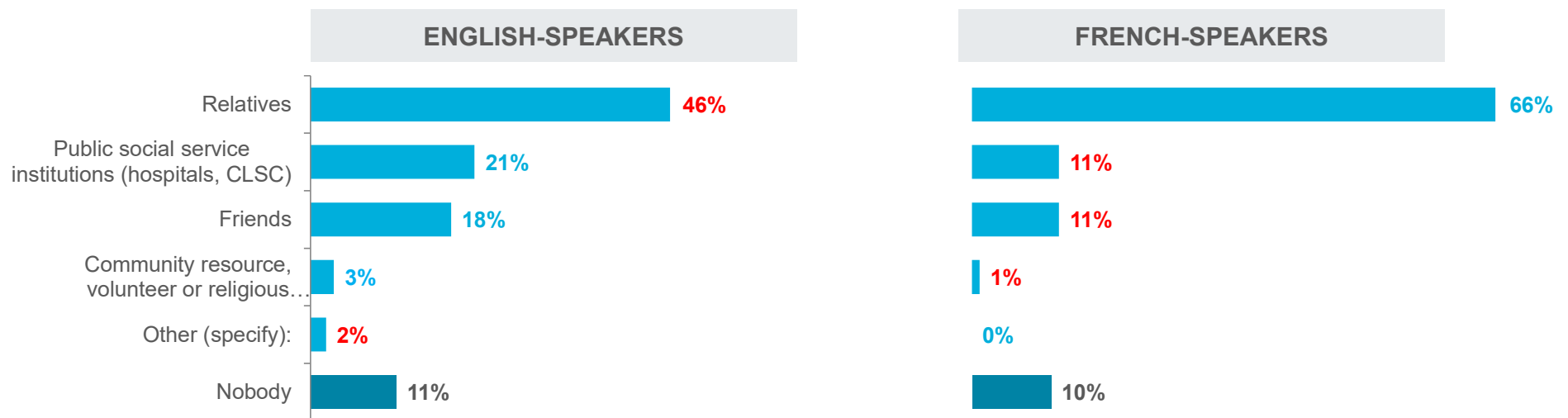
| (% ) ENGLISH-SPEAKERS |    | GENDER |      | AGE  |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|-----------------------|----|--------|------|------|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                       |    | TOTAL  | M    | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                       | n= | 3953   | 1329 | 2624 | 127   | 1120  | 1400  | 819   | 487              | 412    | 1092        | 722          | 1141                            | 3160      | 793                |
| Excellent             | 12 | 13     | 11   | 15   | 15    | 10    | 9     | 10    | 9                | 9      | 14          | 15           | 13                              | 10        |                    |
| Very good             | 37 | 39     | 36   | 32   | 39    | 34    | 40    | 42    | 28               | 38     | 35          | 42           | 39                              | 29        |                    |
| Good                  | 33 | 31     | 34   | 31   | 32    | 35    | 33    | 30    | 32               | 34     | 31          | 31           | 31                              | 41        |                    |
| Fair                  | 13 | 12     | 14   | 12   | 11    | 16    | 14    | 14    | 19               | 15     | 15          | 9            | 13                              | 15        |                    |
| Poor                  | 4  | 4      | 5    | 10   | 4     | 4     | 4     | 4     | 12               | 4      | 5           | 3            | 4                               | 5         |                    |

| (% ) ENGLISH-SPEAKERS |    | REGIONS |                    |        |               |                      |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|-----------------------|----|---------|--------------------|--------|---------------|----------------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                       |    | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre-Ouest Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                       | n= | 3953    | 120                | 185    | 546           | 393                  | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Excellent             |    | 12      | 20                 | 12     | 13            | 12                   | 9                  | 13           | 6           | 18        | 15       | 15    | 18         | 10          | 8                 | 14             | 10               | 6         | 8             |
| Very good             |    | 37      | 37                 | 42     | 35            | 37                   | 44                 | 43           | 34          | 33        | 40       | 33    | 43         | 47          | 36                | 29             | 38               | 51        | 30            |
| Good                  |    | 33      | 26                 | 26     | 31            | 31                   | 27                 | 29           | 42          | 36        | 22       | 40    | 25         | 30          | 38                | 36             | 36               | 34        | 34            |
| Fair                  |    | 13      | 12                 | 15     | 17            | 15                   | 11                 | 10           | 14          | 9         | 12       | 11    | 9          | 10          | 14                | 16             | 14               | 9         | 16            |
| Poor                  |    | 4       | 5                  | 4      | 4             | 5                    | 7                  | 5            | 4           | 4         | 11       | 2     | 4          | 3           | 3                 | 6              | 2                | 0         | 11            |

\*Interpret the results with caution, as the number of respondents is < 100.

## Source of support if ill 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



## Source of support if ill 2/2

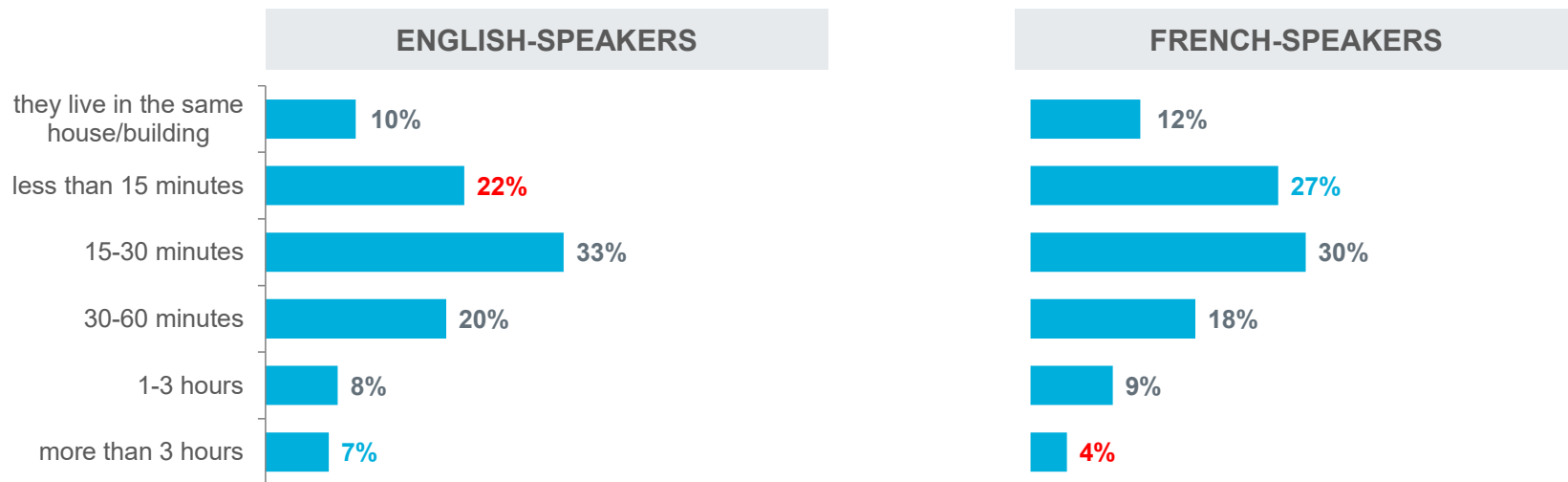
Base: total respondents, English, n=3,953

| GENDER                     |       | AGE                |        |           |                  |                |          |         | HOUSEHOLD INCOME |             |              |            | KNOWLEDGE OF ENGLISH AND FRENCH |                    |                |                  |           |               |
|----------------------------|-------|--------------------|--------|-----------|------------------|----------------|----------|---------|------------------|-------------|--------------|------------|---------------------------------|--------------------|----------------|------------------|-----------|---------------|
|                            |       |                    |        |           |                  |                |          |         |                  |             |              |            | Bilingual                       | Unilingual English |                |                  |           |               |
| TOTAL                      |       | M                  | F      | 18-24     | 25-44            | 45-64          | 65-74    | 75+     | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K +   | Bilingual                       | Unilingual English |                |                  |           |               |
| (%) ENGLISH-SPEAKERS       | n=    | 3953               | 1329   | 2624      | 127              | 1120           | 1400     | 819     | 487              | 412         | 1092         | 722        | 1141                            | 3160               | 793            |                  |           |               |
| Relatives                  | 46    | 42                 | 50     | 55        | 44               | 43             | 48       | 56      | 46               | 45          | 45           | 44         | 47                              | 42                 |                |                  |           |               |
| Public social service ins. | 21    | 25                 | 17     | 18        | 20               | 20             | 22       | 24      | 17               | 19          | 21           | 24         | 20                              | 22                 |                |                  |           |               |
| Friends                    | 18    | 17                 | 19     | 16        | 22               | 17             | 15       | 12      | 17               | 21          | 18           | 18         | 18                              | 17                 |                |                  |           |               |
| Community resource         | 3     | 4                  | 2      | 5         | 4                | 3              | 2        | 2       | 3                | 3           | 4            | 3          | 3                               | 3                  |                |                  |           |               |
| Other (specify):           | 2     | 1                  | 2      | 0         | 1                | 2              | 2        | 1       | 3                | 1           | 1            | 2          | 2                               | 1                  |                |                  |           |               |
| Nobody                     | 11    | 11                 | 10     | 7         | 8                | 16             | 11       | 4       | 14               | 11          | 12           | 9          | 10                              | 15                 |                |                  |           |               |
| REGIONS                    |       |                    |        |           |                  |                |          |         |                  |             |              |            |                                 |                    |                |                  |           |               |
| (%) ENGLISH-SPEAKERS       | TOTAL | Capitale Nationale | Estrie | Ouest Mtl | Centre-Ouest Mtl | Centre-Sud Mtl | Nord Mtl | Est Mtl | Outaouais        | Gaspésie    | Laval        | Lanaudière | Laurentides                     | Montérégie Centre  | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                         | 3953  | 120                | 185    | 546       | 393              | 316            | 241      | 238     | 280              | 113         | 235          | 58*        | 335                             | 266                | 105            | 322              | 89*       | 111           |
| Relatives                  | 46    | 34                 | 42     | 52        | 47               | 37             | 45       | 56      | 35               | 39          | 56           | 54         | 44                              | 53                 | 31             | 49               | 59        | 33            |
| Public social service ins. | 21    | 29                 | 16     | 19        | 17               | 23             | 18       | 16      | 29               | 23          | 17           | 9          | 25                              | 22                 | 25             | 23               | 17        | 18            |
| Friends                    | 18    | 17                 | 23     | 16        | 22               | 24             | 22       | 15      | 20               | 22          | 9            | 16         | 19                              | 11                 | 24             | 13               | 13        | 24            |
| Community resource         | 3     | 1                  | 5      | 2         | 3                | 2              | 4        | 3       | 2                | 4           | 5            | 5          | 3                               | 1                  | 6              | 4                | 5         | 10            |
| Other (specify):           | 2     | 1                  | 2      | 2         | 2                | 0              | 1        | 1       | 2                | 1           | 1            | 0          | 3                               | 2                  | 0              | 2                | 0         | 1             |
| Nobody                     | 11    | 18                 | 12     | 10        | 8                | 15             | 11       | 9       | 11               | 12          | 12           | 16         | 6                               | 10                 | 14             | 10               | 7         | 13            |

\*Interpret the results with caution, as the number of respondents is < 100.

## Distance from relatives who can provide support 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



## Distance from relatives who can provide support 2/2

Base: total respondents, English, n=3,953

|                                      |         | GENDER             |        | AGE           |                       |                     |              |             | HOUSEHOLD INCOME |             |              |              | KNOWLEDGE OF ENGLISH AND FRENCH |                    |                |                  |            |               |
|--------------------------------------|---------|--------------------|--------|---------------|-----------------------|---------------------|--------------|-------------|------------------|-------------|--------------|--------------|---------------------------------|--------------------|----------------|------------------|------------|---------------|
| (%) ENGLISH-SPEAKERS                 | TOTAL   | M                  | F      | 18-24         | 25-44                 | 45-64               | 65-74        | 75+         | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K +     | Bilingual                       | Unilingual English |                |                  |            |               |
|                                      | n= 3953 | 1329               | 2624   | 127           | 1120                  | 1400                | 819          | 487         | 412              | 1092        | 722          | 1141         | 3160                            | 793                |                |                  |            |               |
| they live in the same house/building | 10      | 11                 | 9      | 26            | 10                    | 9                   | 8            | 6           | 11               | 10          | 8            | 10           | 10                              | 10                 |                |                  |            |               |
| less than 15 minutes                 | 22      | 22                 | 21     | 15            | 21                    | 21                  | 24           | 27          | 20               | 21          | 23           | 22           | 22                              | 22                 |                |                  |            |               |
| 15-30 minutes                        | 33      | 33                 | 33     | 37            | 36                    | 30                  | 31           | 31          | 27               | 33          | 36           | 34           | 34                              | 28                 |                |                  |            |               |
| 30-60 minutes                        | 20      | 20                 | 20     | 12            | 19                    | 22                  | 22           | 20          | 22               | 22          | 18           | 20           | 20                              | 19                 |                |                  |            |               |
| 1-3 hours                            | 8       | 9                  | 8      | 7             | 7                     | 10                  | 9            | 10          | 10               | 7           | 9            | 8            | 9                               | 7                  |                |                  |            |               |
| more than 3 hours                    | 7       | 6                  | 8      | 3             | 7                     | 8                   | 5            | 6           | 10               | 6           | 7            | 6            | 5                               | 14                 |                |                  |            |               |
| REGIONS                              |         |                    |        |               |                       |                     |              |             |                  |             |              |              |                                 |                    |                |                  |            |               |
| (%) ENGLISH-SPEAKERS                 | TOTAL   | Capitale Nationale | Estrie | Ouest Île Mtl | Centre- Ouest Île Mtl | Centre- Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outa- ouais      | Gaspé- sie  | Laval        | Lanau- dière | Lauren- tides                   | Monté- rée Centre  | Monté- rée Est | Monté- rée Ouest | Côte- Nord | Other regions |
|                                      | n= 3953 | 120                | 185    | 546           | 393                   | 316                 | 241          | 238         | 280              | 113         | 235          | 58*          | 335                             | 266                | 105            | 322              | 89*        | 111           |
| they live in the same house/building | 10      | 9                  | 11     | 12            | 12                    | 11                  | 7            | 5           | 12               | 5           | 16           | 7            | 8                               | 4                  | 6              | 9                | 2          | 11            |
| less than 15 minutes                 | 22      | 22                 | 23     | 26            | 20                    | 18                  | 17           | 18          | 17               | 43          | 18           | 19           | 14                              | 26                 | 15             | 28               | 29         | 24            |
| 15-30 minutes                        | 33      | 29                 | 35     | 33            | 32                    | 30                  | 39           | 42          | 32               | 28          | 47           | 34           | 36                              | 35                 | 30             | 27               | 35         | 24            |
| 30-60 minutes                        | 20      | 12                 | 14     | 18            | 22                    | 24                  | 23           | 24          | 17               | 10          | 11           | 21           | 20                              | 22                 | 29             | 25               | 8          | 13            |
| 1-3 hours                            | 8       | 7                  | 9      | 7             | 6                     | 9                   | 8            | 7           | 14               | 11          | 6            | 13           | 15                              | 7                  | 10             | 8                | 5          | 8             |
| more than 3 hours                    | 7       | 22                 | 8      | 3             | 8                     | 9                   | 6            | 4           | 8                | 2           | 2            | 5            | 7                               | 5                  | 11             | 3                | 21         | 20            |

\*Interpret the results with caution, as the number of respondents is < 100.



# Caregiving Support

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「 life to ideas

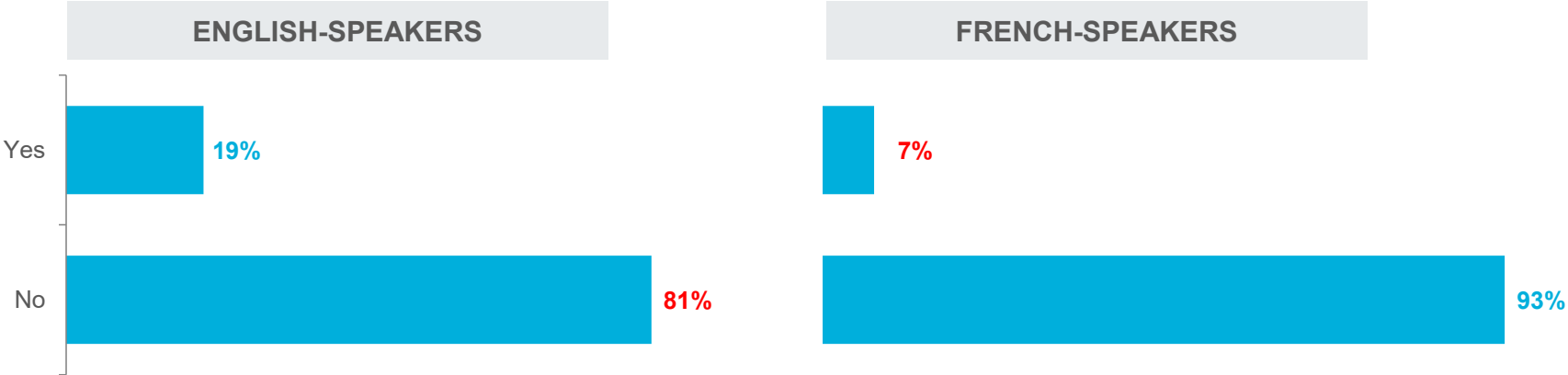
## Main observations

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- **One in five of the English-speakers surveyed (19%) reported providing (unpaid) care for a vulnerable or dependent person.**
  - *This is much higher than the rate reported by French-speakers (7%).*
  - *Among English speakers, those age 45 to 64 (23%), as well as residents of the East Island of Montreal (Est de l'Île) (24%) and Laurentides (27%), were more likely to have reported providing unpaid care for a vulnerable or dependent person.*
- **Among the English-speakers providing care, one-third (31%) had NO access to any support services, while 42% turned to family and friends for support .**
  - *French-speakers were less likely to have received support from family and friends (20%)\*\*.*
  - *Among English-speakers, the following groups were more likely to have no access to support: those age 45-64 (40%) and 65-74 (44%), the lowest-income earners (<\$30K: 42%\*\* ) and unilinguals (40%).*
- **Satisfaction with the caregiver support services offered in their region in English was high. Twenty-five percent (25%) of the English-speakers who had received support from a public, private, or community service were "totally satisfied" (5/5) and 28% selected 4/5. Only 8% were not satisfied at all (1/5)\***
  - *The following groups were less satisfied (1/5): females (11%), those age 45-64 (14%) and people with a household income between \$30K-\$70K (13%)\*\*.*
- **Seven percent (7%) of the English-speakers surveyed reported providing (unpaid) care for someone other than a relative\*.**
  - *Men (9%), younger respondents (18-24: 14%; 25-44: 10%), those with a household income of \$30K-\$70K (11%) and residents of Estrie (11%) were more likely to have done so.*

# Unpaid caregiving responsibilities 1/2

Base: total respondents, English, n=3,953 / French, n= 1,000



| (%) ENGLISH-SPEAKERS |         | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------|---------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                      | TOTAL   | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|                      | n= 3953 | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes                  | 19      | 18     | 20   | 17    | 19    | 23    | 15    | 11  | 15               | 20          | 19           | 19       | 19                              | 18                 |
| No                   | 81      | 82     | 80   | 83    | 81    | 77    | 85    | 89  | 85               | 80          | 81           | 81       | 81                              | 82                 |

## Unpaid caregiving responsibilities 2/2

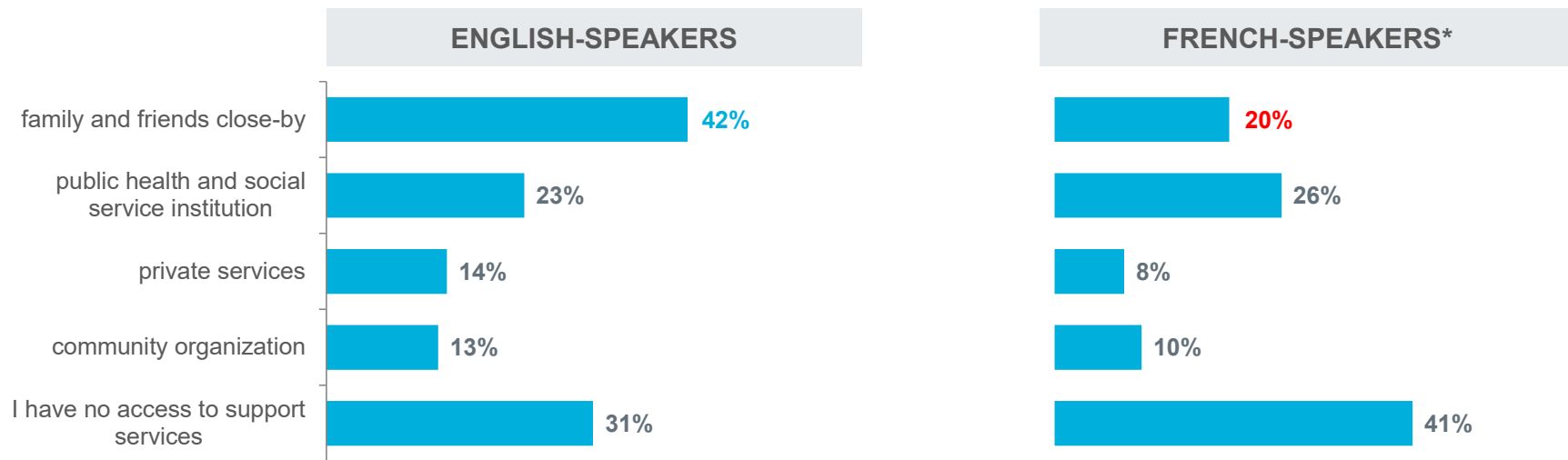
Base: total respondents, English, n=3,953

| (% ENGLISH-SPEAKERS | REGIONS |                    |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|---------------------|---------|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
|                     | n= 3953 | 120                | 185    | 546       | 393            | 316                | 241          | 238         | 280       | 113      | 235   | 58*        | 335         | 266               | 105            | 322              | 89*       | 111           |
| Yes                 | 19      | 19                 | 16     | 16        | 16             | 14                 | 18           | 24          | 21        | 22       | 21    | 6          | 27          | 18                | 23             | 22               | 11        | 21            |
| No                  | 81      | 81                 | 84     | 84        | 84             | 86                 | 82           | 76          | 79        | 78       | 79    | 94         | 73          | 82                | 77             | 78               | 89        | 79            |

\*Interpret the results with caution, as the number of respondents is < 100.

## Sources of caregiver support services 1/2

Base: respondents who provide (unpaid) care for a vulnerable / dependent person, English, n=733 / French, n= 78\*



\*Interpret the results with caution, as the number of respondents is < 100.

## Sources of caregiver support services 2/2

Base: respondents who provide (unpaid) care for a vulnerable / dependent person, English, n=733

| TOTAL                                        |     | GENDER |     | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|----------------------------------------------|-----|--------|-----|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|                                              |     | M      | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
| n=                                           | 733 | 220    | 513 | 19    | 207   | 335   | 120   | 52* | 64*              | 216         | 132          | 214      | 611                             | 122                |
| Family and friends close-by                  | 42  | 42     | 42  | --    | 45    | 37    | 35    | 49  | 35               | 38          | 45           | 46       | 43                              | 36                 |
| Public health and social service institution | 23  | 25     | 21  | --    | 22    | 22    | 17    | 32  | 14               | 26          | 26           | 22       | 25                              | 13                 |
| Private services                             | 14  | 17     | 11  | --    | 21    | 9     | 7     | 3   | 8                | 13          | 14           | 15       | 13                              | 18                 |
| Community organization                       | 13  | 13     | 13  | --    | 16    | 12    | 5     | 8   | 9                | 17          | 13           | 12       | 13                              | 11                 |
| I have no access to support services         | 31  | 28     | 34  | --    | 22    | 40    | 44    | 28  | 42               | 30          | 28           | 31       | 29                              | 40                 |

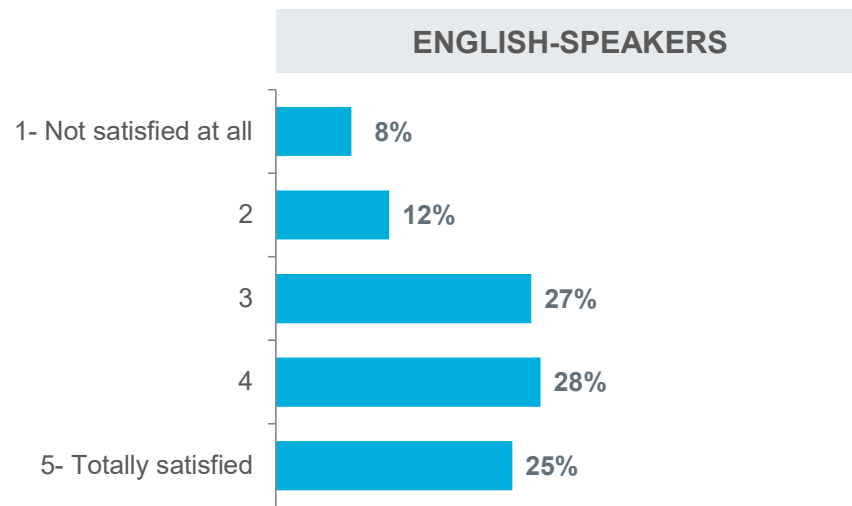
| TOTAL                                        |     | REGIONS            |        |           |                |                    |              |             |           |          |       |            |             |                   |                |                  |           |               |
|----------------------------------------------|-----|--------------------|--------|-----------|----------------|--------------------|--------------|-------------|-----------|----------|-------|------------|-------------|-------------------|----------------|------------------|-----------|---------------|
|                                              |     | Capitale Nationale | Estrie | Ouest Mtl | Centre-Île Mtl | Centre-Sud Île Mtl | Nord Île Mtl | Est Île Mtl | Outaouais | Gaspésie | Laval | Lanaudière | Laurentides | Montérégie Centre | Montérégie Est | Montérégie Ouest | Côte-Nord | Other regions |
| n=                                           | 733 | 17                 | 27     | 97*       | 66*            | 50*                | 42           | 63*         | 45        | 22       | 51*   | 4          | 73*         | 48                | 25             | 62*              | 17        | 24            |
| Family and friends close-by                  | 42  | --                 | --     | 45        | 39             | 37                 | --           | 36          | --        | --       | 54    | --         | 32          | --                | --             | 47               | --        | --            |
| Public health and social service institution | 23  | --                 | --     | 20        | 19             | 16                 | --           | 20          | --        | --       | 23    | --         | 23          | --                | --             | 31               | --        | --            |
| Private services                             | 14  | --                 | --     | 16        | 13             | 11                 | --           | 13          | --        | --       | 14    | --         | 9           | --                | --             | 14               | --        | --            |
| Community organization                       | 13  | --                 | --     | 3         | 11             | 10                 | --           | 12          | --        | --       | 12    | --         | 25          | --                | --             | 16               | --        | --            |
| I have no access to support services         | 31  | --                 | --     | 31        | 34             | 43                 | --           | 36          | --        | --       | 22    | --         | 33          | --                | --             | 20               | --        | --            |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

## Satisfaction with English-Language caregiver support services 1/2

Base: English respondents who got support from a caregiver support service (public, private or community), n=258



## Satisfaction with English-Language caregiver support services 2/2

Base: English respondents who got support from a caregiver support service (public, private or community), n=258

| (% ) ENGLISH-SPEAKERS   |    | GENDER |     | AGE |       |       |       |       | HOUSEHOLD INCOME |        |             |              | KNOWLEDGE OF ENGLISH AND FRENCH |           |                    |
|-------------------------|----|--------|-----|-----|-------|-------|-------|-------|------------------|--------|-------------|--------------|---------------------------------|-----------|--------------------|
|                         |    | TOTAL  | M   | F   | 18-24 | 25-44 | 45-64 | 65-74 | 75+              | -\$30K | \$30K-\$70K | \$70K-\$100K | \$100K +                        | Bilingual | Unilingual English |
|                         | n= | 258    | 87* | 171 | 7     | 87*   | 113   | 32    | 19               | 22     | 77*         | 47           | 82*                             | 217       | 41                 |
| 1- Not satisfied at all |    | 8      | 4   | 11  | --    | 4     | 14    | --    | --               | --     | 13          | --           | 5                               | 7         | --                 |
| 2                       |    | 12     | 4   | 21  | --    | 10    | 10    | --    | --               | --     | 12          | --           | 9                               | 11        | --                 |
| 3                       |    | 27     | 25  | 30  | --    | 21    | 39    | --    | --               | --     | 28          | --           | 32                              | 30        | --                 |
| 4                       |    | 28     | 34  | 23  | --    | 33    | 19    | --    | --               | --     | 26          | --           | 30                              | 28        | --                 |
| 5- Totally satisfied    |    | 25     | 34  | 15  | --    | 33    | 19    | --    | --               | --     | 21          | --           | 24                              | 23        | --                 |

| (% ) ENGLISH-SPEAKERS   |     | REGIONS |                    |        |           |                       |                     |              |             |             |            |       |              |               |                     |                  |                    |            |
|-------------------------|-----|---------|--------------------|--------|-----------|-----------------------|---------------------|--------------|-------------|-------------|------------|-------|--------------|---------------|---------------------|------------------|--------------------|------------|
|                         |     | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre- Île Ouest Mtl | Centre- Île Sud Mtl | Nord Île Mtl | Est Île Mtl | Outa- ouais | Gaspé- sie | Laval | Lanau- dière | Lauren- tides | Monté- régie Centre | Monté- régie Est | Monté- régie Ouest | Côte- Nord |
| n=                      | 258 | 6       | 12                 | 35     | 23        | 12                    | 14                  | 21           | 21          | 9           | 21         | 2     | 22           | 12            | 9                   | 28               | 4                  | 7          |
| 1- Not satisfied at all | 8   | --      | --                 | --     | --        | --                    | --                  | --           | --          | --          | --         | --    | --           | --            | --                  | --               | --                 | --         |
| 2                       | 12  | --      | --                 | --     | --        | --                    | --                  | --           | --          | --          | --         | --    | --           | --            | --                  | --               | --                 | --         |
| 3                       | 27  | --      | --                 | --     | --        | --                    | --                  | --           | --          | --          | --         | --    | --           | --            | --                  | --               | --                 | --         |
| 4                       | 28  | --      | --                 | --     | --        | --                    | --                  | --           | --          | --          | --         | --    | --           | --            | --                  | --               | --                 | --         |
| 5- Totally satisfied    | 25  | --      | --                 | --     | --        | --                    | --                  | --           | --          | --          | --         | --    | --           | --            | --                  | --               | --                 | --         |

\*Interpret the results with caution, as the number of respondents is < 100.

--: Results are not shown when less than 50 respondents, as sample size is too small.

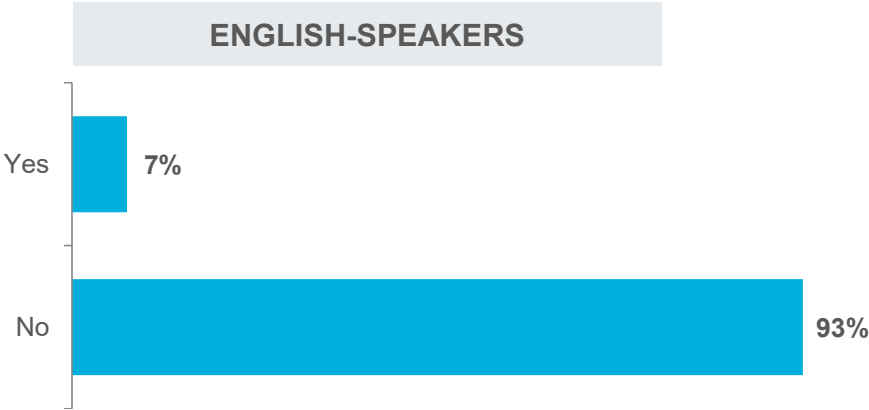
CROP

**Q57C.** 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 caregiver support services offered in your region in English?

245

# Unpaid care provided to others 1/2

Base: total English respondents, n=3,953



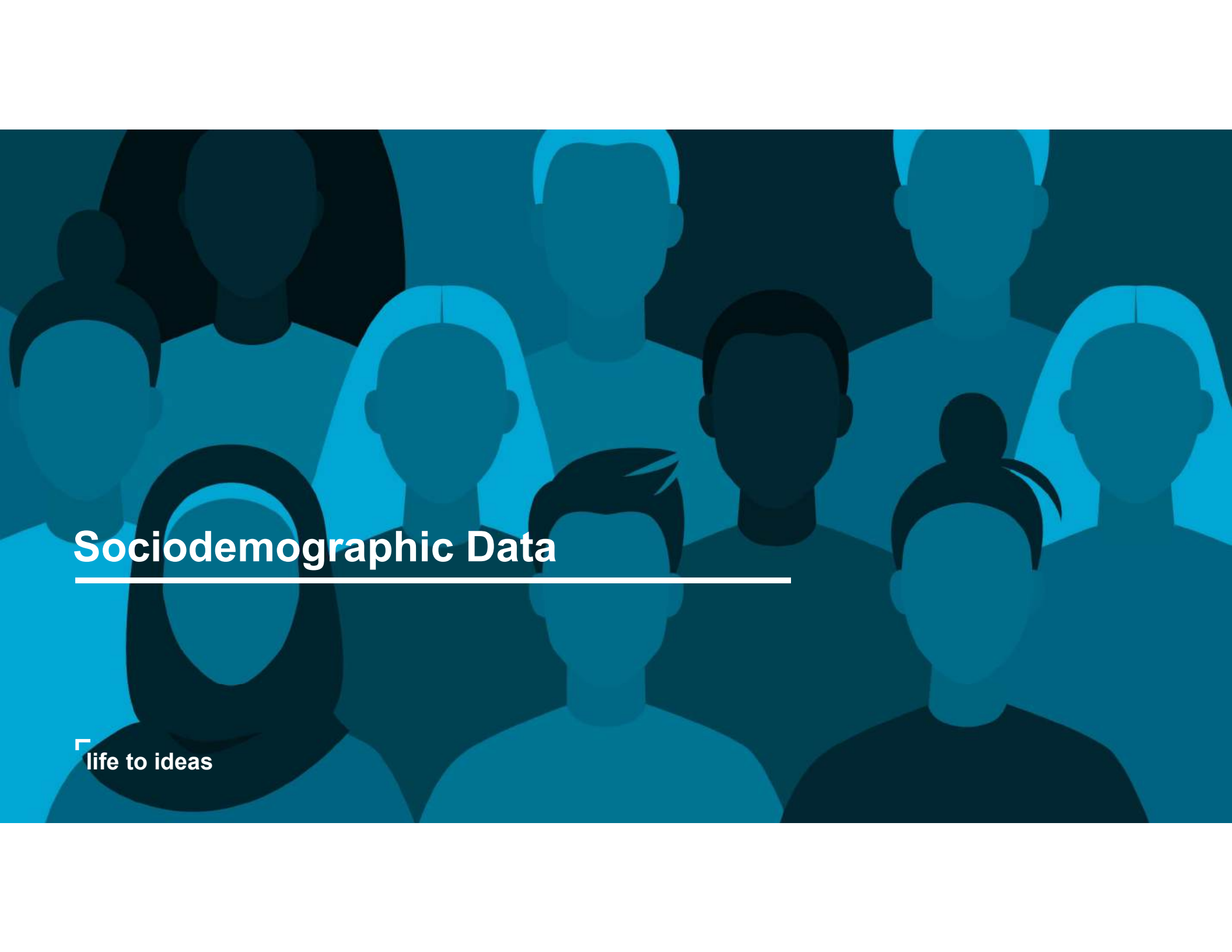
| n=  | TOTAL | GENDER |      | AGE   |       |       |       |     | HOUSEHOLD INCOME |             |              |          | KNOWLEDGE OF ENGLISH AND FRENCH |                    |
|-----|-------|--------|------|-------|-------|-------|-------|-----|------------------|-------------|--------------|----------|---------------------------------|--------------------|
|     |       | M      | F    | 18-24 | 25-44 | 45-64 | 65-74 | 75+ | -\$30K           | \$30K-\$70K | \$70K-\$100K | \$100K + | Bilingual                       | Unilingual English |
|     | 3953  | 1329   | 2624 | 127   | 1120  | 1400  | 819   | 487 | 412              | 1092        | 722          | 1141     | 3160                            | 793                |
| Yes | 7     | 9      | 6    | 14    | 10    | 5     | 5     | 4   | 6                | 11          | 8            | 6        | 8                               | 7                  |
| No  | 93    | 91     | 94   | 86    | 90    | 95    | 95    | 96  | 94               | 89          | 92           | 94       | 92                              | 93                 |

## Unpaid care provided to others 2/2

Base: total English respondents, n=3,953

|                      |    | REGIONS |                    |        |           |                             |                           |                 |                |                |               |       |                 |                  |                           |                        |                          |               |                  |
|----------------------|----|---------|--------------------|--------|-----------|-----------------------------|---------------------------|-----------------|----------------|----------------|---------------|-------|-----------------|------------------|---------------------------|------------------------|--------------------------|---------------|------------------|
|                      |    | TOTAL   | Capitale Nationale | Estrie | Ouest Mtl | Centre-<br>Ouest Île<br>Mtl | Centre-<br>Sud Île<br>Mtl | Nord Île<br>Mtl | Est Île<br>Mtl | Outa-<br>ouais | Gaspé-<br>sie | Laval | Lanau-<br>dière | Lauren-<br>tides | Monté-<br>régie<br>Centre | Monté-<br>régie<br>Est | Monté-<br>régie<br>Ouest | Côte-<br>Nord | Other<br>regions |
| (%) ENGLISH-SPEAKERS | n= | 3953    | 120                | 185    | 546       | 393                         | 316                       | 241             | 238            | 280            | 113           | 235   | 58*             | 335              | 266                       | 105                    | 322                      | 89*           | 111              |
| Yes                  |    | 7       | 11                 | 11     | 5         | 6                           | 6                         | 7               | 8              | 10             | 11            | 10    | 4               | 10               | 8                         | 10                     | 8                        | 4             | 9                |
| No                   |    | 93      | 89                 | 89     | 95        | 94                          | 94                        | 93              | 92             | 90             | 89            | 90    | 96              | 90               | 92                        | 90                     | 92                       | 96            | 91               |

\*Interpret the results with caution, as the number of respondents is < 100.



# Sociodemographic Data

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life to ideas

## Sociodemographical Data 1/4

Base: total respondents, English, n=3,953 / French, n= 1,000

| n=        |                     | ENGLISH-SPEAKERS | FRENCH-SPEAKERS |
|-----------|---------------------|------------------|-----------------|
| GENDER    |                     | 3,953            | 1,000           |
|           | Male                | 49               | 49              |
|           | Female              | 51               | 51              |
| AGE       |                     |                  |                 |
|           | 18-24 years         | 7                | 9               |
|           | 25-34 years         | 20               | 15              |
|           | 35-44 years         | 19               | 16              |
|           | 45-54 years         | 15               | 15              |
|           | 55-64 years         | 17               | 19              |
|           | 65 years and more   | 23               | 26              |
| EDUCATION |                     |                  |                 |
|           | High school or less | 24               | 31              |
|           | College/cegep       | 26               | 35              |
|           | University          | 50               | 34              |

## Sociodemographical Data 2/4

Base: total respondents, English, n=3,953 / French, n= 1,000

| n=             |                        | ENGLISH-SPEAKERS | FRENCH-SPEAKERS |
|----------------|------------------------|------------------|-----------------|
| (%)            |                        |                  |                 |
| MARITAL STATUS | Married                | 46               | 31              |
|                | Living as a couple     | 15               | 32              |
|                | Single                 | 27               | 27              |
|                | Widowed                | 4                | 3               |
|                | Separated              | 2                | 1               |
|                | Divorced               | 6                | 6               |
| INCOME         | -\$30K                 | 10               | 10              |
|                | \$30K-\$70K            | 26               | 27              |
|                | \$70K-\$100K           | 20               | 21              |
|                | \$100K and over        | 32               | 36              |
|                | I prefer not to answer | 12               | 7               |

## Sociodemographical Data 3/4

Base: total respondents, English, n=3,953 / French, n= 1,000

| n=                          |                                           | ENGLISH-SPEAKERS | FRENCH-SPEAKERS |
|-----------------------------|-------------------------------------------|------------------|-----------------|
| WORK SITUATION              | Working full-time                         | 52               | 51              |
|                             | Working part-time                         | 11               | 7               |
|                             | Unemployed/looking for a job              | 4                | 1               |
|                             | Staying at home full-time                 | 4                | 4               |
|                             | Retired                                   | 25               | 33              |
|                             | Student                                   | 4                | 5               |
| COUNTRY / PROVINCE OF BIRTH | In Quebec                                 | 63               | 90              |
|                             | In another Canadian province or territory | 16               | 1               |
|                             | Outside Canada                            | 21               | 8               |

## Sociodemographical Data 4/4

Base: total respondents, English, n=3,953 / French, n= 1,000

| n=                                             |      | ENGLISH-SPEAKERS | FRENCH-SPEAKERS |
|------------------------------------------------|------|------------------|-----------------|
| (%)                                            |      |                  |                 |
| CHILDREN AND TEENEGERS LIVING IN THE HOUSEHOLD | None | 73               | 73              |
|                                                | 1    | 14               | 14              |
|                                                | 2    | 10               | 9               |
|                                                | 3+   | 3                | 3               |
|                                                | 2+   | 13               | 13              |
| ADULTS LIVING IN THE HOUSEHOLD                 | 1    | 27               | 27              |
|                                                | 2    | 54               | 55              |
|                                                | 3+   | 20               | 18              |