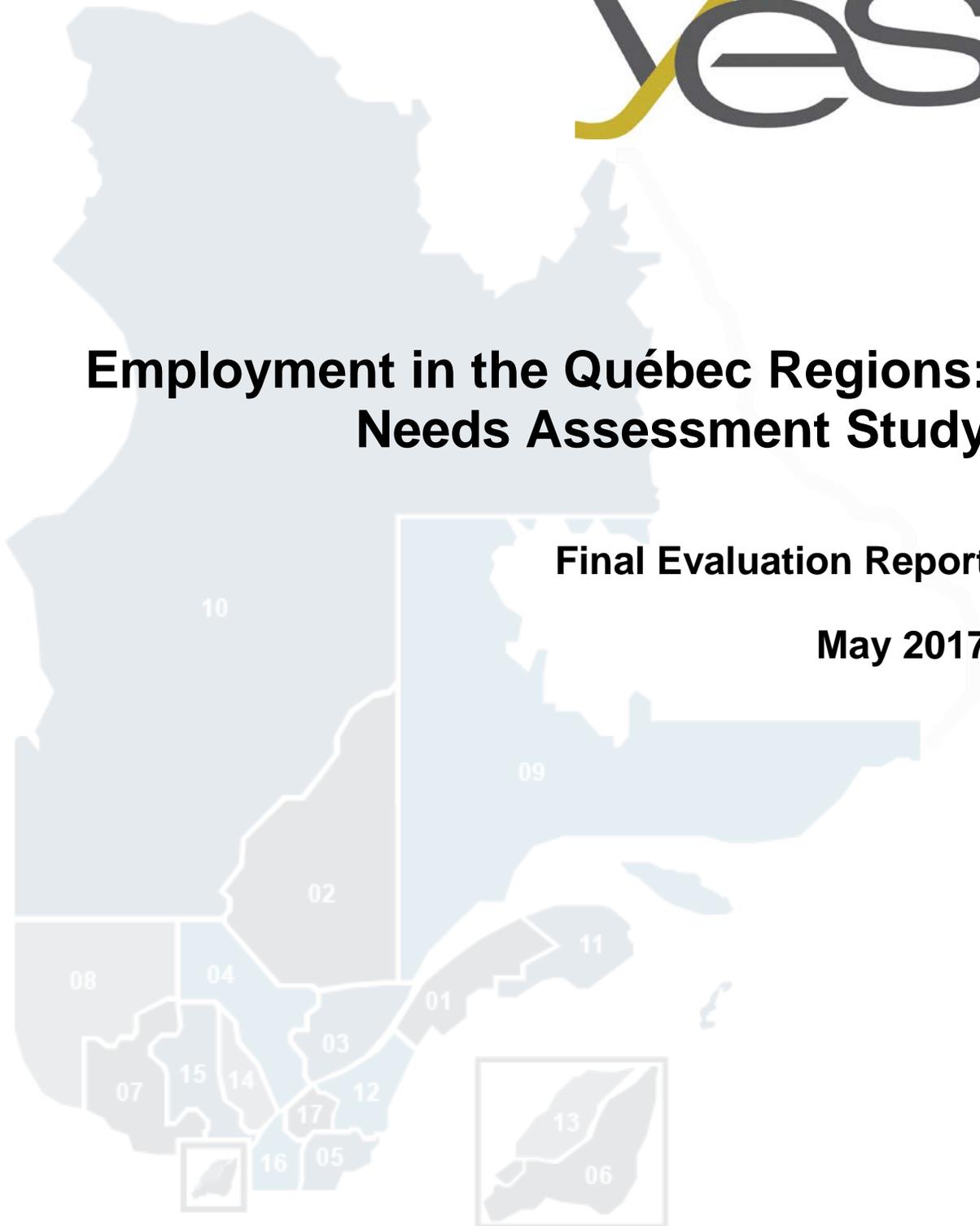




# Employment in the Québec Regions: Needs Assessment Study

Final Evaluation Report

May 2017



## ACKNOWLEDGEMENTS

YES would like to thank the following partners for their participation in this study:

<i>Project Partners</i>	<i>Service Region(s)</i>
 <p style="text-align: center;">Committee for Anglophone Social Action (CASA)</p>	Gaspésie-Îles de la Madeleine
<p>CASA, the Committee for Anglophone Social Action, is a non-profit community organization dedicated to serving the English-speaking population of the Gaspé Coast by representing the community's interests and designing and delivering programs that respond to its needs.</p>	
 <p style="text-align: center;">Megantic Community Development Corporation (MCDC)</p>	Chaudière-Appalaches
<p>The MCDC serves and promotes the well-being of the English-speaking community of the administrative region of Chaudière-Appalaches region and the sub-region of MRC de l'Érable.</p>	
 <p style="text-align: center;">North Shore Community Alliance (NSCA)</p>	Côte-Nord
<p>The North Shore Community Association is a non-profit regional organization dedicated to serving, representing, and instilling pride in the English-speaking community of Québec's North Shore. The NSCA aims to empower residents and strengthen the community across the region by working to make information and resources available, by facilitating community initiatives, by encouraging and improving communication, by promoting access to services, by developing partnerships and by increasing the visibility of the English-speaking community.</p>	
 <p style="text-align: center;">Townshippers' Association</p>	Estrie Montérégie
<p>Townshippers' Association is a non-profit, non-partisan community organization focused on promoting and supporting the interests of the English-speaking minority community in the Eastern Townships region of Québec.</p>	
 <p style="text-align: center;">Voice of English-speaking Québec (VEQ)</p>	Capitale- Nationale
<p>As an active, non-profit organization that currently has over 2400 members, VEQ has played a vital part in the preservation and development of community life for the English-speaking community for over two decades. Currently, VEQ has active partnerships with over 60 community organizations, institutions, and groups in the area.</p>	
 <p style="text-align: center;">Neighbours Regional Association of Rouyn-Noranda</p>	Abitibi-Témiscamingue
<p>Neighbours Regional Association of Rouyn-Noranda is a volunteer-based organization who believes in a vital future for our community. Neighbours serves the English-speaking population of the Rouyn-Noranda area through facilitating information sharing, defending the right of access to service in English and organizing social and cultural events. Neighbours is committed to strengthening networks within the English and French speaking population as well as encouraging community development initiatives.</p>	

## ABOUT YES

*As a not-for-profit organization, YES' mission is to enrich the community by providing English-language support services to help Québécois find employment and start and grow businesses.*

*This research study was funded by Canadian Heritage's Development of Official Languages Communities Program, Cooperation with the Community Sector.*



Funded by



Canadian  
Heritage

Patrimoine  
canadien

## Table of Contents

EXECUTIVE SUMMARY .....	3
RÉSUMÉ .....	4
SITUATION .....	6
METHODOLOGY.....	7
I.    Socioeconomic Profiles .....	7
II.   Gaps in Services .....	8
III.  Youth Surveys.....	8
STUDY FINDINGS .....	9
I.    Socioeconomic Profiles .....	9
Gaspésie-Îles-de-la-Madeleine .....	9
Capitale-Nationale and Chaudière-Appalaches .....	10
Estrie and Montérégie .....	10
Côte-Nord .....	11
Abitibi-Témiscamingue.....	12
II.   Gaps in Services .....	12
III.  Youth Survey Results.....	14
Demographics .....	14
Education.....	15
Employment Issues.....	16
Key Findings .....	16
Job Search Support Services.....	20
Improving Access to Regional Employment Services in English .....	22
RECOMMENDATIONS.....	25
SOURCES.....	26
Annex A: Socioeconomic Profiles.....	27
Annex B: Employment Issues and Barriers .....	35
Annex C: Access and Satisfaction with Employment Services.....	42
Annex D: Regional Employment Resource List .....	48

## EXECUTIVE SUMMARY

The current needs assessment was developed with the vision of understanding the socioeconomic conditions of seven Quebec regions examined by this study, namely, Gaspésie-Îles-de-la-Madeleine, Capitale-Nationale, Chaudière-Appalaches, Estrie, Montérégie, Côte-Nord and Abitibi-Témiscamingue. The study also involved conducting an inventory of job search and employment-related services in these seven Québec regions, and identifying the needs of English-speaking job seekers residing in the regions. The intent of this study is to inform the development of timely, evidence-based English-language employment services and career supports in the regions, ultimately leading to increased economic opportunities and stability for English-speaking youth (aged 16-35) in Québec. A related goal is to increase awareness of English-language employment services and supports available to job seekers in the Québec regions.

This study was carried out by YES in direct partnership with several community organizations located in the Québec regions, including: the Committee for Anglophone Social Action (CASA) in Gaspésie-Îles-de-la-Madeleine, the Voice of English-speaking Québec (VEQ) in Capitale-Nationale (Québec), Megantic Community Development Corporation (MCDC) in Chaudière-Appalaches, Townshippers' Association in Estrie and Montérégie, North Shore Community Alliance (NSCA) in Côte-Nord and Neighbours Regional Association of Rouyn-Noranda in Abitibi-Témiscamingue. YES, along with these organizations, are concerned with the limited scope and availability of English-language employment services in the regions. These community-based organizations worked with YES to determine: (i) what job search support services and resources in English are currently available in each region, (ii) the accessibility of these services/resources, and (iii) the current needs of job seekers in these regions.

In phase I of the needs assessment, socioeconomic profiles for each region were developed in order to document the relative conditions for economic growth and prosperity for English-speaking youth relative to French-speaking youth in these regions. The general trend is that English-speakers are worse-off socioeconomically than their French-speaking counterparts, and these differences are amplified in the regions. As an example, the overall unemployment rate among Québec's English-speaking youth was 13.7% compared to 9.4% for French-speaking youth. The unemployment rate in Côte-Nord is 32.2% for English-speakers, compared with 11.1% for French-speaking youth.

The second phase of the study included inventorying nearly 300 known employment support services available to job seekers in the regions and particularly those offered in the English language. Data on access to, and satisfaction with, English-language employment services from secondary data sources were also collected. In general, English-speaking job seekers have very limited access to employment service providers in the regions, and those who have accessed services are not satisfied with the availability of services offered in English.

The final phase of the study involved the analysis of two primary surveys conducted by YES: Community Talks Youth Employment (2015/16) and the Regional Employment

Services Survey (2016/17). The surveys revealed a number of important findings, for instance: 97% of youth job seekers considered youth unemployment to be an issue of concern for the Québec economy, 86% of job seekers surveyed found it difficult to find a job in their specific field, and 96% found it difficult to find a job in their specific region.

The study concludes with a set of recommendations intended for non-profit community organizations, educational institutions and government agencies serving English-speaking job seekers living in the Québec regions.

## RÉSUMÉ

La présente évaluation des besoins a été développée afin de mieux comprendre les conditions socioéconomiques des sept régions examinées dans le cadre de l'étude, à savoir, la Gaspésie-Îles-de-la-Madeleine, la Capitale-Nationale, la Chaudière-Appalaches, l'Estrie, la Montérégie, la Côte-Nord et l'Abitibi-Témiscamingue. L'étude a aussi compris l'élaboration d'un inventaire de services de recherche d'emploi dans les sept régions précédentes, ainsi que l'identification des besoins des demandeurs d'emploi d'expression anglaise dans ces régions. Cette étude vise à guider l'élaboration des soutiens à l'emploi et à la carrière en temps opportun, fondé sur des données probantes et dans la langue anglaise dans les régions du Québec conduisant finalement à l'augmentation d'opportunités économiques et à une meilleure stabilité pour les jeunes d'expression anglaise (âgés de 16 à 35 ans) au Québec. Un objectif connexe est l'augmentation de la sensibilisation des services disponibles en anglais auprès des demandeurs d'emploi dans les régions.

Cette étude a été réalisée par YES (Services d'Emploi pour les jeunes) en partenariat avec plusieurs organismes communautaires situées dans les régions, notamment : le Comité pour l'Action Sociale Anglophone (CASA) dans la Gaspésie-Îles-de-la-Madeleine, la Voix des Anglophones de Québec (VEQ) dans la Capitale-Nationale (Québec), la Corporation de développement de la communauté d'expression anglaise de Mégantic (MCDC) dans la Chaudière-Appalaches, l'Association des Townshippers dans l'Estrie et la Montérégie, l'Association Communautaire de la Côte-Nord, et l'Association régional des voisins de Rouyn-Noranda en Abitibi-Témiscamingue. À l'instar de ces dernières, YES est préoccupé avec la portée et la disponibilité limitée des services de recherche d'emploi en anglais dans les régions. Les organismes communautaires ci-mentionnés ont collaboré avec YES afin de déterminer : (i) quelles sont les services et ressources disponibles en anglais dans les régions, (ii) l'accessibilité des services et ressources, (iii) les besoins actuelles des demandeurs d'emploi dans les régions.

La première phase de l'évaluation des besoins s'agissait de développer les profils socioéconomiques pour chaque région afin de documenter les conditions relatives à la croissance économique et la prospérité des jeunes d'expression anglaise comparés à leurs homologues francophones. La tendance générale est que la population d'expression anglaise connaît un taux de réussite socioéconomique inférieur à celui de leurs homologues francophones, une tendance qui devient plus aigüe dans les régions. À titre d'exemple, le taux de chômage parmi les jeunes Québécois d'expression anglaise

était de 13,7% comparé à 9,4% parmi les jeunes francophones de la province. Le taux de chômage dans la Côte-Nord est de 32,2% parmi les jeunes d'expression anglaise, comparé à 11,1% pour les jeunes francophones.

La deuxième phase de l'étude consistait à l'élaboration d'un inventaire de près de 300 services de soutien à l'emploi à la disposition des demandeurs d'emploi dans les régions, et plus précisément offerts dans la langue anglaise. Les données par rapport à la satisfaction et l'accessibilité des services ont aussi été collectées. De façon générale, les demandeurs d'emploi d'expression anglaise ont accès à très peu de services de soutien à l'emploi dans les régions et, parmi les utilisateurs de ces services, un taux de satisfaction faible est signalé en ce qui a trait à l'accessibilité des services offerts en anglais.

La dernière phase de l'étude comprenait une analyse de deux enquêtes menées par YES : le *Community Talks Youth Employment* (2015/16) et le *Regional Employment Services Survey* (2016/17). Ces deux enquêtes ont révélées un nombre de conclusions importantes, par exemple : 97% des jeunes demandeurs d'emploi considèrent le chômage parmi les jeunes une source de préoccupation pour l'économie québécoise, 86% des chercheurs d'emploi ont éprouvés des difficultés à trouver un emploi dans leur domaine, et 96% des participants à l'enquête font face à des difficultés de trouver un emploi dans leur propre région.

L'étude se termine en offrant une série de recommandations à l'intention des organismes à but non-lucratif, les établissements d'enseignement et les organismes gouvernementaux desservant les demandeurs d'emploi d'expression anglaise dans les régions du Québec.

## SITUATION

The declining socioeconomic status of the English-speaking community in Québec is disconcerting (e.g., Floch & Pocock, 2012; Floch & Pocock, 2008; Institut national de santé publique du Québec, 2012). According to 2011 National Household Survey data, the overall unemployment rate for English-speaking youth (aged 15-29) in Québec was 13.7% compared to 9.9% for French-speaking youth (Pocock, 2016). Despite having higher levels of university education than the Francophone majority, Québec's Anglophones still have higher unemployment rates:

“Québec Anglophones...are 17% more likely than other Canadians to hold a post-secondary certificate, diploma or degree. They also have the lowest tendency to be without a high school graduate certificate: 14% less likely when compared to the Canadian national average. However, it is the Québec Anglophones who show the highest level of unemployment among Canada's four language collectivities.”<sup>1</sup>

Economic disparities are especially prominent in the regions of Québec (outside of the metropolitan hub of Montréal), where unemployment rates among English-speaking youth can soar to above 30% (e.g., 34.4% in Gaspé and 32.2% in Côte-Nord – see Annex A). Anglophone youth are also more likely to be out of the labour force (38.3%) compared to Francophone youth (29.5%) (Pocock, 2016).

Contrary to popular belief, Anglophone Québécois earn less income than Francophones in Québec, especially among youth. Only 4.5% of English-speaking youth (aged 15-29) in Québec earn a high income (defined as the percentage of the population earning more than \$50,000 per year) compared to 5.7% of French-speaking youth (Pocock, 2016). This income gap is even more prominent in terms of low-income measures: 27.7% of English-speaking youth are living below the low-income cut-off line (LICO) compared to 18.0% of French-speaking youth in Québec.

High unemployment rates and limited economic opportunities coupled with language barriers have led to an exodus of the English-speaking community from Québec over the past generation. According to 2011 Census data, the English Mother Tongue (EMT) minority of Québec has experienced a substantial demographic decline over the past 40 years, both in terms of absolute numbers (from 788,800 in 1971 down to 599,365 in 2011) and as a proportion of the Québec population (from 13.1% in 1971 down to 7.7% in 2011) (StatsCan, 2013; see also Floch & Pocock, 2012). More and more talented and educated Anglophones are leaving Québec (and especially the Québec regions) to find more stable economic opportunities outside of the province.

The outmigration of talented and educated Anglophone youth has resulted in less than favourable socioeconomic conditions for the English-speaking community of Québec,

---

<sup>1</sup> There are four language collectivities in Canada: (1) Francophones in Québec and (2) Anglophones in the rest of Canada (ROC) form the two majority communities, while minority language communities are (3) Francophones in the ROC and (4) Anglophones living in Québec.

which is now “over-represented at both the lower and upper ends of the socio-economic spectrum” (Floch & Pocock, 2012). This phenomenon has also led to the emergence of a growing “underclass” within the English-speaking community, “characterized by a sizeable visible minority, immigrant group in urban settings” (Floch & Pocock, 2012). In the more rural Québec regions, this disadvantaged Anglophone group emerges as a somewhat marginalized, “left-behind” community (*Ibid*).

## METHODOLOGY

This research study involved three distinct phases; each are described in detail below.

### I. Socioeconomic Profiles

Phase I involved the collection of background demographic, socioeconomic and labour force data from several sources (e.g., Statistics Canada, Pocock Research Consulting, etc.) for the seven Québec regions included in the study: Gaspésie-Îles-de-la-Madeleine, Capitale-Nationale, Chaudière-Appalaches, Estrie, Montérégie, Côte-Nord and Abitibi-Témiscamingue.

Socioeconomic profiles were developed for each region in the study and present the following information for English-speaking and French-speaking youth (age 15-29) and the general population (15+): labour force data (rates of unemployment, out of labour force), income (below LICO, high and low income), education (low and high educational attainment) and other demographics (visible minorities, lone parent families).

Key socioeconomic variables and their operational definitions are as follows:

- *Unemployment* is defined as the % of the labour force population that is without work, not available for work, and not actively seeking work.
- Persons *out of the labour force* are defined as those who are unwilling or unable to offer or supply labour services under conditions existing in their labour markets (this includes full-time students currently attending school).
- *Low income cut-off* is defined as the % of the population living below LICO.
- *Low Income* is defined as the % of the population earning less than \$20,000.
- *High Income* is defined as the % of the population earning more than \$50,000.
- *Low Educational Attainment* is defined as the % of the population age 15 and higher with a high school diploma or lower.
- *High Educational Attainment* is defined as the % of the population age 15 and higher with a university degree or higher.

## **II. Gaps in Services**

Phase II included gathering data on employment-related issues and barriers for the English-speaking community living in the Québec regions. Access to and satisfaction with employment services available in the regions were also documented. The data source for this information was the 2015 CHSSN/CROP Survey on Community Vitality.

Phase II also involved compiling a thorough inventory of all known employment resources available to job seekers in the regions, including: service locations, website, phone and e-mail addresses, programs/services available, clientele served, language(s) of operation, and other pertinent information (see Annex D). Multiple sources were consulted including: Emploi-Québec, Local Employment Centres (CLEs), Réseau des SADC+CAE, Regroupement québécois des organismes pour le développement de l'employabilité (RQUODE), various educational institutions (e.g., universities and CEGEPs) and other community organizations (e.g., regional networks and partners).

## **III. Youth Surveys**

In Phase III an analysis of primary survey data was undertaken based on two sources: the Regional Employment Services Survey (RESS) and the Community Talks Youth Employment Survey (CTS), both administered by YES.

### Sample

The primary sample (n=72 respondents) was drawn from the Regional Employment Services Survey (RESS), which YES conducted on-line from November 2016 to March 2017. The secondary sample (n=30 respondents) was collected from a subset of respondents to the Community Talks Youth Employment Survey (CTS), which YES administered on-line from October 2015 to February 2016. The total study sample therefore comprised 102 English-speaking job seekers living in the Québec regions. The samples from the two related surveys on the employment needs of job seekers living in the Québec regions were combined for the analysis.

### Analysis

The analysis of primary survey data was conducted using SPSS v20 software and is presented below. The two surveys of regional job seekers had a core set of identical (or nearly identical) questions, which were combined for the purposes of analysis and presentation. Each survey also had a unique set of questions, which are summarized below according to major theme, including barriers to employment and ratings of employability skills from the Community Talks Survey as well as awareness of and satisfaction with local employment services from the RESS.

The RESS also included an open-ended question, which asked survey respondents whether they had any additional comments or suggestions to improve access to English-language employment services in their region. A total of 19 responses were collected; the

qualitative data is summarized below and is reflective of the following themes: services in English, French-language training, job matching, career transition and training programs, and equal opportunities for Anglophones in Québec.

## STUDY FINDINGS

### I. Socioeconomic Profiles

Socioeconomic profiles for each region included in this study are presented in Annex A. Provided below are portraits of the regions that have been adapted from Canada Economic Development for Québec Regions (2016). For more information, please see <http://www.dec-ced.gc.ca/eng/agency/priorities-regions/index.html>.

#### Gaspésie-Îles-de-la-Madeleine

*Territory and population:* The Gaspésie-Îles-de-la-Madeleine region (GÎM) is comprised of two distinct geographic areas: the Îles-de-la-Madeleine archipelago and Gaspé Peninsula, with 44 rural municipalities across five regional county municipalities (RCMs) and one equivalent territory and three Indigenous communities (including one off-reserve). The region has a total population of 90,311 of which 14% resides on the archipelago. There was a 4% decline in the region's population from 2011 to 2016, compared with 1.1% for the rest of Québec's. The region is characterized by low rates of educational attainment and scarcity of qualified labour.

*Economy:* All RCMs in the region are experiencing slow economic growth. In January 2017, the unemployment rate was at 12%, compared with 6.3% for all of Quebec. The region's 35,200 jobs represent 0.9% of all jobs in the province. In terms of GDP, the region ranks last in Québec (8.5% of Québec's GDP).

*Assets:* The region possesses world-renowned research centres (Merinov, Wind Energy TechnoCentre), as well as exportable expertise for SMEs in the wind energy sector. Award-winning, internationally recognized tourist areas are visited by tourists from around the world. Emerging sectors in the region include ICT and bio-food, which contribute to the area's diversification. Other opportunities include sustainable fishing and vessel fleet renewal.

*Challenges:* The marked weakness of the manufacturing sector (nearly 130 businesses for the entire region, representing 6% of total jobs). Additionally, jobs are predominantly in the service sector (82%), particularly in government services. Despite the emergence of new sectors, the GÎM region's economy is still based on traditional sectors, such as fishing, tourism and forestry. The region's remoteness from main markets poses additional challenges.

## Capitale-Nationale and Chaudière-Appalaches

*Territory and population:* The Capitale-Nationale region consists of 59 municipalities, including six RCMs—Charlevoix, Charlevoix-Est, L'Île-d'Orléans, La Côte-de-Beaupré, La Jacques-Cartier, and Portneuf—as well as Québec City and the Indigenous community of Wendake. The territory of Chaudière-Appalaches comprises 136 municipalities grouped into nine RCMs (Beauce-Sartigan, Bellechasse, Des Appalaches, L'Islet, La Nouvelle-Beauce, Les Etchemins, Lotbinière, Montmagny, Robert-Cliche) and the City of Lévis. In total, the two regions have a population of over 1.1 million (15% of the population of Québec), including 542,000 in Québec City and 144,000 in Lévis.

*Economy:* The Capitale-Nationale and Chaudière-Appalaches regions have the two lowest unemployment rates in Québec and demonstrate consistent growth in GDP. There is a great deal of economic vitality in the CMA of Québec City; however, several surrounding RCMs are experiencing slow economic growth. The 15 RCMs in the territory have diverse profiles, and 12 of them are considered to have low potential for economic growth based on CED's Economic Development Index.

*Assets:* A variety of research and transportation infrastructure. Stakeholder engagement in the growth of key sectors, including information and communications technologies, applied technology, life sciences and manufacturing. Diverse manufacturing sector, including 2,350 businesses, a majority of which export their products. Major tourism hub in Canada (Québec City – 6th place).

*Challenges:* Addressing the skilled and bilingual labour shortage, attracting more venture capital, integrating digital development into manufacturing productivity support, ensuring the succession of businesses, supporting inclusive growth for devitalized RCMs and conserving the region's tourism-drawing power.

## Estrie and Montérégie

*Territory and population:* The territory served by the Estrie business office covers the administrative region of Estrie and two RCMs in Montérégie (Haute-Yamaska and Brome-Missisquoi). This area is comprised of 467,600 inhabitants, including 162,600 in Sherbrooke, and 118 municipalities. Estrie is 33.4% rural versus 19.1% for all Québec and has an aging population (replacement rate of 87% versus 96.6% in Québec, estimated at 74.8% in 2021 versus 81.3% for the province). Employment rates and disposable income are as follows: 57.1% and \$24,400, respectively, in the Estrie; and 62% and \$27,200, respectively, in the Montérégie; compared to 60% and \$26,000, respectively, in Québec.

*Economy:* 1,400 manufacturing companies (17% of jobs compared to 12% in Québec); and 75 foreign-owned subsidiaries. One urban centre (Sherbrooke CMA) containing a strong potential for innovation and innovative SME start-ups and five key sectors: life sciences, clean technology, micro/nanotechnology, ICT and advanced manufacturing. Three central RCMs (Haute-Yamaska, Brome-Missisquoi and Memphrémagog),

industrialized but with more traditional sectors (rubber, plastics, metal, marble, agri-food), with the exception of microelectronics concentrated in Bromont; a main tourism hub of the Eastern Townships. Five outlying RCMs (Coaticook, Haut-Saint-François, Val-Saint-François, Les Sources and Le Granit) relying on the forestry, agri-food, mining and tourism industries, and the less developed and more traditional manufacturing industry. However, the presence of BRP and an intermodal terminal creates higher SME potential in the RCM of Val-Saint-François.

*Assets:* Important manufacturing sector, diversified and clustered in centres of excellence; proximity to US market; strong entrepreneurial culture and environment conducive to the development of a culture of innovation and innovative start-up companies.

*Challenges:* Increasing technology intensity and competitiveness of traditional sectors; reducing dependence on the US market for exports and attracting tourists; combatting the labour shortage.

### Côte-Nord

*Territory and population:* The Côte-Nord, extending from Tadoussac to just east of Blanc-Sablon, including Anticosti Island, is the second-largest region in Québec in terms of area (21% of the province). It is divided into six RCMs: Basse-Côte-Nord, Caniapiscau, Haute-Côte-Nord, Manicouagan, Minganie and Sept-Rivières. The region has just under 94,000 inhabitants in 33 municipalities and nine Indigenous communities. Over 50% of the population resides in the cities of Sept-Îles and Baie-Comeau. The region's population decreased by 5.5% between 2001 and 2015, compared with a 12% increase in Québec over the same period.

*Economy:* The economy of the region is based on natural resource development. The Côte-Nord produces approximately 30% of Québec's aluminum, 33% of its mineral products, 20% of the forest volume and 28% of the value of fisheries. The Côte-Nord's GDP represented a value of \$7.1 billion in 2014, which was 2.1% of Québec's GDP. In 2015, the predominance of natural resource development was reflected in the regional labour market, where jobs related to the primary sector represented a little more than double the Québec average (4.7% compared to 2.1%).

*Assets:* Abundance of mineral, marine and forest resources, presence of major contract givers, access to the St. Lawrence Seaway, three major seaports (Baie-Comeau, Port-Cartier and Sept-Îles, as well as cruise ship ports of call), good air and rail service, and large untouched, wild areas with potential for tourist development.

*Challenges:* Limited pool of industrial SMEs, low rate of technology entrepreneurship, innovation, and intensity, SMEs' dependence on the regional market of major contract givers, a significant number of jobs that depend on industries that are in decline (fisheries and forestry: 36%), demographic decline, difficult for SMEs to attract and retain labour (competition from major contract givers, housing costs).

## Abitibi-Témiscamingue<sup>2</sup>

*Territory and population:* Abitibi-Témiscamingue is comprised of five RCMs, namely, Abitibi-Ouest, Rouyn-Noranda, Abitibi, Témiscamingue, and Vallée-de-l'Or. The region has a total population of approximately 147,982. Overall, the region has a low population density (approximately 1-3 inhabitants per km<sup>2</sup>).

*Economy:* With the exception of Rouyn-Noranda and Vallée-de-l'Or, the RCMs experience low economic growth. The unemployment rate is estimated at 4.7% compared to 6.1% for all of Quebec. The main industries of the region center on the sustainable exploitation of mining, forestry and water power potential.

*Assets:* Exportable knowledge and expertise for SMEs, transition of traditional sectors to new products, processes and innovative business models, clean technologies and integration of digital technologies. The region offers a presence of knowledge institutions (UQAT, CTRI and others). Additionally, the region benefits from tourism and agri-food important for diversification.

*Challenges:* Shortage of qualified labour. The region is also sensitive to economic cycles and fluctuations in the mining and forestry sectors (volatility of commodity prices, softwood lumber crisis, among others).

## **II. Gaps in Services**

The second phase of the analysis identified nearly 300 employment-related resources located in the seven regions included in the study (e.g., Emploi-Québec, CLEs, RQUODE, SADC+CAEs, educational institutions and other community resources). The vast majority of these employment resources were administered in the French-language, with the exception of the Estrie and Montérégie regions, where it was more common to find some resources offered in English.

The regional employment resource lists that were generated were reviewed by YES' community partners in the regions and verified for accuracy or omissions. The final lists, which are appended in Annex D and available on YES' website at [www.yesmontreal.ca](http://www.yesmontreal.ca), were distributed to each region and present information on the name, website and address of the organization, contact information (phone, fax, e-mail), services offered, service language(s) and key clientele (see sample list below)<sup>3</sup>.

---

<sup>2</sup> Institut de la statistique du Québec. "08 - L'Abitibi-Témiscamingue ainsi que ses municipalités régionales de comté (MRC)."

<sup>3</sup> The latest regional employment resource list is based on the time the present study was developed and will not be maintained or updated by YES. YES is not responsible for the accuracy of the information provided to us.

## Gaspésie-Îles-de-la-Madeleine

Organization	Clientele	Service Language(s)	Support looking for a job or returning to school	Access to job search tools, documentation, (computers, fax, etc.)	Activities to prepare for the labor market (workshops)	Assistance in writing resumes and cover letters, interview preparation	Professional reorientation	Group Job Search	Counselling - Guidance	Support to enter or re-enter the labor market	Internships	Paid work or training in a workforce development program
Emploi Quebec ACTION TRAVAIL CHALEURS INC. 193, Grand-Pré, bureau B Bonaventure (Qc) G0C 1E0 Tel.: 418 534-3993 Fax: 418 534-3740 isabelle.cote@cjeavbo.org	Youth	French	X	X	X	X	X		X	X	X	
Emploi Quebec CARREFOUR JEUNESSE EMPLOI HAUTE-GASPÉSIE 35, boulevard Sainte-Anne Ouest Sainte-Anne-des-Monts (Qc) G4V 1P9 Tel.: 418 763-2308 Fax: 418 763-2305 http://cjehautegaspesie.org/ info@cjehautegaspesie.org	Youth	French	X	X	X	X	X		X	X	X	
Emploi Quebec CARREFOUR JEUNESSE-EMPLOI DE LA MRC LA CÔTE-DE-GASPÉ 4, rue de la Cathédrale Gaspé (Qc) G4X 1N8 Tel.: 418 368-2121 Fax: 418 368-2211 http://www.cjecotedegaspe.ca accueil@cjecotedegaspe.ca	Youth	French	X	X	X	X	X	X	X	X	X	
Emploi Quebec CARREFOUR JEUNESSE-EMPLOI DES ÎLES 184, chemin Principal, bureau 1 Cap-aux-Meules (Qc) G4T 1C6 Tel.: 418 986-2536 Fax: 418 986-2522 http://www.cjedesiles.qc.ca info@cjedesiles.qc.ca	Youth	French	X	X	X	X	X		X	X	X	
Emploi Quebec COMITÉ D'ACTION SOCIALE ANGLOPHONE C.A.S.A. INC. 208, GÉRARD D LÉVESQUE NEW CARLISLE (Qc) G0C 1Z0 Tel.: 418 752-5995 Fax: 418 752-6864 http://www.casa-gaspe.com/ casa75@jobetrotter.net	Universal	English, French			X				X	X		
Emploi Quebec COOP. ACCÈS TRAVAIL GIM 6, des Lilas Gaspé (Qc) G4X 2L8 Tel.: 418 368-6401 Fax: 418 360-0331 http://www.catgim.ca josee.lemire@catgim.ca	Universal	French	X	X	X	X	X		X	X	X	
Emploi Quebec CORPORATION DU PARC DE GROS-CAP 74, chemin du Camping L'Étang-du-Nord (Qc) G4T 3P2 Tel.: 418 986-4505 Fax: 418 986-4523 http://www.parcdegroscap.ca/en/home.php?lang=EN info@parcdegroscap.ca	Universal	English, French			X				X	X		
Emploi Quebec Carrefour Jeunesse Emploi et Option Emploi du Rocher-Percé 409-B, boul. René Lévesque Ouest Chandler (Qc) G0C 1K0 Tel.: 418 689-6402 Fax: 418 689-4306 http://www.cjeoptionemploi.com info@cjerp.org	Youth (16-35), Adults (35+)	French	X	X	X	X	X		X	X	X	

### III. Youth Survey Results

#### Demographics

45% of survey respondents were born in Québec and two out of three respondents who were born in another province or country were recent immigrants (arrived in Québec within the past five years). All respondents included in the study reside in the regions.

Table 1. Birthplace	#	%
Québec	46	45%
Rest of Canada	17	17%
Other Country	39	38%

Table 2. Recent Immigrants	#	Valid %
Yes	37	67%
No	18	33%
Unknown/NR	1	--

Table 3. Current Region of Residence		Valid %
Abitibi-Témiscamingue	5	6%
Capitale-Nationale	26	29%
Chaudière-Appalaches	5	6%
Côte-Nord	5	6%
Estrie	8	9%
Gaspésie-Îles-de-la-Madeleine	12	13%
Lanaudière, Laurentides & Laval	9	10%
Montréal	17	19%
Other Region (Bas-Saint-Laurent, Mauricie, Outaouais)	3	3%
Unknown/NR	12	--

The majority of survey respondents were female (74%), over the age of 25 (90%) and bilingual (60%). 37% of respondents from the RESS were visible minorities.

Table 4: Gender	#	Valid %
Female	72	74%
Male	22	24%
Other	2	2%
Unknown/NR	5	--

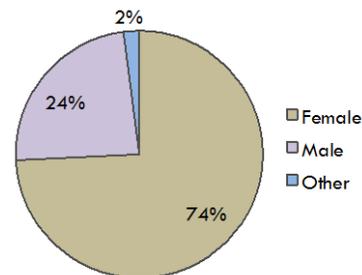


Figure 1. Gender

Table 5: Age Group	#	Valid %
15-19	3	3%
20-24	7	7%
25-29	20	21%
30-35	23	24%
36 or older	44	45%
Unknown/NR	5	--

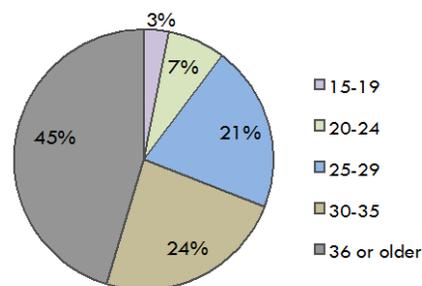


Figure 2. Age Group

<i>Table 6. Official Language Group</i>		
<i>Group</i>	<i>#</i>	<i>Valid %</i>
English only	33	34%
French only	4	4%
Both English and French	58	60%
Neither English or French	1	1%
Unknown/NR	6	--

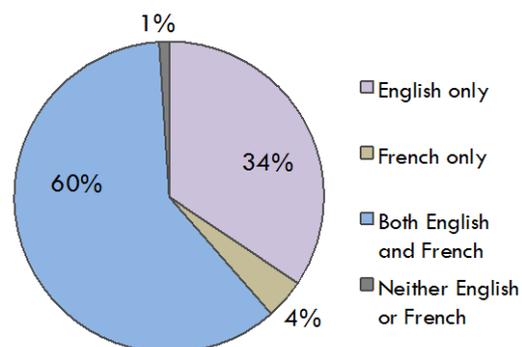


Figure 3. Official Language Group

### Education

More than half of the combined sample had a university degree or beyond (51%) and one in six respondents was enrolled in school at the time of the survey (16%).

<i>Table 7. Educational Attainment</i>		
	<i>#</i>	<i>Valid %</i>
No degree	1	1%
High school diploma	15	15%
Trades certificate	3	3%
College or CEGEP	24	25%
University-Bachelor's	32	33%
University-Beyond Bachelor's	17	18%
Other	5	5%
Unknown/NR	5	--

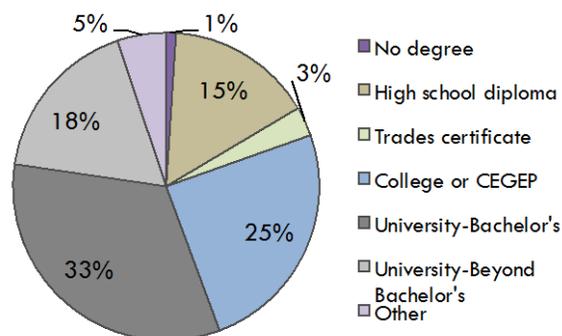


Figure 4. Educational Attainment

<i>Table 8. School Enrolment Status</i>		
	<i>#</i>	<i>Valid %</i>
FT Student	9	10%
PT Student	6	6%
Not enrolled in school	80	84%
Unknown/NR	7	--

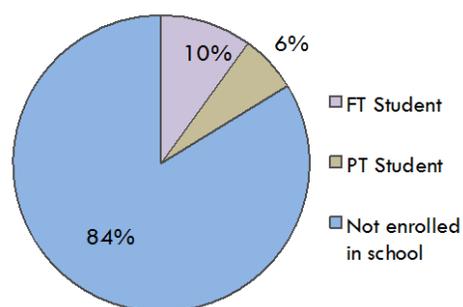


Figure 5. School Enrolment Status

## Employment Issues

Slightly over half of the sample was currently employed (53%) and 47% were unemployed. One in four respondents were employed full-time (25%).

<i>Table 9. Employment Status</i>	#	Valid%
Employed full-time	24	25%
Employed part-time	17	18%
Self-employed	10	10%
Unemployed	46	47%
Unknown/Not reported	5	--

## Key Findings

The following is a summary of key findings from the two primary surveys (CTS/RESS):

- **97% of regional youth job seekers consider youth unemployment to be an issue of concern for the Québec economy.**
- **86% of job seekers surveyed find it ‘somewhat difficult’ or ‘very difficult’ to find a job in their specific field and 96% of job seekers surveyed find it ‘somewhat difficult’ or ‘very difficult’ to find a job in their specific region.**

<i>Table 10. Difficulty Finding Work In Field</i>	#	Valid %
Not difficult at all	3	4%
Not very difficult	9	11%
Somewhat difficult	30	36%
Very difficult	42	50%
Unknown/NR	18	--

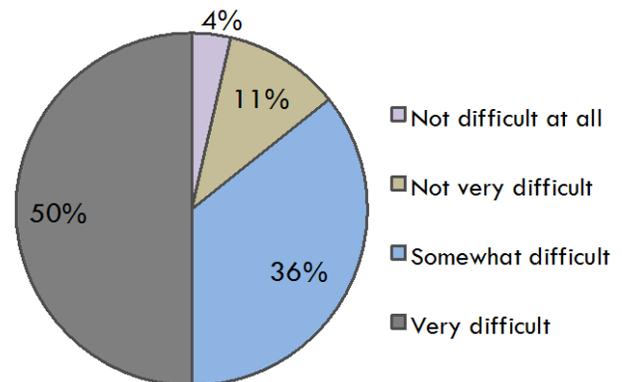


Figure 6. Difficulty Finding Work In Field

Table 11. Difficulty Finding Work In Region	#	Valid %
Not difficult at all	0	0%
Not very difficult	2	4%
Somewhat difficult	25	46%
Very difficult	27	50%
Unknown/NR	18	--

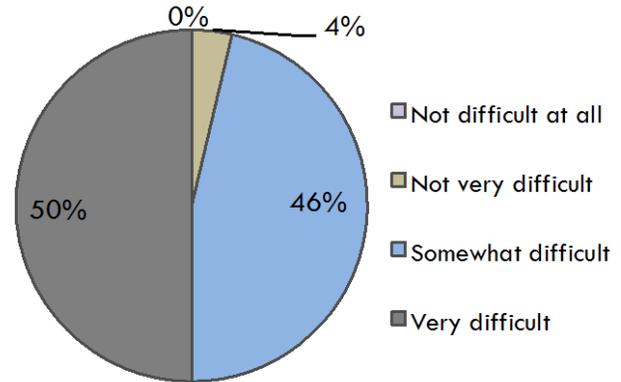


Figure 7. Difficulty Finding Work In Region

- **65% of employed respondents considered themselves to be underemployed** (defined as not having enough paid work or not doing work that makes full use of their skills and abilities). **78% of respondents were actively searching for employment at the time of surveying.**
- **70% of survey respondents have considered leaving Québec to find work in another province or country.**
- **Language was identified as the most important barrier to employment in the Québec regions:** 47% of survey respondents selected “Language – I am not fluent in one or both official languages” as a barrier to employment.
- **Competition** (“I’m competing with lots of people for jobs”) **and the economy** (“There are not a lot of jobs available out there”) **were also major barriers** cited by 40% and 37% of survey respondents, respectively.

Table 12: Barriers to Employment (n=30, CTS only)	#	%
Language – I am not fluent in one or both official languages (English/French).	14	47%
Education – I don’t have an adequate level of training or education.	1	3%
Experience – I cannot get experience in the field that I am interested in/trained in.	7	23%
Confidence – I don’t do well in interviews.	5	17%
Competition – I’m competing with lots of people for jobs.	12	40%
Childcare costs – I can’t afford to pay for daycare for my children.	3	10%
Transportation – I live too far away.	2	7%
Economy – There are not a lot of jobs available out there.	11	37%
Information – There are jobs out there, but I don’t have enough information about available jobs.	4	13%
Job Market – Available jobs do not provide stable employment (only contract work or part-time or seasonal work is available).	8	27%
Consistency – I can find work, but I cannot maintain long-term employment.	2	7%

Health – I have health-related problems (mental, physical or emotional) that make it difficult for me to work.	3	10%
Discrimination – I believe that I am at a disadvantage because of my gender, race/ethnicity, age or disability.	4	13%
References – I have poor job references or no references at all.	5	17%
None of the above	2	7%
Other (see comments below)	2	7%

\*Other: “Discrimination due to language.” “Salary. Most jobs available are minimum wage.”

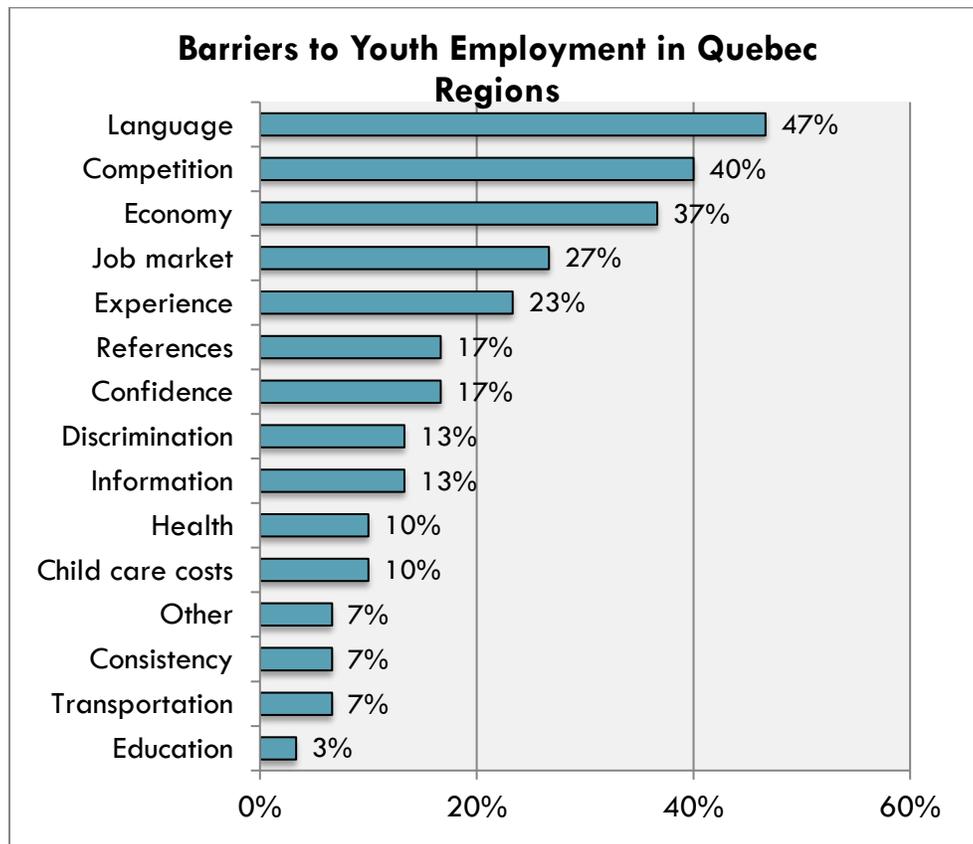


Figure 8. Barriers to Youth Employment (n=30, CTS only)

- **Computer/software use and communication skills (oral/written) were viewed as the most important job skills to have for today’s job market.** All survey respondents (100%) from the RESS described these employability skills as either ‘important’ or ‘very important’.
- **38% of regional youth job seekers surveyed were aware of any English-language job search support services available in their region** (according to findings from the RESS).
- **43% of regional youth job seekers surveyed felt that there are adequate English-language support services to help them find employment in Québec** (according to findings from the CTS).

<i>Table 13: Employability Skills (n=30, CTS only)</i>	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not Important At All
Bilingualism	64%	18%	18%	--	--
Business Etiquette	32%	50%	18%	--	--
Computer/Software Use	70%	30%	--	--	--
Education (Degree or Certificate)	26%	35%	35%	4%	--
Math/Numeracy/Stats	9%	32%	50%	9%	--
Communication (Oral/Written)	48%	48%	4%	--	--
Creativity/Innovation	18%	41%	41%	--	--
Organizational Fit	27%	36%	27%	9%	--
Drive/Initiative	36%	36%	27%	--	--
Flexibility	32%	41%	18%	9%	--
Leadership	14%	55%	23%	9%	--
Planning/Organizing	27%	55%	14%	5%	--
Problem Solving	26%	61%	9%	4%	--
Teamwork	61%	26%	9%	4%	--
Time Management	62%	24%	5%	10%	--

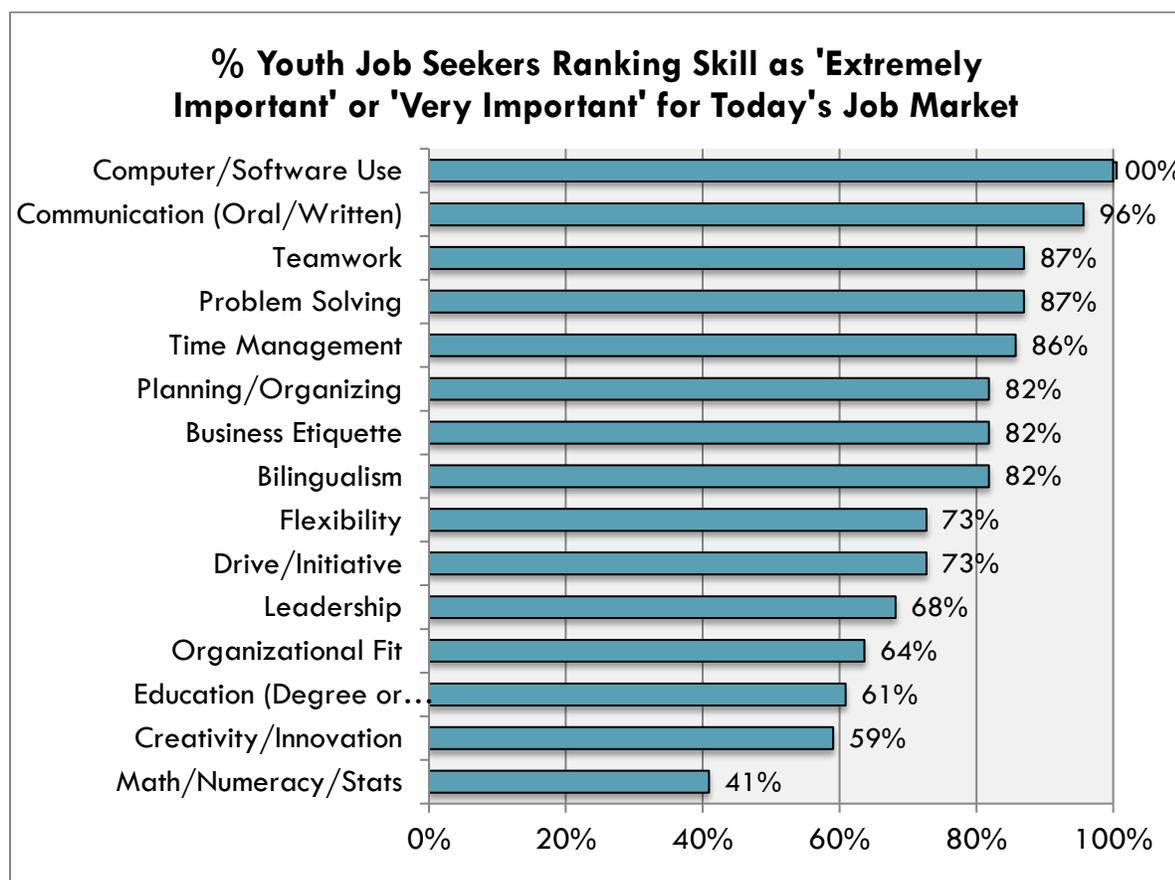


Figure 9. Employability Skills (n=30, CTS only)

## Job Search Support Services

Most respondents to the RESS reported relying on the Québec government (e.g., Emploi-Québec) for their job search support needs; 77% of survey respondents had accessed government services, although satisfaction with this service was reportedly low at 30% being 'very' or 'somewhat' satisfied. On the other hand, while 57% of respondents accessed community-based organizations for job search support in the regions, these individuals were most likely to be satisfied with the services they received (67% satisfaction rate).

<i>Table 14: English-language Support Services Accessed in Region (n=72, RESS only)</i>	Respondents (n)	% Accessed Service	% Satisfied with Service
Canadian Government (e.g., Public Service Commission)	48	58%	57%
Québec Government (e.g., Emploi-Québec)	50	78%	31%
Carrefours Jeunesse Emploi (CJEs)	47	32%	13%
Local Employment Centers (CLEs)	48	40%	42%
Community Organizations (Non-profits, Youth Groups)	49	55%	67%
Educational Institutions (e.g., Universities or CEGEPs)	48	38%	44%
Religious or Fraternal Organizations	48	23%	36%
Other Service*	39	15%	67%

\*E.g., APE, GITE, VEQ.

Over half of respondents from the CTS (53%) relied on the Internet or newspaper ads to find employment in the Québec regions. 27% of respondents accessed job search support through the provincial government and 20% obtained support from the federal government. 39% of respondents reported needing support to enter or re-enter the labour market and 36% need support during a career change (professional reorientation). 31% expressed interest in accessing paid work or training in a workforce development program, and 24% cited access to internships to gain first-time work experience as needed job search support services in the regions.

<i>Table 15: Sources of Job Search Support (n=30, CTS only)</i>	#	%
Canadian government	6	20%
Québec government	8	27%
Community employment agencies	4	13%
Internet/Newspaper	16	53%
Educational institutions/schools	4	13%
Religious or Fraternal organizations	1	3%
Relatives, friends or colleagues	8	27%
None of the above	6	20%

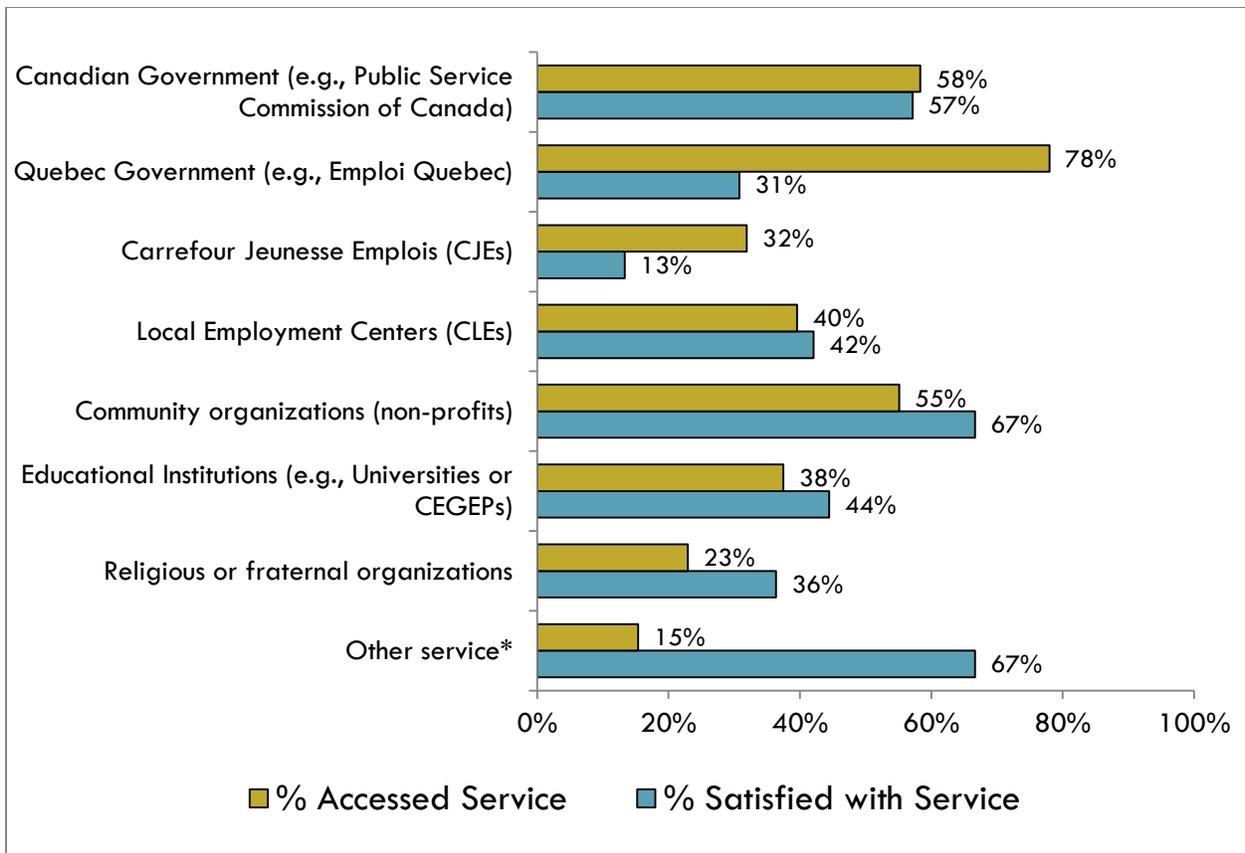


Figure 10: English-language Support Services Accessed (n=72, RESS only)

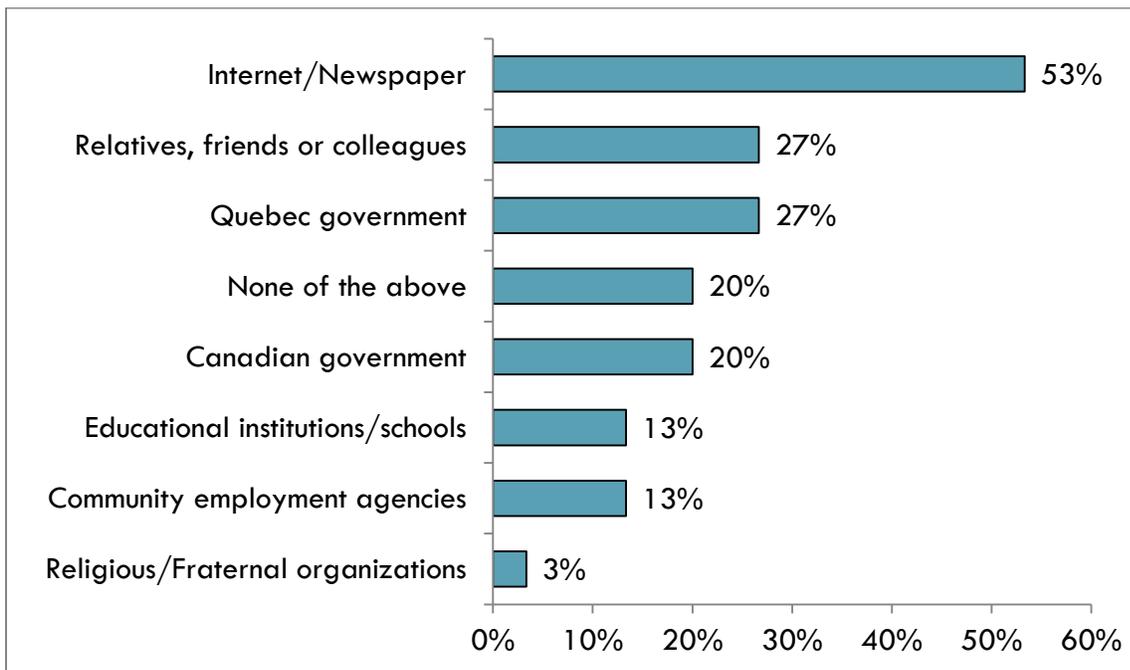


Figure 11: Sources of Job Search Support (n=30, CTS only)

<i>Table 16. Areas of Support Needed (n=72, RESS only)</i>	#	%
Entering or re-entering the labour market	27	51%
Returning to school	11	21%
Paid work or training in a workforce development program	24	45%
Internships to gain first time work experience	17	32%
Career change (professional reorientation)	26	49%
Access to job search resources	9	11%
Other (please specify)*	7	10%

\*Other comments included: "French language training" (3); "Technology training"; "[Entering] a job market with a less strict hiring policy"; and "Anything to break this cycle."



Figure 12: Areas of Support Needed (n=72, RESS only)

### Improving Access to Regional Employment Services in English

The RESS included an open-ended question, which asked survey respondents whether they had any additional comments or suggestions to improve access to English-language employment services in their region:

“Do you have any further comments or suggestions to improve access to English-language employment services in your region?”

A total of nineteen (19) open-ended responses were collected. The qualitative data is summarized below and is reflective of the following themes: employment services in English, French-language training, other support services, employer flexibility, and equal opportunity for English-speakers in Québec.

### *Employment Services in English:*

- “If there were services available they are only listed in French, so it's difficult to see if there are any services available. There are a wide variety of jobs available in my field, but all postings require an intermediate level of French, and I am a beginner.”
- “A lot of information is in French, especially job descriptions. Would be great to have the information in English. A central (English) website would be good for support services, French courses + job search.”
- “It would be nice to have English employment services in the Mauricie Region. I moved here from BC and am learning French, but in the meantime, there are no employment opportunities for me (someone who primarily speaks English and a bit of French).”

### *French-language Training:*

- “There should be more French training or paid on-the-job training in French to help give people who are willing to work the tools. If someone completes a French course and the employer pays for it not only are you helping educate a member of the community but giving them the tools for success to help make the business successful. Also, if there was some incentive... you get the course paid for as long as you stay employed for “x” amount of time that prevents major turnaround and the employer losing money.”
- “I would like to have the opportunity currently [available] for immigrants [to Québec] - to learn French while at a job.”
- “The gap after my previous job and French language is further posing a challenge in job search.”

### *Other Support Services:*

- “Matching service (CVs saved in a database and potential jobs).”
- “Provide more hands on learning programs to gain experience.”
- “CASA is in my area and it would be nice to walk in to see jobs on a board or something like that.”
- “Why is the job market in Québec so misleading and so picky? Only in this province have I ever experienced such difficulty finding work - it could be also that my standard has increased overtime since I am more experienced and wiser now, but it used to be that candidates without the exact profile for a job could still be called

in for an interview and even hired. This has been my experience ... in other Canadian provinces.”

*Employer Flexibility:*

- “It seems as if employers are not willing to be flexible towards the work-related needs of potential candidates... Why do employers give false-hope to all those who make the effort to answer their job offer and are willing to meet with them in an interview?”
- “I would be a great asset for any employer in the Québec region, [but] I no longer am able to relocate for work due to a family situation, or else, believe me, I would certainly leave the country again for work, like I did when I was younger.”

*Equal Opportunity for English-speakers:*

- “When it comes to English language employment the doors are not very open.”
- “Employers will still prefer a French speaker who is somewhat able to get by in English than an English speaker who is not a perfect bilingual but has strong competencies or qualifications for the job required. Can this be addressed somewhere, somehow?”
- “Help people who are trying to obtain full time work instead of accepting French first then English second. Help English people obtain good jobs... Create more jobs with more reasonable hours and more reasonable times.”
- “The English jobs in my area are mainly to be had at private language institutes. These institutes provide very little work and it is seasonal employment. They charge the client a huge sum to take the course and the instructor very little to teach groups. It is usually always the same employers that advertise on the employment sites...and they always advertise the same job positions. This informs me that they do not want to offer stable employment to those they hire, and most jobs are contract work. These contracts are temporary, with 'possibility of renewal', yet they don't renew, since the jobs reappear or are up for grabs again within four to six months or the following year, hence the reason why I don't even bother applying...”

## RECOMMENDATIONS

The current needs assessment revealed key gaps and barriers faced by English-speaking job seekers in the Québec regions. Based on these findings, the following recommendations are provided for community organizations, educational institutions and government agencies serving English-speaking job seekers in the Québec regions:

- Increase access to on-line job search programs and services for the English-speaking community living in the regions of Québec.
- Develop trainings and/or workshops for entering or re-entering the labour market and/or career change (professional reorientation). These were the top two areas of support needed as identified by survey respondents.
- Ensure that English-speaking job seekers are up-to-date in computer/software use (100% of Community Talks Youth Employment Survey respondents saw this as important for today's job market).
- Offer more opportunities for paid internships so English-speakers can gain first-time work experience.
- Offer free or low-cost French-language training to English-speaking job seekers in the Québec regions. Language was the #1 barrier to employment in the Community Talks Survey.
- Increase awareness of English-language employment services in the regions of Québec through new and existing networks, opportunities for discussion and word-of-mouth, marketing, social media and the Internet. Only 38% of survey respondents were aware of any English-language job search support services available in their region.
- Future research should provide a better understanding (at a provincial level) of the local employment needs and opportunities available to English-speakers living in the Québec regions.
- Stronger links between educational institutions and the local business community should be developed to identify labour market gaps or trends to assist with career planning for youth.
- Employment and other training programs need to be developed that represent the unique needs and challenges for each community in Québec.

## SOURCES

- Canada Economic Development for Québec Regions. (2016). *Regional Intervention Strategies*. Retrieved from the Canada Economic Development for Québec Regions website: <http://www.dec-ced.gc.ca/eng/agency/priorities-regions/index.html>
- Floch, W., Pocock, J. (2012). "The Socio-Economic Status of English-Speaking Québec: Those Who Left and Those Who Stayed." In R.Y. Bourhis (Ed.) *Decline and Prospects of the English-Speaking Communities of Quebec*. Ottawa, Ontario: Canadian Heritage (co-published by the Canadian Institute for Research on Linguistic Minorities).
- Floch, W., Pocock, J. (2008). "The Socio-Economic Status of English-Speaking Québec: Those who Left and Those who Stayed." In R.Y. Bourhis (Ed.) *The Vitality of the English-Speaking Communities of Quebec: From Community Decline to Revival*. Montreal, Quebec: CEETUM, Université de Montréal.
- Institut de la statistique du Québec. (2015). "08 - L'Abitibi-Témiscamingue ainsi que ses municipalités régionales de comté (MRC)." Retrieved from: [http://www.stat.gouv.qc.ca/statistiques/profils/region\\_08/region\\_08\\_00.htm](http://www.stat.gouv.qc.ca/statistiques/profils/region_08/region_08_00.htm)
- Lussier, M.H. (2012). "The Socioeconomic Status of Anglophones in Québec." Institut national de santé publique du Québec.
- Pocock, J. (2016). *Demographic Table Series on Selected Characteristics of the 15-29 Age Group from the 2011 National Household Survey*. Report produced as part of the Knowledge Mobilization Initiative of the Community Health and Social Services Network.
- Pocock, J. (March 31, 2016). *Baseline Data Report 2015-2016, CHSSN-CROP Survey on Community Vitality, Findings on English-speaking Community Vitality across Key Sectors*. Québec City, Canada: Community Health and Social Services Network.
- Statistics Canada, 2011 Census of Population and Statistics Canada, English Mother Tongue, catalogue no. 98-314-XCB. Last modified: 2013-02-13.

## Annex A: Socioeconomic Profiles

### Québec (Province)

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
		15+ years	53,550	571,850	9.4%	247,495	3,601,845
	Youth (15 to 29 years)	18,850	137,140	13.7%	86,780	872,975	9.9%
Labour Force	Out of Labour Force	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	316,000	887,855	35.6%	1,941,635	5,543,480	35.0%
	Youth (15 to 29 years)	85,090	222,225	38.3%	365,785	1,238,760	29.5%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	225,520	1,046,495	21.6%	1,015,815	6,618,170	15.3%
	Youth (15 to 29 years)	61,640	222,225	27.7%	223,235	1,238,760	18.0%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	557,345	1,046,495	53.3%	3,249,920	6,618,170	49.1%
	Youth (15 to 29 years)	163,515	222,225	73.6%	818,085	1,238,760	66.0%
Income	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	189,015	1,046,495	18.1%	1,216,680	6,618,170	18.4%
	Youth (15 to 29 years)	10,060	222,225	4.5%	70,235	1,238,760	5.7%
Education	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	370,470	887,855	41.7%	2,433,830	5,543,480	43.9%
	Youth (15 to 29 years)	115,330	222,225	51.9%	642,825	1,238,760	51.9%
	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
15+ years	243,215	887,855	27.4%	957,265	5,543,480	17.3%	
	Youth (15 to 29 years)	44,815	222,225	20.2%	157,655	1,238,760	12.7%
Demographics	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	292,485	1,046,495	27.9%	516,545	6,618,170	7.8%
	Youth (15 to 29 years)	73,150	222,225	32.9%	121,910	1,238,760	9.8%
	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	127,535	1,046,495	12.2%	761,870	6,618,170	11.5%
	Youth (15 to 29 years)	38,595	222,225	17.4%	218,805	1,238,760	17.7%

### Gaspésie - Îles de la Madeleine

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
		Count	LF Pop.	Rate	Count	LF Pop.	Rate
Labour Force	Unemployment						
	15+ years	1,030	3,880	26.5%	5,790	39,225	14.8%
	Youth (15 to 29 years)	270	785	34.4%	1,005	6,555	15.3%
	Out of Labour Force						
	15+ years	3,955	7,855	50.4%	32,845	72,080	45.6%
	Youth (15 to 29 years)	820	1,650	49.7%	5,200	11,760	44.2%
Income	Living Below LICO		Total Pop.	Rate		Total Pop.	Rate
	15+ years	1,020	9,405	10.8%	8,415	82,515	10.2%
	Youth (15 to 29 years)	195	1,650	11.8%	1,235	11,760	10.5%
	Low Income		Total Pop.	Rate		Total Pop.	Rate
	15+ years	5,865	9,405	62.4%	42,355	82,515	51.3%
	Youth (15 to 29 years)	1,275	1,650	77.3%	8,180	11,760	69.6%
	High Income		Total Pop.	Rate		Total Pop.	Rate
	15+ years	640	9,405	6.8%	9,395	82,515	11.4%
	Youth (15 to 29 years)	--	1,650	--	410	11,760	3.5%
Education	Low Educational Attainment		Pop. 15+	Rate		Pop. 15+	Rate
	15+ years	5,195	7,855	66.1%	38,825	72,080	53.9%
	Youth (15 to 29 years)	1,215	1,650	73.6%	6,790	11,760	57.7%
	High Educational Attainment		Pop. 15+	Rate		Pop. 15+	Rate
	15+ years	490	7,855	6.2%	6,215	72,080	8.6%
	Youth (15 to 29 years)	75	1,650	4.5%	770	11,760	6.5%
Demographics	Visible Minorities		Total Pop.	Rate		Total Pop.	Rate
	Total Population	90	9,405	1.0%	310	82,515	0.4%
	Youth (15 to 29 years)	--	1,650	--	60	11,760	0.5%
	Lone Parent Families		Total Pop.	Rate		Total Pop.	Rate
	Total Population	1,960	9,405	20.8%	9,530	82,515	11.5%
	Youth (15 to 29 years)	430	1,650	26.1%	2,535	11,760	21.6%

### Capitale - Nationale

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	400	7,260	5.5%	18,310	376,165	4.9%
	Youth (15 to 29 years)	130	1,840	7.1%	6,930	99,795	6.9%
	Out of Labour Force	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	4,020	11,380	35.3%	195,675	571,800	34.2%
	Youth (15 to 29 years)	790	2,650	29.8%	29,500	129,305	22.8%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	2,615	12,655	20.7%	98,215	668,280	14.7%
	Youth (15 to 29 years)	755	2,650	28.5%	25,165	129,305	19.5%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	5,885	12,655	46.5%	295,550	668,280	44.2%
	Youth (15 to 29 years)	1,845	2,650	69.6%	80,035	129,305	61.9%
Education	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	2,770	12,655	21.9%	139,210	668,280	20.8%
	Youth (15 to 29 years)	160	2,650	6.0%	8,030	129,305	6.2%
	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	3,630	11,380	31.9%	216,060	571,800	37.8%
	Youth (15 to 29 years)	1,160	2,650	43.8%	56,495	129,305	43.7%
Demographics	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	3,995	11,380	35.1%	121,020	571,800	21.2%
	Youth (15 to 29 years)	635	2,650	24.0%	21,565	129,305	16.7%
	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	2,170	12,655	17.1%	18,620	668,280	2.8%
	Youth (15 to 29 years)	570	2,650	21.5%	4,505	129,305	3.5%
Demographics	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	1,150	12,655	9.1%	65,690	668,280	9.8%
	Youth (15 to 29 years)	300	2,650	11.3%	18,265	129,305	14.1%

### Chaudière - Appalaches

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	25	1,595	1.6%	10,150	221,055	4.6%
	Youth (15 to 29 years)	--	240	--	3,380	52,115	6.5%
	Out of Labour Force	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	1,085	2,810	38.6%	110,225	331,270	33.3%
	Youth (15 to 29 years)	155	415	37.3%	17,545	69,665	25.2%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	330	3,115	10.6%	37,220	397,560	9.4%
	Youth (15 to 29 years)	30	405	7.4%	6,435	69,655	9.2%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	1,305	3,115	41.9%	190,940	397,560	48.0%
	Youth (15 to 29 years)	270	405	66.7%	42,955	69,655	61.7%
Education	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	605	3,115	19.4%	61,980	397,560	15.6%
	Youth (15 to 29 years)	--	405	--	3,420	69,655	4.9%
	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	1,095	2,810	39.0%	150,465	331,270	45.4%
	Youth (15 to 29 years)	205	415	49.4%	34,735	69,665	49.9%
Demographics	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	615	2,810	21.9%	41,585	331,270	12.6%
	Youth (15 to 29 years)	15	415	3.6%	6,795	69,665	9.8%
	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	180	3,115	5.8%	3,360	397,560	0.8%
	Youth (15 to 29 years)	20	405	4.9%	755	69,655	1.1%
Demographics	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	265	3,115	8.5%	36,755	397,560	9.2%
	Youth (15 to 29 years)	60	405	14.8%	10,285	69,655	14.8%

### Estrie

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	673	10,648	6.3%	8,898	146,308	6.1%
	Youth (15 to 29 years)	280	2,280	12.3%	3,410	36,410	9.4%
	Out of Labour Force	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	8,785	19,515	45.0%	87,350	233,680	37.4%
	Youth (15 to 29 years)	1,640	3,930	41.7%	16,555	52,970	31.3%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	3,560	22,580	15.8%	38,760	279,470	13.9%
	Youth (15 to 29 years)	920	3,935	23.4%	9,910	52,975	18.7%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	12,150	22,580	53.8%	140,820	279,470	50.4%
	Youth (15 to 29 years)	2,995	3,935	76.1%	35,125	52,975	66.3%
	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	2,840	22,580	12.6%	40,655	279,470	14.5%
	Youth (15 to 29 years)	45	3,935	1.1%	2,045	52,975	3.9%
Education	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	10,005	19,515	51.3%	105,950	233,680	45.3%
	Youth (15 to 29 years)	2,265	3,930	57.6%	26,920	52,970	50.8%
	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	3,575	19,515	18.3%	36,140	233,680	15.5%
	Youth (15 to 29 years)	455	3,930	11.6%	6,385	52,970	12.1%
Demographics	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	1,400	22,580	6.2%	7,265	279,470	2.6%
	Youth (15 to 29 years)	470	3,935	11.9%	2,060	52,975	3.9%
	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	2,530	22,580	11.2%	29,785	279,470	10.7%
	Youth (15 to 29 years)	625	3,935	15.9%	8,245	52,975	15.6%

## Monteregie

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	6,230	85,155	7.3%	38,945	702,185	5.5%
	Youth (15 to 29 years)	2,220	18,410	12.1%	14,725	162,540	9.1%
	Out of Labour Force	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	44,485	129,830	34.3%	338,225	1,040,535	32.5%
	Youth (15 to 29 years)	9,925	28,370	35.0%	66,085	228,660	28.9%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	20,990	155,635	13.5%	147,480	1,255,225	11.7%
	Youth (15 to 29 years)	4,190	28,370	14.8%	28,690	228,670	12.5%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	78,770	155,635	50.6%	593,470	1,255,225	47.3%
	Youth (15 to 29 years)	20,450	28,370	72.1%	151,035	228,670	66.0%
Education	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	30,655	155,635	19.7%	260,260	1,255,225	20.7%
	Youth (15 to 29 years)	1,345	28,370	4.7%	13,300	228,670	5.8%
	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	54,870	129,830	42.3%	468,040	1,040,535	45.0%
	Youth (15 to 29 years)	15,595	28,370	55.0%	130,100	228,660	56.9%
Demographics	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	29,820	129,830	23.0%	166,665	1,040,535	16.0%
	Youth (15 to 29 years)	3,965	28,370	14.0%	20,620	228,660	9.0%
	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	36,580	155,635	23.5%	60,115	1,255,225	4.8%
	Youth (15 to 29 years)	7,795	28,370	27.5%	13,485	228,670	5.9%
Demographics	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	17,245	155,635	11.1%	143,455	1,255,225	11.4%
	Youth (15 to 29 years)	5,135	28,370	18.1%	42,565	228,670	18.6%

## Côte Nord

		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	715	2,630	27.2%	3,800	45,945	8.3%
	Youth (15 to 29 years)	190	590	32.2%	1,105	9,950	11.1%
	Out of Labour Force		#	Rate		#	Rate
	15+ years	1,615	4,260	37.9%	26,755	72,695	36.8%
	Youth (15 to 29 years)	415	1,000	41.5%	5,540	15,490	35.8%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	170	5,090	3.3%	6,710	87,255	7.7%
	Youth (15 to 29 years)	50	1,000	5.0%	1,165	15,485	7.5%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	2,565	5,090	50.4%	42,445	87,255	48.6%
	Youth (15 to 29 years)	665	1,000	66.5%	9,955	15,485	64.3%
Education	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	805	5,090	15.8%	19,480	87,255	22.3%
	Youth (15 to 29 years)	95	1,000	9.5%	1,630	15,485	10.5%
	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
15+ years	2,805	4,260	65.8%	37,340	72,695	51.4%	
Youth (15 to 29 years)	670	1,000	67.0%	9,345	15,490	60.3%	
Demographics	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	340	4,260	8.0%	6,695	72,695	9.2%
	Youth (15 to 29 years)	40	1,000	4.0%	1,055	15,490	6.8%
	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	35	5,090	0.7%	435	87,255	0.5%
	Youth (15 to 29 years)	--	1,000	--	130	15,485	0.8%
Demographics	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	600	5,090	11.8%	10,795	87,255	12.4%
	Youth (15 to 29 years)	195	1,000	19.5%	2,985	15,485	19.3%

### Abitibi-Témiscamingue

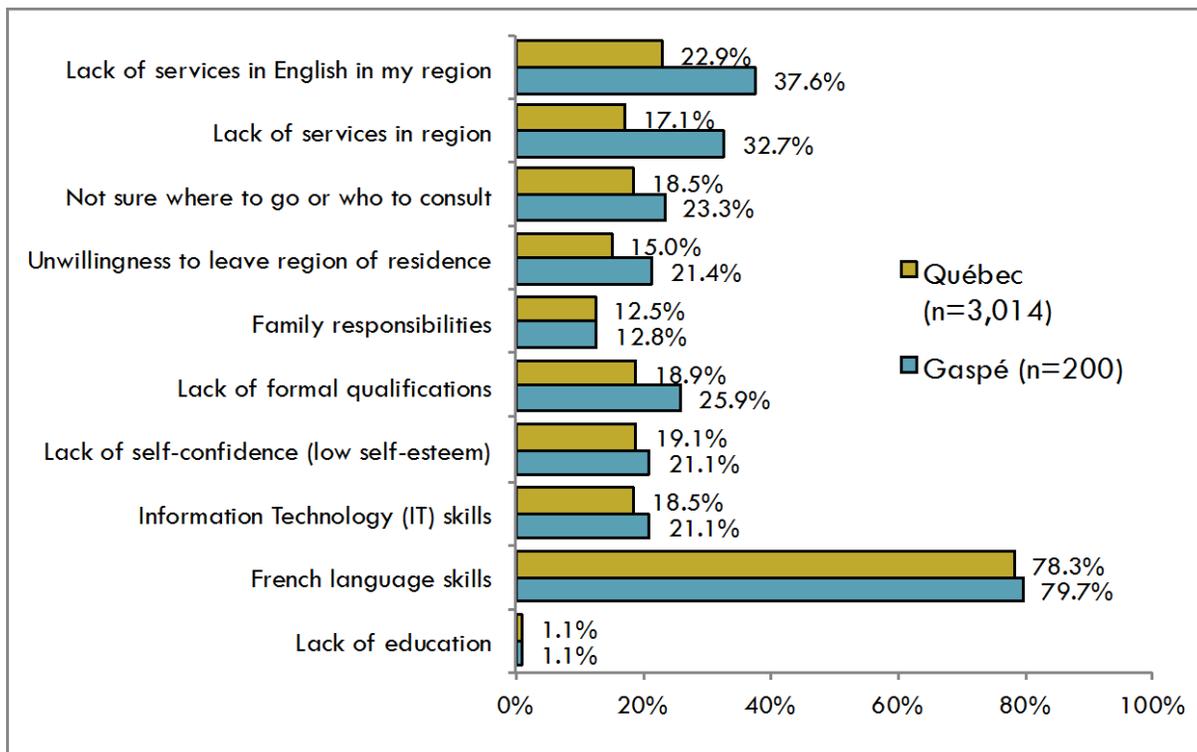
		English-Speaking Community (ESC)			French-Speaking Community (FSC)		
Labour Force	Unemployment	Count	LF Pop.	Rate	Count	LF Pop.	Rate
	15+ years	240	2,183	11.0%	5,690	73,043	7.8%
	Youth (15 to 29 years)	70	525	13.3%	1,615	18,360	8.8%
	Out of Labour Force		#	Rate		#	Rate
	15+ years	1,685	3,955	42.6%	40,745	113,825	35.8%
	Youth (15 to 29 years)	380	920	41.3%	7,280	25,640	28.4%
Income	Living Below LICO	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	465	4,915	9.5%	13,830	137,620	10.0%
	Youth (15 to 29 years)	60	915	6.6%	2,820	25,645	11.0%
	Low Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	2,845	4,915	57.9%	68,445	137,620	49.7%
	Youth (15 to 29 years)	640	915	69.9%	16,155	25,645	63.0%
Education	High Income	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	15+ years	810	4,915	16.5%	25,625	137,620	18.6%
	Youth (15 to 29 years)	40	915	4.4%	2,240	25,645	8.7%
	Low Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	2,155	3,955	54.5%	56,585	113,825	49.7%
	Youth (15 to 29 years)	610	920	66.3%	14,285	25,640	55.7%
Demographics	High Educational Attainment	Count	Pop. 15+	Rate	Count	Pop. 15+	Rate
	15+ years	375	3,955	9.5%	12,325	113,825	10.8%
	Youth (15 to 29 years)	10	920	1.1%	2,320	25,640	9.0%
	Visible Minorities	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	100	4,915	2.0%	955	137,620	0.7%
	Youth (15 to 29 years)	--	915	--	250	25,645	1.0%
Demographics	Lone Parent Families	Count	Total Pop.	Rate	Count	Total Pop.	Rate
	Total Population	820	4,915	16.7%	13,935	137,620	10.1%
	Youth (15 to 29 years)	195	915	21.3%	3,800	25,645	14.8%

## Annex B: Employment Issues and Barriers

### Gaspésie-Îles-de-la-Madeleine

Issues & Barriers Faced by English-speakers in Québec in Seeking Jobs		
Issue/Barrier	Gaspé (n=200)	Québec (n=3,014)
Lack of education	1.1%	1.1%
French language skills	79.7%	78.3%
Information Technology (IT) skills	21.1%	18.5%
Lack of self-confidence (low self-esteem)	21.1%	19.1%
Lack of formal qualifications	25.9%	18.9%
Family responsibilities	12.8%	12.5%
Unwillingness to leave region of residence	21.4%	15.0%
Not sure where to go or who to consult	23.3%	18.5%
Lack of services in region	32.7%	17.1%
Lack of services in English in my region	37.6%	22.9%

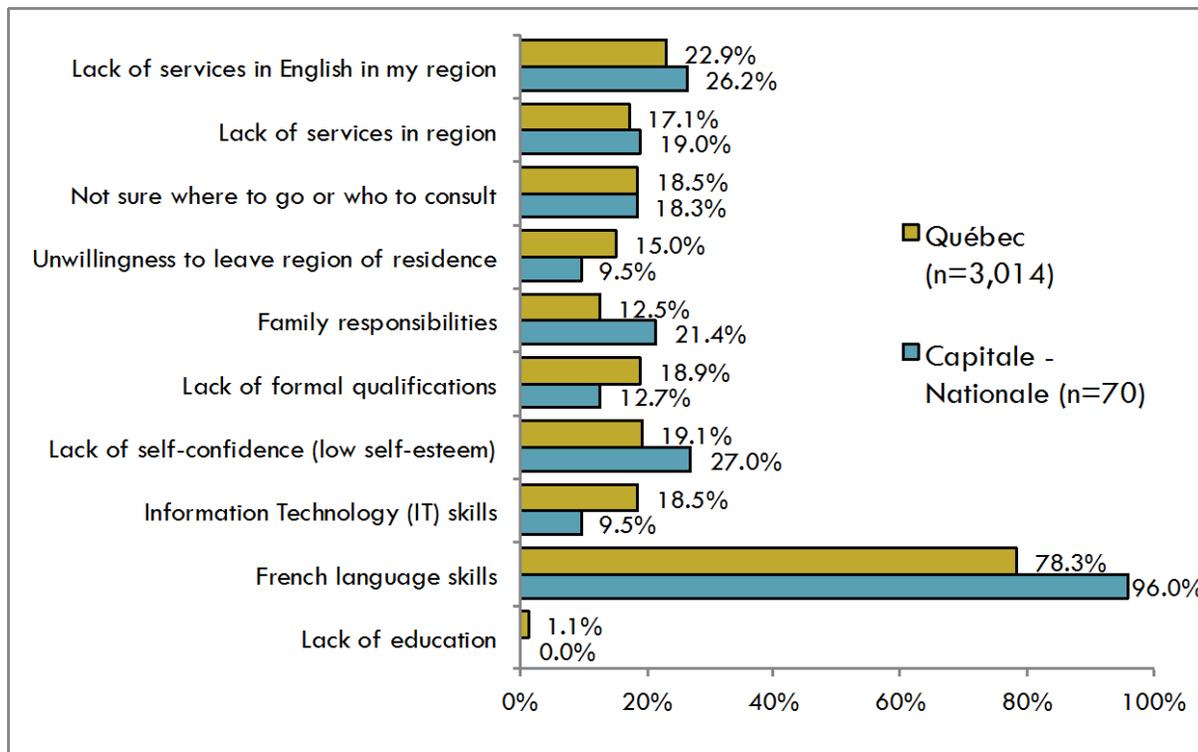
Source: CHSSN/CROP Survey on Community Vitality, 2015.



## Capitale-Nationale

Issues & Barriers Faced by English-speakers in Québec in Seeking Jobs		
Issue/Barrier	Capitale-Nationale (n=70)	Québec (n=3,014)
Lack of education	--	1.1%
French language skills	96.0%	78.3%
Information Technology (IT) skills	9.5%	18.5%
Lack of self-confidence (low self-esteem)	27.0%	19.1%
Lack of formal qualifications	12.7%	18.9%
Family responsibilities	21.4%	12.5%
Unwillingness to leave region of residence	9.5%	15.0%
Not sure where to go or who to consult	18.3%	18.5%
Lack of services in region	19.0%	17.1%
Lack of services in English in my region	26.2%	22.9%

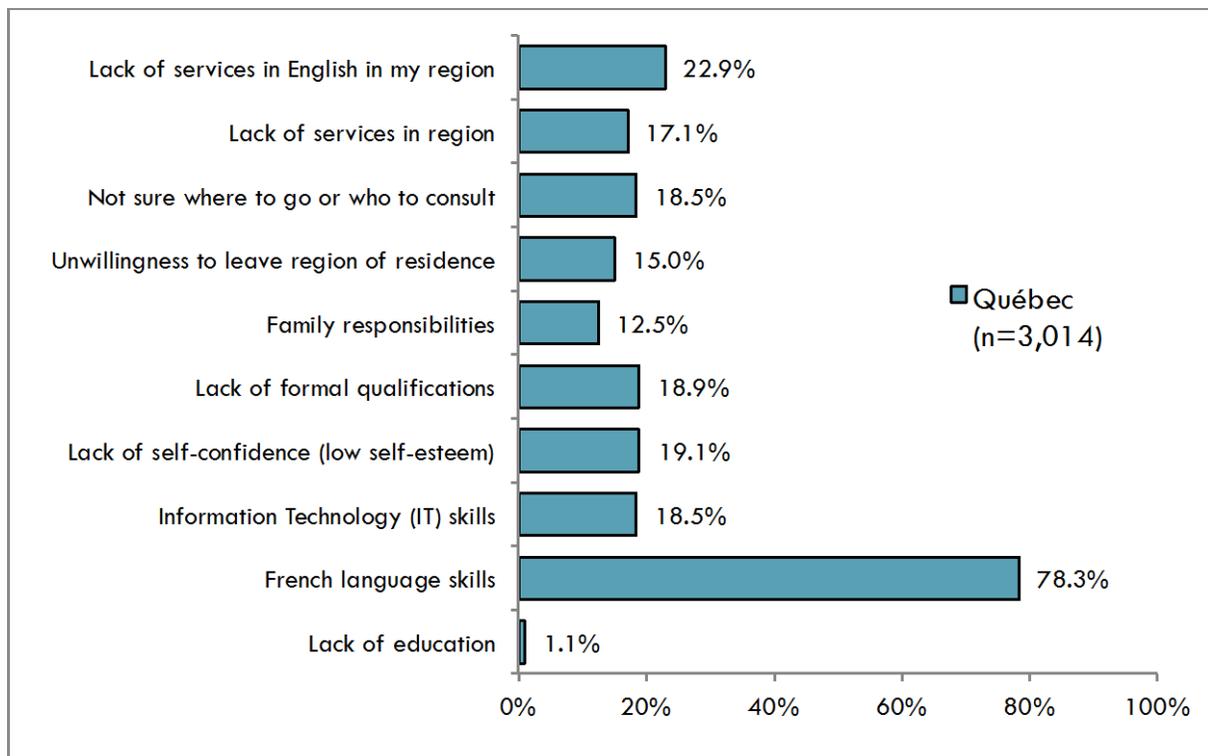
Source: CHSSN/CROP Survey on Community Vitality, 2015.



## Chaudière-Appalaches

Issues & Barriers Faced by English-speakers in Québec in Seeking Jobs		
	Chaudière-Appalaches	Québec
Issue/Barrier	(n/a)	(n=3,014)
Lack of education	--	1.1%
French language skills	--	78.3%
Information Technology (IT) skills	--	18.5%
Lack of self-confidence (low self-esteem)	--	19.1%
Lack of formal qualifications	--	18.9%
Family responsibilities	--	12.5%
Unwillingness to leave region of residence	--	15.0%
Not sure where to go or who to consult	--	18.5%
Lack of services in region	--	17.1%
Lack of services in English in my region	--	22.9%

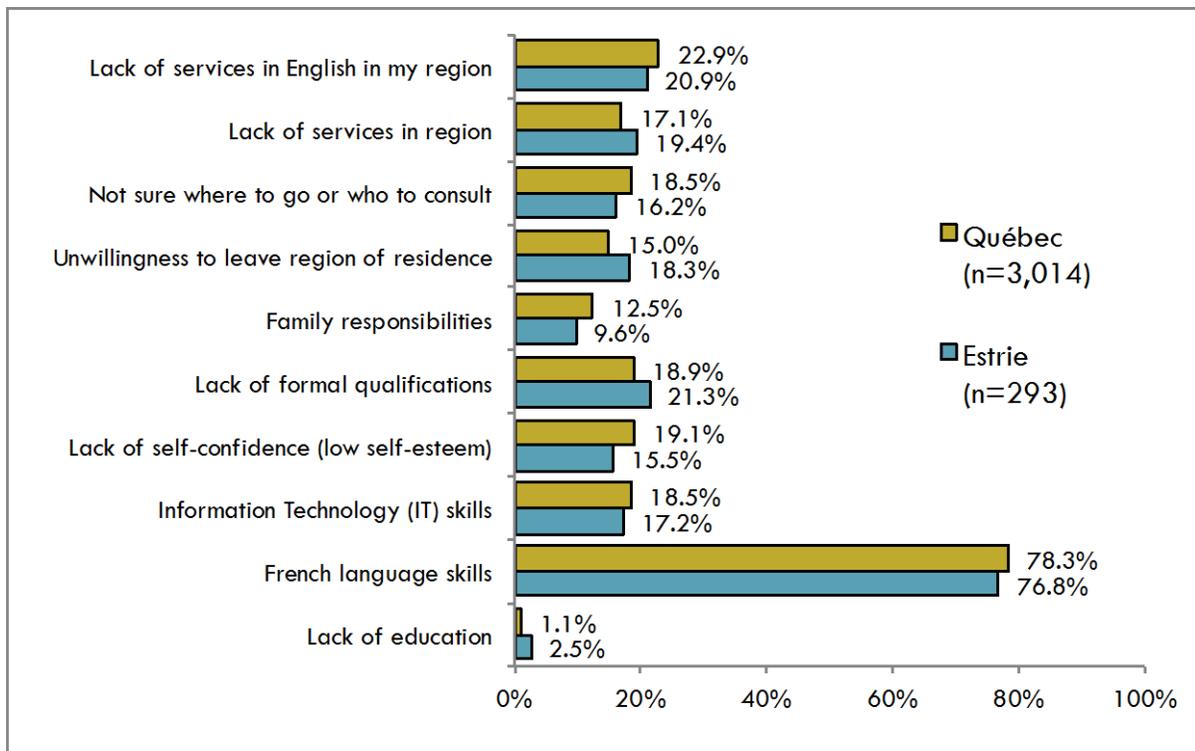
Source: CHSSN/CROP Survey on Community Vitality, 2015.



## Estrie

Issues & Barriers Faced by English-speakers in Quebec in Seeking Jobs		
Issue/Barrier	Estrie (n=293)	Québec (n=3,014)
Lack of education	2.5%	1.1%
French language skills	76.8%	78.3%
Information Technology (IT) skills	17.2%	18.5%
Lack of self-confidence (low self-esteem)	15.5%	19.1%
Lack of formal qualifications	21.3%	18.9%
Family responsibilities	9.6%	12.5%
Unwillingness to leave region of residence	18.3%	15.0%
Not sure where to go or who to consult	16.2%	18.5%
Lack of services in region	19.4%	17.1%
Lack of services in English in my region	20.9%	22.9%

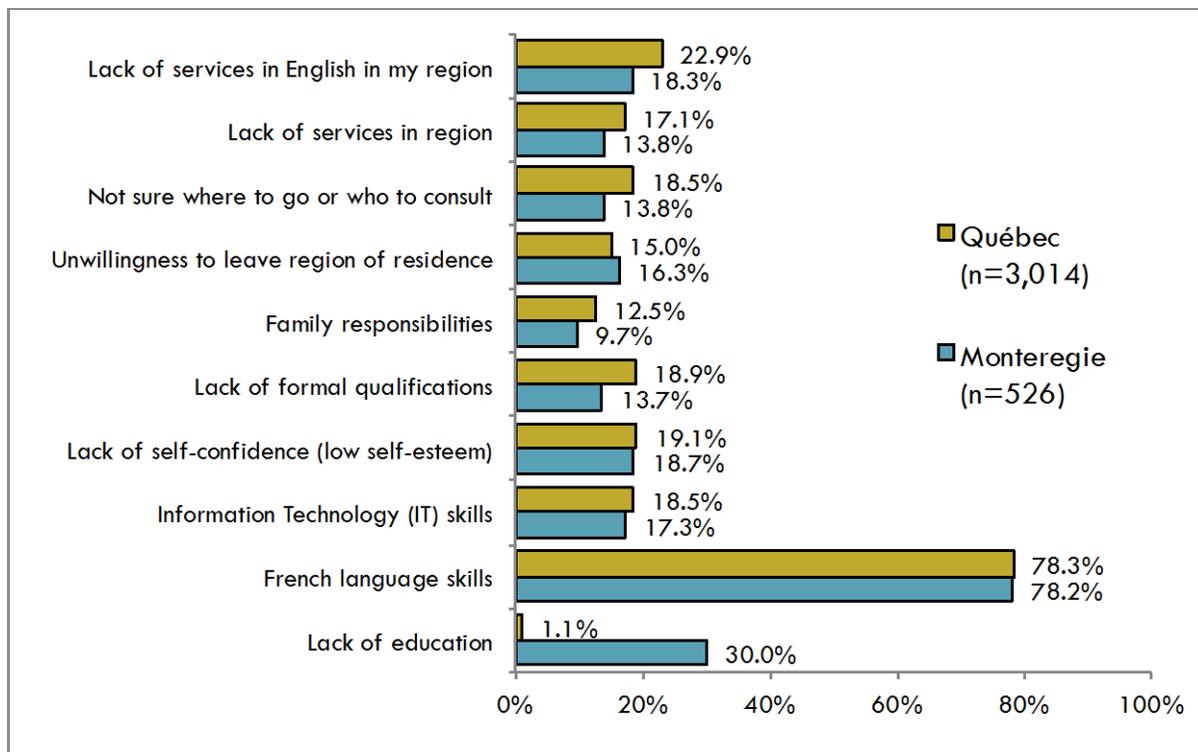
Source: CHSSN/CROP Survey on Community Vitality, 2015.



## Montréal

Issues & Barriers Faced by English-speakers in Québec in Seeking Jobs		
Issue/Barrier	Montréal (n=526)	Québec (n=3,014)
Lack of education	30.0%	1.1%
French language skills	78.2%	78.3%
Information Technology (IT) skills	17.3%	18.5%
Lack of self-confidence (low self-esteem)	18.7%	19.1%
Lack of formal qualifications	13.7%	18.9%
Family responsibilities	9.7%	12.5%
Unwillingness to leave region of residence	16.3%	15.0%
Not sure where to go or who to consult	13.8%	18.5%
Lack of services in region	13.8%	17.1%
Lack of services in English in my region	18.3%	22.9%

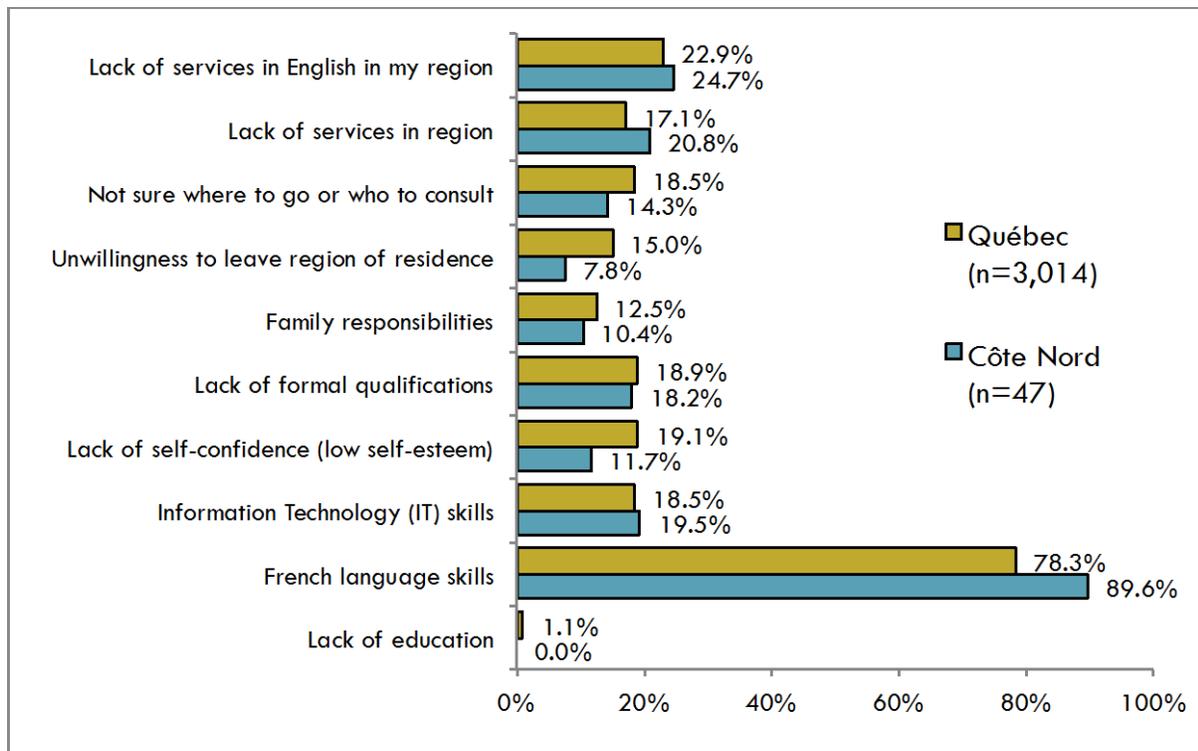
Source: CHSSN/CROP Survey on Community Vitality, 2015.



## Côte-Nord

Issues & Barriers Faced by English-speakers in Québec in Seeking Jobs		
Issue/Barrier	Côte Nord (n=47)	Québec (n=3,014)
Lack of education	--	1.1%
French language skills	89.6%	78.3%
Information Technology (IT) skills	19.5%	18.5%
Lack of self-confidence (low self-esteem)	11.7%	19.1%
Lack of formal qualifications	18.2%	18.9%
Family responsibilities	10.4%	12.5%
Unwillingness to leave region of residence	7.8%	15.0%
Not sure where to go or who to consult	14.3%	18.5%
Lack of services in region	20.8%	17.1%
Lack of services in English in my region	24.7%	22.9%

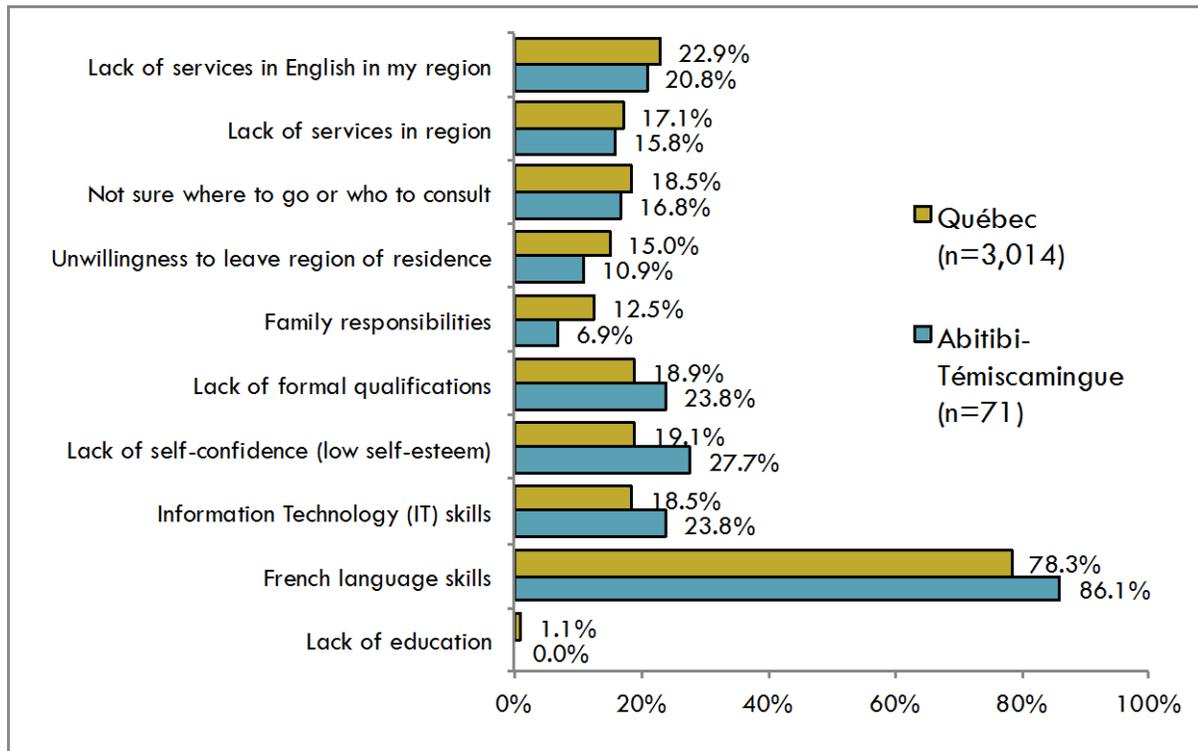
Source: CHSSN/CROP Survey on Community Vitality, 2015.



## Abitibi-Témiscamingue

Issues & Barriers Faced by English-speakers in Quebec in Seeking Jobs		
Issue/Barrier	Abitibi-Témiscamingue (n=71)	Québec (n=3,014)
Lack of education	--	1.1%
French language skills	86.1%	78.3%
Information Technology (IT) skills	23.8%	18.5%
Lack of self-confidence (low self-esteem)	27.7%	19.1%
Lack of formal qualifications	23.8%	18.9%
Family responsibilities	6.9%	12.5%
Unwillingness to leave region of residence	10.9%	15.0%
Not sure where to go or who to consult	16.8%	18.5%
Lack of services in region	15.8%	17.1%
Lack of services in English in my region	20.8%	22.9%

Source: CHSSN/CROP Survey on Community Vitality, 2015.



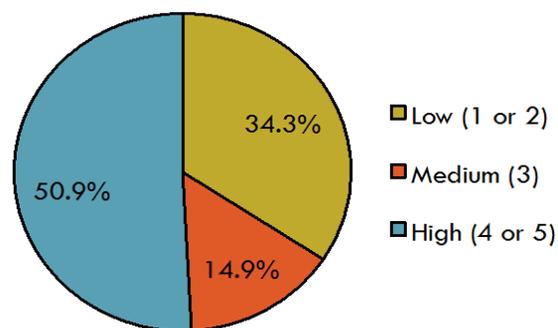
## Annex C: Access and Satisfaction with Employment Services

### Gaspésie-Îles-de-la-Madeleine

Used Local English Resources to Search for Jobs or Develop Skills		
Used Resources	Gaspé (n=123)	Québec (n=1,949)
Yes	48.3%	39.6%
No	51.7%	60.4%
Satisfaction with Local Employment Services (in English)		
Satisfaction Level	Gaspé (n=123)	Québec (n=1,949)
Low (1 or 2)	34.3%	39.2%
Medium (3)	14.9%	26.2%
High (4 or 5)	50.9%	34.6%

Source: CHSSN/CROP Survey on Community Vitality 2015.

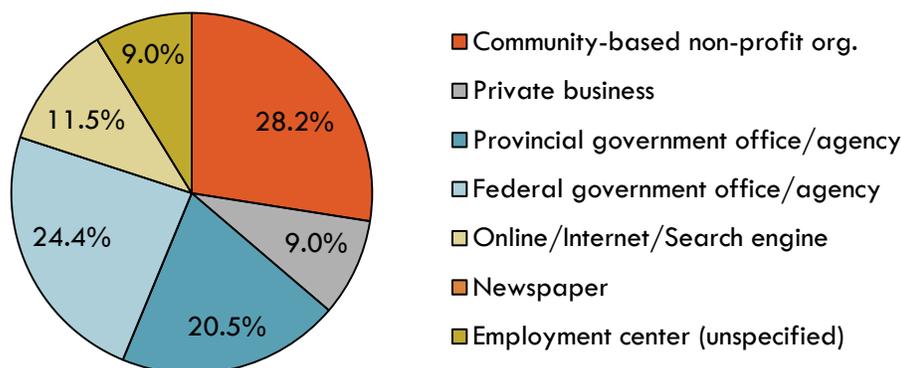
**Satisfaction with English-language Employment Services in Gaspé (n=123)**



English-language Resources Used to Search for Job or Develop Skills		
Resources Accessed	Gaspé (n=200)	Québec (n=3,014)
Community-based non-profit organization	28.2%	13.5%
Private business	9.0%	18.6%
Provincial government office/agency	20.5%	16.9%
Federal government office/agency	24.4%	18.7%
Online/Internet/Search engine	11.5%	18.2%
Newspaper	--	1.4%
Employment center (unspecified)	9.0%	2.7%

Source: CHSSN/CROP Survey on Community Vitality, 2015.

### English-language Resources Used to Search for Job or Develop Skills in Gaspé (n=200)

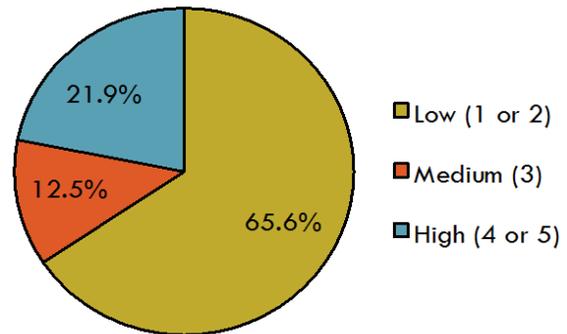


## Capitale-Nationale

Used Local English Resources to Search for Jobs or Develop Skills		
	Capitale - Nationale (n=53)	Québec (n=1,949)
Used Resources		
Yes	15.9%	39.6%
No	84.1%	60.4%
Satisfaction with Local Employment Services (in English)		
	Capitale - Nationale (n=53)	Québec (n=1,949)
Satisfaction Level		
Low (1 or 2)	65.6%	39.2%
Medium (3)	12.5%	26.2%
High (4 or 5)	21.9%	34.6%

Source: CHSSN/CROP Survey on Community Vitality 2015.

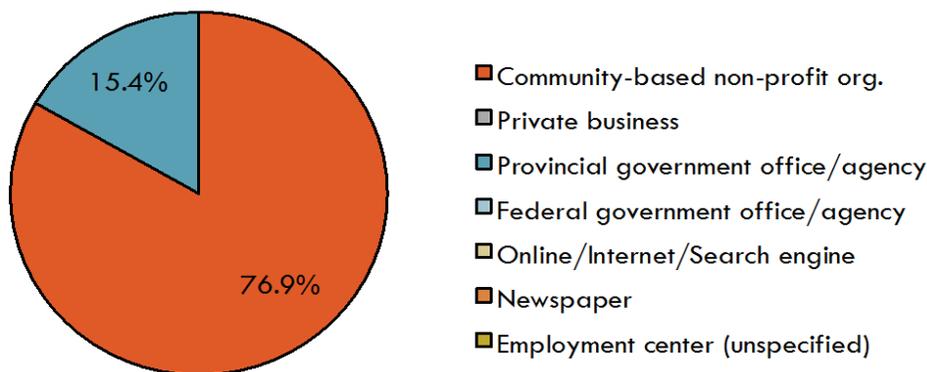
**Satisfaction with English-language Employment Services in Capitale-Nationale (n=53)**



English-language Resources Used to Search for Job or Develop Skills		
Resources Accessed	Capitale- Nationale (n=70)	Québec (n=3,014)
Community-based non-profit org.	76.9%	13.5%
Private business	--	18.6%
Provincial government office/agency	15.4%	16.9%
Federal government office/agency	--	18.7%
Online/Internet/Search engine	--	18.2%
Newspaper	--	1.4%
Employment center (unspecified)	--	2.7%

Source: CHSSN/CROP Survey on Community Vitality, 2015.

**English-language Resources Used to Search for Job or Develop Skills in Capitale-Nationale (n=70)**



## Estrie

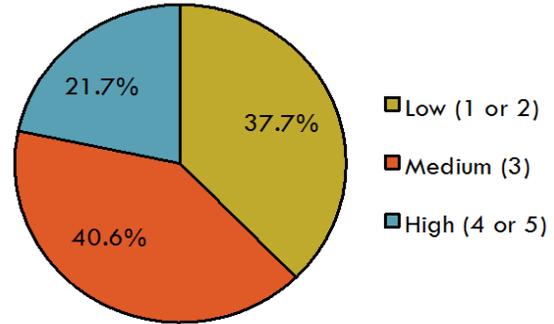
### Used Local English Resources to Search for Jobs or Develop Skills

	Estrie (n=170)	Québec (n=1,949)
Used Resources		
Yes	32.8%	39.6%
No	67.2%	60.4%

### Satisfaction with Local Employment Services (in English)

	Estrie (n=170)	Québec (n=1,949)
Satisfaction Level		
Low (1 or 2)	37.7%	39.2%
Medium (3)	40.6%	26.2%
High (4 or 5)	21.7%	34.6%

**Satisfaction with English-language Employment Services in Estrie (n=170)**



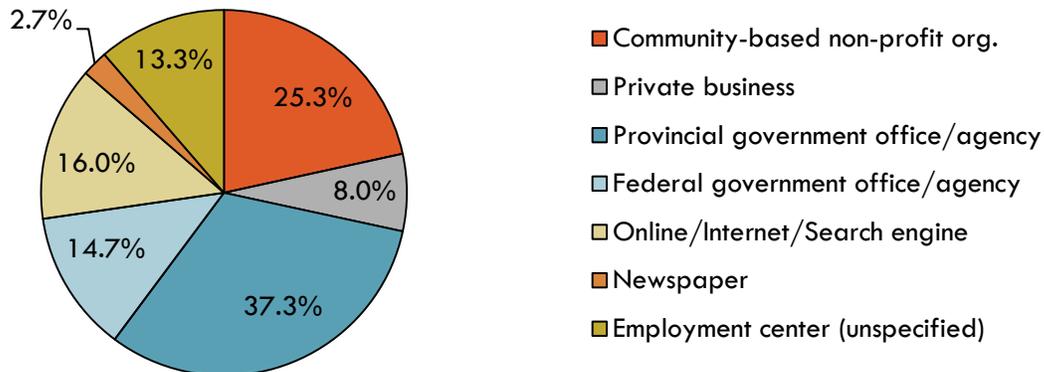
Source: CHSSN/CROP Survey on Community Vitality 2015.

### English-language Resources Used to Search for Job or Develop Skills

	Estrie (n=293)	Québec (n=3,014)
Resources Accessed		
Community-based non-profit org.	25.3%	13.5%
Private business	8.0%	18.6%
Provincial government office/agency	37.3%	16.9%
Federal government office/agency	14.7%	18.7%
Online/Internet/Search engine	16.0%	18.2%
Newspaper	2.7%	1.4%
Employment center (unspecified)	13.3%	2.7%

Source: CHSSN/CROP Survey on Community Vitality, 2015.

**English-language Resources Used to Search for Job or Develop Skills in Estrie (n=293)**



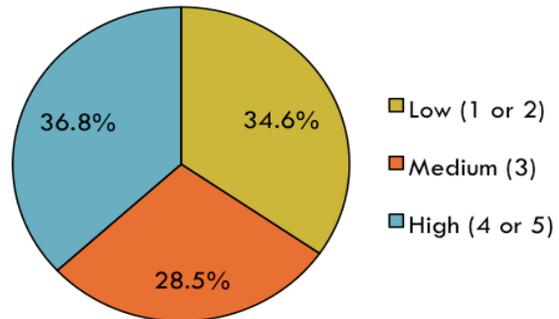
## Montréal

Used Local English Resources to Search for Jobs or Develop Skills		
Used Resources	Monteregie (n=335)	Québec (n=1,949)
Yes	38.2%	39.6%
No	61.8%	60.4%

Satisfaction with Local Employment Services (in English)		
Satisfaction Level	Monteregie (n=335)	Québec (n=1,949)
Low (1 or 2)	34.6%	39.2%
Medium (3)	28.5%	26.2%
High (4 or 5)	36.8%	34.6%

**Satisfaction with English-language Employment Services in Monteregie (n=335)**

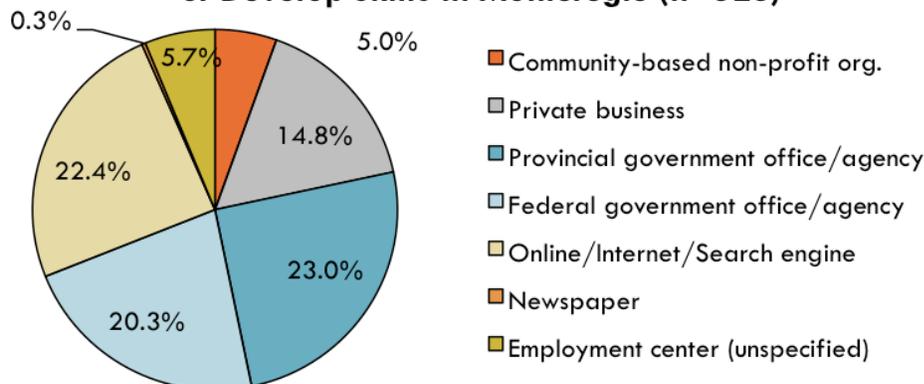


Source: CHSSN/CROP Survey on Community Vitality 2015.

English-language Resources Used to Search for Job or Develop Skills		
Resources Accessed	Monteregie (n=526)	Québec (n=3,014)
Community-based non-profit org.	5.0%	13.5%
Private business	14.8%	18.6%
Provincial government office/agency	23.0%	16.9%
Federal government office/agency	20.3%	18.7%
Online/Internet/Search engine	22.4%	18.2%
Newspaper	0.3%	1.4%
Employment center (unspecified)	5.7%	2.7%

Source: CHSSN/CROP Survey on Community Vitality, 2015.

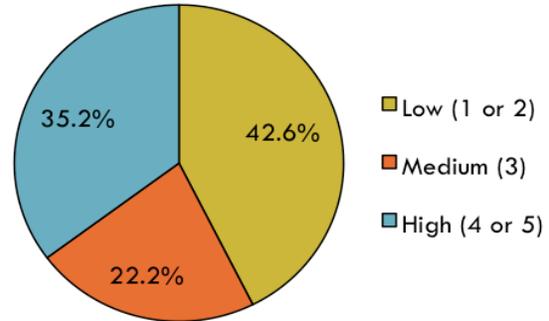
**English-language Resources Used to Search for Job or Develop Skills in Monteregie (n=526)**



## Côte-Nord

Used Local English Resources to Search for Jobs or Develop Skills		
	Côte Nord (n=41)	Québec (n=1,949)
Used Resources		
Yes	62.9%	39.6%
No	37.1%	60.4%
Satisfaction with Local Employment Services (in English)		
Satisfaction Level	Côte Nord (n=41)	Québec (n=1,949)
Low (1 or 2)	42.6%	39.2%
Medium (3)	22.2%	26.2%
High (4 or 5)	35.2%	34.6%

**Satisfaction with English-language Employment Services in Côte Nord (n=41)**

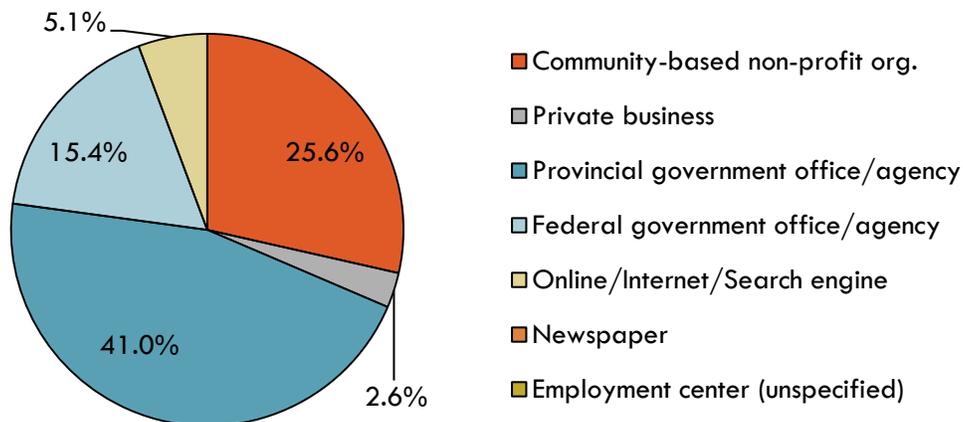


Source: CHSSN/CROP Survey on Community Vitality 2015.

English-language Resources Used to Search for Job or Develop Skills		
Resources Accessed	Côte Nord (n=47)	Québec (n=3,014)
Community-based non-profit org.	25.6%	13.5%
Private business	2.6%	18.6%
Provincial government office/agency	41.0%	16.9%
Federal government office/agency	15.4%	18.7%
Online/Internet/Search engine	5.1%	18.2%
Newspaper	--	1.4%
Employment center (unspecified)	--	2.7%

Source: CHSSN/CROP Survey on Community Vitality, 2015.

**English-language Resources Used to Search for Job or Develop Skills in Côte Nord (n=47)**

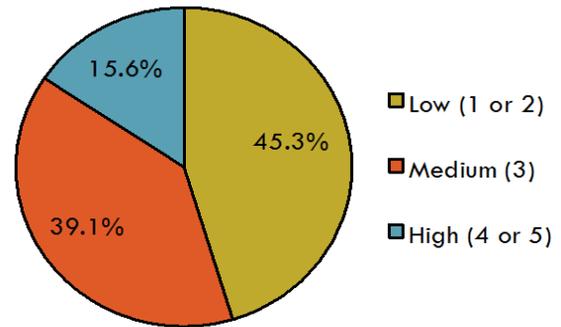


## Abitibi-Témiscamingue

Used Local English Resources to Search for Jobs or Develop Skills		
	Abitibi-Témiscamingue (n=41)	Québec (n=1,949)
Used Resources		
Yes	45.3%	39.6%
No	54.7%	60.4%
Satisfaction with Local Employment Services (in English)		
	Abitibi-Témiscamingue (n=41)	Québec (n=1,949)
Satisfaction Level		
Low (1 or 2)	45.3%	39.2%
Medium (3)	39.1%	26.2%
High (4 or 5)	15.6%	34.6%

Source: CHSSN/CROP Survey on Community Vitality 2015.

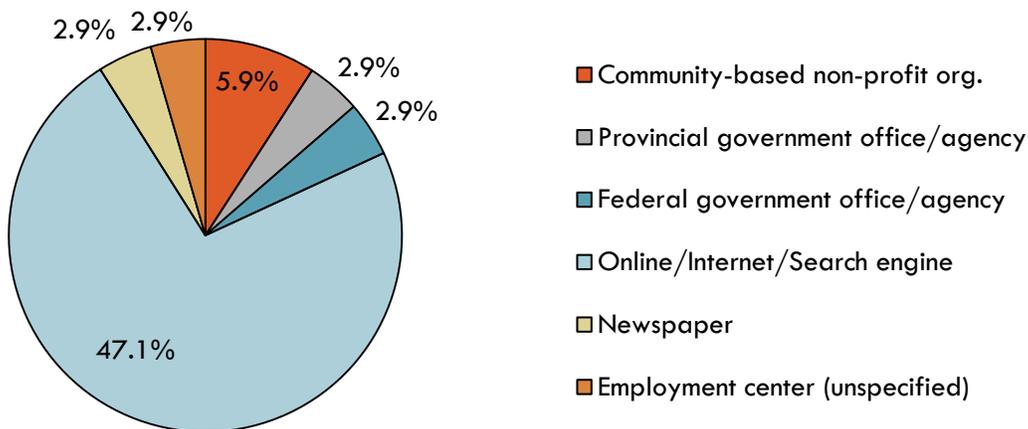
**Satisfaction with English-language Employment Services in Abitibi-Témiscamingue (n=41)**



English-language Resources Used to Search for Job or Develop Skills		
Resources Accessed	Abitibi-Témiscamingue (n=71)	Québec (n=3,014)
Community-based non-profit org.	5.9%	13.5%
Private business	--	18.6%
Provincial government office/agency	2.9%	16.9%
Federal government office/agency	2.9%	18.7%
Online/Internet/Search engine	47.1%	18.2%
Newspaper	2.9%	1.4%
Employment center (unspecified)	2.9%	2.7%

Source: CHSSN/CROP Survey on Community Vitality, 2015.

**English-language Resources Used to Search for Job or Develop Skills in Abitibi-Témiscamingue (n=71)**



## Annex D: Regional Employment Resource List

The Regional Employment Resource List is available on our website:  
[www.yesmontreal.ca](http://www.yesmontreal.ca)

### Definitions:

#### Emploi-Québec Services (English)

Support looking for a job or returning to school

Access to job search tools (computers, fax, documentation, etc.)

Activities to prepare for the labor market (workshops)

Assistance in writing resumes and cover letters, interview preparation

Professional reorientation

Group Job Search

Counselling - Guidance

Support to enter or re-enter the labor market

Internships

Paid work or training in a workforce development program (Apprenticeship)

#### CLE Services available

Job-info terminals

Multiservice rooms

Services for individuals

Services for businesses

Regulated qualifications

Workplace apprenticeship program

#### Emploi-Québec Services (French)

Accompagnement en vue de la recherche d'un emploi ou d'un retour aux études

Accès à des outils de recherche d'emploi (ordinateurs, télécopieurs, documentation, etc.)

Activités de préparation au marché du travail

Aide à la rédaction de CV et de lettres, préparation aux entrevues

Aide à la réorientation professionnelle

Club de recherche d'emploi

Counselling - orientation

Soutien pour intégrer ou réintégrer le marché du travail

Stages

Travail salarié ou formation dans une entreprise d'insertion ou une entreprise d'entraînement

#### Definitions

These terminals provide access to job banks for on-site consultation.

Online Placement gives access to information on job offers in Quebec and the other Canadian provinces as well as labour market information (online LMI).

These rooms contain documentation on the labour market, employment and the measures and services offered. They contain job training and job offer billboards, computers (to draft a resumé, an accompanying letter), a fax, telephones, Info-emploi windows, etc. Staff is available on-site to guide and advise you on the use of job search tools.

These services offer employment assistance, assistance for self-employed workers, job search, training, financial assistance, carrying out projects, the Jeunes volontaires program, work integration contract, etc. Users must meet with an employment assistance officer to access these measures and services.

These services offer assistance, consulting and financial support for human resource management (job offers, obligations and responsibilities, staff training, information on the 1% legislation, wage subsidies, labour market information, etc.)

This service allows you to determine whether your occupation or trade is regulated under Québec statutes and regulations. Passing qualifying exams gives access to a professional qualification certificate, which certifies that you have acquired the skills required to practice this trade legally.

This program seeks to offer broader access to trades by developing and mastering workplace skills and skills recognition.

Long-term disability	When a person presents a severely or permanently limited capacity for employment. A medical report must show that the person's physical or mental state is significantly compromised permanently or indefinitely.
Temporarily limited capacity for employment	When a person's current situation prevents the person from carrying out an activity linked to a labour market entry or re-entry process, e.g. pregnancy, having a dependent child under age 5, being 55 or older, having a short-term illness, etc.
Employable	When a person has no limited capacity for employment and when the person's situation allows him or her to carry out an activity linked to a labour market entry or re-entry process.
New application for last-resort financial assistance	When a person who is not already receiving benefits applies for last-resort financial assistance.
Refugee protection claimants	When a person claiming refugee status applies for last-resort financial assistance.