



English-language Health and
Social Services Access in Québec

CHSSN

MAY 2023

life to ideas

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

Data collection

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

In total, 4,318 respondents completed the questionnaire in English and 1,000, in French. Three data collections were done in parallel:

TARGET	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	ENGLISH-SPEAKERS
COLLECTION METHOD	Web panel	Web panel	Web link distributed via CHSSN partners
COLLECTION DATES	March 22 – 30	Mar 15 – April 17	March 22 – April 17
NUMBER OF RESPONDENTS (n)	1,000	3,500	818

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 2021 Census. All the survey data collected from English-speakers were merged: the data from the survey’s web link via CHSSN partners (n=818) with the main survey data via web panel (n=3,500).

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.

TARGET:	TOTAL	REGION																
		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
ENGLISH-SPEAKERS	4,318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
FRENCH-SPEAKERS	1,000	64	48	37	37	32	39	57	50	18	54	61	70	44	53	52	N/A	N/A

Context, Objective and Methodology 3/3

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 2018, we used identical parameters and groupings.

The results for sub-groups with a small sample size ($n < 30$) 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.



Executive summary

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Executive summary 1/4

The main challenges that need to be addressed with respect to English-speakers and their access to health care and social services in Québec are the following:

- **Improving the level of satisfaction with the availability of 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*), more than one in four English-speakers (27%) gave availability a low score: 1/5 (14%) or 2/5 (13%).
 - *The percentage of English-speakers giving it a score of 1-2/5 is higher among females (34%), 45-64 year olds (32%), unilingual English-speakers (33%) and the residents of several regions, the majority of them outside the Island of Montréal: Côte Nord (45%), Est de l'île de Montréal (37%), Estrie (35%), Laurentides (35%), Laval (34%), Montérégie-Ouest (32%) and Outaouais (31%).*
- **Ensuring the availability of health care / social services in English for everyone who needs them.**
- Although the availability of health care services in English is generally quite widespread in Québec, a significant percentage of English-speakers were not served in English. This is particularly damaging for English-speakers who do not speak French but must be treated in that language. Overall, the percentage of English-speakers served in English in the Québec health care network varied by type of service.
 - 33% were **not** served in English at a CLSC
 - 32% were **not** served in English by Info Santé or Info Social
 - 27% were **not** served in English at a hospital emergency room or out-patient clinic
 - 19% were **not** served in English at the hospital when they stayed overnight
 - 18% were **not** served in English by the doctor they saw at a private office or clinic
 - 16% were **not** served in English by a health professional for a mental health problem
- Also, between 40%¹ and 65%² 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, of those not having been served in English, between 27%³ and 43%² had demanded service in that language.
- **Encouraging staff receptivity to English-speaking patients.** One in four English-speakers (23%) **DIDN'T** feel comfortable asking for public health or social services in English. The main reason cited (56%) was the staff's attitude.

1) *when visiting a doctor in a private office or clinic* 2) *during an overnight stay at the hospital*

3) *at a CLSC*

Executive summary 2/4

The main challenges with respect to English-speakers and their access to health care and social services especially affect certain sociodemographic groups and regions:

- The groups **served the least in English**¹ by the six types of services rated (private office or clinic, CLSC, Info Santé/ Social, hospital ER or out-patient clinic, hospital overnight stay and mental health professional) were: females and bilingual English-speakers. In descending order, the regions to pay attention to are: Laurentides, Montérégie Est, Montérégie Centre, Est de l'île de Montréal and Laval.
- Also, females waited longer to get an appointment and more of them had to demand to be served in English.

The major strengths of the health care system for English-speaking communities are the following:

- **Although satisfaction with the wait time for any type of medical appointment was rather low, the duration of the wait time was much shorter for English-speakers than for French-speakers.** For example:
 - 19% of English-speakers waited more than 5 months before seeing a specialist, while this rate was 26% for French-speakers;
 - 15% of English-speakers waited more than 5 months for a medical procedure (vs. 22% of French-speakers).
 - 4% of English-speakers waited 4 or more months to get a follow-up after a medical procedure (vs. 9% of French-speakers).

The West Island of Montreal (Ouest de l'île), Centre-Ouest de l'île and Centre-Sud on the Island of Montréal are the regions offering the best access to health services in English, and this obtains for all the types of services rated. Unilingual English-speakers, those with an annual household income of \$70-100K and males were also more likely to have been served in English at a service point.

1) A minimum of 3 out of 6 of these services were rated significantly low.

Executive summary 3/4

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

- **Between a quarter (28%) and a third (37%) of English-speakers only obtained information about services and public health program in English through various institutions (educational, community, and health / social services). However, these percentages are still higher than for French-speakers.**
 - 37% obtained information about the services (in English) from public health and social services institutions (vs. 20% of French-speakers*).
 - 36% obtained information on a public health promotion or prevention program (in English) from public health and social services institutions or from public health authorities (vs.14% of French-speakers*).
 - 35% obtained information on a public health promotion or prevention program (in English) from a community organization in their region (vs. 12% of French-speakers*).
 - 28% obtained information on a public health promotion or prevention program (in English) from schools (vs. 9% of French-speakers*).
- **English-speakers generally have a greater choice of facility for their test procedures than French-speakers (59% vs. 53%).**

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

- The wait time for a medical procedure (in hospital) seems to have had a much more **negative impact** on the treatment and recovery of the English-speakers than the French-speakers.
 - 66% of English-speakers reported that it had a negative impact, compared to only 44% of French-speakers.
- **More English-speakers have to resort to the private sector to get a family doctor.**
 - 9% of English-speakers reported having a family doctor in the private sector (vs. 4% of French-speakers).
- **For English-speakers without a family doctor, access to a doctor is more complicated.**
 - More of them went to a hospital ER (27% vs. 16% of French-speakers) and fewer of them chose a “walk-in” clinic (53% vs. 62% for French-speakers).

Executive summary 4/4

- **Finally, more English-speakers than French-speakers used the following services in the last 12 months.**
 - 52% had been referred by a doctor to a medical specialist for follow-up (vs. 42% of French-speakers).
 - 48% had used the services of a CLSC (vs. 36% of French-speakers).
 - 43% had used the services of a hospital emergency room or out-patient clinic (vs. 29% of French-speakers).
 - 41% had used the services of Info Santé or Info Social (vs. 25% of French-speakers).
 - 37% had undergone a medical procedure in a hospital (vs. 19% of French-speakers).
 - 29% had used the services of a health or social service professional for a mental health problem (vs. 14% of French-speakers).
 - 27% had used a hospital service requiring at least one overnight stay (vs. 14% of French-speakers).



Access to Doctors

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Main observations 1/2

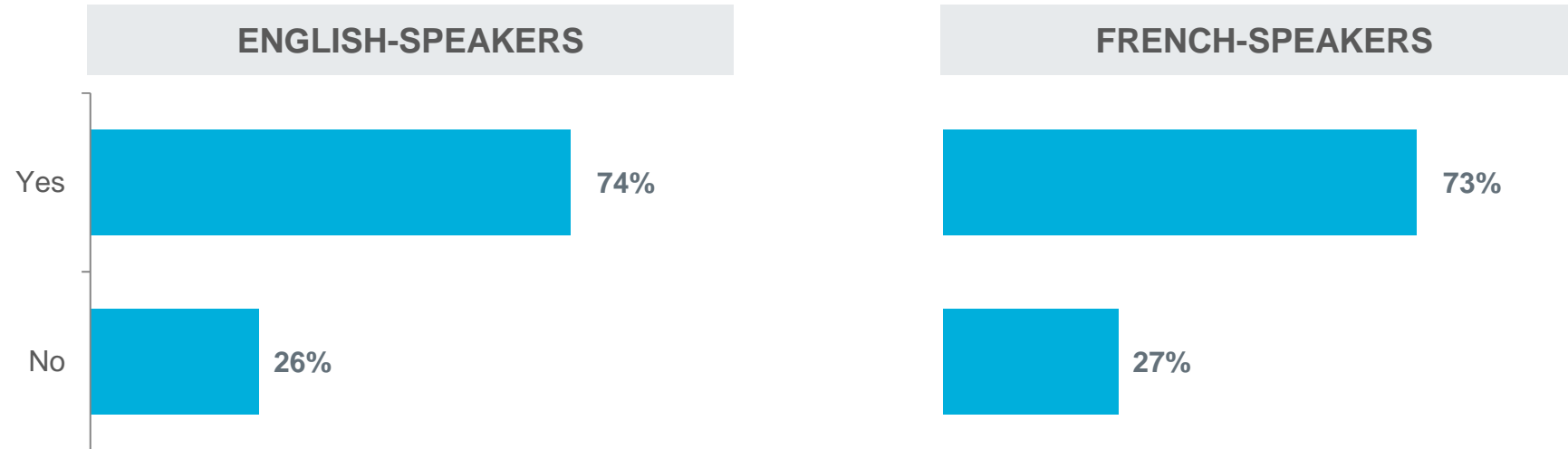
- **Three out of four English-speakers (74%) surveyed had a family doctor.**
 - *This rate was equivalent to that for French-speakers (73%).*
 - *Among the English-speakers, the likelihood of having a family doctor rises with age (67% among 18-24 year olds vs. 81% among 65+ year olds). Access was also higher among wealthier individuals (79% among those with a household income of \$100K+).*
 - *English-speakers who also speak French were more likely to have a family doctor (76%) than unilingual English-speakers (66%).*
 - *English-speakers living in the West Island of Montréal (Ouest de l'île de Montréal) (79%), Gaspésie (90%) and Montérégie Ouest (79%) had the highest percentages with a family doctor.*
- **Of the English-speakers with a family doctor, 9% reported having a family doctor in a private practice. The majority of patients (87%) saw doctors in the public network (Clinic, GMF, CLSC).**
 - *Overall, English-speakers were much more likely than their French-speaking counterparts (4%) to report having a family doctor in private practice.*
 - *Among the English-speakers with a family doctor, males (12%), the youngest cohort (18-24 year olds: 20%), those with a household income of \$70K-100K (12%) and \$100K+ (11%), those living in Centre-Ouest de Montréal (12%), Gaspésie (17%) and Montérégie Est (19%) were more likely to have a family doctor in private practice.*
- **Of the English-speakers without a family doctor, 27% reported using hospital emergency rooms to see a doctor.**
 - *Overall, English-speakers were more likely than their French-speaking counterparts (16%) to report using hospital emergency rooms to see a doctor.*
 - *English-speaking males without a family doctor were more likely to report using hospital emergency rooms to see a doctor (31%).*
 - *Across the age groups, among English-speakers without a family doctor, 25-44 year olds were the most likely to report using hospital emergency rooms to see a doctor (33%), while those 45+ years of age were the least likely (22%).*
 - *Among those without a family doctor, people earning \$100K+ were the least likely (22%) to report using hospital emergency rooms to see a doctor.*
 - *Among individuals without a family doctor, unilingual English-speakers were more likely to report using hospital emergency rooms (33%) to see a doctor than their bilingual counterparts (26%). Finally, among English-speakers without a family doctor, residents of the National Capital Region/NCR (National Capital) (37%) and Estrie (39%) used hospital emergency rooms the most.*

Main observations 2/2

- **Of the English-speakers needing immediate care for a minor health problem and having a family doctor, 7% reported waiting a month or more to see their family doctor.**
 - *Overall, English-speakers were as likely as their French-speaking counterparts (9%) to report waiting a month or more to see their family doctor.*
 - *English-speaking females needing immediate care for a minor health problem were more likely to report waiting a month or more to see their family doctor (9%). Those with an annual household income of <\$30K (10%), residents of the Laurentides (12%) and Côte-Nord (38%) were also more likely to wait a month or more to see their family doctor.*
- **8% of English-speakers with a family doctor described the wait time as “very poor.”**
 - *Overall, English-speakers were as likely as French-speakers (8%) to report the wait time to see their family doctor as “very poor.”*
 - *Among the English-speakers, those living in the Côte-Nord were the most dissatisfied (20% described the wait time as “very poor”).*

Access to a family doctor (GP) 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	74	75	73	67	69	76	81	71	70	75	79	76	66
No	26	25	27	33	31	24	19	29	30	25	21	24	34

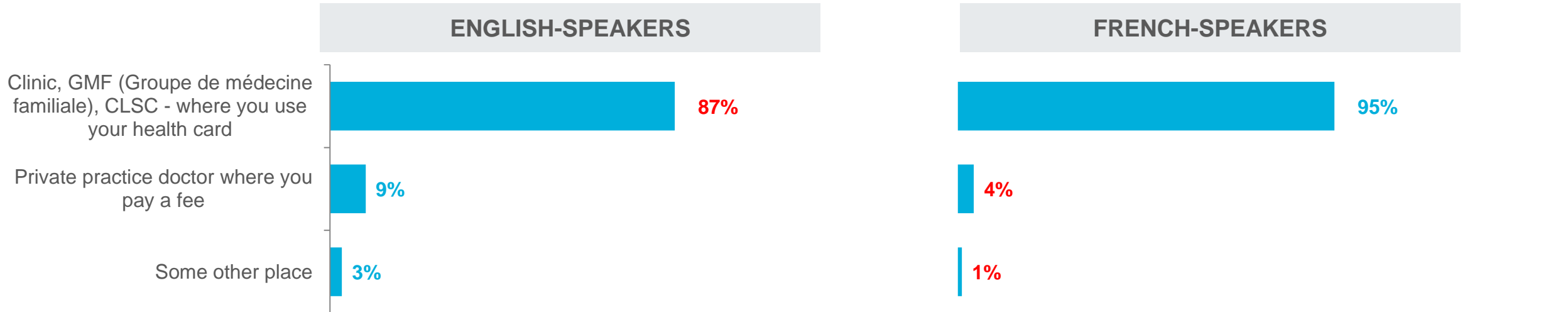
Access to a family doctor (GP) 2/2

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

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
	n= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	74	72	67	79	72	69	71	68	76	90	77	74	78	66	78	79	73	59	
No	26	28	33	21	28	31	29	32	24	10	23	26	22	34	22	21	27	41	

Type of practice among family doctors 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 3181	1405	1776	209	1008	1099	865	312	884	780	863	2637	544
Clinic, GMF (Groupe de médecine familiale), CLSC - where you use your health card	87	85	89	78	89	88	87	90	88	86	85	88	85
Private practice doctor where you pay a fee	9	12	6	20	10	8	7	4	8	12	11	9	10
Some other place	3	3	4	2	1	4	6	6	4	2	3	3	5

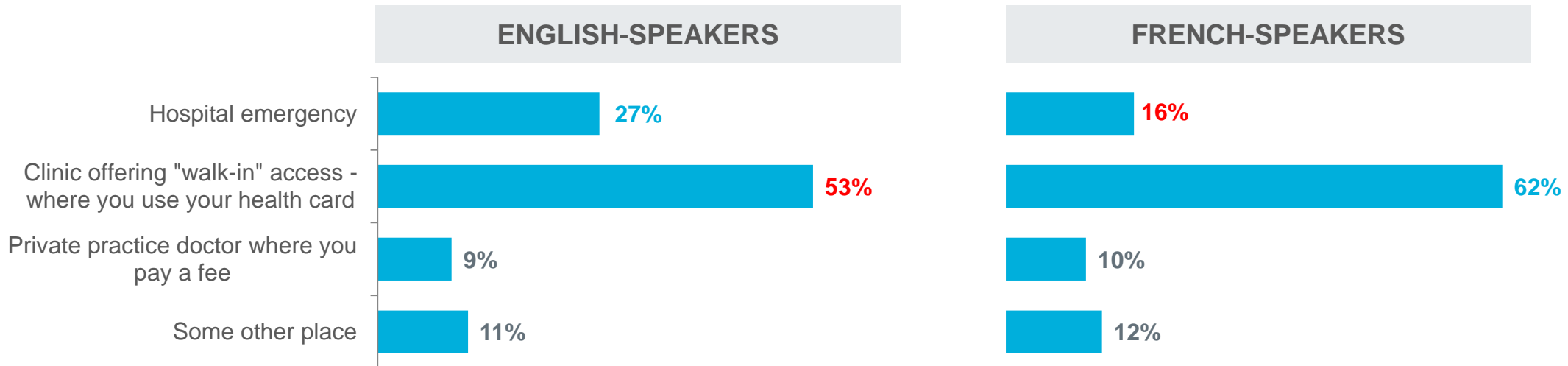
Type of practice among family doctors 2/2

Base: respondents with a family doctor, English, n=3,181

(%) 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=	3181	236	167	432	380	200	203	159	271	88	228	76	136	133	90	254	74	54	
Clinic, GMF (Groupe de médecine familiale), CLSC - where you use your health card	87	90	91	89	81	87	85	89	90	83	87	92	84	91	79	89	93	92	
Private practice doctor where you pay a fee	9	10	7	8	12	11	12	8	5	17	11	6	12	7	19	7	7	2	
Some other place	3	0	2	3	6	2	3	3	5	0	2	2	5	2	2	3	0	6	

Access to a doctor for those without a family doctor 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1137	460	677	99	467	356	215	135	390	263	230	865	272
Hospital emergency	27	31	24	28	33	22	22	24	32	32	22	26	33
Clinic offering "walk-in" access - where you use your health card	53	52	53	59	52	51	54	61	51	50	54	55	46
Private practice doctor where you pay a fee	9	9	9	10	8	12	7	5	9	7	13	9	12
Some other place	11	7	13	3	6	15	18	10	9	11	11	11	10

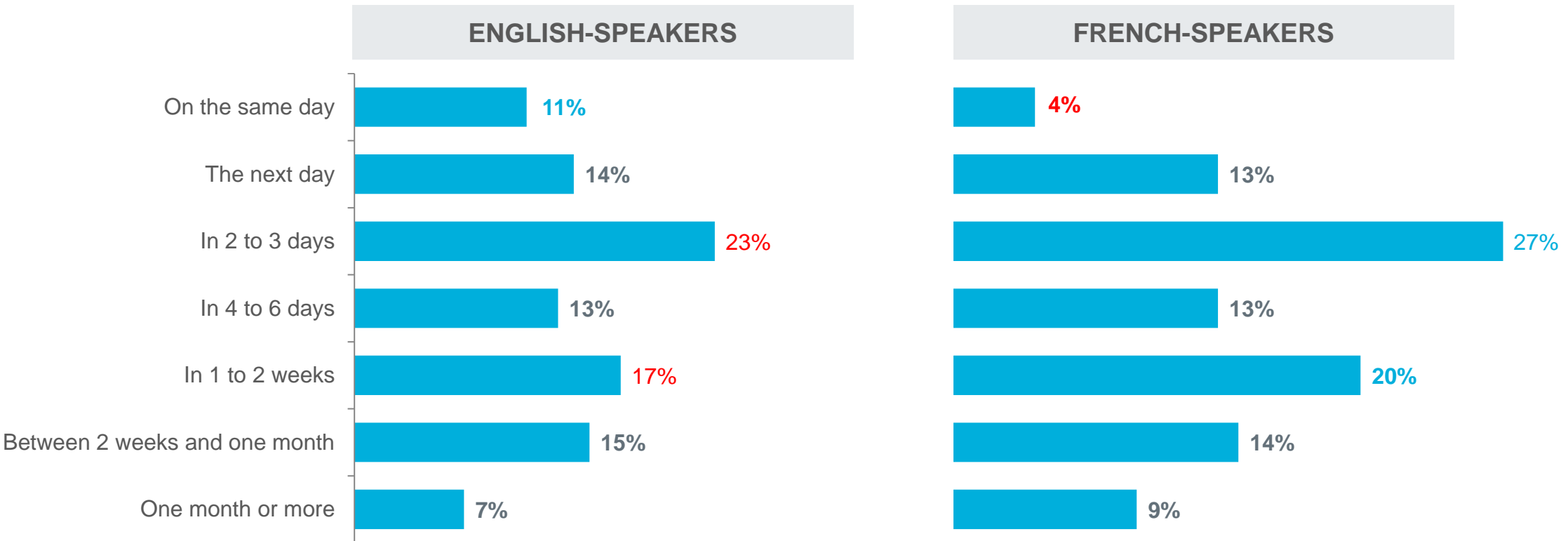
Access to a doctor for those without a family doctor 2/2

Base: respondents without a family doctor, English, n=1,137

(%) 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=	1137	104	76	119	141	89	83	85	80	10	73	25	38	70	25	66	23	30	
Hospital emergency	27	37	39	27	29	35	17	16	25	--	26	--	33	19	--	21	--	50	
Clinic offering "walk-in" access - where you use your health card	53	44	41	57	55	44	71	58	51	--	59	--	34	54	--	62	--	30	
Private practice doctor where you pay a fee	9	9	8	6	10	6	7	11	11	--	6	--	26	13	--	3	--	13	
Some other place	11	10	12	11	6	15	5	15	13	--	9	--	7	15	--	14	--	7	

Wait time for appointment with family doctor when needing immediate care 1/2

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



Wait time for appointment with family doctor when needing immediate care 2/2

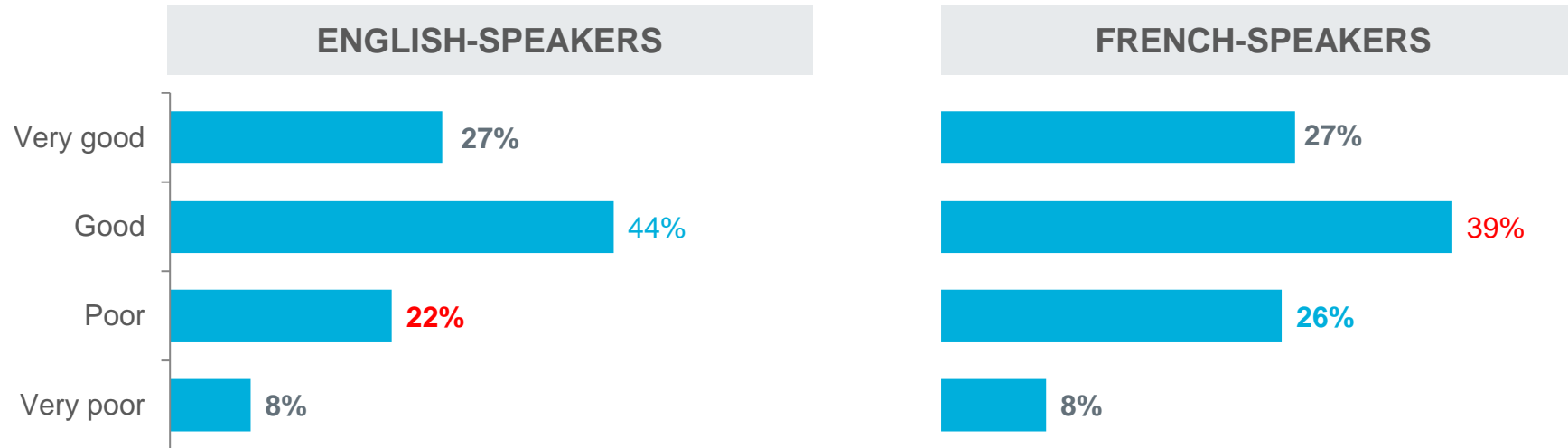
Base: respondents with a family doctor, English, n=3,181

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	3181	1405	1776	209	1008	1099	865	312	884	780	863	2637	544
On the same day	11	15	7	13	15	10	5	7	8	18	11	12	7
The next day	14	18	11	18	18	12	10	7	16	18	13	15	11
In 2 to 3 days	23	23	23	24	25	21	22	26	22	21	26	23	23
In 4 to 6 days	13	13	13	12	9	14	16	11	14	12	14	13	12
In 1 to 2 weeks	17	16	18	13	14	17	22	21	18	14	16	17	21
Between 2 weeks and one month	15	11	19	15	12	17	16	19	16	12	14	14	19
One month or more	7	5	9	6	5	8	8	10	7	6	5	7	7

(%) ENGLISH-SPEAKERS	TOTAL	REGIONS																
		Capitale Nationale	Estrie	Ouest Île Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
n=	3181	236	167	432	380	200	203	159	271	88	228	76	136	133	90	254	74	54
On the same day	11	26	4	14	9	14	13	10	12	26	9	13	13	6	5	7	2	6
The next day	14	17	12	16	16	20	14	14	14	16	16	22	13	8	13	9	3	9
In 2 to 3 days	23	18	23	22	26	20	23	26	20	19	30	22	20	23	30	24	7	13
In 4 to 6 days	13	11	17	14	13	11	10	14	12	14	10	6	11	18	11	14	3	12
In 1 to 2 weeks	17	12	21	15	17	13	20	9	20	11	16	15	20	21	17	21	17	22
Between 2 weeks and one month	15	10	14	13	13	13	16	18	13	10	13	18	12	17	15	20	30	30
One month or more	7	6	9	6	7	7	4	10	8	4	7	4	12	8	8	4	38	8

Appreciation of wait times for appointments with family doctor 1/2

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



	(%) ENGLISH-SPEAKERS												
	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
	n=	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
Very good	3181	1405	1776	209	1008	1099	865	312	884	780	863	2637	544
	27	33	21	25	32	25	24	15	27	34	29	28	23
Good	44	43	44	51	42	43	44	49	43	43	42	44	43
Poor	22	17	26	19	19	24	23	27	23	17	20	21	26
Very poor	8	7	9	5	7	8	9	9	7	6	9	8	8

Appreciation of wait times for appointments with family doctor 2/2

Base: respondents with a family doctor, English, n=3,181

(%) 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=	3181	236	167	432	380	200	203	159	271	88	228	76	136	133	90	254	74	54	
Very good	27	44	16	33	28	35	23	28	23	51	26	35	34	24	22	17	0	23	
Good	44	32	54	40	42	40	50	45	49	38	50	41	35	39	51	47	49	39	
Poor	22	16	22	20	23	18	20	18	22	9	17	19	22	28	18	26	31	34	
Very poor	8	8	9	7	8	7	7	10	6	3	7	5	9	10	10	10	20	4	



Test Procedures

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Main observations 1/2

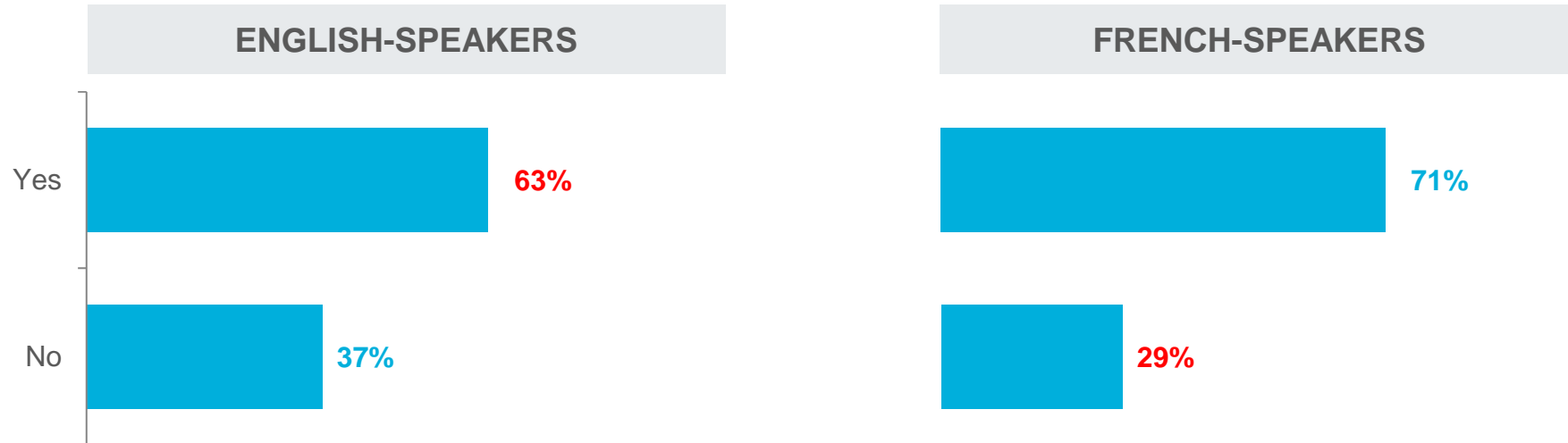
- **Of the English-speakers, 63% reported that they or another person had been referred for test procedures in the last year.**
 - *This proportion is lower than for French-speakers (71%).*
 - *Across the age groups, English-speakers 65+ year olds were the most likely to report that they or a person they helped had been referred for test procedures (70%), whereas those 18-24 (56%) or 25-44 (59%) years old were the least likely. Similar differences obtain for income: those who earned \$70-100K and \$100K+ were the most likely to report that they or a person they helped had been referred for test procedures (67% and 67%, respectively), while those earning less (<\$30K: 58% and \$30-70K: 59%) were the least likely.*
 - *Bilingual English-speakers were more likely to report that they or a person they helped had been referred for test procedures (64%).*
 - *English-speakers from the NCR (National Capital) (71%) and Gaspésie (81%) were also more likely to report that they or a person they helped had been referred for test procedures .*
- **28% of the English-speakers referred for test procedures were referred to a private clinic or testing facility requiring payment.**
 - *This proportion is higher than for French-speakers (21%).*
 - *Among the English-speakers, 18-24 year olds (37%) and 25-44 year olds (37%) were referred the most to a private clinic or testing facility requiring payment. Conversely, the oldest cohort (65+ years of age) was referred the least to this type of fee-based clinic (13%).*
 - *With respect to income, among those who were referred for test procedures, those with an annual household income of \$70-100K (32%) or \$100K+ (32%) were the most likely to have been referred to a private clinic or facility requiring payment, whereas those with a household income of less than \$30K were the least likely (17%).*
 - *Bilingual English-speakers who were referred for test procedures were more likely to have been referred to a private clinic or facility requiring payment (29%).*
 - *English-speakers from the West Island of Montréal (the West Island of Montreal) (34%) and Centre-Sud de l'île de Montréal (38%) were also more likely to have been referred to a private clinic or facility requiring payment.*
- **Of the English-speakers referred for test procedures, 59% were not given a choice of facility for those procedures.**
 - *This is higher than the proportion reported by French-speakers (53%).*
 - *Among the English-speakers, males (67%), 18-24 year olds (71%) and even 25-44 year olds (69%), those with a household income of \$70-100K (64%) and bilingual English-speakers (61%) had a greater choice (for themselves or for the other person being referred) of facility than other groups.*

Main observations 2/2

- **6% of the English-speakers given a choice of facility for their test procedures chose the facility based on the language of service.**
 - *This proportion was much higher than for French-speakers (1%).*
 - *English-speakers 65+ years of age (4%) and those with an annual household income of \$100K+ (3%) were the least likely to choose the facility based on the language of service.*
 - *English-speakers who were given a choice of facility for their test procedures in the NCR (National Capital) (12%) and Centre-Sud de l'île de Montréal (12%) were the most likely to choose the facility based on the language of service.*

Referred for test procedures by a doctor in the previous year 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	63	64	63	56	59	65	70	58	59	67	67	64	60
No	37	36	37	44	41	35	30	42	41	33	33	36	40

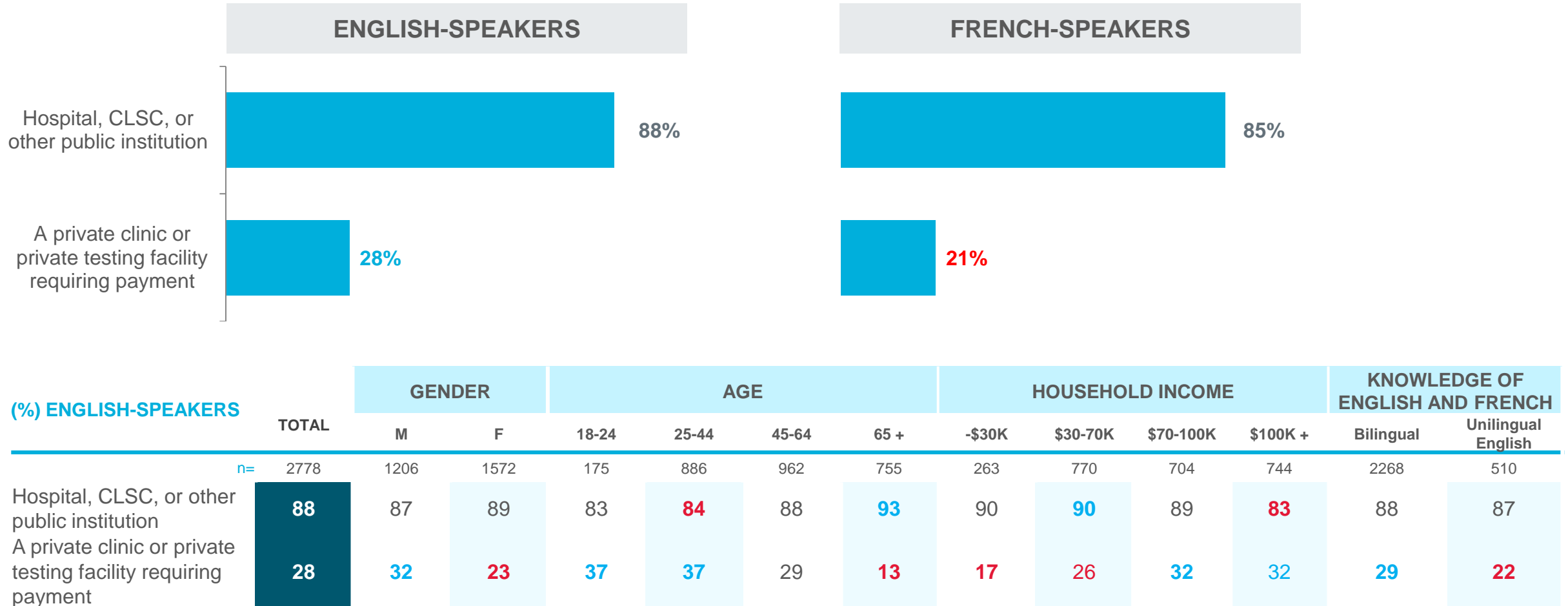
Referred for test procedures by a doctor in the previous year 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	63	71	66	67	64	59	59	52	67	81	59	66	66	59	64	62	65	69	
No	37	29	34	33	36	41	41	48	33	19	41	34	34	41	36	38	35	31	

Type of facility referred to for test procedures 1/2

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



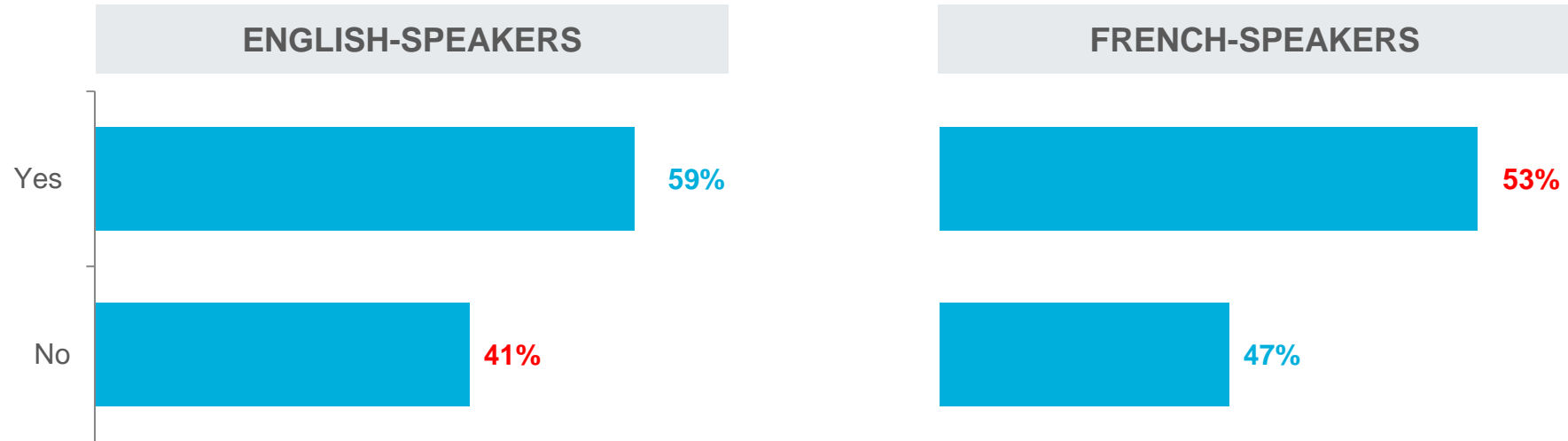
Type of facility referred to for test procedures 2/2

Base: respondents who have been referred for test, English, n=2,778

(%) 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=	2778	237	165	369	328	172	170	125	241	85	175	68	116	119	73	199	75	61	
Hospital, CLSC, or other public institution	88	88	93	88	84	91	89	84	92	89	85	82	85	86	87	86	99	97	
A private clinic or private testing facility requiring payment	28	28	18	34	28	38	24	33	21	23	25	36	31	24	37	23	2	10	

Given a choice of facility for test procedures 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2778	1206	1572	175	886	962	755	263	770	704	744	2268	510
Yes	59	67	51	71	69	57	47	44	60	64	63	61	47
No	41	33	49	29	31	43	53	56	40	36	37	39	53

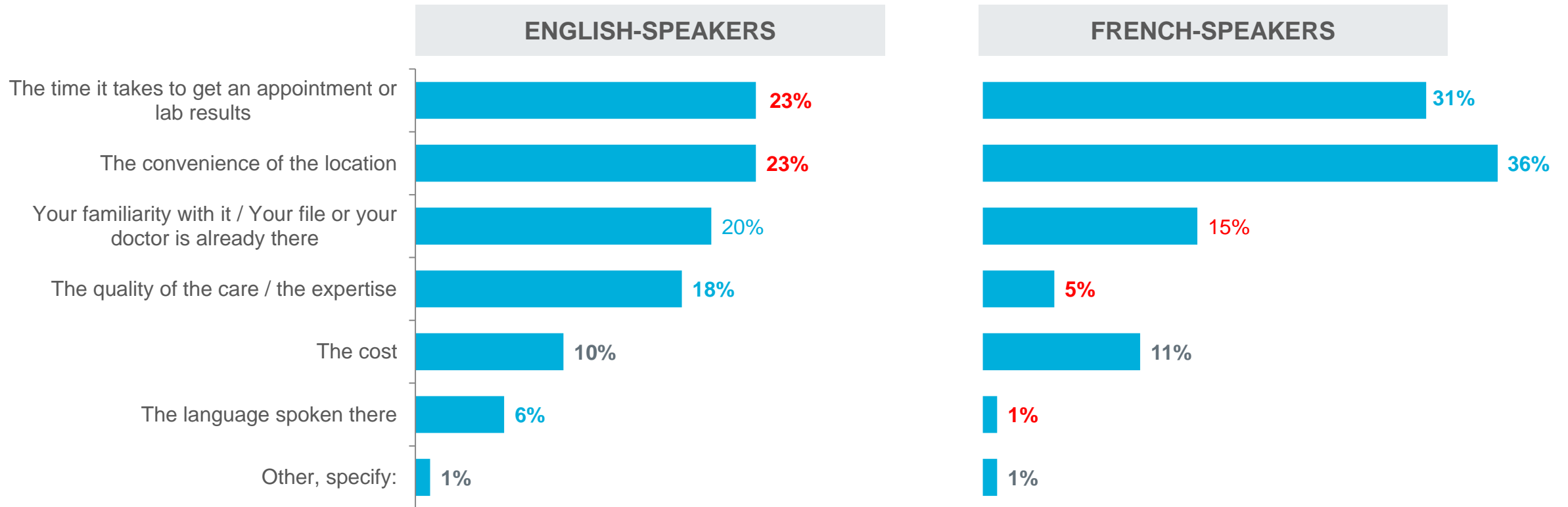
Given a choice of facility for test procedures 2/2

Base: respondents who have been referred for test, English, n=2,778

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord
	n= 2778	237	165	369	328	172	170	125	241	85	175	68	116	119	73	199	75	61
Yes	59	66	40	63	60	72	71	65	48	57	65	68	65	53	68	57	14	25
No	41	34	60	37	40	28	29	35	52	43	35	32	35	47	32	43	86	75

Main reason for choice of facility 1/3

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



Main reason for choice of facility 2/3

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

(%) ENGLISH-SPEAKERS	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH		
	TOTAL	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1598	815	783	126	600	528	344	106	450	444	466	1372	226
The time it takes to get an appointment or lab results	23	22	25	20	20	26	25	18	20	19	27	22	28
The convenience of the location	23	23	22	21	17	24	31	36	22	21	20	23	22
Your familiarity with it / Your file or your doctor is already there	20	20	19	26	20	21	18	17	23	23	16	20	18
The quality of the care / the expertise	18	19	15	11	26	12	10	10	16	19	22	18	14
The cost	10	9	11	16	9	10	10	8	11	8	10	10	7
The language spoken there	6	6	6	7	7	6	4	9	8	8	3	6	9
Other	1	1	1	0	0	1	3	1	1	1	0	1	2

Main reason for choice of facility 3/3

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

	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Ouest Mtl	Centre-Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanau-dière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
n=	1598	153	59	229	196	125	119	84	102	56	112	52	72	60	49	107	8	15
The time it takes to get an appointment or lab results	23	14	19	22	26	16	19	23	22	3	27	29	29	24	33	27	--	--
The convenience of the location	23	16	39	20	20	20	18	30	22	30	20	22	25	26	27	26	--	--
Your familiarity with it / Your file or your doctor is already there	20	19	16	23	21	20	20	15	16	27	21	16	18	20	20	20	--	--
The quality of the care / the expertise	18	29	13	14	16	24	27	18	29	29	16	16	17	10	13	10	--	--
The cost	10	9	7	15	10	8	9	6	8	1	12	7	10	14	7	8	--	--
The language spoken there	6	12	6	5	6	12	7	8	2	10	6	10	0	4	0	6	--	--
Other	1	0	0	1	1	0	1	0	1	0	0	0	0	2	0	3	--	--

Results are not shown when less than 30 respondents, as sample size is too small.



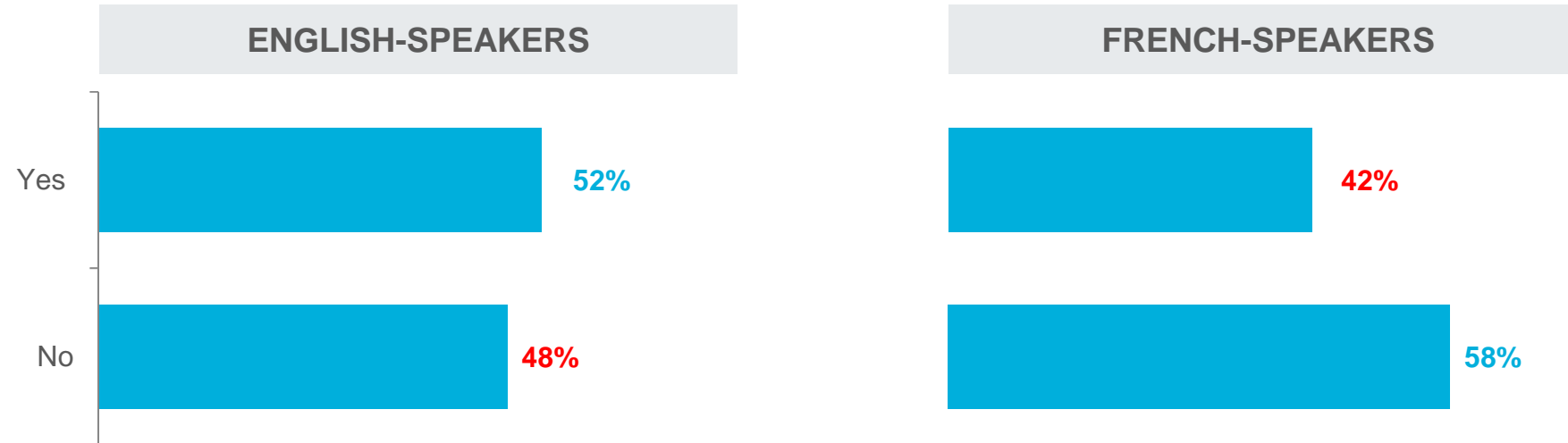
Medical Specialists

Main observations

- **Of the English-speakers referred for test procedures, 52% were referred to a medical specialist for a follow-up in the last year.**
 - *This is higher than the proportion reported by French-speakers (42%).*
 - *English-speakers who had been referred for test procedures who earned \$70-100K were the most likely to have been referred to a medical specialist for a follow-up in the last year (56%).*
 - *Bilingual English-speakers who had been referred for test procedures were more likely to have been referred to a medical specialist for a follow-up in the last year (53%) than their unilingual English counterparts (47%).*
 - *English-speakers from the NCR (National Capital) (64%) and Gaspésie (65%) were the most likely to have been referred to a medical specialist for a follow-up in the last year.*
- **19% of the English-speakers referred to a medical specialist reported waiting over 5 months for the appointment.**
 - *This is lower than the proportion reported by French-speakers (26%).*
 - *Among the English-speakers who waited the longest (more than 5 months) were a higher proportion of females (25%), 45-64 year olds (24%), unilingual English-speakers (26%), as well as residents of Estrie (28%), Outaouais (33%) and Côte-Nord (33%).*
- **Of the English-speakers referred to a medical specialist, 15% described the wait time for an appointment with the specialist as “very poor.”**
 - *This result is similar to what was reported by French-speakers (18%).*
 - *Among the English-speakers, females (20%), 45-64 year olds (18%), unilingual English-speakers (20%), as well as residents of Estrie (21%), Outaouais (23%) and Montérégie Centre (25%), were more likely to describe their wait time as “very poor.”*

Referred by a doctor to medical specialist for a follow-up within the previous year 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	52	53	51	47	51	53	54	48	49	56	54	53	47
No	48	47	49	53	49	47	46	52	51	44	46	47	53

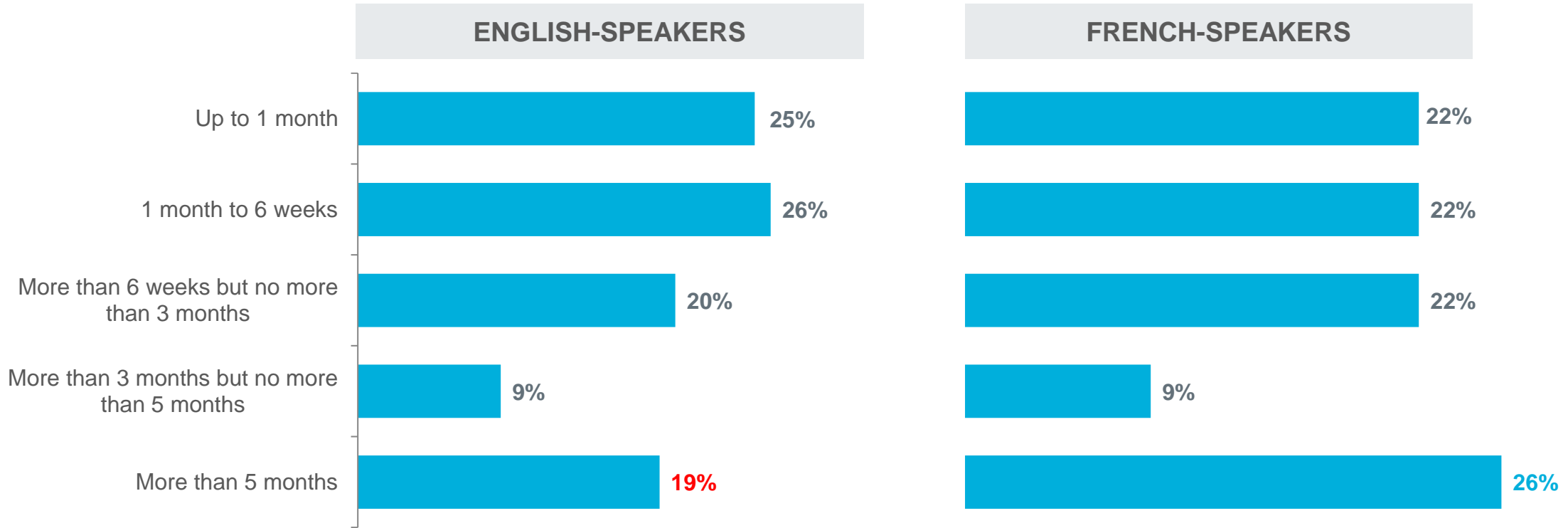
Referred by a doctor to medical specialist for a follow-up within the previous year 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	52	64	53	55	55	52	54	45	50	65	49	54	50	49	46	49	51	54	
No	48	36	47	45	45	48	46	55	50	35	51	46	50	51	54	51	49	46	

Wait time for follow-up with specialist 1/2

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



Wait time for follow-up with specialist 2/2

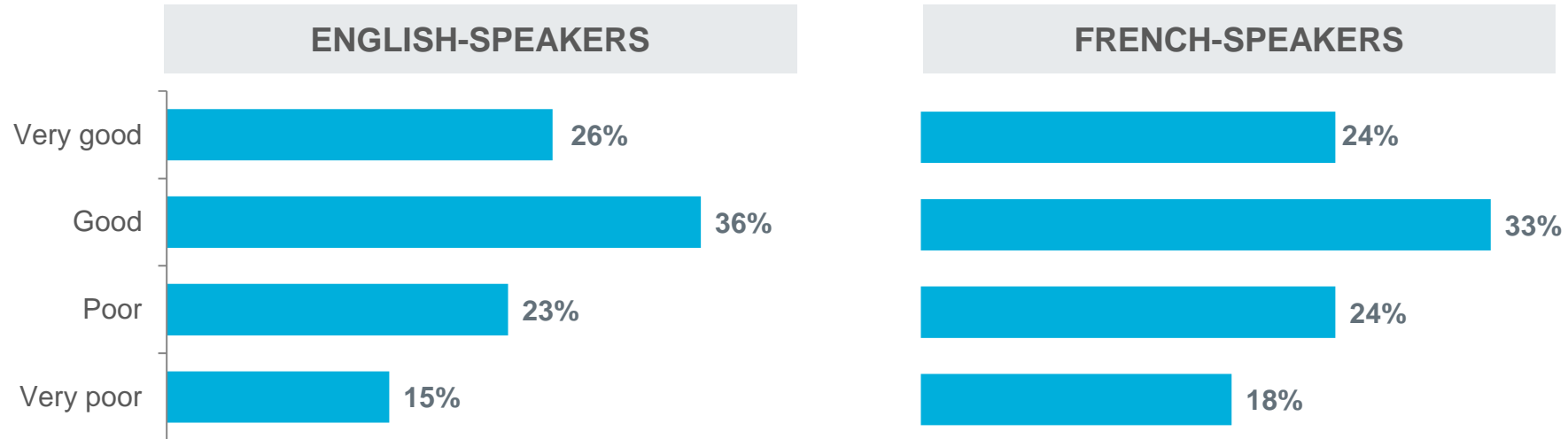
Base: respondents who have been referred to specialist, English, n=2,299

GENDER	AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH				
	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English	
(%) ENGLISH-SPEAKERS	TOTAL												
n=	2299	1021	1278	156	763	793	587	216	638	580	618	1899	400
Up to 1 month	25	27	24	27	30	22	22	21	26	26	26	26	22
1 month to 6 weeks	26	28	24	34	27	25	25	25	25	29	24	27	24
More than 6 weeks but no more than 3 months	20	23	17	19	20	20	20	22	20	21	20	20	20
More than 3 months but no more than 5 months	9	8	11	12	8	9	11	10	10	9	9	10	8
More than 5 months	19	13	25	8	16	24	21	22	19	15	21	18	26

GENDER	REGIONS																	
	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	
(%) ENGLISH-SPEAKERS	TOTAL																	
n=	2299	214	131	308	283	152	153	110	175	71	150	55	88	99	52	158	55	45
Up to 1 month	25	35	21	28	25	24	31	27	24	22	30	21	23	20	12	24	17	26
1 month to 6 weeks	26	28	22	33	25	30	28	27	18	46	24	31	21	22	35	21	9	23
More than 6 weeks but no more than 3 months	20	16	19	16	22	24	22	23	17	25	23	25	19	21	21	20	23	10
More than 3 months but no more than 5 months	9	7	10	6	11	6	7	9	9	5	10	4	12	14	9	12	18	14
More than 5 months	19	14	28	17	15	16	13	14	33	1	13	19	24	23	23	22	33	27

Appreciation of wait times for follow-up with a specialist 1/2

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



	(%) ENGLISH-SPEAKERS												
	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
	n=	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
Very good	2299	1021	1278	156	763	793	587	216	638	580	618	1899	400
	26	31	21	29	30	26	19	13	23	33	30	27	19
Good	36	39	33	42	38	33	35	44	40	33	31	36	33
Poor	23	20	27	21	20	23	29	29	23	20	23	22	28
Very poor	15	10	20	9	12	18	17	15	14	14	16	14	20

Appreciation of wait times for follow-up with a specialist 2/2

Base: respondents who have been referred to specialist, English, n=2,299

(%) 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=	2299	214	131	308	283	152	153	110	175	71	150	55	88	99	52	158	55	45	
Very good	26	48	18	33	19	29	22	27	19	61	28	34	30	21	20	25	3	14	
Good	36	32	36	35	38	37	45	42	36	28	42	39	28	28	47	30	37	34	
Poor	23	11	25	20	33	19	25	24	23	10	20	17	21	25	21	25	39	25	
Very poor	15	9	21	12	11	14	7	7	23	1	11	10	21	25	13	20	21	27	



Medical Procedures

└ life to ideas

Main observations 1/2

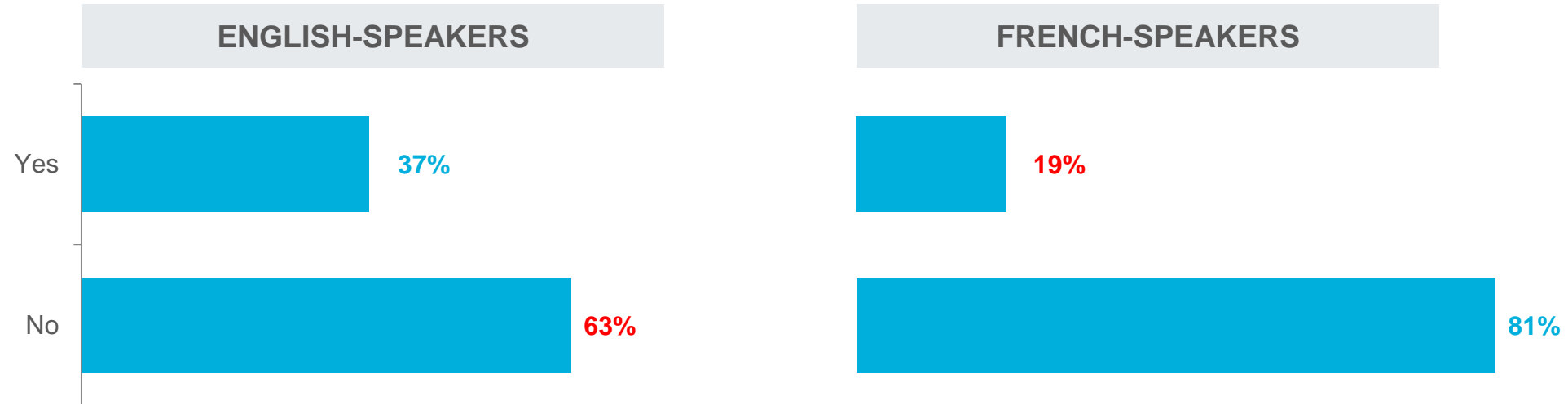
- **More than two out of three English-speakers (37%) reported that they or someone they helped had undergone a medical procedure in a hospital within the last year.**
 - *This rate was higher than for French-speakers (19%).*
 - *Among the English-speakers, more males (40%), 25-44 year olds (40%), individuals with a household income of \$70-100K (48%) reported that they or someone they helped had undergone a medical procedure in a hospital within the last year.*
 - *English-speakers who also speak French were more likely to report that they or someone they helped had undergone a medical procedure in a hospital within the last year (38%).*
 - *Among the English-speakers, more individuals from the NCR (National Capital) (46%), the West Island of Montréal (the West Island of Montreal) (41%) and Gaspésie (60%) reported that they or someone they helped had undergone a medical procedure in a hospital within the last year.*
- **Of the English-speakers who had undergone a medical procedure in a hospital, 15% reported waiting more than 5 months to have the medical procedure.**
 - *This is lower than the proportion reported by French-speakers (22%).*
 - *Among the English-speakers who had undergone a medical procedure in a hospital, more females (21%), the oldest cohort (24%), as well as residents of Montérégie Ouest (24%) and Côte-Nord (38%), waited more than 5 months for this procedure.*
- **8% of the English-speakers who had undergone a medical procedure in a hospital described the waiting time for the procedure as “very poor.”**
 - *This rate was lower than for French-speakers (13%).*
 - *Among the English-speakers who needed a medical procedure, more females (11%), 45-64 year olds (10%), 65+ year olds (13%), unilingual English-speakers (13%), residents of Montérégie Centre (16%), Estrie (14%) and Côte-Nord (22%) described the wait time as “very poor.”*

Main observations 2/2

- **Of the English-speakers who had undergone a medical procedure in a hospital, 32% strongly agreed that the wait time had a negative impact on their treatment and recovery.**
 - This rate was higher than for French-speakers (12%).
 - *Among the English-speakers, more males (34%), 25-44 year olds (36%), 45-64 year olds (37%), those with a household income of \$70-100K (36%) and \$100K+ (37%) strongly agreed that the wait time had a negative impact on their treatment and recovery.*
 - *More residents (English-speakers) of the NCR (National Capital) (44%), the West Island of Montréal (the West Island of Montreal) (38%), Centre-Sud de l'île de Montréal (42%), Est de Montréal (42%) and Gaspésie (57%) strongly agreed that the wait time had a negative impact on their treatment and recovery.*

Underwent a medical procedure in a hospital in the previous year 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	37	40	34	40	40	35	34	28	36	48	34	38	32
No	63	60	66	60	60	65	66	72	64	52	66	62	68

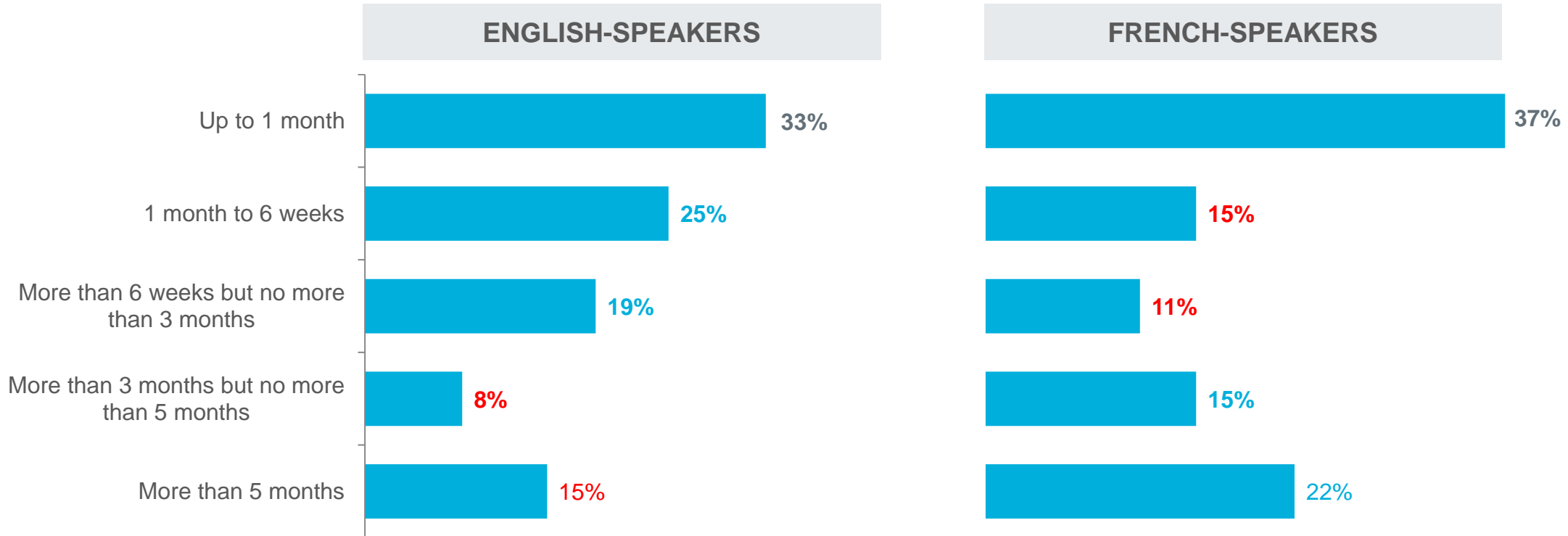
Underwent a medical procedure in a hospital in the previous year 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	37	46	37	41	34	41	38	30	35	60	36	46	36	31	34	31	42	33
No	63	54	63	59	66	59	62	70	65	40	64	54	64	69	66	69	58	67

Wait time for medical procedure 1/2

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



Wait time for medical procedure 2/2

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

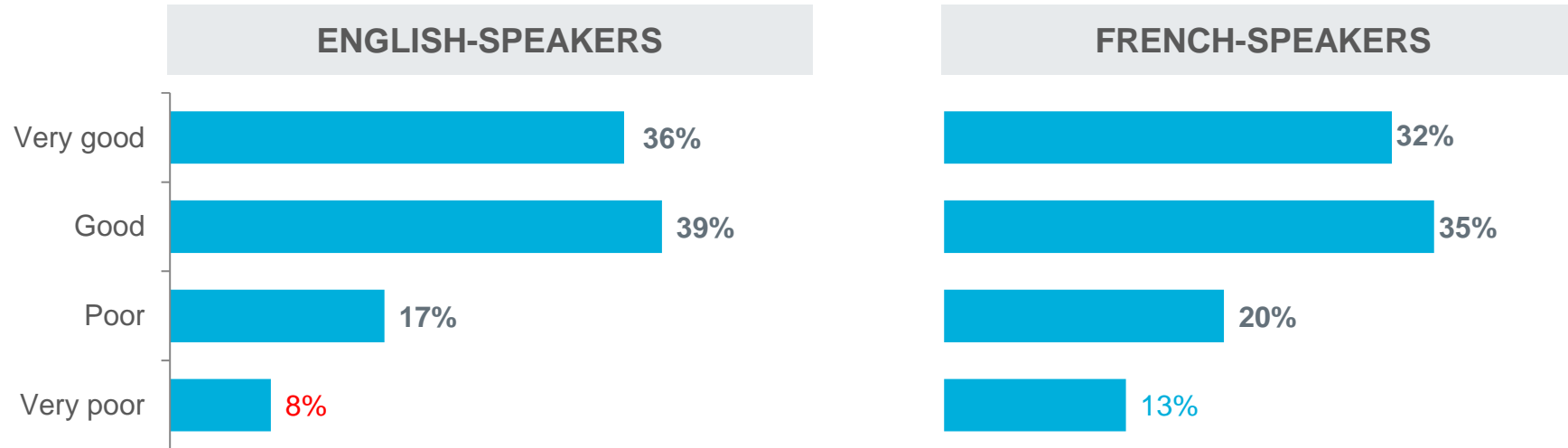
GENDER	AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH				
	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English	
(%) ENGLISH-SPEAKERS	TOTAL												
n=	1614	767	847	123	599	519	215	128	464	496	397	1338	276
Up to 1 month	33	34	32	26	41	26	22	28	35	31	34	34	30
1 month to 6 weeks	25	27	22	38	25	24		24	21	32	20	25	23
More than 6 weeks but no more than 3 months	19	22	16	18	17	23	54	16	21	21	19	19	21
More than 3 months but no more than 5 months	8	8	8	10	7	9	7	13	7	6	11	8	8
More than 5 months	15	10	21	7	10	18	24	19	16	10	16	15	18

REGIONS																		
GENDER	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	
(%) ENGLISH-SPEAKERS	TOTAL																	
n=	1614	153	91	228	174	119	112	74	118	64	105	49	64	62	39	98	38	26
Up to 1 month	33	45	30	31	38	34	40	41	33	29	26	25	25	30	25	33	11	--
1 month to 6 weeks	25	23	25	34	18	28	19	15	19	49	28	37	34	19	28	16	26	--
More than 6 weeks but no more than 3 months	19	16	20	17	22	18	18	30	21	14	19	18	17	19	22	16	14	--
More than 3 months but no more than 5 months	8	9	5	7	11	11	6	4	6	3	7	8	9	8	2	11	11	--
More than 5 months	15	8	21	11	12	9	16	10	21	5	20	13	15	24	23	24	38	--

CROP Q18A. Thinking of the last medical procedure (in a hospital)... From the time you were told you or the person you helped needed a medical procedure to the time of the procedure, ⁵¹ how long did you wait? / --: Results are not shown when less than 30 respondents, as sample size is too small.

Appreciation of wait time for medical procedure 1/2

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



	(%) ENGLISH-SPEAKERS												
	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
	n=	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
Very good	1614	767	847	123	599	519	373	128	464	496	397	1338	276
	36	43	29	22	41	37	31	24	32	43	40	38	30
Good	39	39	39	52	41	36	35	40	43	39	34	39	40
Poor	17	13	21	22	13	17	21	27	18	12	16	17	17
Very poor	8	5	11	3	4	10	13	9	7	6	9	7	13

Appreciation of wait time for medical procedure 2/2

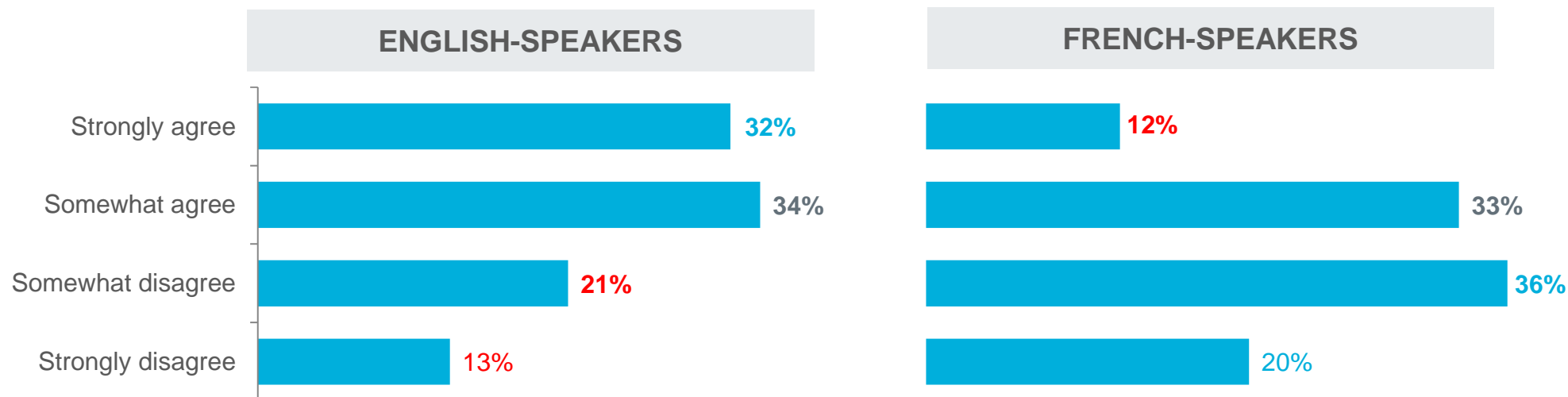
Base: respondents who have been referred for a medical procedure, English, n=1,614

(%) 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=	1614	153	91	228	174	119	112	74	118	64	105	49	64	62	39	98	38	26	
Very good	36	60	32	44	31	42	36	34	34	52	35	33	29	30	34	32	10	--	
Good	39	29	37	36	39	43	43	44	37	32	38	54	46	40	38	36	18	--	
Poor	17	7	17	13	25	11	12	14	18	14	20	11	14	14	23	20	50	--	
Very poor	8	3	14	7	6	4	8	8	11	1	7	2	11	16	5	11	22	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.

Felt wait time for medical procedure had a negative impact on treatment and recovery 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1614	767	847	123	599	519	373	128	464	496	397	1338	276
Strongly agree	32	34	29	28	36	37	18	20	27	36	37	32	27
Somewhat agree	34	35	33	47	40	32	25	37	38	40	25	35	30
Somewhat disagree	21	19	23	20	18	21	27	31	20	16	23	20	25
Strongly disagree	13	12	14	6	7	10	30	12	14	8	15	12	17

Felt wait time for medical procedure had a negative impact on treatment and recovery 2/2

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

(%) 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=	1614	153	91	228	174	119	112	74	118	64	105	49	64	62	39	98	38	26	
Strongly agree	32	44	32	38	25	42	21	42	20	57	34	28	22	40	30	27	27	--	
Somewhat agree	34	32	28	33	36	35	36	35	36	10	38	33	42	25	43	37	52	--	
Somewhat disagree	21	12	21	17	25	12	21	18	27	13	21	40	26	24	16	24	13	--	
Strongly disagree	13	11	19	13	14	12	21	5	17	20	7	0	10	11	11	12	9	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.



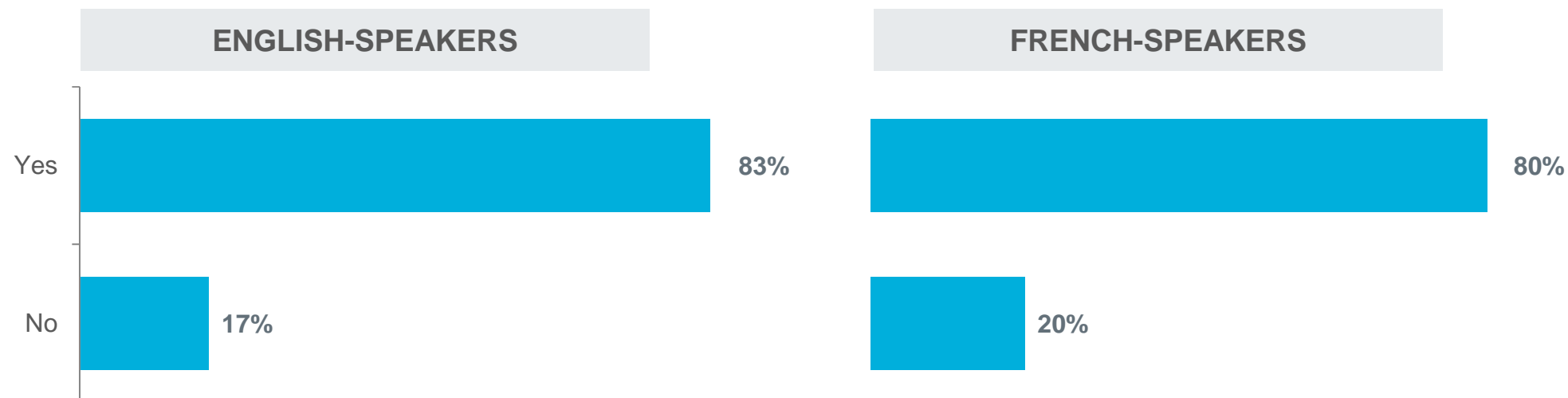
Follow-up to Medical Procedure

Main observations

- **Of the English-speakers who had undergone a medical procedure in a hospital, 83% required a patient follow-up.**
 - *This is a similar proportion to what was reported by French-speakers (80%).*
 - *Among the English-speakers who had undergone a medical procedure in a hospital, 25-44 year olds (87%), those with an annual household income above \$100K (79%), the bilingual (76%) (also speak French), as well as residents of the West Island of Montréal (the West Island of Montreal) (91%), required the most patient follow-up.*
- **60% of the English-speakers who required a patient follow-up after a medical procedure in a hospital did so at a hospital outpatient clinic.**
 - *This rate was equivalent to what was observed for French-speakers (56%).*
 - *Among the English-speakers who required a patient follow-up after a medical procedure in a hospital, males (66%), 25-44 year olds (63%) and those with an annual household income of \$70-100K (70%) were more likely to have done so at a hospital outpatient clinic.*
 - *English-speakers who required a patient follow-up after a medical procedure in a hospital in the NCR (National Capital) (71%), the West Island of Montréal (the West Island of Montreal) (72%) and Centre-Sud de l'Île de Montréal (76%) were the most likely to have done so at a hospital outpatient clinic.*
- **After the medical procedure in hospital, 4% of the English-speakers had to wait 4 or more months between the time they (or the person they were helping) were referred and the follow-up appointment.**
 - *This rate was lower than for French-speakers (9%).*
 - *Among the English-speakers, the longest wait time (4 months or more) was reported by females (6%), seniors 65+ years old (7%) and unilingual English-speakers (8%).*
- **Of the English-speakers who required a patient follow-up after a medical procedure in a hospital, 4% reported that the wait time was “very poor.”**
 - *This is similar to the proportion reported by French-speakers (5%).*
 - *Of the English-speakers, there were more females (7%) who described the wait time as “very poor.”*

Required patient follow-up after medical procedure 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1614	767	847	123	599	519	373	447	1274	1043	1093	3502	816
Yes	83	85	82	76	87	86	76	71	70	75	79	76	66
No	17	15	18	24	13	14	24	29	30	25	21	24	34

Required patient follow-up after medical procedure 2/2

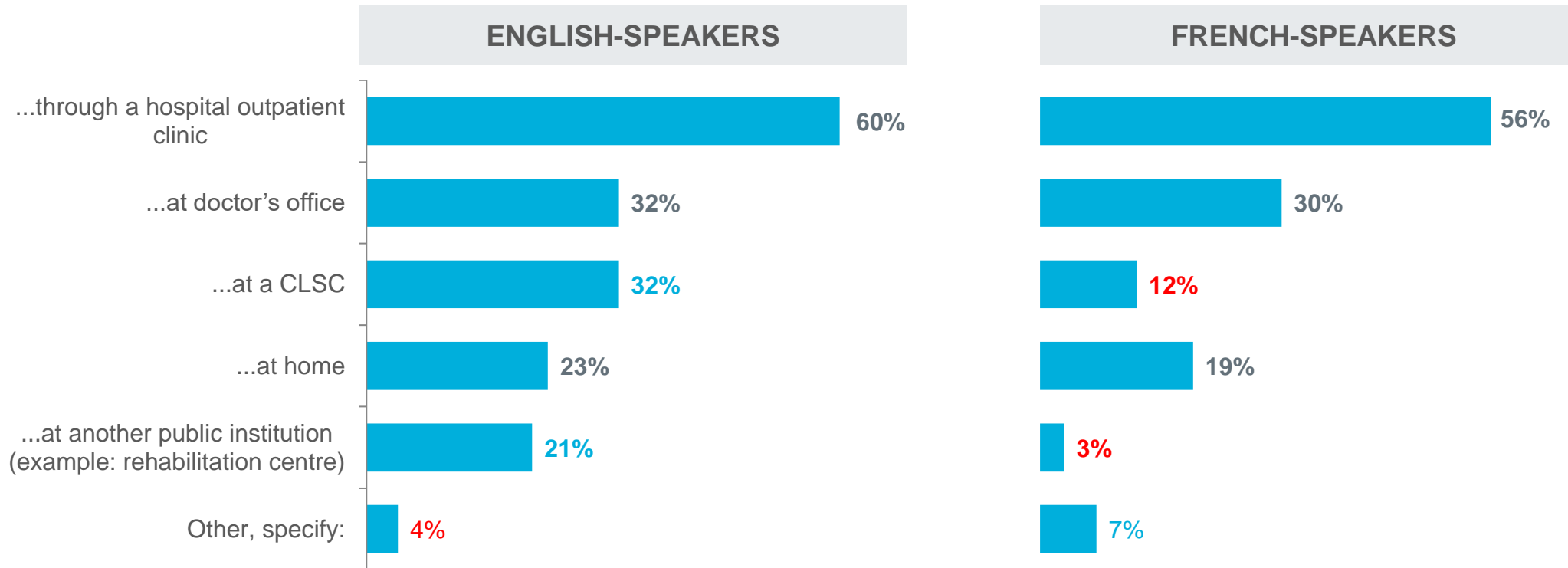
Base: respondents who have been referred for a medical procedure, English, n=1,614

(%) 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=	1614	153	91	228	174	119	112	74	118	64	105	49	64	62	39	98	38	26	
Yes	83	89	76	91	85	86	86	78	80	79	83	88	71	82	87	81	55	--	
No	17	11	24	9	15	14	14	22	20	21	17	12	29	18	13	19	45	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.

Type of facility for follow-up after medical procedure 1/3

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



Type of facility for follow-up after medical procedure 2/3

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

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1343	659	684	93	517	442	291	100	384	436	328	1118	225
...through a hospital outpatient clinic	60	66	52	53	63	63	50	44	61	70	51	60	56
...at doctor's office	32	29	35	26	29	35	35	42	30	28	35	32	35
...at a CLSC	32	36	27	49	40	33	10	19	29	42	30	33	24
...at home	23	28	17	22	31	20	9	5	22	28	24	24	16
...at another public institution (example: rehabilitation centre)	21	26	15	17	25	28	2	3	18	33	16	23	10
Other	4	2	5	1	1	4	9	6	4	3	3	3	4

Type of facility for follow-up after medical procedure 3/3

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

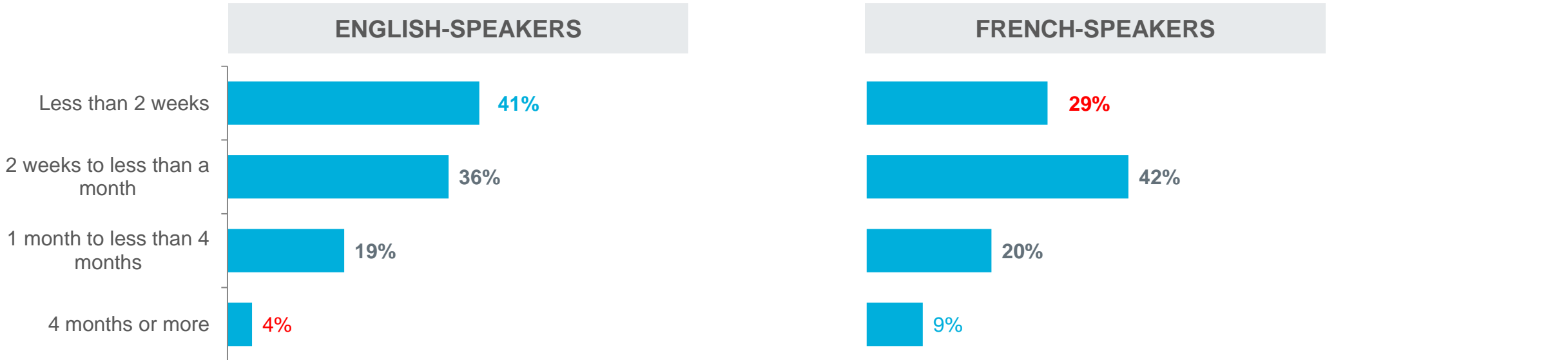
(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
n=	1343	133	70	206	147	102	96	58	91	58	86	43	45	50	34	81	24	19
...through a hospital outpatient clinic	60	71	62	72	50	76	48	63	53	32	46	61	65	54	62	53	--	--
...at doctor's office	32	23	21	34	32	31	40	37	33	34	26	32	28	28	22	34	--	--
...at a CLSC	32	44	25	45	26	34	29	34	23	41	30	23	22	27	36	23	--	--
...at home	23	33	22	26	13	34	19	25	17	36	27	25	17	18	24	21	--	--
...at another public institution (example: rehabilitation centre)	21	21	12	32	9	40	16	23	9	8	20	30	24	13	16	16	--	--
Other	4	3	6	2	6	1	8	5	3	1	0	8	0	3	0	5	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Wait time for patient follow-up after medical procedure

1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1343	659	684	93	517	442	291	100	384	436	328	1118	225
Less than 2 weeks	41	44	37	47	44	37	40	32	40	44	42	43	31
2 weeks to less than a month	36	38	33	38	41	37	24	41	38	38	33	35	39
1 month to less than 4 months	19	15	24	14	13	22	29	22	19	15	20	18	23
4 months or more	4	3	6	2	2	5	7	5	3	3	5	3	8

Wait time for patient follow-up after medical procedure

2/2

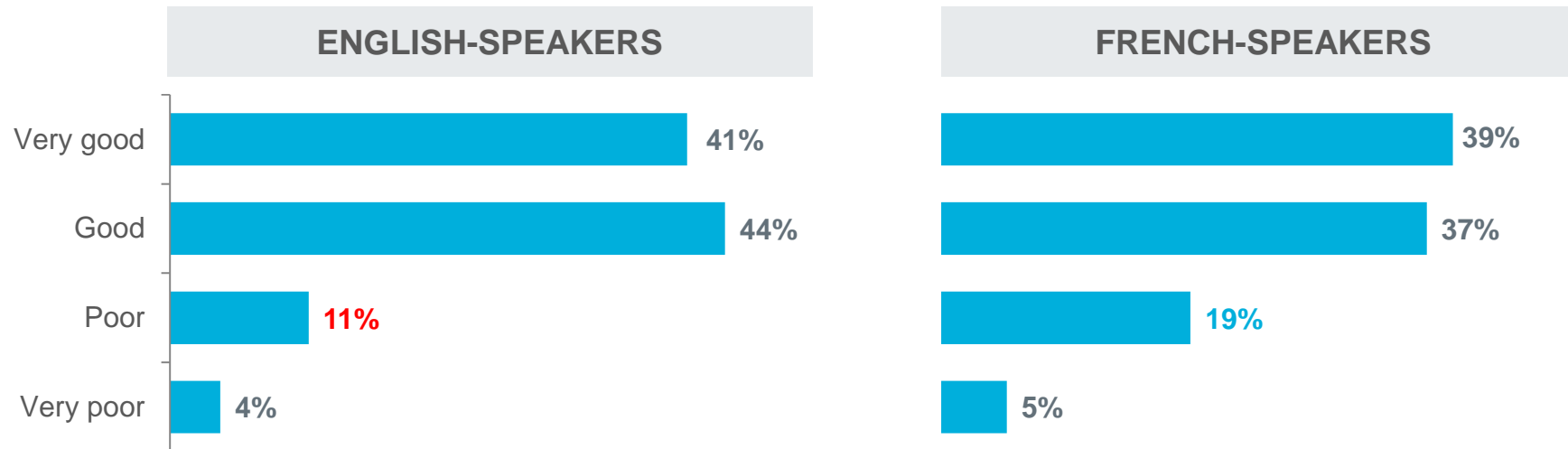
Base: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343

(%) 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=	1343	133	70	206	147	102	96	58	91	58	86	43	45	50	34	81	24	19
Less than 2 weeks	41	48	40	42	34	44	42	46	40	66	41	43	38	35	45	48	--	--
2 weeks to less than a month	36	40	37	37	39	46	35	41	31	27	39	47	23	35	38	29	--	--
1 month to less than 4 months	19	8	19	18	22	7	17	13	22	7	12	10	36	29	17	21	--	--
4 months or more	4	4	4	3	5	3	6	0	7	0	7	0	2	2	0	2	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Appreciation of wait time for patient follow-up after medical procedure 1/2

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



Appreciation	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1343	659	684	93	517	442	291	100	384	436	328	1118	225
Very good	41	47	35	38	44	39	41	26	37	47	48	43	33
Good	44	44	43	49	45	45	37	54	48	43	36	43	45
Poor	11	6	16	9	9	10	15	14	11	7	12	9	17
Very poor	4	2	7	4	3	6	6	6	3	3	4	4	5

Appreciation of wait time for patient follow-up after medical procedure 2/2

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

(%) 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=	1343	133	70	206	147	102	96	58	91	58	86	43	45	50	34	81	24	19	
Very good	41	51	41	47	26	50	44	43	30	75	47	37	37	38	51	47	--	--	
Good	44	37	40	44	53	40	39	45	51	24	41	58	47	40	33	38	--	--	
Poor	11	8	14	8	15	6	9	11	12	1	7	6	13	14	13	9	--	--	
Very poor	4	4	6	1	7	4	8	1	7	0	5	0	3	8	2	6	--	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.



CLSC Services

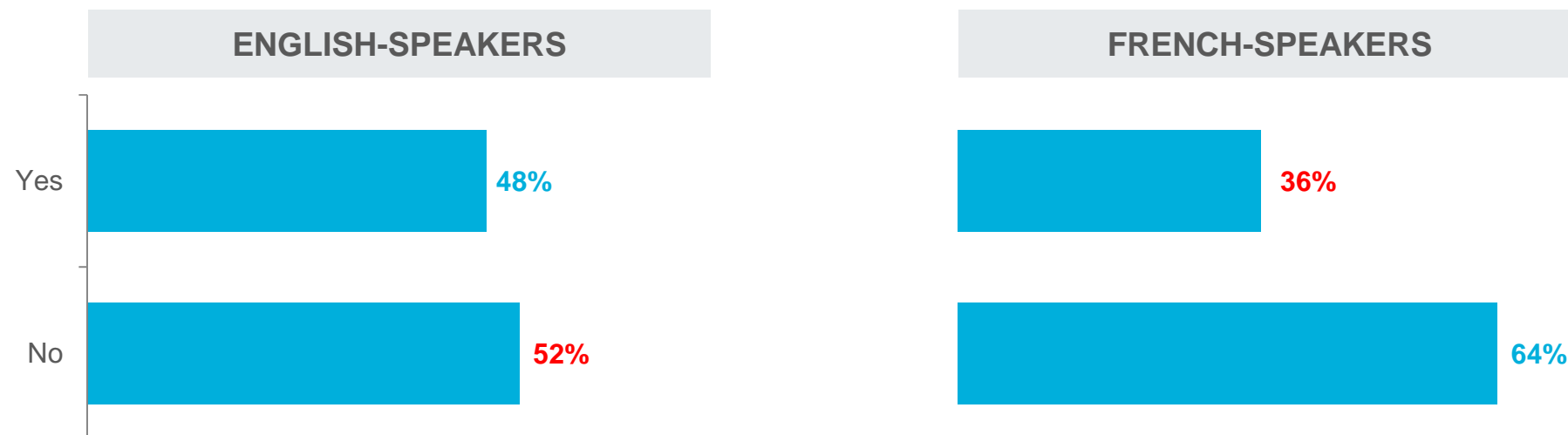
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life to ideas

Main observations

- **One in two English-speakers (48%) used the services of a CLSC within the last year.**
 - *This rate was higher than that reported by French-speakers (36%).*
 - *Among the English-speakers, males (52%), 25-44 year olds (53%), those with an annual household income between \$70-100K (53%) and residents of the NCR (National Capital) (57%), Gaspésie (81%) and Montérégie Est (58%) were more likely to have used the services of a CLSC within the last year.*
- **Blood tests were the CLSC service used the most by English-speakers (32%).**
 - *The French-speakers who used the services of a CLSC also mentioned blood tests as being the most important service, and at a rate higher rate (50%) than the English-speakers.*
 - *Among the English-speakers who used the services of a CLSC, more females (35%), 45-64 year olds (36%), seniors 65+ years old (50%), those with an annual household income of \$30-\$70K (34%) or \$100K+ (35%), as well as residents of Montérégie Centre (43%) and Montérégie Ouest (42%), had blood tests.*
- **Of the English-speakers who used the services of a CLSC within the last year, 4% waited 4 months or longer for an appointment.**
 - *The same rate obtained for French-speakers (4%).*
 - *Among the English-speakers who used the services of a CLSC, more females (6%) and 45-64 year olds (6%) had to wait 4 months or more for an appointment.*
- **6% of the English-speakers who used the services of a CLSC within the last year described the wait time for the appointment as “very poor.”**
 - *A similar rate obtained for French-speakers (4%).*
 - *Among the English-speakers who used the services of a CLSC, more females (8%), 45-64 year olds (8%), unilingual English-speakers (9%) and residents of the Côte-Nord (17%) considered the wait time to be “very poor.”*

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

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	48	52	44	49	53	48	40	47	47	53	47	48	46
No	52	48	56	51	47	52	60	53	53	47	53	52	54

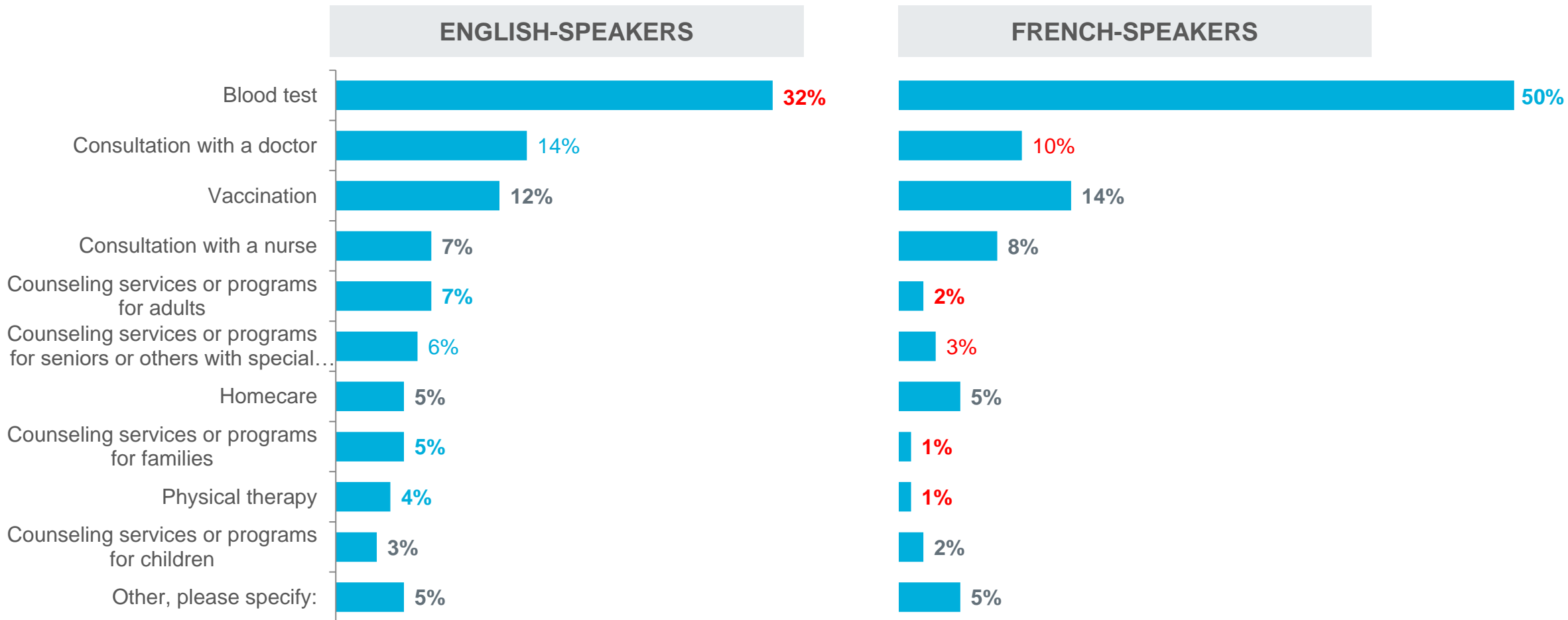
Used the services of a CLSC within the previous year 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	48	57	44	44	44	52	49	48	51	81	52	56	40	50	58	47	58	39	
No	52	43	56	56	56	48	51	52	49	19	48	44	60	50	42	53	42	61	

CLSC service accessed within the previous year, among Anglophones 1/3

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



CLSC service accessed within the previous year, among Anglophones 2/3

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

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Blood test	32	30	35	32	21	36	50	33	34	23	35	32	33
Consultation with a doctor	14	16	12	20	17	14	8	12	15	17	13	14	14
Vaccination	12	12	13	8	15	9	12	13	11	11	14	12	14
Consultation with a nurse	7	6	8	6	7	6	7	8	7	7	6	7	8
Counseling services or programs for adults	7	9	5	8	9	7	3	7	8	8	7	8	3
Counseling services or programs for seniors or others with special needs	6	7	4	6	7	5	4	5	5	8	5	6	5
Homecare	5	4	5	5	4	5	5	6	3	5	4	5	4
Counseling services or programs for families	5	6	4	3	7	6	0	0	6	7	4	5	4
Physical therapy	4	4	3	3	4	3	3	4	4	4	2	4	3
Counseling services or programs for children	3	3	4	5	5	4	0	4	3	4	4	3	4
Other, please specify:	5	3	7	5	3	4	7	7	3	4	4	4	7

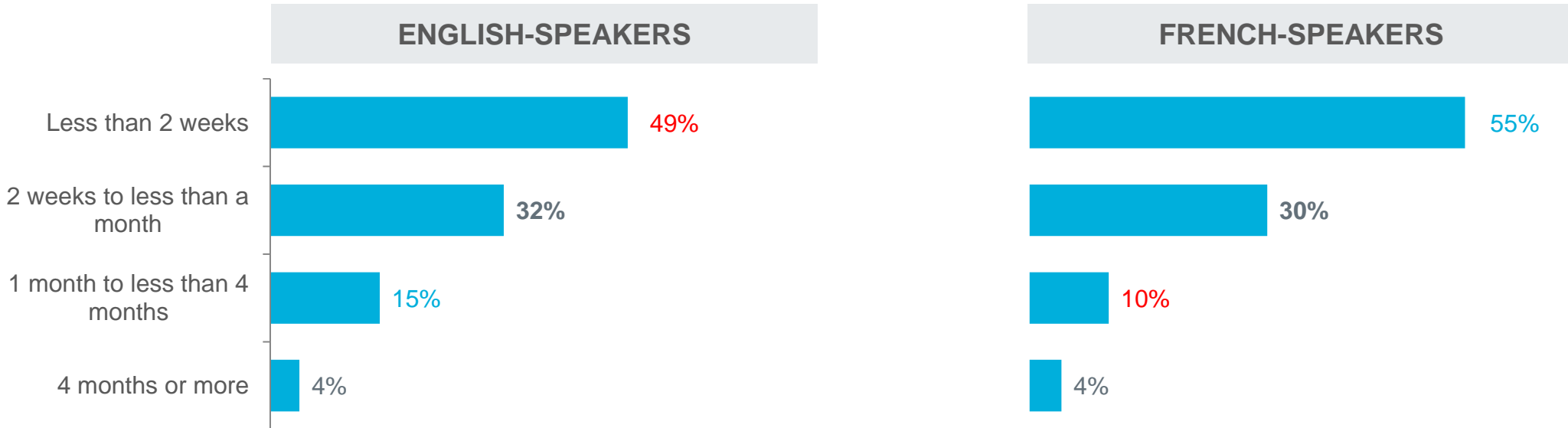
CLSC service accessed within the previous year, among Anglophones 3/3

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

(%) ENGLISH-SPEAKERS	REGIONS																	
	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=	2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30
Blood test	32	22	38	26	34	24	39	35	27	31	34	36	33	43	40	42	32	20
Consultation with a doctor	14	15	16	13	15	19	17	17	11	22	18	9	10	9	11	14	34	11
Vaccination	12	12	9	7	17	11	12	9	15	10	14	13	7	17	21	12	12	13
Consultation with a nurse	7	12	5	8	7	8	3	9	10	4	5	6	8	8	8	4	15	5
Counseling services or programs for adults	7	8	5	11	7	9	7	9	11	5	5	5	6	5	1	3	2	0
Counseling services or programs for seniors or others with special needs	6	6	8	9	3	7	4	4	5	8	7	5	15	1	2	4	0	7
Homecare	5	5	5	8	5	5	2	1	5	3	4	1	4	8	0	5	1	3
Counseling services or programs for families	5	8	4	6	4	7	5	5	4	2	3	7	7	3	7	4	0	2
Physical therapy	4	6	4	3	3	3	8	4	1	7	3	8	3	5	3	2	2	5
Counseling services or programs for children	3	5	2	3	3	3	2	3	4	5	3	3	6	1	6	4	0	10
Other, please specify:	5	1	5	5	3	3	1	4	8	3	4	7	1	1	1	6	3	25

Wait time for CLSC service 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Less than 2 weeks	49	51	48	49	49	49	52	52	47	52	50	50	44
2 weeks to less than a month	32	35	28	37	34	31	25	26	33	34	30	31	33
1 month to less than 4 months	15	12	19	12	13	14	21	16	16	12	15	15	17
4 months or more	4	2	6	2	4	6	3	6	4	2	5	4	5

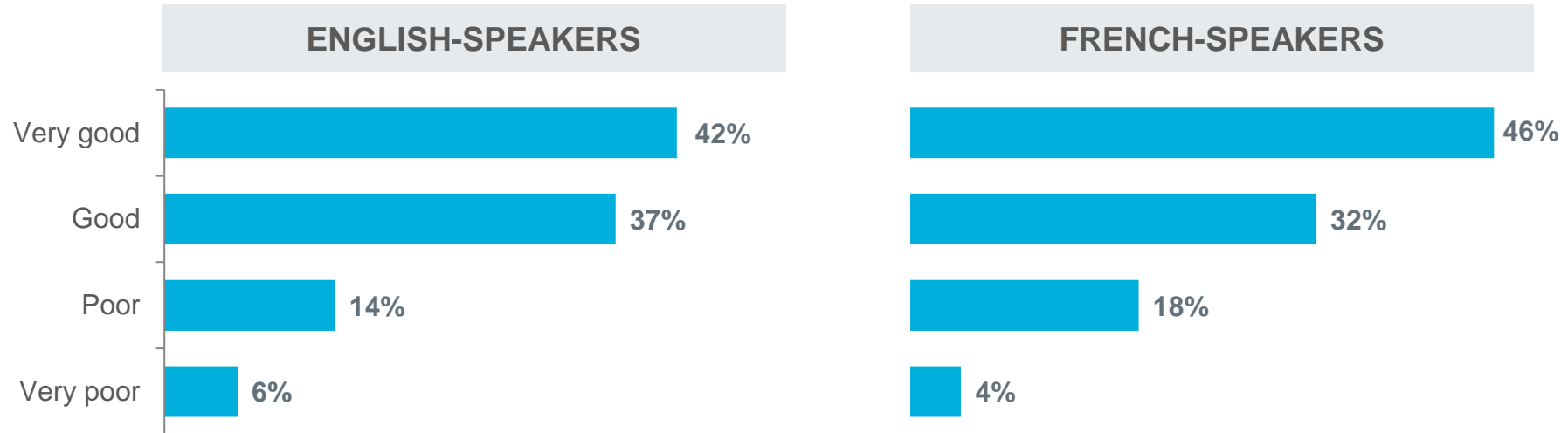
Wait time for CLSC service 2/2

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

(%) 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=	2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30
Less than 2 weeks	49	61	45	49	42	55	51	58	50	58	50	56	53	42	57	44	44	40
2 weeks to less than a month	32	27	40	34	37	36	35	29	28	40	26	34	21	38	31	24	29	25
1 month to less than 4 months	15	10	12	15	18	8	13	7	15	1	20	10	20	14	9	27	23	20
4 months or more	4	2	2	2	4	1	1	6	6	0	4	0	6	6	3	6	3	15

Appreciation of wait time for CLSC service 1/2

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



	(%) ENGLISH-SPEAKERS													
	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH		
	n=	M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English	
Very good	2110	42	47	37	34	44	41	41	31	41	48	47	44	34
Good		37	37	38	47	37	36	36	44	38	39	31	36	42
Poor		14	11	18	14	13	14	16	18	15	9	15	14	15
Very poor		6	5	8	4	5	8	7	7	6	4	7	6	9

Appreciation of wait time for CLSC service 2/2

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

(%) 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=	2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30	
Very good	42	56	43	46	40	52	38	40	38	55	37	52	45	38	41	33	31	49	
Good	37	31	42	34	36	35	42	43	40	39	44	37	30	41	40	40	44	19	
Poor	14	10	10	13	17	10	16	13	17	6	12	10	15	15	13	18	8	18	
Very poor	6	3	5	7	8	2	4	4	6	0	7	1	10	6	6	10	17	15	

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

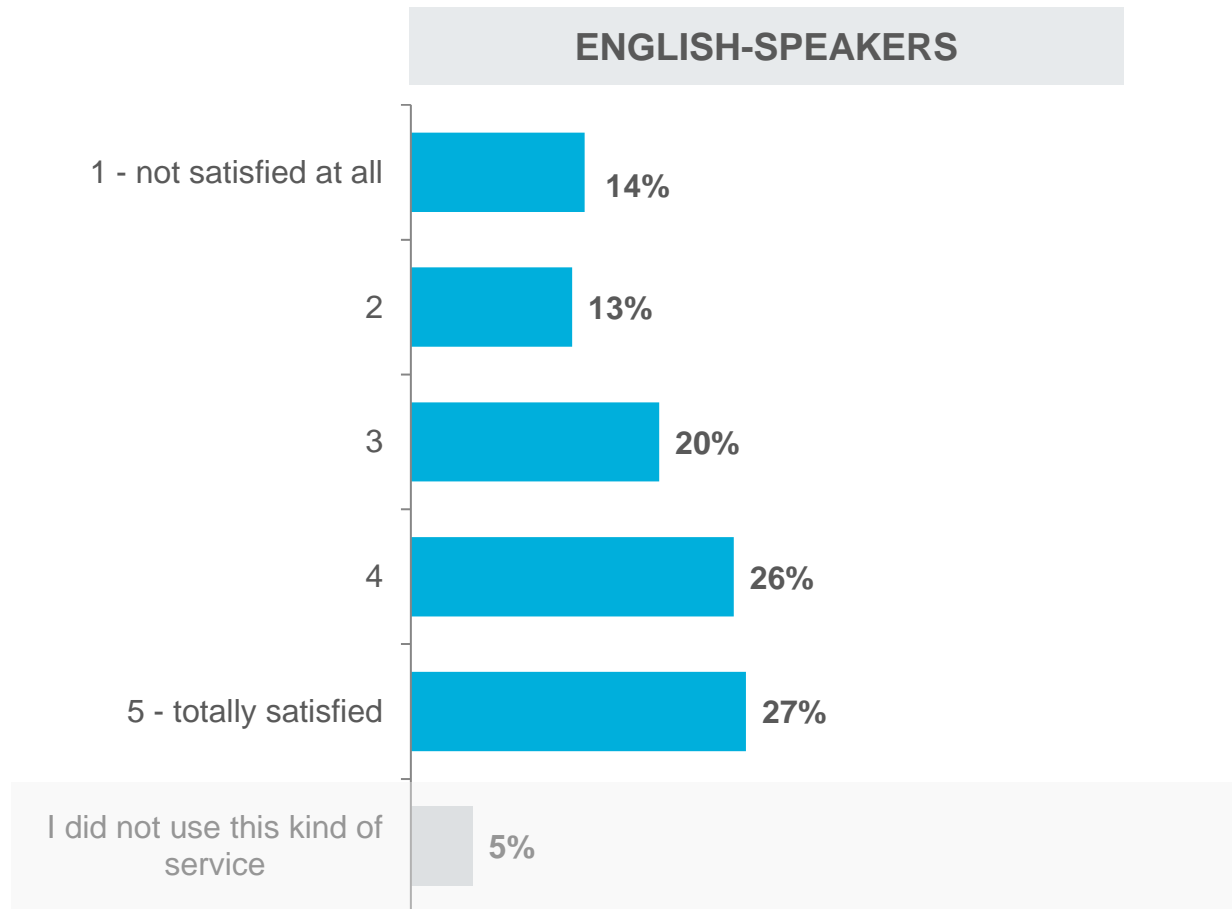
Satisfaction with Access to English Health and Social Services

Main observations

- **Of the English-speakers, 14% reported that they were “not satisfied at all” (1/5) with the availability of the health 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 and social services in English (18%) than their male counterparts (10%).*
 - *English-speakers 45-64 years of age (19%) and those earning \$100K+ (16%) were the most likely to report they were “not satisfied at all” with the availability of the health and social services in English.*
 - *Unilingual English-speakers were more likely to report they were “not satisfied at all” with the availability of the health and social services in English (18%) than their bilingual counterparts (13%).*
 - *More residents of Estrie (19%), Est de l’île de Montréal (20%), Laval (21%), Lanaudière (21%), Laurentides (20%) and Montérégie Ouest (20%) were also “not satisfied at all.”*

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

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



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

Base: total English respondents (excluding I didn't use this kind of service: 5%), n=4,084

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4084	1767	2317	293	1421	1385	985	411	1203	1006	1040	3299	785
1 - not satisfied at all	14	10	18	7	13	19	12	16	14	9	16	13	18
2	13	9	16	11	12	13	13	11	12	10	14	12	15
3	20	18	23	26	17	20	25	25	21	16	21	21	20
4	26	29	23	30	26	24	26	29	26	29	23	26	24
5 - totally satisfied	27	34	20	25	31	24	24	19	27	35	25	28	23
I did not use	5	5	5	4	4	4	8	7	5	3	4	5	4

(%) 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= 4084	308	228	535	503	276	273	236	329	96	279	93	166	184	103	308	94	73
1 - not satisfied at all	14	13	19	8	9	6	11	20	13	13	21	21	20	15	14	20	18	42
2	13	15	17	9	10	5	13	17	18	14	12	8	15	15	16	12	28	26
3	20	17	20	18	20	22	19	16	25	12	23	19	21	23	24	23	20	18
4	26	18	27	28	30	30	27	23	22	16	26	19	24	30	21	26	16	13
5 - totally satisfied	27	37	17	37	32	37	30	24	22	45	18	34	20	17	25	19	19	1
I did not use	5	10	6	3	4	5	5	3	6	4	7	9	4	10	11	3	4	12



Language of Service in a Private Office or Clinic

Main observations 1/2

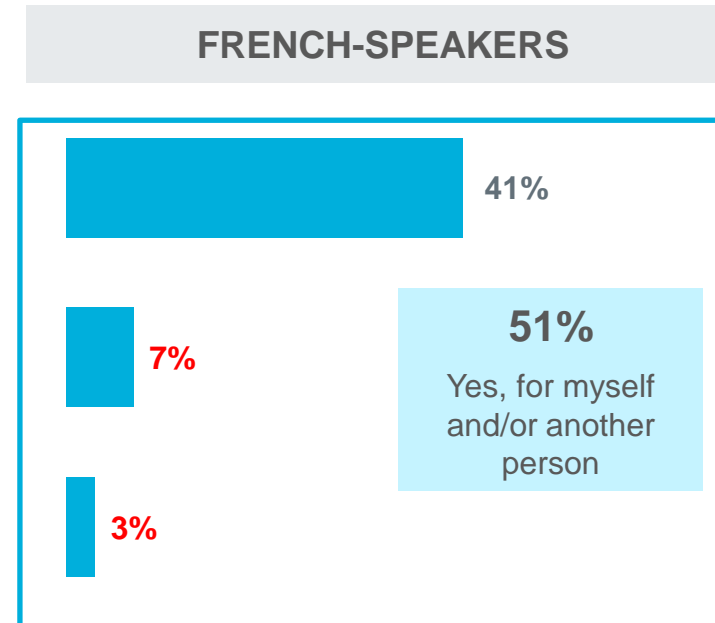
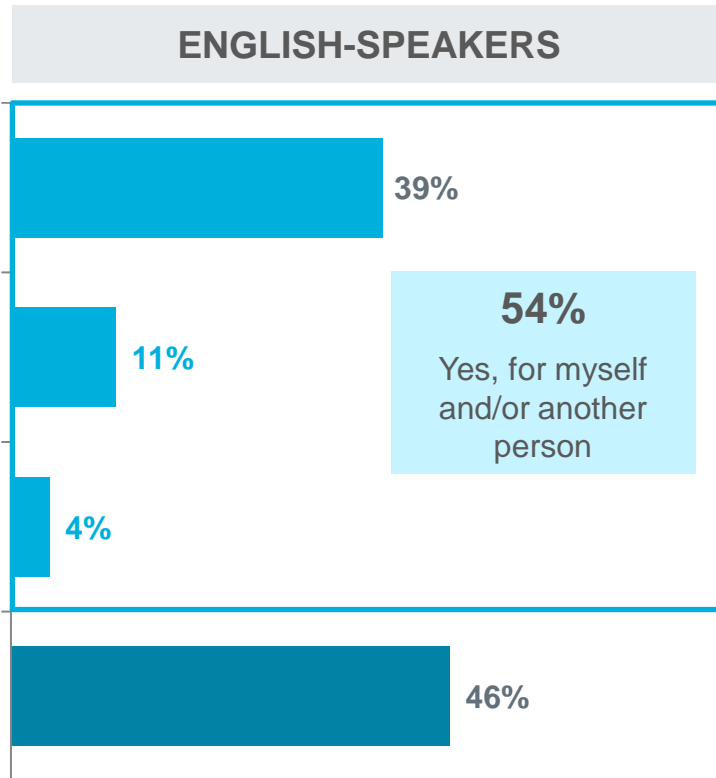
- **One in two English-speakers (54%) used the services of a doctor in a private office or clinic for themselves or for someone they helped.**
 - *The rate was similar for French-speakers (51%).*
 - *Among the English-speakers, more males (59%), those with an annual household income of \$70-100K (58%), the bilingual (55%), residents of the NCR (National Capital) (63%) and Gaspésie (64%) took advantage of the services of a doctor in a private office or clinic.*
- **Among the English-speakers who used the services of a doctor in a private office or clinic, 18% had not been served in English.***
 - *English-speakers who used the services of a doctor in a private office or clinic who were 18-24 years old were the most likely to report not having been served in English (30%).*
 - *English-speakers who used the services of a doctor in a private office or clinic who were bilingual were more likely to report not having been served in English (20%) than their unilingual English counterparts (8%).*
 - *English-speakers who used the services of a doctor in a private office or clinic in the regions of the NCR (National Capital) (35%), Est de l'île de Montréal (28%), Laurentides (29%), as well as Montérégie (Centre: 31% and Est: 49%), were the most likely not to have been served in English.*
- **19% of the English-speakers who had been served in English by a doctor in a private office or clinic reported having had to ask for service in English.***
 - *This rate was higher for females (21%), those 18-24 years of age (35%) or 25-44 years of age (24%), those with a household income of \$30-70K (22%), as well as Outaouais residents (30%).*
- **Of the English-speakers who had been served in English by a doctor in a private office or clinic, 84% reported that it was very important to be served in English.***
 - *English-speakers who had been served in English by a doctor in a private office or clinic who were 45-64 years old (88%) and unilingual English-speakers (98%) were the most likely to report that being served in English is very important.*
 - *More residents of the West Island of Montréal (the West Island of Montreal) (89%), Gaspésie (97%) and Côte-Nord (99%) also said that being served in English is very important.*

Main observations 2/2

- **A quarter (27%) of the English-speakers who had not been served in English when they went to a doctor's private office or clinic mentioned that they had requested service in English.***
 - *This rate was higher for females (33%), 18-24 year olds (43%) or 25-44 year olds (34%) and unilingual English-speakers (61%).*
- **Of the English-speakers who had not been served in English by a doctor in a private office or clinic, 40% 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 by a doctor in a private office or clinic, those 25-44 years of age were the most likely to report that English language services are very important (53%).*
 - *Unilingual English-speakers who had not been served in English by a doctor in a private office or clinic were also more likely to report that English language services are very important (85%).*

Visited a doctor in a private office or clinic within the previous year 1/2

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



Visited a doctor in a private office or clinic within the previous year 2/2

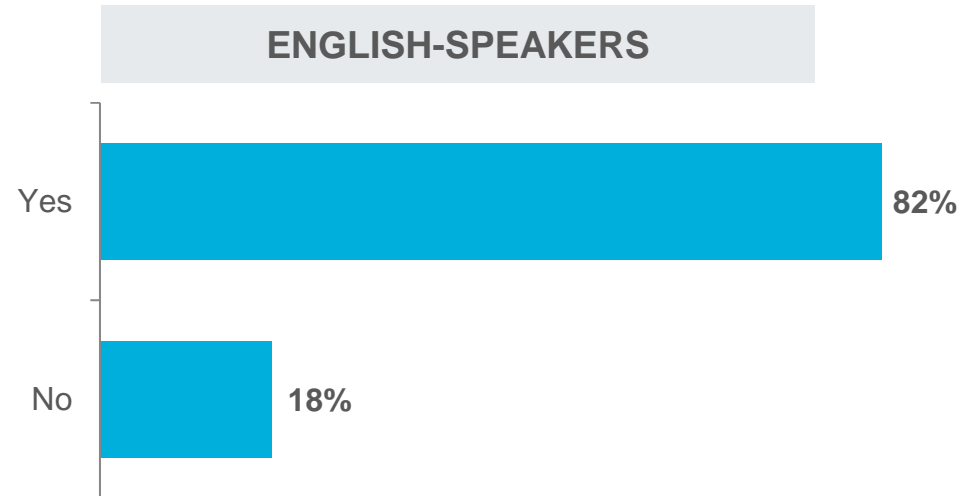
Base: total respondents, English, n=4,318

(% ENGLISH-SPEAKERS)	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes, for myself and/or another person	54	59	50	51	54	54	56	48	53	58	57	55	49
Yes, for myself	39	43	36	32	36	40	45	39	37	43	40	40	34
Yes, for another person	11	11	10	16	13	11	7	6	12	12	12	11	11
Yes, for myself AND another person	4	5	4	3	5	3	4	3	4	3	6	4	4
No	46	41	50	49	46	46	44	52	47	42	43	45	51

(% 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes, for myself and/or another person	54	63	54	56	56	52	56	51	52	64	49	61	59	52	55	54	34	46
Yes, for myself	39	45	39	42	41	40	37	34	40	40	38	40	42	34	43	38	26	36
Yes, for another person	11	13	11	12	11	8	13	11	7	23	9	14	14	12	8	12	4	7
Yes, for myself AND another person	4	5	4	3	4	4	6	6	5	1	2	7	4	6	4	4	4	3
No	46	37	46	44	44	48	44	49	48	36	51	39	41	48	45	46	66	54

Served in English when visiting a doctor in a private office or clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2352	1114	1238	157	808	789	598	210	669	613	643	1947	405
Yes	82	83	80	70	83	82	81	80	80	86	81	80	92
No	18	17	20	30	17	18	19	20	20	14	19	20	8

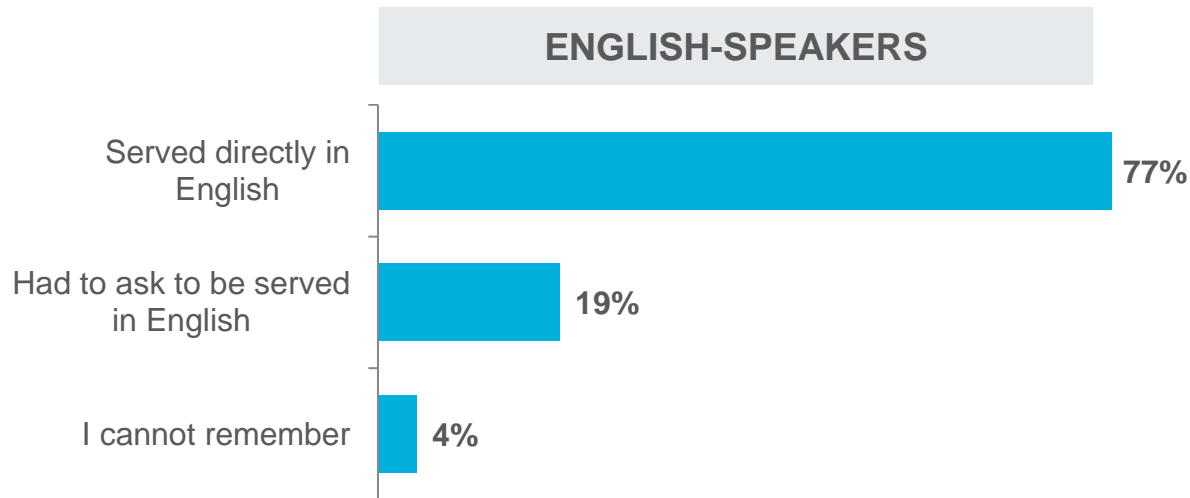
Served in English when visiting a doctor in a private office or clinic 2/2

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

(%) 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= 2352	210	127	309	295	150	161	128	181	70	141	64	99	105	62	168	40	42
Yes	82	65	78	91	93	93	87	72	81	81	78	75	71	69	51	79	95	47
No	18	35	22	9	7	7	13	28	19	19	22	25	29	31	49	21	5	53

Requested and received service in English when visiting a doctor in a private office or clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1899	916	983	111	672	639	477	164	523	526	515	1527	372
Served directly in English	77	80	74	59	72	79	86	76	74	81	76	77	78
Had to ask to be served in English	19	17	21	35	24	17	11	20	22	15	21	18	21
I cannot remember	4	3	4	6	4	4	3	4	3	3	4	4	1

Requested and received service in English when visiting a doctor in a private office or clinic 2/2

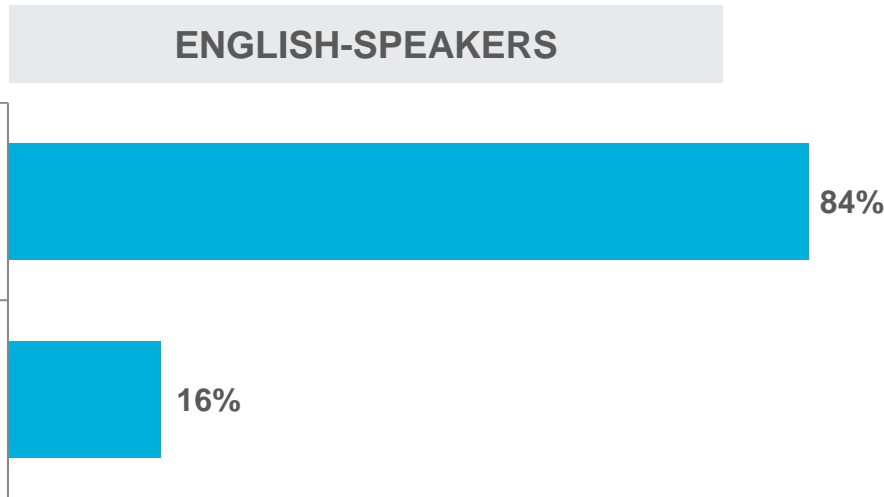
Base: English respondents who have been served in English in a private office/clinic, n=1,899

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord
n=	1899	136	100	282	274	139	139	93	147	61	108	51	69	73	31	137	37	22
Served directly in English	77	79	72	86	80	80	79	74	65	96	76	73	73	68	67	75	90	--
Had to ask to be served in English	19	20	23	12	16	17	18	22	30	4	20	23	23	27	27	21	8	--
I cannot remember	4	1	4	2	4	3	3	4	5	0	4	3	4	5	6	4	2	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Perceived importance of being served in English when visiting a doctor in a private office or clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1899	916	983	111	672	639	477	164	523	526	515	1527	372
It was very important to have received the service in English	84	84	85	80	81	88	85	86	86	84	81	81	98
Being served in French would have been acceptable	16	16	15	20	19	12	15	14	14	16	19	19	2

Perceived importance of being served in English when visiting a doctor in a private office or clinic 2/2

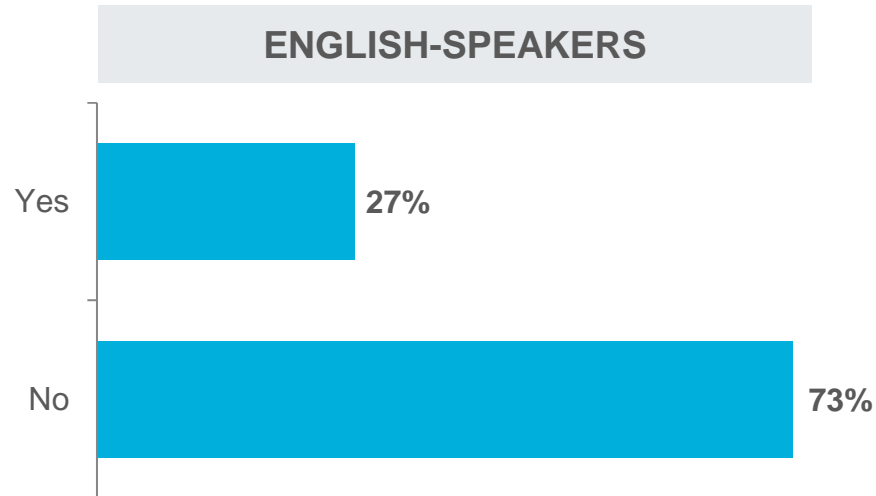
Base: English respondents who have been served in English in a private office/clinic, n=1,899

(%) 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=	1899	136	100	282	274	139	139	93	147	61	108	51	69	73	31	137	37	22
It was very important to have received the service in English	84	84	90	89	84	80	75	81	90	97	78	76	84	89	79	82	99	--
Being served in French would have been acceptable	16	16	10	11	16	20	25	19	10	3	22	24	16	11	21	18	1	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Did you or the person you helped ask for service in English at the private office/clinic? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 453	198	255	46	136	150	121	46	146	87	128	420	33
Yes	27	20	33	43	34	18	21	32	26	24	26	24	61
No	73	80	67	57	66	82	79	68	74	76	74	76	39

Did you or the person you helped ask for service in English at the private office/clinic? 2/2

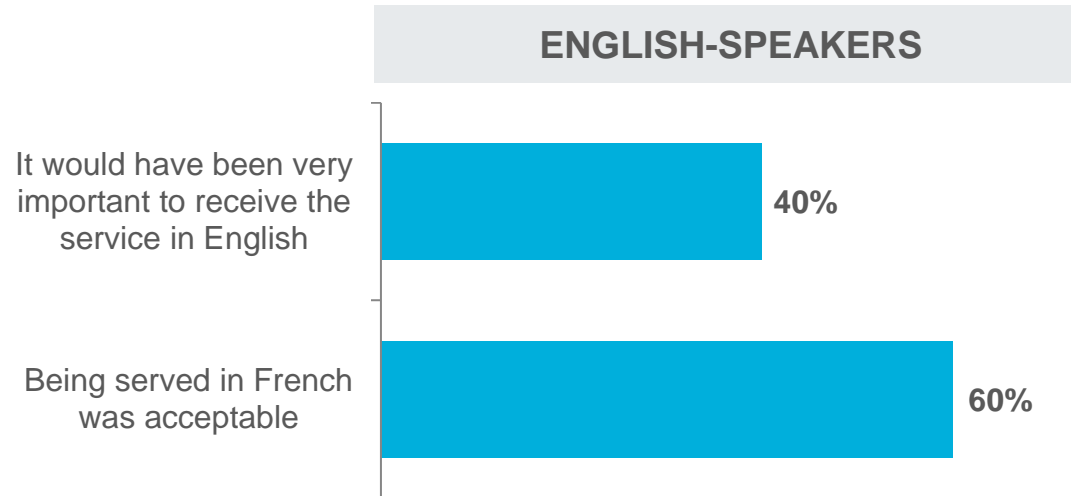
Base: English respondents who have NOT been served in English in a private office/clinic, n=453

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord
	n= 453	74	27	27	21	11	22	35	34	9	33	13	30	32	31	31	3	20
Yes	27	20	--	--	--	--	--	23	33	--	31	--	20	24	16	16	--	--
No	73	80	--	--	--	--	--	77	67	--	69	--	80	76	84	84	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 453	198	255	46	136	150	121	46	146	87	128	420	33
It would have been very important to receive the service in English	40	38	42	40	53	36	28	45	40	45	33	37	85
Being served in French was acceptable	60	62	58	60	47	64	72	55	60	55	67	63	15

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

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

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Sud-Île Mtl	Nord-Île Mtl	Est-Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord
n=	453	74	27	27	21	11	22	35	34	9	33	13	30	32	31	31	3	20
It would have been very important to receive the service in English	40	31	--	--	--	--	--	32	34	--	45	--	32	36	21	48	--	--
Being served in French was acceptable	60	69	--	--	--	--	--	68	66	--	55	--	68	64	79	52	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.



Language of Service at CLSCs

Main observations 1/2

- **Two-thirds (67%) of the English-speakers who used the services of a CLSC had been served in English.***
 - *English-speaking males who used the services of a CLSC were more likely to report having been served in English (73%).*
 - *English-speakers who used the services of a CLSC who were 25-44 years olds (70%), those with a household income of \$70-100K (78%) and unilingual English-speakers (86%) were the most likely to report having been served in English.*
 - *English-speakers who used the services of a CLSC in the West Island of Montréal (the West Island of Montreal) (87%), Centre the West Island of Montreal (82%), Centre-Sud de l'île de Montréal (79%) or Côte-Nord (95%) were the most likely to report having been served in English.*
- **Of the English-speakers who had been served in English at a CLSC, 24% had to ask to be served in English.***
 - *English-speaking females (31%), those with a household income of \$30K or less (42%), unilingual English-speakers (31%) and the residents of Montérégie (Centre: 39% and Ouest: 35%) 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 the 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 the residents of the West Island of Montréal (the West Island of Montreal) (88%), Gaspésie (91%) and Côte-Nord (99%), 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, 27% had asked for service in English.***
 - *Of the English-speakers who had not been served in English at a CLSC, 18-24 year olds (43%), unilingual English-speakers (62%) or residents of Centre-the West Island of Montreal (43%) or Laurentides (42%) were more likely to have asked for service in English.*
- **Slightly less than half (45%) of the English-speakers who had not been served in English at a CLSC felt that it would have been 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 it would have been very important to be served in English (49%) than their male counterparts (39%).*
 - *Unilingual English-speakers who had not been served in English at a CLSC were also more likely to feel it would have been very important to be served in English (74%).*
 - *English-speakers who had not been served in English at a CLSC in Montérégie Ouest (58%) were the most likely to feel it would have been very important to be served in English.*

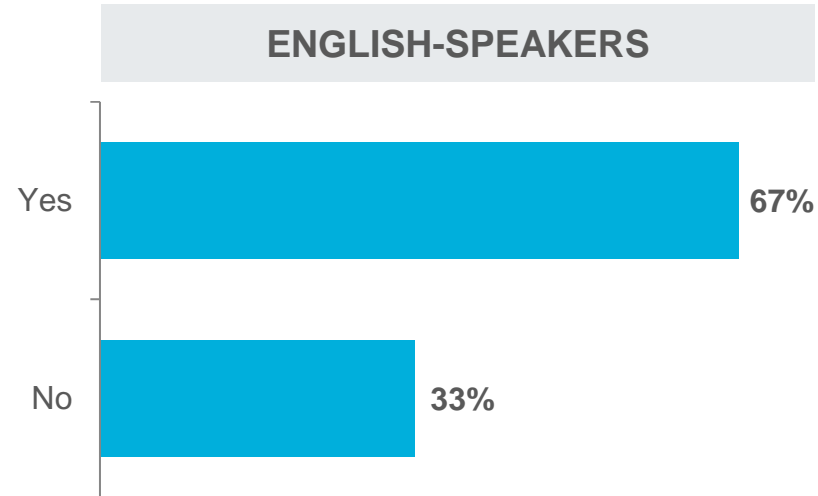
* French-speakers were not asked this question.

Main observations 2/2

- **Of the English-speakers who used the services of a CLSC, 58% reported that the receptionist spoke English.***
 - *English-speaking males (69%), 25-44 year olds (64%), those with a household income of \$70-100K (70%) and unilingual English-speakers (75%) were more likely to have reported that the receptionist spoke English.*
 - *English-speakers who used the services of a CLSC in the NCR (National Capital) (66%), the West Island of Montréal (the West Island of Montreal) (78%), Centre-the West Island of Montreal (75%) or Côte-Nord (87%) were the most likely to have reported that the receptionist spoke English.*
- **59% of the English-speakers who used the services of a CLSC reported that the information forms were in English.***
 - *English-speaking males who used the services of a CLSC were more likely to report that the information forms were in English (69%).*
 - *People 25-44 years of age (65%), those with a household income of \$70-100K (72%), unilingual English-speakers (64%) and residents of the West Island of Montréal (the West Island of Montreal) (79%), Centre-the West Island of Montreal (73%) and Centre-sur de l'île de Montréal (71%) were more likely to report that the information forms were in English.*
- **More than two-thirds (69%) of the English-speakers who used the services of a CLSC reported that the health or social services professional spoke English.***
 - *Males (75%), those with a household income of \$70-100K (78%), unilingual English-speakers (88%) and those living on the West Island of Montréal (the West Island of Montreal) (88%), in Centre-the West Island of Montreal (86%), Centre-sur de l'île de Montréal (78%) and Côte-Nord (97%) were more likely to report that the health or social services professional spoke English.*
- **Of the English-speakers who used the services of a CLSC, 59% felt that being served in English by the health and social services professional was very important.**
 - *Across the age groups, among the English-speakers who used the services of a CLSC, 45-64 year olds were the most likely to feel that being served in English by the health and social services professional was very important (62%).*
 - *More unilingual English-speakers were also of the opinion that it was very important for health and social services professional to speak in English to them (or to the person they helped) during the appointment (83%).*
 - *As for regional differences, the level of importance – % very important – was higher among the residents of the West Island of Montréal (the West Island of Montreal) (70%), Centre-the West Island of Montreal (68%), Gaspésie (74%) and Côte-Nord (97%).*

Served in English at a CLSC 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Yes	67	73	60	69	70	65	64	64	68	78	61	63	86
No	33	27	40	31	30	35	36	36	32	22	39	37	14

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)?

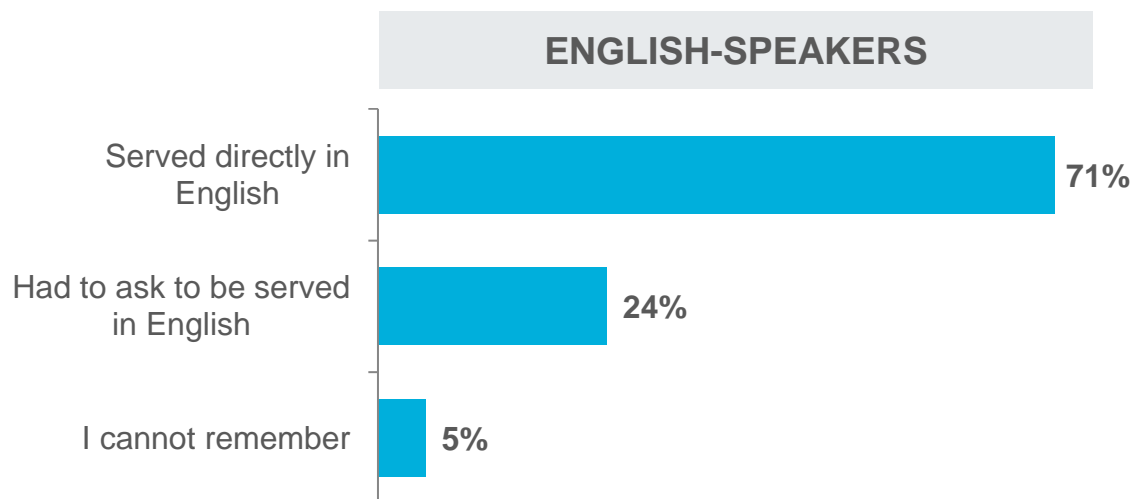
Served in English at a CLSC 2/2

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

(%) 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= 2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30	
Yes	67	69	62	87	82	79	57	52	72	75	54	58	45	49	41	59	95	25	
No	33	31	38	13	18	21	43	48	28	25	46	42	55	51	59	41	5	75	

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

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1405	733	672	108	567	456	274	128	407	437	331	1073	332
Served directly in English	71	77	64	62	72	73	68	52	69	78	75	72	67
Had to ask to be served in English	24	19	31	31	25	22	23	42	26	17	21	22	31
I cannot remember	5	5	6	7	3	5	9	6	4	5	5	6	2

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

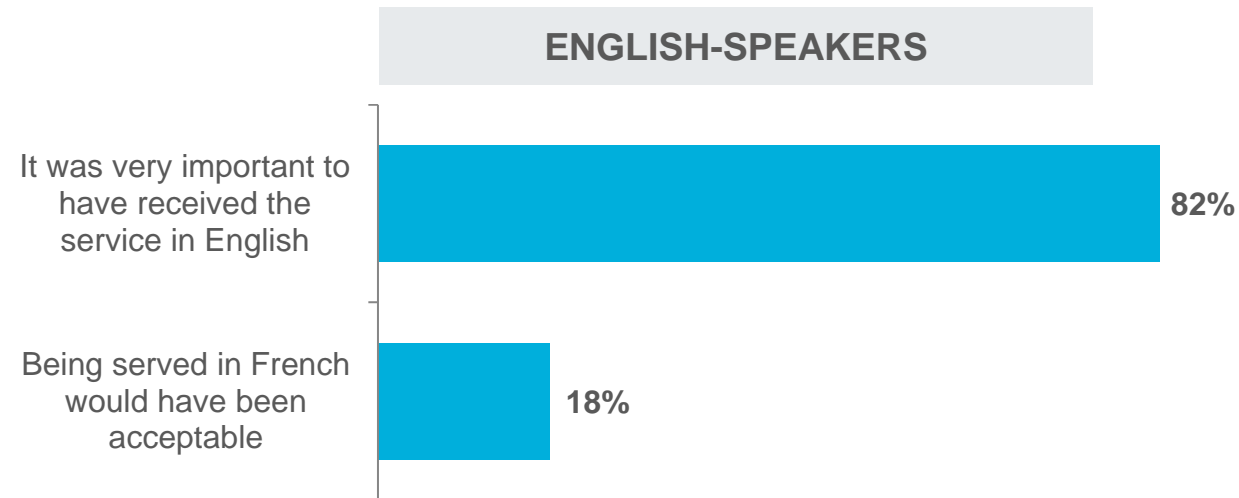
Base: English respondents who have been served in English in a CLSC, n=1,405

(%) 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=	1405	128	68	211	188	116	83	67	115	68	77	37	30	48	27	84	50	8
Served directly in English	71	79	72	79	71	71	65	73	68	86	66	65	83	61	--	58	84	--
Had to ask to be served in English	24	19	26	16	21	24	28	23	27	14	27	31	17	39	--	35	16	--
I cannot remember	5	2	2	5	8	5	6	4	5	0	7	4	0	0	--	8	0	--

--: Results are not shown when less than 30 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=1,405



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1405	733	672	108	567	456	274	128	407	437	331	1073	332
It was very important to have received the service in English	82	81	84	74	81	85	84	77	83	84	79	79	95
Being served in French would have been acceptable	18	19	16	26	19	15	16	23	17	16	21	21	5

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

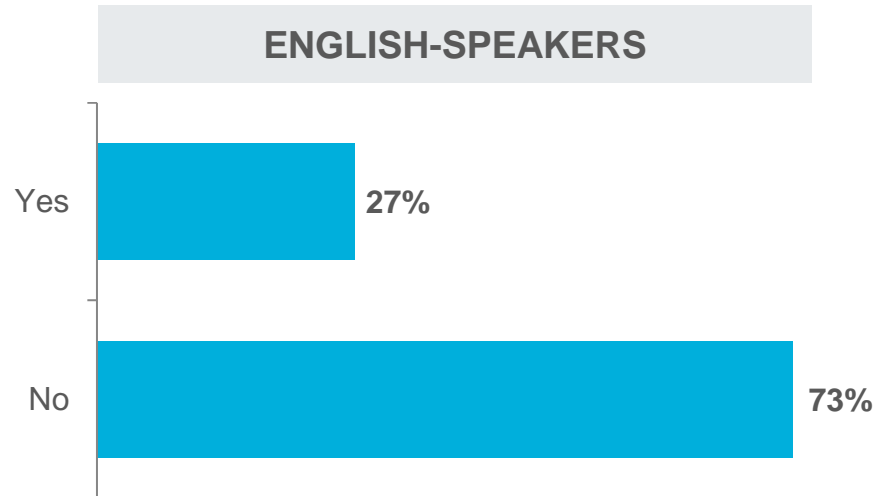
Base: English respondents who have been served in English in a CLSC, n=1,405

(%) 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=	1405	128	68	211	188	116	83	67	115	68	77	37	30	48	27	84	50	8	
It was very important to have received the service in English	82	88	88	88	82	79	76	79	86	91	71	77	82	84	--	74	99	--	
Being served in French would have been acceptable	18	12	12	12	18	21	24	21	14	9	29	23	18	16	--	26	1	--	

--: Results are not shown when less than 30 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=705



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 705	271	434	52	239	255	159	74	206	130	204	649	56
Yes	27	25	28	43	25	31	20	35	25	29	28	24	62
No	73	75	72	57	75	69	80	65	75	71	72	76	38

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

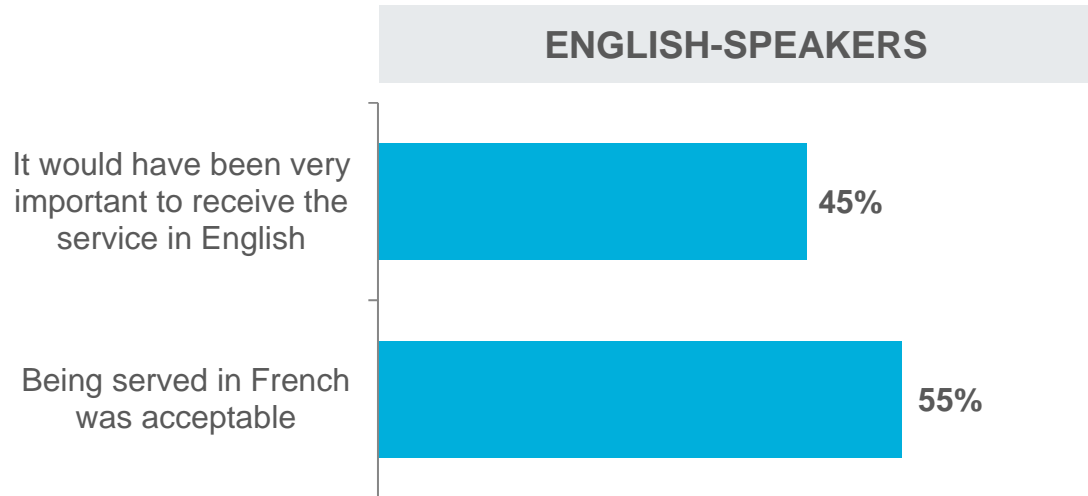
Base: English respondents who have NOT been served in English in a CLSC, n=705

(%) 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=	705	62	40	32	42	31	60	55	49	14	74	24	39	52	40	63	6	22
Yes	27	30	22	27	43	27	20	18	32	--	16	--	42	31	17	22	--	--
No	73	70	78	73	57	73	80	82	68	--	84	--	58	69	83	78	--	--

--: Results are not shown when less than 30 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=705



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 705	271	434	52	239	255	159	74	206	130	204	649	56
It would have been very important to receive the service in English	45	39	49	46	47	50	35	52	44	52	38	43	74
Being served in French was acceptable	55	61	51	54	53	50	65	48	56	48	62	57	26

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)?¹⁰⁸

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

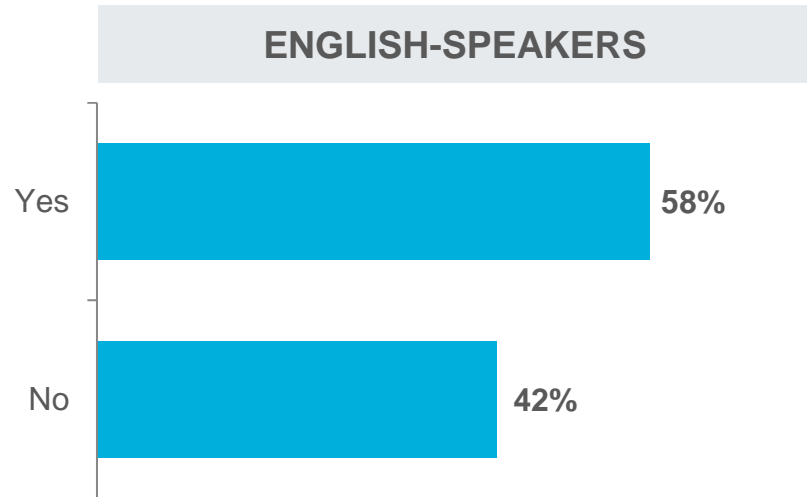
Base: English respondents who have NOT been served in English in a CLSC, n=705

(%) 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=	705	62	40	32	42	31	60	55	49	14	74	24	39	52	40	63	6	22
It would have been very important to receive the service in English	45	36	48	55	53	46	42	42	46	--	34	--	48	45	27	58	--	--
Being served in French was acceptable	55	64	52	45	47	54	58	58	54	--	66	--	52	55	73	42	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Receptionist at CLSC spoke English 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Yes	58	69	47	62	64	55	50	47	59	70	56	55	75
No	42	31	53	38	36	45	50	53	41	30	44	45	25

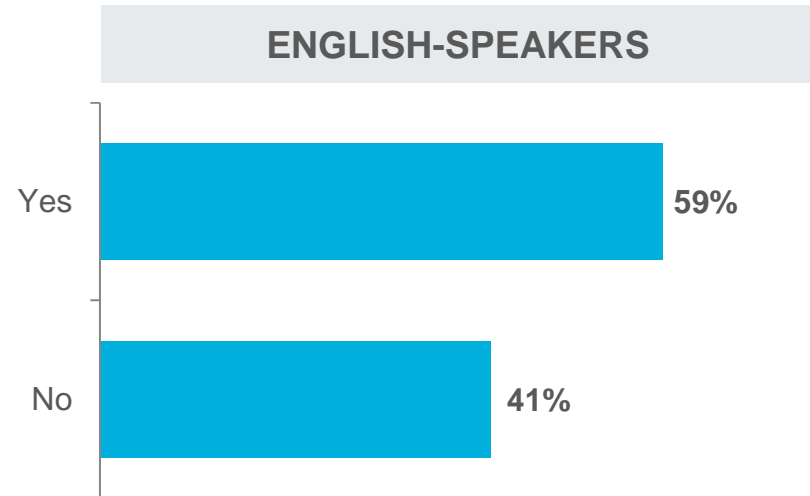
Receptionist at CLSC spoke English 2/2

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

(%) 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= 2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30	
Yes	58	66	56	78	75	65	49	46	61	67	47	48	41	48	33	49	87	13	
No	42	34	44	22	25	35	51	54	39	33	53	52	59	52	67	51	13	87	

Information forms at CLSC in English 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Yes	59	69	49	56	65	57	52	49	57	72	58	58	64
No	41	31	51	44	35	43	48	51	43	28	42	42	36

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? ¹²

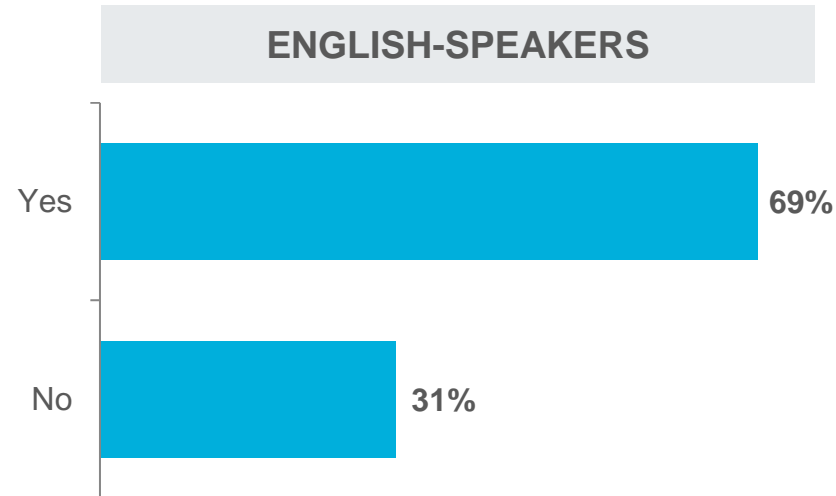
Information forms at CLSC in English 2/2

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

(%) 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= 2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30	
Yes	59	60	46	79	73	71	52	52	59	63	40	57	51	40	37	53	72	18	
No	41	40	54	21	27	29	48	48	41	37	60	43	49	60	63	47	28	82	

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

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Yes	69	75	63	72	70	68	68	67	68	78	65	65	88
No	31	25	37	28	30	32	32	33	32	22	35	35	12

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?¹⁴

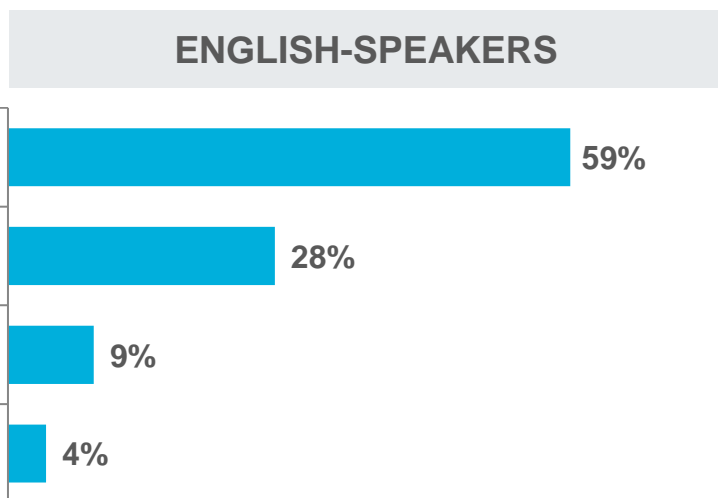
Health or social services professional at CLSC spoke English 2/2

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

(%) 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= 2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30	
Yes	69	65	61	88	86	78	55	46	76	71	56	54	51	51	49	68	97	36	
No	31	35	39	12	14	22	45	54	24	29	44	46	49	49	51	32	3	64	

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

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 2110	1004	1106	160	806	711	433	202	613	567	535	1722	388
Very important	59	59	59	42	58	62	61	63	56	61	56	54	83
Somewhat important	28	29	26	44	33	24	19	23	32	29	27	30	16
Not very important	9	9	10	9	6	9	15	10	9	7	11	11	1
Not at all important	4	4	4	4	4	4	5	4	4	2	5	5	0

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

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

(%) 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= 2110	190	108	243	230	147	143	122	164	82	151	61	69	100	67	147	56	30	
Very important	59	53	58	70	68	59	49	56	63	74	41	36	55	58	39	56	97	43	
Somewhat important	28	30	30	24	25	29	33	28	24	11	42	43	29	21	26	31	3	39	
Not very important	9	11	7	5	6	10	11	15	7	13	14	10	11	12	20	10	0	8	
Not at all important	4	6	5	1	1	3	8	1	5	2	3	11	4	9	15	3	0	10	



Language of Service for Info Santé or Info Social

Main observations 1/2

- **Four out of 10 English-speakers surveyed (41%) 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 declines with age (50% among 18-24 year olds vs. 30% among seniors 65+ year olds). The use of these services was also higher among those with an annual household income of \$70-100K (47%) and among males (44%).*
 - *English-speakers from the NCR (National Capital) (55%), Centre-Sud de l'île de Montréal (48%) and Gaspésie (51%) were more likely to have used these services.*
- **Of the English-speakers who had used the services of Info Santé or Info Social, 68% 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 (74%), those with a household income of \$70K-100 (78%), unilingual English-speakers (86%), those who live in the West Island of Montréal (the West Island of Montreal) (82%), Centre-Ouest de l'île (75%), Centre-Sud de l'île (76%) or Gaspésie (85%) 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, almost two-thirds (30%) had to ask to be served in English.***
 - *English-speaking females (40%), seniors (65+ years of age: 42%), low-income individuals (<\$30K: 42% and \$30-70K: 36%), unilingual English-speakers (39%), as well as the residents of Estrie (47%) and Montérégie Centre (45%), were more likely to have had to ask to be served in English.*
- **The majority (88%) of the English-speakers who had been served in English considered it to be very important to be served this way.**
 - *Nearly all (96%) of the unilingual English-speakers and residents of Gaspésie (99%) believed that it was very important to have received the service in English.*

Main observations 2/2

- **More than two-thirds (37%) of the English-speakers who had not been served in English when they used the services of Info Santé/ Info Social had asked for this service in English.***
 - *This rate was higher among unilingual English-speakers (75%), residents of the West Island of Montréal (the West Island of Montreal) (54%) and Centre-Sud de l'île de Montréal (53%).*
- **Of the English-speakers who had used the services of Info Santé or Info Social and who had not been served in English, half (52%) stated that it would have been important to have received this service in English, whereas the other half (48%) 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, 45-64 year olds (59%), those with an annual household income of \$100K+ (60%), unilingual English-speakers (94%) and the residents of the West Island of Montréal (the West Island of Montreal) (69%) and Montrérégie Ouest (68%) 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=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	41	44	38	50	49	37	30	35	40	47	41	41	39
No	59	56	62	50	51	63	70	65	60	53	59	59	61

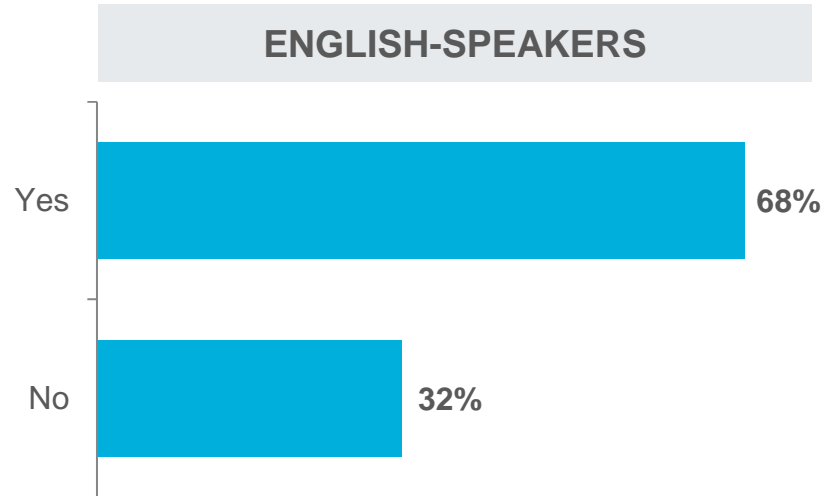
Used the services of Info Santé or Info Social 2/2

Base: total respondents, English, n=4,318 / 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	41	55	40	39	42	48	42	42	38	51	45	46	38	40	43	36	21	34
No	59	45	60	61	58	52	58	58	62	49	55	54	62	60	57	64	79	66

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=1,791



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1791	862	929	154	738	561	338	162	511	508	468	1485	306
Yes	68	74	61	61	70	66	70	64	68	78	64	65	86
No	32	26	39	39	30	34	30	36	32	22	36	35	14

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

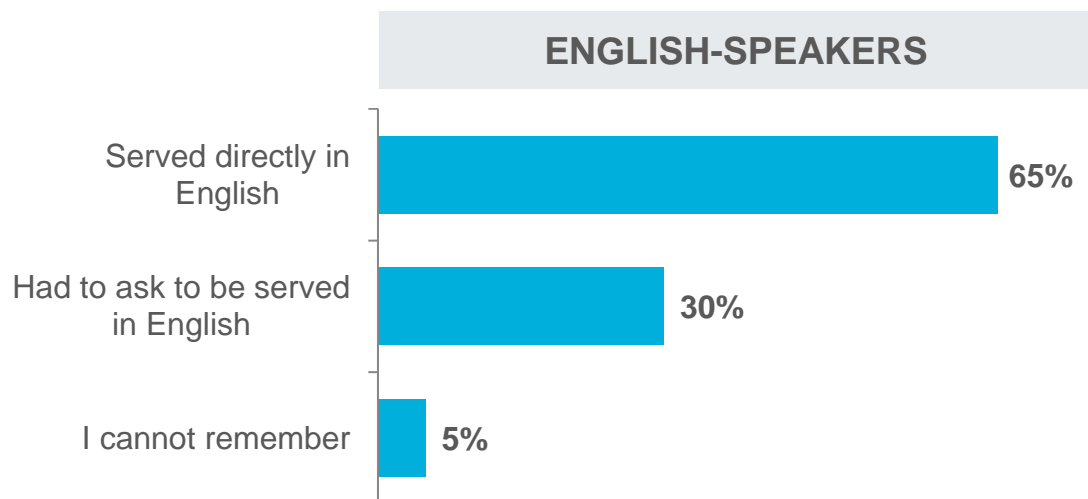
Base: English respondents who have used service of Info Santé or Info Social, n=1,791

(%) 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= 1791	184	94	213	214	141	122	108	123	65	130	48	66	80	50	109	17	27
Yes	68	74	68	82	75	76	65	59	69	85	61	62	54	64	55	60	--	--
No	32	26	32	18	25	24	35	41	31	15	39	38	46	36	45	40	--	--

--: Results are not shown when less than 30 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=1,221



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1221	652	569	96	519	365	241	97	339	396	310	962	259
Served directly in English	65	74	54	61	70	68	51	53	58	76	70	67	57
Had to ask to be served in English	30	23	40	31	28	26	42	42	36	21	26	28	39
I cannot remember	5	3	7	8	2	6	7	5	6	2	4	5	4

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

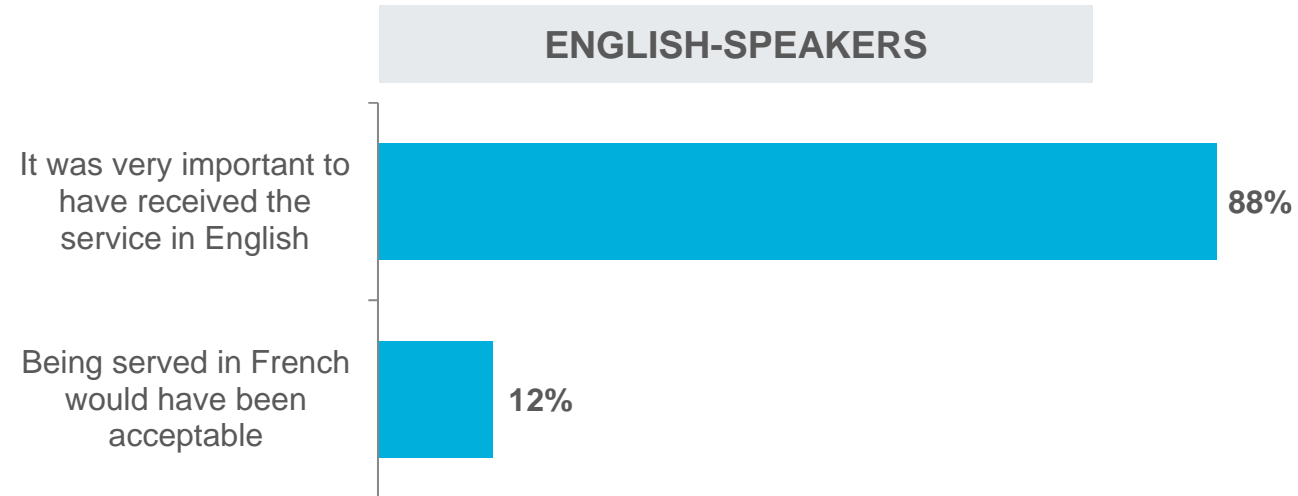
Base: English respondents who have been served in English by Info Santé or Info Social, n=1,221

(%) 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= 1221	134	61	174	159	104	80	66	86	55	77	32	34	51	26	65	9	8
Served directly in English	65	78	49	73	60	67	75	73	57	87	61	76	65	51	--	64	--	--
Had to ask to be served in English	30	21	47	21	34	26	25	24	38	13	34	22	33	45	--	34	--	--
I cannot remember	5	1	4	6	6	6	1	3	6	0	6	3	3	4	--	2	--	--

--: Results are not shown when less than 30 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=1,221



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1221	652	569	96	519	365	241	97	339	396	310	962	259
It was very important to have received the service in English	88	86	89	81	89	90	85	88	88	89	86	85	96
Being served in French would have been acceptable	12	14	11	19	11	10	15	12	12	11	14	15	4

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

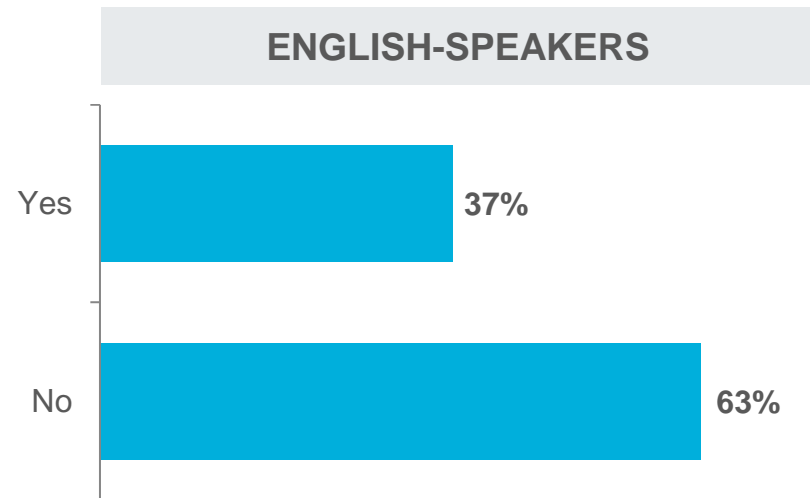
Base: English respondents who have been served in English by Info Santé or Info Social, n=1,221

(%) 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=	1221	134	61	174	159	104	80	66	86	55	77	32	34	51	26	65	9	8	
It was very important to have received the service in English	88	86	89	88	91	85	86	90	94	99	70	80	90	86	--	91	--	--	
Being served in French would have been acceptable	12	14	11	12	9	15	14	10	6	1	30	20	10	14	--	9	--	--	

--: Results are not shown when less than 30 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? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 570	210	360	58	219	196	97	65	172	112	158	523	47
Yes	37	36	38	38	38	40	29	34	39	35	39	34	75
No	63	64	62	62	62	60	71	66	61	65	61	66	25

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

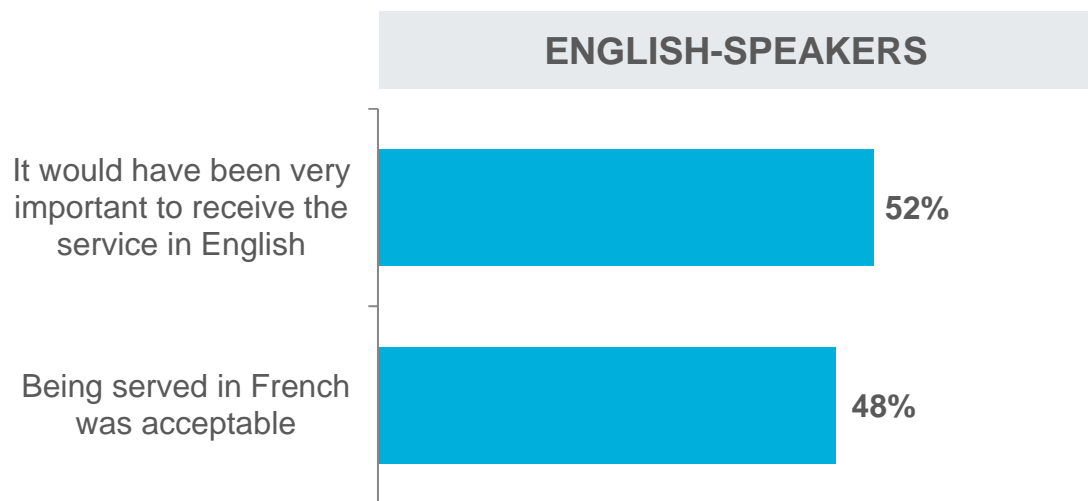
Base: English respondents who have NOT been served in English by Info Santé or Info Social, n=570

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
	n= 570	50	33	39	55	37	42	42	37	10	53	16	32	29	24	44	8	19	
Yes	37	27	24	54	39	53	29	35	40	--	30	--	38	--	--	33	--	--	
No	63	73	76	46	61	47	71	65	60	--	70	--	62	--	--	67	--	--	

--: Results are not shown when less than 30 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=570



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	570	210	360	58	219	196	97	65	172	112	158	523	47
It would have been very important to receive the service in English	52	52	52	42	53	59	44	37	51	48	60	49	94
Being served in French was acceptable	48	48	48	58	47	41	56	63	49	52	40	51	6

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)? ¹³¹

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=570

(%) 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=	570	50	33	39	55	37	42	42	37	10	53	16	32	29	24	44	8	19
It would have been very important to receive the service in English	52	30	47	69	50	62	53	54	42	--	45	--	40	--	--	68	--	--
Being served in French was acceptable	48	70	53	31	50	38	47	46	58	--	55	--	60	--	--	32	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.



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

Main observations 1/3

- **43% of the English-speakers surveyed had used the services of a hospital emergency room or out-patient clinic in the last 12 months.**
 - *This rate was higher than for French-speakers (29%).*
 - *Among the English-speakers, the likelihood of having used the services of a hospital emergency room or out-patient clinic was higher among men (44%), 25-44 year olds (48%), and those with an annual household income of \$70-100K (50%).*
 - *English-speakers from the NCR (National Capital) (53%), the West Island of Montréal (the West Island of Montreal) (47%) and Gaspésie (64%) were more likely to have used these services.*
- **Of the English-speakers who had used the services of a hospital emergency room (ER) or out-patient clinic, 73% had been served in English.***
 - *Among the English-speakers who used the services of a hospital ER or out-patient clinic, males (78%), 25-44 year olds (76%), those with a household income of \$70-100K (79%), unilingual English-speakers (82%), those living in the West Island of Montréal (the West Island of Montreal) (88%), Centre-Ouest de l'île (88%), Centre-Sud de l'île (82%) and in Gaspésie (84%) were more likely to have been served in English.*
- **Of the English-speakers who had received service in English at a hospital ER or out-patient clinic, a quarter (25%) had to ask to be served in English.***
 - *English-speaking females (31%), the lowest-income individuals (<\$30K: 39% and \$30-70K: 31%), unilingual English-speakers (34%), as well as the residents of Outaouais (37%), Montérégie Centre (45%) and Côte-Nord (41%) 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 their language at a hospital ER or out-patient clinic felt that it was very important to have received the service in English.***
 - *Almost all (97%) of the unilingual English-speakers and a high percentage of 45-64 year olds felt that it was very important to have received the service in English.*
- **41% of the English-speakers who had NOT been served in English at an ER or out-patient clinic had asked for this service in English.***
 - *This rate was higher among 25-44 year olds (47%) and unilingual English-speakers (59%).*

Main observations 2/3

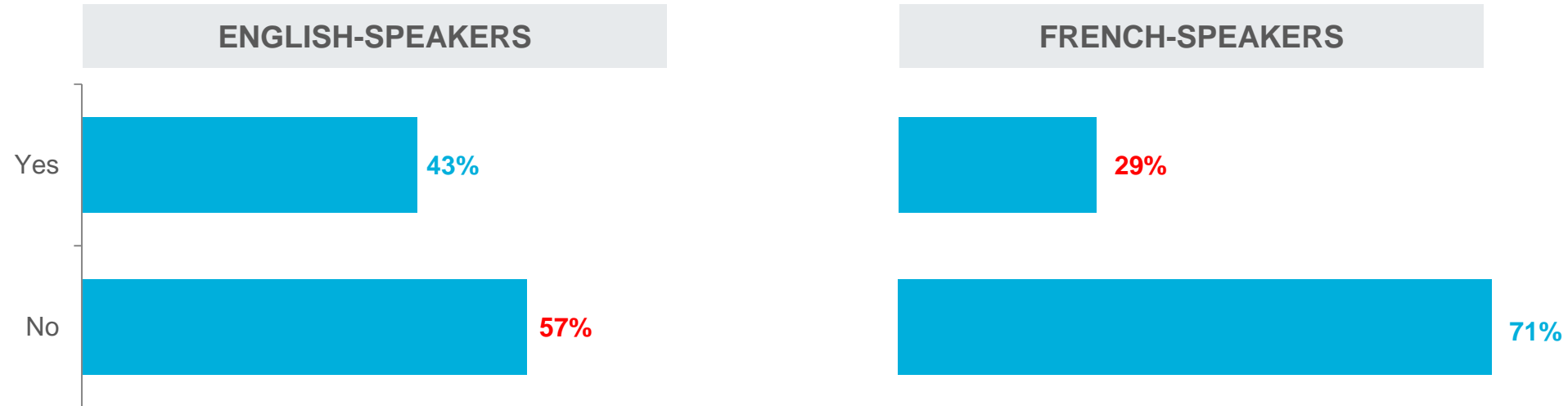
- **More than one out of two English-speakers (56%) who had NOT been served in English at an ER or out-patient clinic believed that it would have been very important to have received the service in English.***
 - *Among the English-speakers who had NOT been served in English at an ER or out-patient clinic, the importance of being served in English was higher among females (62%), 45-64 year olds (62%), the lowest-income earners (<\$30K: 69%), unilingual English-speakers (85%) and the residents of the West Island of Montréal (the West Island of Montreal) (73%).*
- **Of the English-speakers who had used an emergency room or out-patient clinic, more than a quarter (29%) reported that the admitting staff had NOT spoken to them in English.***
 - *This rate was higher among females (36%), 45-64 year olds (33%), those with a household income of \$30-70K (30%) or \$100K+ (32%), bilingual English-speakers (31%), those living in Estrie (47%), Est de l'île de Montréal (38%), Laval (37%), Laurentides (51%), Montérégie (Centre: 49% and Ouest: 49%) and Côte-Nord (50%).*
- **More than a third (37%) of the English-speakers who had visited a hospital ER or out-patient clinic reported that the forms they were required to fill out, or other information forms given to them, were NOT provided in English.***
 - *Females (46%), 45-64 year olds (42%), those with a household income of under \$30K (46%) or \$100K+ (42%), bilingual English-speakers (38%), those living in Estrie (54%), Laval (50%), Laurentides (57%), Montérégie Centre (52%) or Côte-Nord (62%) were more likely to have reported that when they went to a hospital ER or out-patient clinic, the forms were NOT provided in English.*
- **18% of the English-speakers who had gone to a hospital ER or out-patient clinic found that it was not easy to find their way around.***
 - *Among the English-speakers who had gone to these facilities, females (20%), those with an annual household income of \$30-70K (21%) and the residents of Côte-Nord (33%) were the most likely to have reported that it was not easy to find their way around.*
- **Of the English-speakers who had used an emergency room or out-patient clinic, 17% stated that “nothing” would have improved their ability to find their way around the ER or out-patient clinic. “Bilingual signs” was the first choice (19%) of all the suggested ways to improve navigation in these facilities.***
 - *Females (22%), seniors (32%) and the wealthiest (\$100K+: 23%) were the most likely to have responded with “nothing.”*

Main observations 3/3

- **Of the English-speakers who had used the services of an ER or out-patient clinic, 21% reported that the doctor or health professional had not spoken to them in English.**
 - *Among the English-speakers who had used the services of an ER or out-patient clinic, there was a higher rate of respondents reporting that the doctor or health professional had not spoken to them in English among: females (24%), 45-64 year olds (24%), the wealthiest (\$100K+: 23%), the bilingual (23%), as well as the residents of Estrie (29%), Nord de l'île de Montréal (29%) Est de l'île de Montréal (29%), Laval (37%), Laurentides (32%) and Montérégie (Centre: 35% and Est: 34%).*
- **Two-thirds (67%) of the English-speakers who had used an emergency room or out-patient clinic thought that it was “very important” to be spoken to in English (to them or to the person they helped) by the health or social services professional during the consultation.***
 - *Females (71%), unilingual English-speakers (80%), as well as the residents of the West Island of Montréal (the West Island of Montreal) (80%) and Montérégie Ouest (77%), were more likely to consider it very important that the health and social services professional speak to them in English.*
 - *This importance also increases with age (48% among 18-24 year olds vs. 75% among seniors 65+ years old).*
- **Of the English-speakers who had used the services of an ER or outpatient clinic, 50% reported that translation services had not been offered (excluding those who don't know).***
 - *The rate was higher among females (63%), the lowest-income earners (<\$30K: 62%) and the wealthiest (\$100K+: 53%), as well as the residents of Estrie (64%), Montérégie Centre (67%) and Côte-Nord (73%).*
 - *The proportion of English-speakers reporting that translation services had not been offered rises with age (40% among the 18-24 year olds vs. 74% among seniors 65+ years old).*

Used the services of a hospital emergency room or out-patient clinic 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	43	44	41	44	48	45	32	35	43	50	41	43	42
No	57	56	59	56	52	55	68	65	57	50	59	57	58

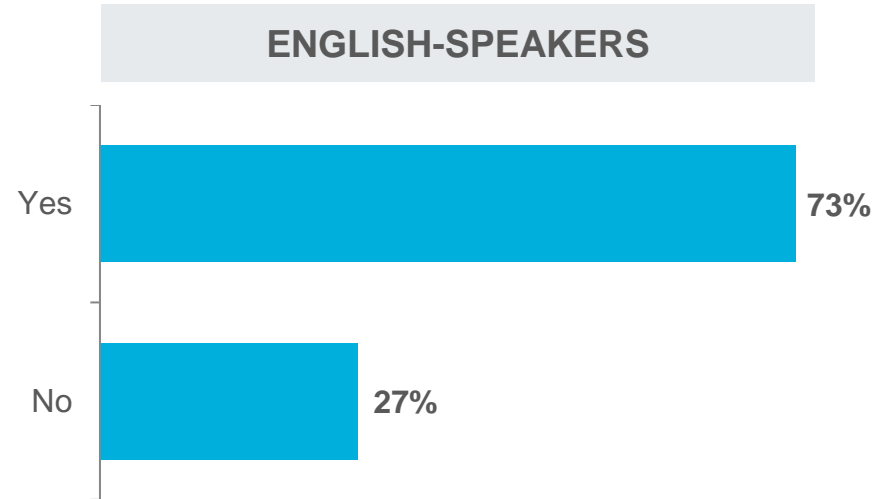
Used the services of a hospital emergency room or out-patient clinic 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	43	53	48	47	41	43	40	36	41	64	44	50	41	39	40	37	46	50	
No	57	47	52	53	59	57	60	64	59	36	56	50	59	61	60	63	54	50	

Served in English at the ER or out-patient clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Yes	73	78	68	72	76	66	76	63	74	79	70	71	82
No	27	22	32	28	24	34	24	37	26	21	30	29	18

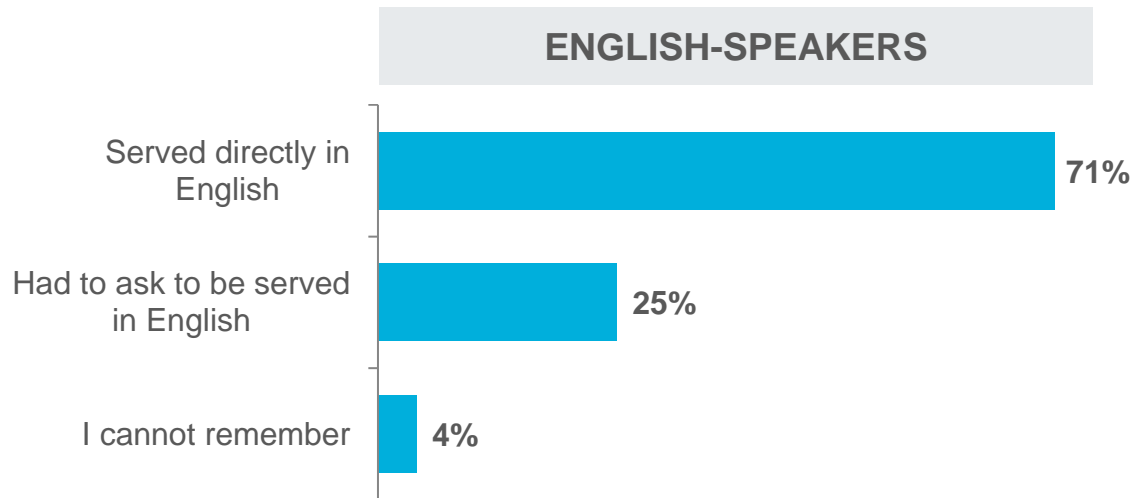
Served in English at the ER or out-patient clinic 2/2

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

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
	n= 1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40
Yes	73	70	64	88	88	82	65	60	75	84	56	69	58	58	51	70	68	32
No	27	30	36	12	12	18	35	40	25	16	44	31	42	42	49	30	32	68

Requested and received service in English at the ER or out-patient clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1362	658	704	98	544	444	276	96	400	413	346	1075	287
Served directly in English	71	77	63	62	71	74	68	55	66	77	76	72	63
Had to ask to be served in English	25	20	31	31	26	23	24	39	31	20	19	23	34
I cannot remember	4	3	6	7	3	3	8	5	4	3	4	4	3

Requested and received service in English at the ER or out-patient clinic 2/2

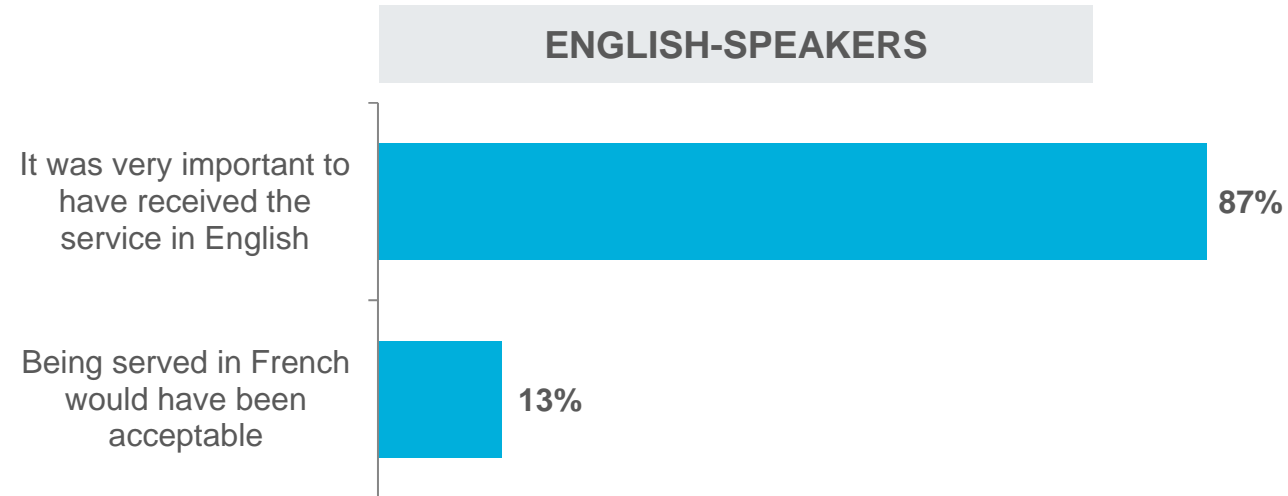
Base: English respondents who have been served in English during recent visit to an emergency room or out-patient clinic, n=1,362

(%) 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=	1362	122	73	226	188	104	78	59	100	64	71	39	40	46	22	80	37	13
Served directly in English	71	75	64	76	73	79	80	79	61	80	71	76	62	48	--	66	57	--
Had to ask to be served in English	25	25	30	21	22	20	11	20	37	8	23	19	32	45	--	30	41	--
I cannot remember	4	0	6	4	5	1	9	1	3	11	7	5	6	7	--	3	1	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Perceived importance of being served in English at ER or out-patient clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1362	658	704	98	544	444	276	96	400	413	346	1075	287
It was very important to have received the service in English	87	88	86	83	85	90	88	86	85	88	87	85	97
Being served in French would have been acceptable	13	12	14	17	15	10	12	14	15	12	13	15	3

Perceived importance of being served in English at ER or out-patient clinic 2/2

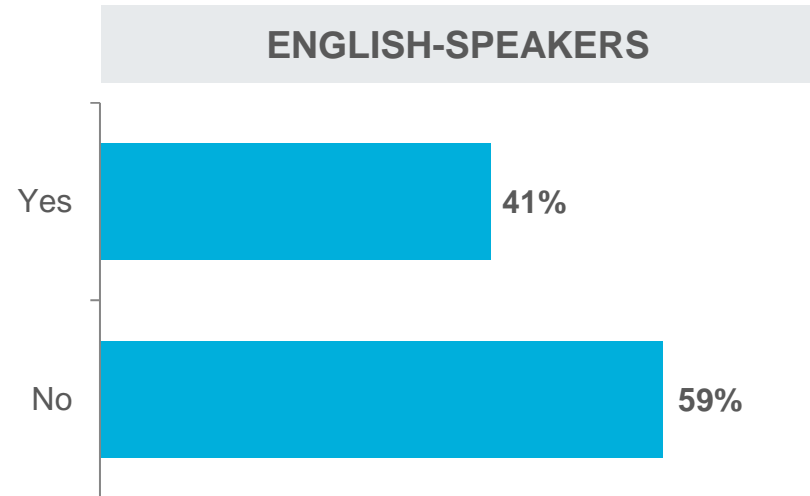
Base: English respondents who have been served in English at the ER or Out-patient Clinic, n=1,362

(%) 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=	1362	122	73	226	188	104	78	59	100	64	71	39	40	46	22	80	37	13
It was very important to have received the service in English	87	80	88	90	88	81	85	86	92	88	78	86	81	90	--	88	95	--
Being served in French would have been acceptable	13	20	12	10	12	19	15	14	8	12	22	14	19	10	--	12	5	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Did you or the person you helped ask for service in English at the ER or out-patient clinic? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 545	199	346	43	190	224	88	64	152	121	145	483	62
Yes	41	38	43	41	47	38	36	48	43	45	38	39	59
No	59	62	57	59	53	62	64	52	57	55	62	61	41

Did you or the person you helped ask for service in English at the ER or out-patient clinic? 2/2

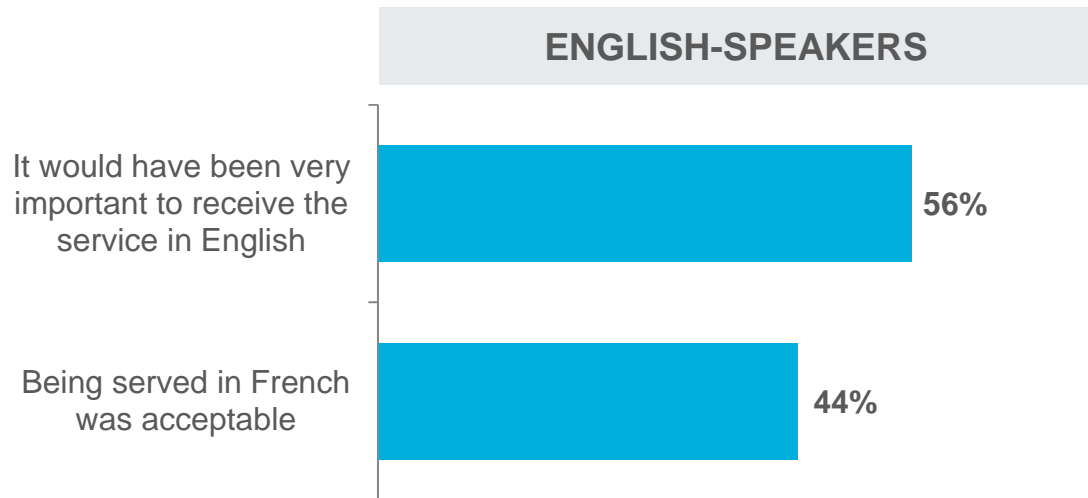
Base: English respondents who have NOT been served in English at the ER or Out-patient Clinic, n=545

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
	n= 545	56	44	31	26	24	40	35	39	13	60	15	31	33	23	36	12	27	
Yes	41	40	36	55	--	--	27	37	51	--	44	--	38	48	--	42	--	--	
No	59	60	64	45	--	--	73	63	49	--	56	--	62	52	--	58	--	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.

Importance of English services at the ER or out-patient clinic 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=545



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	545	199	346	43	190	224	88	64	152	121	145	483	62
It would have been very important to receive the service in English	56	47	62	56	55	62	43	69	53	57	51	52	85
Being served in French was acceptable	44	53	38	44	45	38	57	31	47	43	49	48	15

Importance of English services at the ER or out-patient clinic among those not served in English 2/2

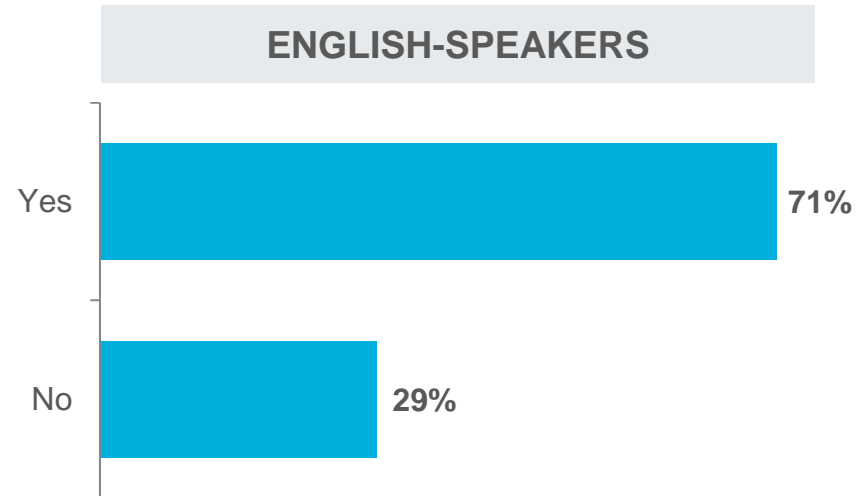
Base: English respondents who have NOT been served in English by Info Santé or Info Social, n=545

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
n=	545	56	44	31	26	24	40	35	39	13	60	15	31	33	23	36	12	27
It would have been very important to receive the service in English	56	52	54	73	--	--	51	56	56	--	48	--	48	58	--	62	--	--
Being served in French was acceptable	44	48	46	27	--	--	49	44	44	--	52	--	52	42	--	38	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Did admission personnel speak English at the ER or out-patient clinic? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Yes	71	78	64	76	75	67	69	67	70	81	68	69	82
No	29	22	36	24	25	33	31	33	30	19	32	31	18

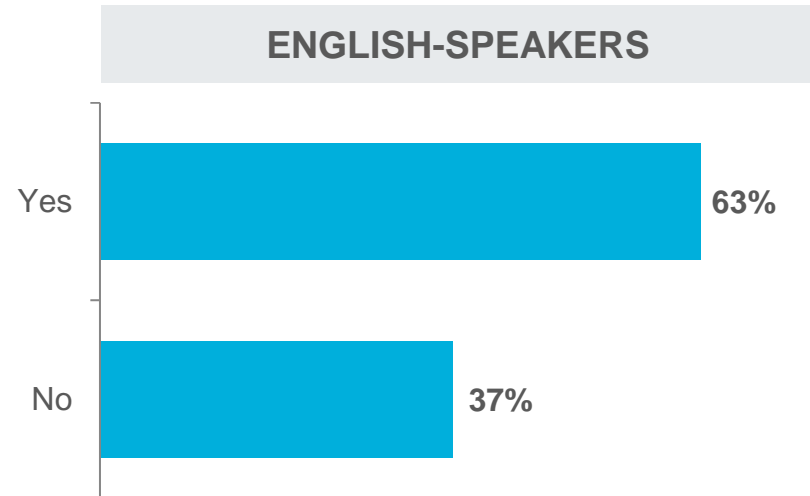
Did admission personnel speak English at the ER or out-patient clinic? 2/2

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

(%) 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= 1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40
Yes	71	72	53	88	90	85	68	62	71	73	63	66	49	51	52	73	50	15
No	29	28	47	12	10	15	32	38	29	27	37	34	51	49	48	27	50	85

Were forms provided in English at the ER or out-patient clinic? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Yes	63	71	54	70	66	58	61	54	62	75	58	62	68
No	37	29	46	30	34	42	39	46	38	25	42	38	32

CROP

Q30G. During your most recent experience at the ER or out-patient clinic...-Were any forms you were required to fill out, or other information forms given to you (or the person you helped) provided in English? ¹⁵¹

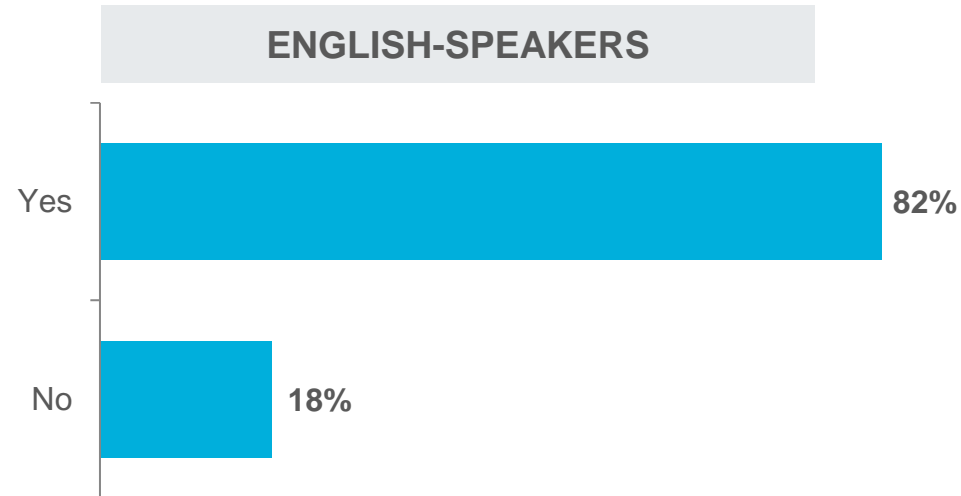
Were forms provided in English at the ER or out-patient clinic? 2/2

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

(%) 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= 1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40	
Yes	63	63	46	81	79	79	62	59	58	71	50	56	43	48	52	55	38	10	
No	37	37	54	19	21	21	38	41	42	29	50	44	57	52	48	45	62	90	

Were you able to navigate around the ER or out-patient clinic easily? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Yes	82	84	80	79	81	82	86	82	79	85	84	83	79
No	18	16	20	21	19	18	14	18	21	15	16	17	21

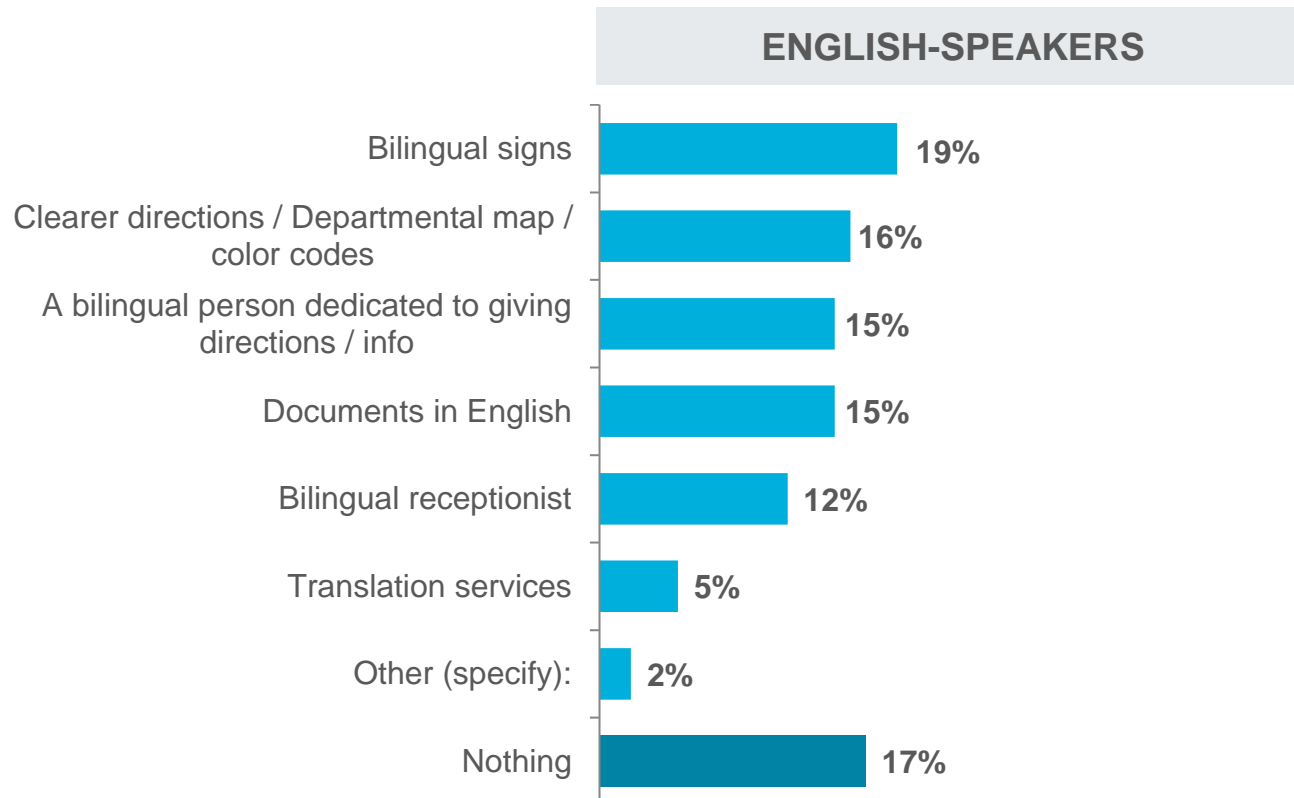
Were you able to navigate around the ER or out-patient clinic easily? 2/2

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

(%) 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= 1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40
Yes	82	83	83	88	88	88	81	82	80	77	76	77	82	80	77	81	67	61
No	18	17	17	12	12	12	19	18	20	23	24	23	18	20	23	19	33	39

Factors that would improve finding one's way around the ER or out-patient clinic 1/3

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



Factors that would improve finding one's way around the ER or out-patient clinic 2/3

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

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Bilingual signs	19	18	20	16	18	18	23	25	18	16	17	18	23
Clearer directions / Departmental map / color codes	16	17	14	15	18	14	14	11	16	18	17	16	14
A bilingual person dedicated to giving directions / info	15	16	13	16	18	13	9	11	13	19	14	15	13
Documents in English	15	17	13	20	14	17	11	17	17	14	14	14	18
Bilingual receptionist	12	13	11	15	15	12	7	11	14	13	10	13	11
Translation services	5	6	3	8	7	4	1	3	6	7	3	5	3
Other (specify):	2	1	3	2	1	2	3	3	1	1	2	2	2
Nothing	17	12	22	8	10	19	32	18	16	12	23	18	15

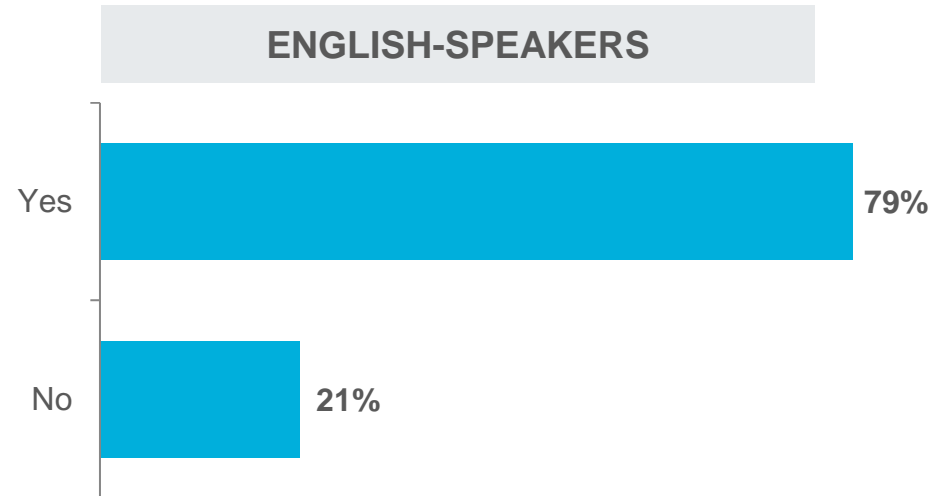
Factors that would improve finding one's way around the ER or out-patient clinic 3/3

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

(%) 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=	1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40
Bilingual signs	19	18	27	14	15	9	19	20	25	15	16	16	23	21	16	25	45	29
Clearer directions / Departmental map / color codes	16	17	13	18	17	18	20	15	13	9	13	19	22	18	10	15	2	0
A bilingual person dedicated to giving directions / info	15	13	8	17	14	28	15	18	11	15	19	17	13	9	16	10	7	0
Documents in English	15	15	12	13	14	14	15	11	16	38	14	12	12	17	10	15	9	24
Bilingual receptionist	12	15	10	10	13	14	11	17	14	1	9	14	16	15	21	11	15	4
Translation services	5	8	7	7	5	4	5	1	2	2	5	5	2	3	8	5	0	5
Other (specify):	2	1	1	1	3	0	0	1	2	1	3	0	1	3	0	2	3	12
Nothing	17	11	22	20	20	13	14	16	16	17	20	17	11	15	20	16	18	26

Did the doctor / health professional speak English at the ER or out-patient clinic? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Yes	79	83	76	76	81	76	82	75	82	84	77	77	91
No	21	17	24	24	19	24	18	25	18	16	23	23	9

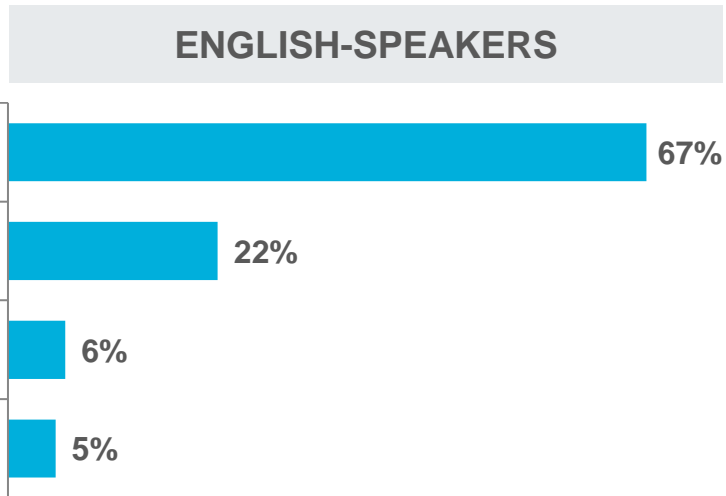
Did the doctor / health professional speak English at the ER or out-patient clinic? 2/2

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

(%) 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= 1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40	
Yes	79	79	71	89	93	90	71	71	82	85	63	73	68	65	66	83	71	38	
No	21	21	29	11	7	10	29	29	18	15	37	27	32	35	34	17	29	62	

Importance of doctor or health professional speaking English at the ER or out-patient clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1907	857	1050	141	734	668	364	160	552	534	491	1558	349
Very important	67	64	71	48	62	73	75	68	66	67	66	65	80
Somewhat important	22	26	17	37	27	17	12	20	24	25	20	23	17
Not very important	6	5	7	13	7	5	6	9	7	4	8	7	3
Not at all important	5	5	4	2	4	5	7	3	3	4	6	5	0

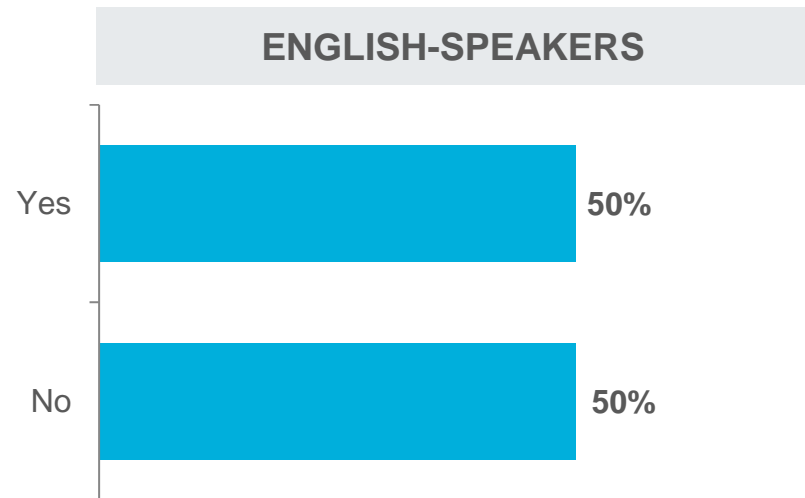
Importance of doctor or health professional speaking English at the ER or out-patient clinic 2/2

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

(%) 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= 1907	178	117	257	214	128	118	94	139	77	131	54	71	79	45	116	49	40
Very important	67	59	59	80	71	59	58	66	70	77	52	50	61	68	50	77	80	52
Somewhat important	22	29	24	15	24	27	26	21	20	16	35	32	27	22	29	14	20	15
Not very important	6	6	12	2	3	9	12	10	4	7	11	6	7	8	5	7	0	13
Not at all important	5	6	5	3	1	5	4	4	6	0	3	12	6	2	16	3	0	20

Translation services offered at the hospital emergency room or out-patient clinic 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1482	710	772	121	643	526	192	111	428	458	390	1227	255
Yes	50	62	37	60	58	45	26	38	51	61	47	50	49
No	50	38	63	40	42	55	74	62	49	39	53	50	51

Translation services offered at the hospital emergency room or out-patient clinic 2/2

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

(%) 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= 1482	153	77	195	143	109	95	85	95	68	105	48	54	61	37	86	38	33	
Yes	50	65	36	59	55	69	46	50	47	77	43	55	47	33	43	42	27	9	
No	50	35	64	41	45	31	54	50	53	23	57	45	53	67	57	58	73	91	

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

Language of Service During Overnight Stay at a Hospital

Main observations 1/4

- **A quarter (27%) 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 (14%).*
 - *Among the English-speakers, the following sociodemographic groups used a hospital service requiring at least one overnight stay the most: males (31%), the younger cohorts (18-24: 36% and 25-44: 35%) and those with an annual household income of \$70-100K (35%).*
 - *The English-speakers from the NCR (National Capital) (39%), the West Island of Montréal (the West Island of Montreal) (33%) and Gaspésie (41%) were also more likely to have used these services.*
- **Of the English-speakers who had used a hospital service requiring at least one overnight, 19% had NOT been served in English.***
 - *Among the English-speakers who used these services, females (24%), 18-24 year olds (31%), 45-64 year olds (22%), the lowest-income earners (<\$30K: 29%), the bilingual (20%), as well as those living in Estrie (29%), Nord de l'île de Montréal (27%) and Laurentides (33%), were more likely to have NOT been served in English.*
- **Of the English-speakers who had received service in English during an overnight stay at a hospital, 21% had to ask to be served in English (excluding those who cannot remember).***
 - *English-speaking females (30%), the youngest cohort (18-24 year olds: 34%), those with an annual household income of \$30-70K (29%), unilingual English-speakers (33%), as well as residents of Montérégie Centre (37%), were more likely to have had to ask to be served in English.*
- **Almost all (89%) 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 45-64 year olds (92%), unilingual English-speakers (97%) and residents of Outaouais (98%).*
- **43% 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.***
- **Two out of three English-speakers (65%) who had NOT been served in English during an overnight stay at the hospital thought that it would have been very important to get the service in English.***

Main observations 2/4

- **Of the English-speakers who stayed overnight at a hospital, 20% reported that the admission personnel did NOT speak to them in English.***
 - *This rate was higher among females (28%), 45-64 year olds (24%), those with an annual household income of \$30-70K (24%) and residents of the Laurentides (38%) and Montérégie Centre (38%).*
- **A quarter (26%) of the English-speakers who 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 (34%), 45-64 year olds (30%), those with a household income of \$30-70K (29%), those living in Estrie (47%), Laval (43%) and in Montérégie Centre (46%) were more likely to report that, for their overnight stay at a hospital, the admission forms were NOT in English.*
- **19% of the English-speakers who stayed overnight at a hospital reported being unable to easily find their way around.***
 - *Among the English-speakers who stayed overnight, 18-24 year olds (26%) and 45-64 year olds (22%), as well as residents of Estrie (35%) and Laval (32%), were the most likely to report that it was not easy to find their way around.*
- **Of the English-speakers who stayed overnight at a hospital, "Documents in English" was the tool most often selected (17%) from the choices offered.***
 - *Females (18%), seniors (65+ years old: 31%), the wealthiest (\$100K+: 18%) and residents of Centre-the West Island of Montreal (20%) were more likely to have selected "nothing."*
- **Overall, 22% reported that the consent forms for their overnight stay at the hospital were not in English.***
 - *Among English-speakers who stayed overnight at a hospital, there was a higher rate among respondents reporting that the consent forms were not in English among females (32%), people 45+ years old (45-64 year olds: 26% and seniors 65+ years old: 31%) and residents of Estrie (35%), Laval (33%), Laurentides (38%) and Montérégie Centre (36%).*
- **Of the English-speakers who stayed overnight at a hospital, 28% reported that written information other than consent forms was not provided in English.***
 - *Females (38%), people 45+ years old (45-64 year olds: 34% and seniors 65+ years old: 41%), the lowest-income earners (<\$30K: 35%) and the residents of Laval (44%) and Montérégie Centre (43%) were the most likely to report that other written information was not provided in English.*

Main observations 3/4

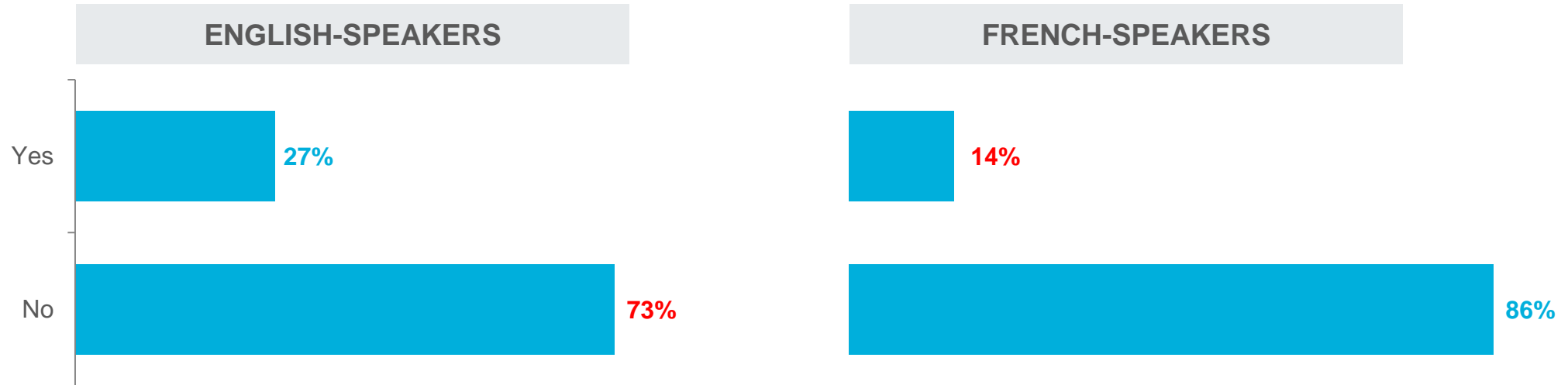
- **A quarter (23%) of the English-speakers who stayed overnight at a hospital reported that the nursing staff did not speak to them in English.***
 - *Among the English-speakers who stayed overnight at a hospital, females (27%), those with an annual household income of \$30-70K (26%) and the bilingual (24%) were the most likely to report that the nursing staff did not speak to them in English.*
 - *We also observed that English-speakers who stayed overnight at a hospital in the regions of Estrie (48%), Laval (39%) and Laurentides (42%) were the most likely to report that the nursing staff did not speak to them in English.*
- **Of the English-speakers who stayed overnight at a hospital, 15% reported that the doctor did not speak to them in English.***
 - *There was a higher rate among those who reported that the doctor did not speak to them in English among females (18%), bilingual English-speakers (17%), as well as the residents of the NCR (National Capital) (21%), Estrie (28%) and Laval (28%).*
- **A fifth (20%) of the English-speakers who stayed overnight at a hospital and saw technicians reported that the medical technicians did not speak to them in English.***
 - *Among English-speakers who stayed overnight at a hospital, females (25%), 18-24 year olds (30%), 45-64 year olds (23%), the lowest-income earners (<\$30K: 30%), the bilingual (21%), as well as residents of Laval (29%) and Montérégie Centre (34%), were the most likely to report that the medical technicians did not speak to them in English.*
- **Of the English-speakers who stayed overnight at a hospital and got pre/post-procedure instructions, 22% reported that the pre-intervention or post-intervention instructions were not provided in English.***
 - *Females (30%), people with an annual household income of \$30-70K (27%), as well as residents of Estrie (46%), Laval (34%) and Montérégie Centre (38%), were the most likely (among the English-speakers who stayed overnight at a hospital and got pre/post-intervention instructions) to report that these instructions were not provided in English.*

Main observations 4/4

- **Of the English-speakers who stayed overnight at a hospital, 39% reported that translation services had not been provided (*excluding those who don't know*).**
 - *The rate was higher among females (56%), seniors (65+ years old: 71%), the lowest-income earners (<\$30K: 64%), as well as residents of Montérégie Centre (64%) and Montérégie Ouest (52%).*
- **20% of the English-speakers who stayed overnight at a hospital did not receive instructions in English when discharged.**
 - *The highest numbers in this situation were females (28%), 45-64 year olds (25%), those with an annual household income of \$30-70K (23%), as well as residents of Estrie (35%), Lanaudière (33%) and Laurentides (42%).*

Have stayed overnight at a hospital 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	27	31	22	36	35	26	14	22	26	35	26	27	24
No	73	69	78	64	65	74	86	78	74	65	74	73	76

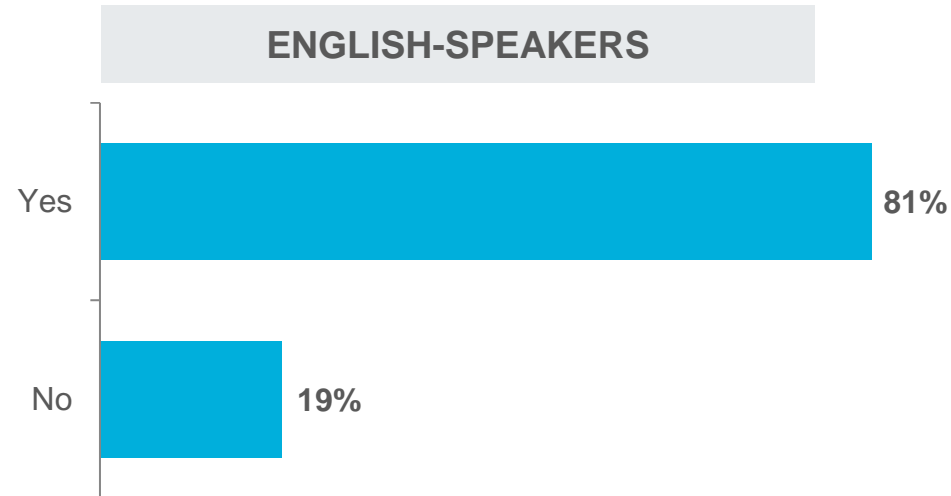
Have stayed overnight at a hospital 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	27	39	26	33	26	31	29	26	23	41	28	35	23	26	17	19	22	21	
No	73	61	74	67	74	69	71	74	77	59	72	65	77	74	83	81	78	79	

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

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	81	85	76	69	86	78	78	71	81	85	84	80	89
No	19	15	24	31	14	22	22	29	19	15	16	20	11

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

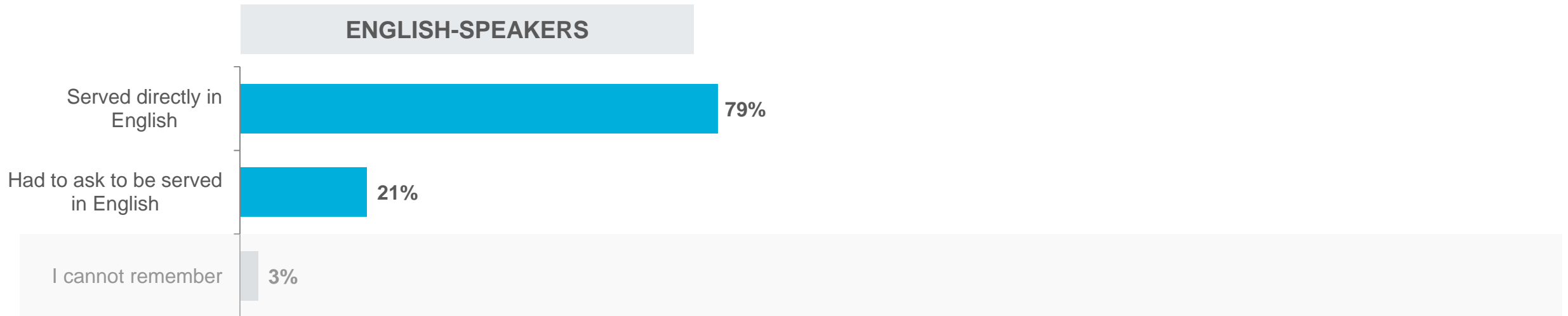
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) 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= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14	
Yes	81	86	71	87	88	92	73	82	77	89	76	77	67	72	--	82	--	--	
No	19	14	29	13	12	8	27	18	23	11	24	23	33	28	--	18	--	--	

--: Results are not shown when less than 30 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=949) , excluding those who don't remember (3%), n=918



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 918	523	395	78	425	287	128	61	247	310	257	751	167
Served directly in English	79	84	70	66	79	79	82	73	71	84	83	81	67
Had to ask to be served in English	21	16	30	34	21	21	18	27	29	16	17	19	33
	n= 949	533	416	80	439	299	131	64	256	316	265	778	171
I cannot remember	3	2	5	2	3	4	1	3	3	2	3	3	2

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

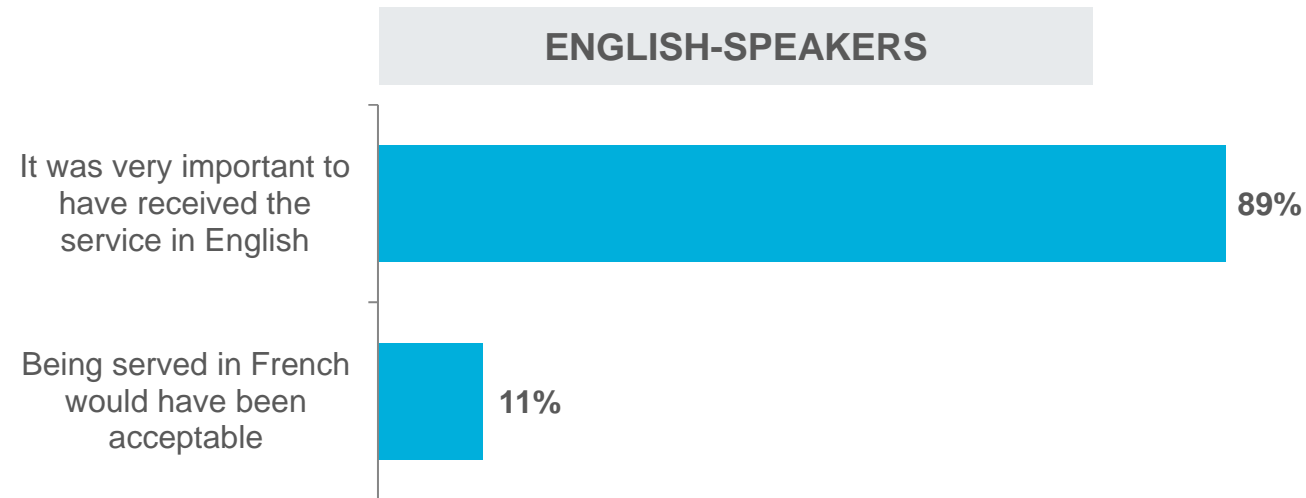
Base: English respondents who have been served in English during overnight stay at a hospital, (n=949) , excluding those who don't remember (3%), n=918

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-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= 918	106	36	150	108	81	62	56	44	50	55	32	26	35	15	44	12	6
Served directly in English	79	84	71	84	77	79	84	87	69	96	87	83	--	63	--	76	--	--
Had to ask to be served in English	21	16	29	16	23	21	16	13	31	4	13	17	--	37	--	24	--	--
	n= 949	109	39	155	113	82	65	56	45	51	58	32	26	37	15	47	13	6
I cannot remember	3	2	6	3	5	1	5	0	2	3	5	0	--	5	--	5	--	--

--: Results are not shown when less than 30 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=949



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 949	533	416	80	439	299	131	64	256	316	265	778	171
It was very important to have received the service in English	89	89	89	88	87	92	89	84	89	90	88	87	97
Being served in French would have been acceptable	11	11	11	12	13	8	11	16	11	10	12	13	3

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

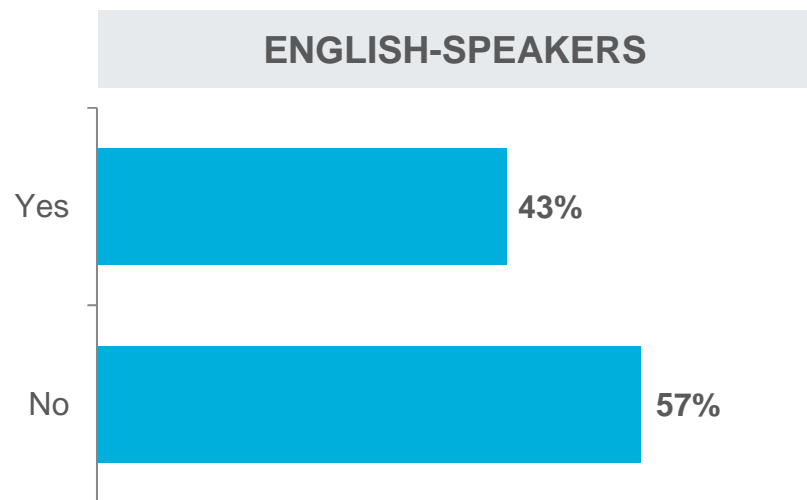
Base: English respondents who have been served in English during overnight stay at a hospital, n=949

(%) 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= 949	109	39	155	113	82	65	56	45	51	58	32	26	37	15	47	13	6
It was very important to have received the service in English	89	83	92	92	87	91	85	85	98	93	87	87	--	70	--	86	--	--
Being served in French would have been acceptable	11	17	8	8	13	9	15	15	2	7	13	13	--	30	--	14	--	--

--: Results are not shown when less than 30 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? 1/2

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 245	97	148	31	81	97	36	36	74	53	52	219	26
Yes	43	41	45	52	51	38	30	42	44	51	35	41	--
No	57	59	55	48	49	62	70	58	56	49	65	59	--

--: Results are not shown when less than 30 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

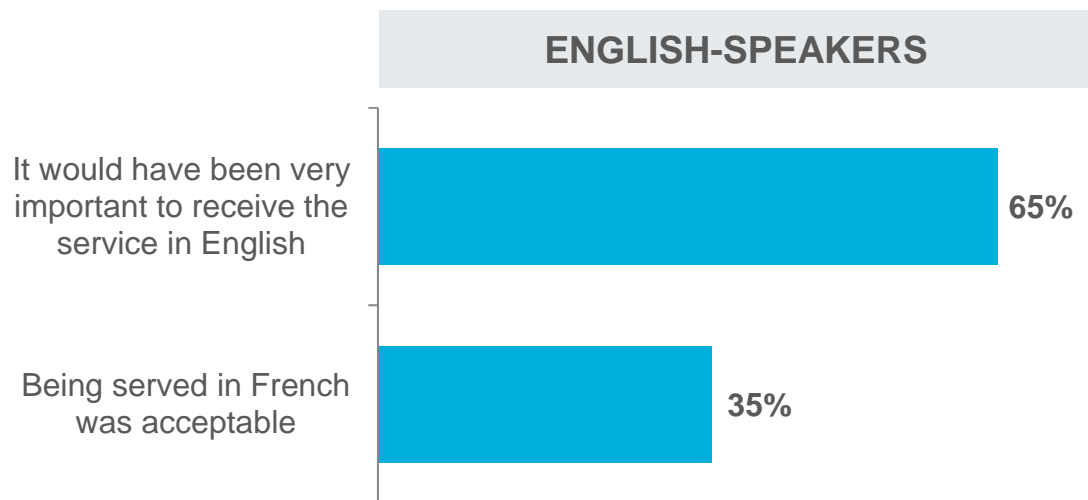
Base: English respondents who have NOT been served in English during the overstay at the hospital, n=245

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	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= 245	20	19	24	17	8	23	12	21	7	21	9	14	15	4	12	11	8	
Yes	43	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
No	57	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

--: Results are not shown when less than 30 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=245



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 245	97	148	31	81	97	36	36	74	53	52	219	26
It would have been very important to receive the service in English	65	63	66	59	68	69	51	55	68	69	51	61	--
Being served in French was acceptable	35	37	34	41	32	31	49	45	32	31	49	39	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

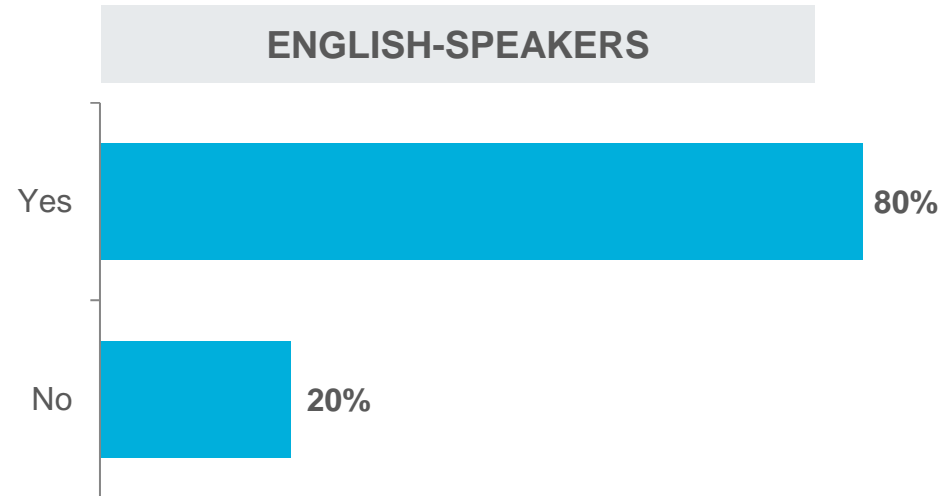
Base: English respondents who have NOT been served in English during the overstay at the hospital, n=245

(%) 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	Lanau-dière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
n=	245	20	19	24	17	8	23	12	21	7	21	9	14	15	4	12	11	8	
It would have been very important to receive the service in English	65	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
Being served in French was acceptable	35	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	80	86	72	80	83	76	76	76	76	87	82	79	83
No	20	14	28	20	17	24	24	24	24	13	18	21	17

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

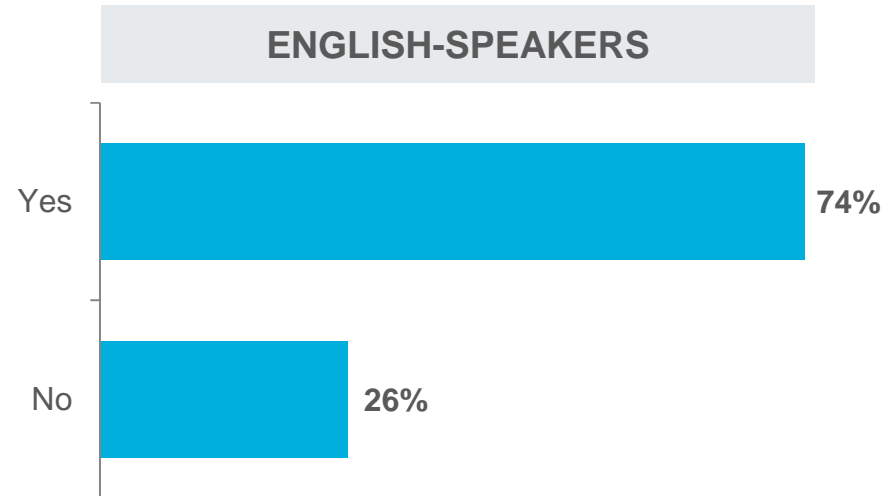
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14	
Yes	80	84	71	89	90	89	82	81	82	88	72	74	62	62	--	77	--	--	
No	20	16	29	11	10	11	18	19	18	12	28	26	38	38	--	23	--	--	

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	74	80	66	66	79	70	69	69	71	83	72	74	72
No	26	20	34	34	21	30	31	31	29	17	28	26	28

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

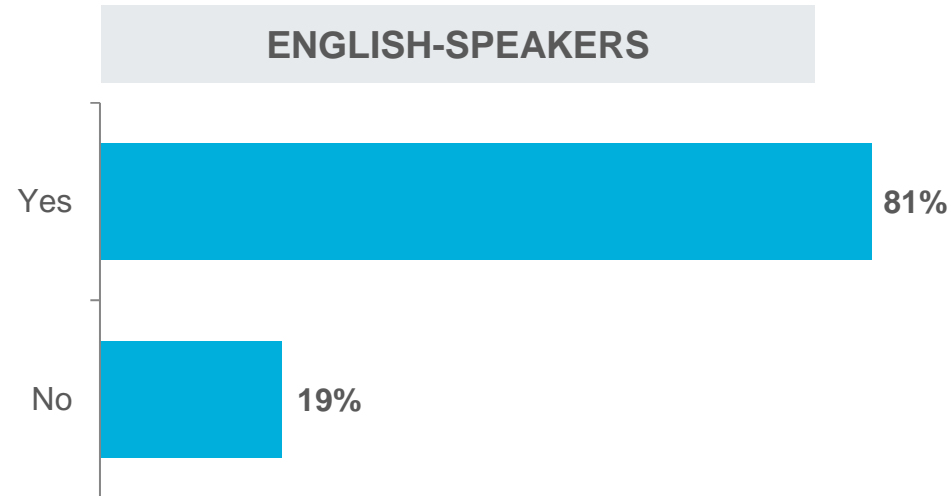
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	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= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14	
Yes	74	77	53	87	83	82	79	80	70	86	57	65	62	54	--	67	--	--	
No	26	23	47	13	17	18	21	20	30	14	43	35	38	46	--	33	--	--	

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	81	82	80	74	84	78	85	80	79	84	83	81	84
No	19	18	20	26	16	22	15	20	21	16	17	19	16

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

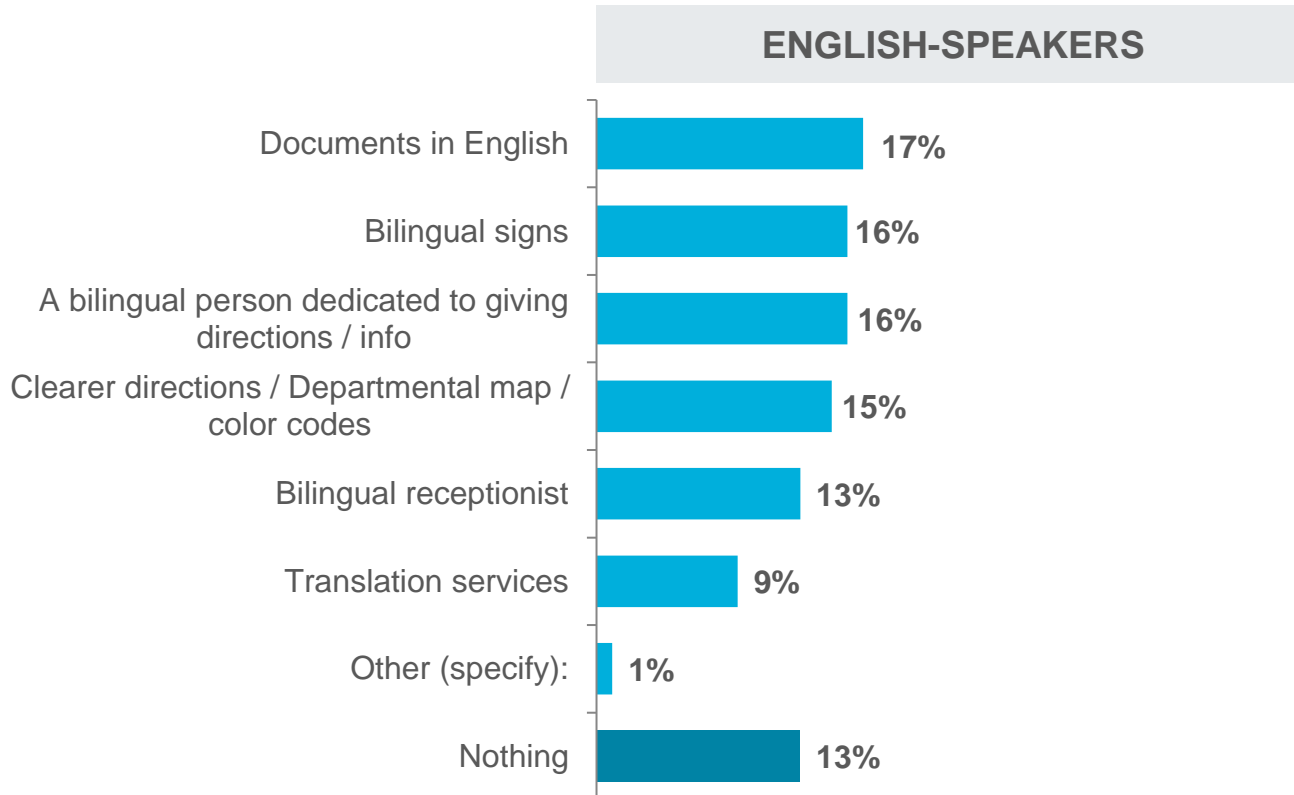
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14	
Yes	81	84	65	86	85	81	83	81	85	86	68	75	78	86	--	78	--	--	
No	19	16	35	14	15	19	17	19	15	14	32	25	22	14	--	22	--	--	

--: Results are not shown when less than 30 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=1,194



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=1,194

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Documents in English	17	17	16	20	17	19	11	14	15	17	19	15	24
Bilingual signs	16	16	16	16	15	16	19	20	20	14	14	16	20
A bilingual person dedicated to giving directions / info	16	16	15	10	18	14	14	14	13	18	18	17	8
Clearer directions / Departmental map / color codes	15	15	15	19	15	15	14	18	15	16	14	16	14
Bilingual receptionist	13	13	12	14	14	14	4	11	17	12	10	12	15
Translation services	9	11	6	14	12	7	1	6	10	13	5	10	7
Other (specify):	1	1	1	0	1	1	4	1	1	0	2	1	1
Nothing	13	10	18	7	8	15	31	16	9	9	18	13	12

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

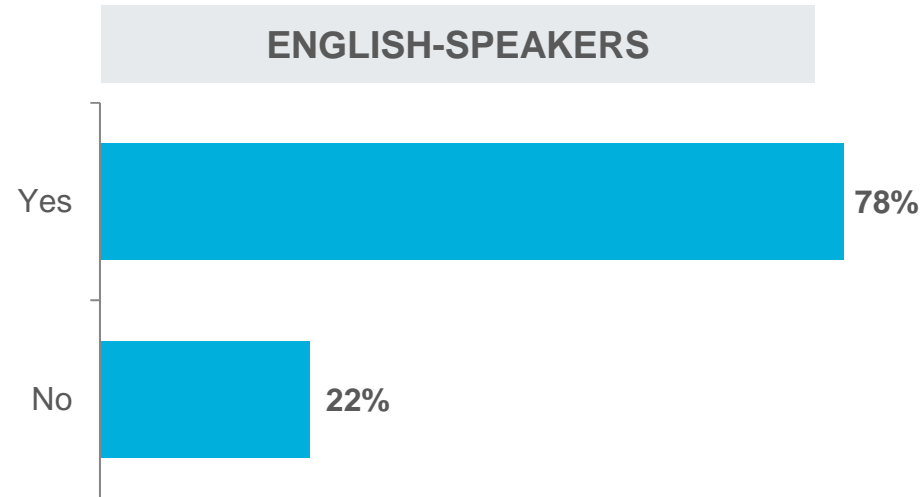
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Oest 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=	1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
Documents in English	17	17	15	12	15	18	26	4	13	65	11	28	14	20	--	13	--	--
Bilingual signs	16	16	11	15	9	13	9	23	17	12	16	24	16	22	--	33	--	--
A bilingual person dedicated to giving directions / info	16	19	17	16	13	23	17	19	20	1	21	2	17	12	--	6	--	--
Clearer directions / Departmental map / color codes	15	17	17	20	17	13	20	17	9	3	15	12	11	24	--	13	--	--
Bilingual receptionist	13	14	11	13	13	11	13	19	16	11	11	14	24	10	--	10	--	--
Translation services	9	11	12	10	11	15	4	12	7	4	8	11	3	5	--	8	--	--
Other (specify):	1	1	0	1	2	0	0	0	3	0	0	0	0	0	--	1	--	--
Nothing	13	5	18	13	20	8	10	7	16	2	18	10	15	8	--	15	--	--

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	78	85	68	78	83	74	69	73	77	84	78	79	74
No	22	15	32	22	17	26	31	27	23	16	22	21	26

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

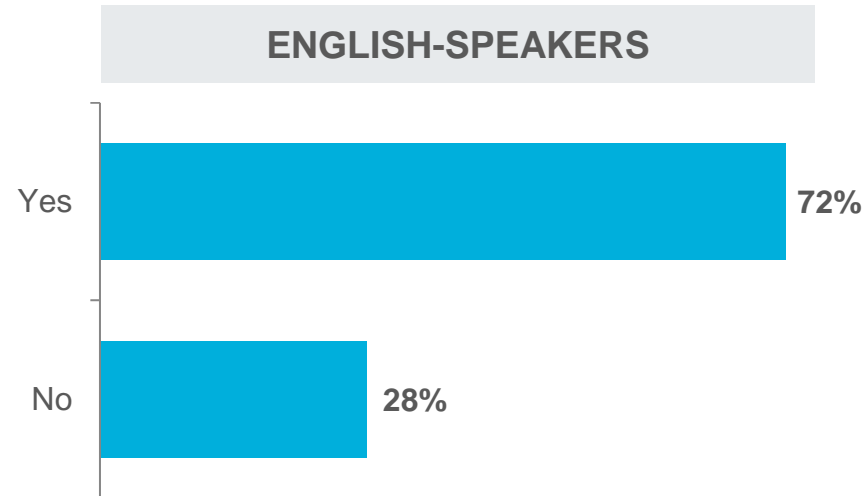
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Sud-Île Mtl	Nord-Île Mtl	Est-Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
Yes	78	83	65	89	87	86	79	86	71	87	67	75	62	64	--	74	--	--
No	22	17	35	11	13	14	21	14	29	13	33	25	38	36	--	26	--	--

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	72	79	62	68	79	66	59	65	71	78	75	72	70
No	28	21	38	32	21	34	41	35	29	22	25	28	30

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

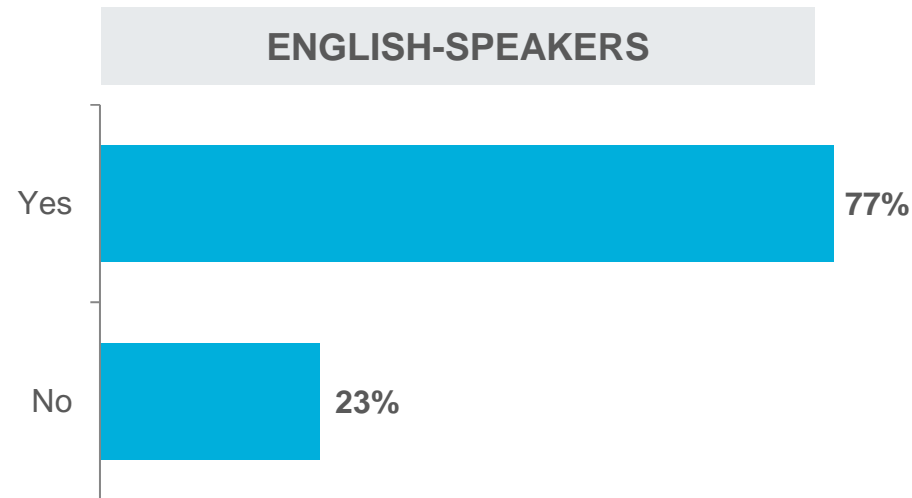
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
Yes	72	75	60	79	76	79	75	79	70	91	56	69	63	57	--	68	--	--
No	28	25	40	21	24	21	25	21	30	9	44	31	37	43	--	32	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	77	81	73	70	79	76	79	74	74	84	78	76	87
No	23	19	27	30	21	24	21	26	26	16	22	24	13

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

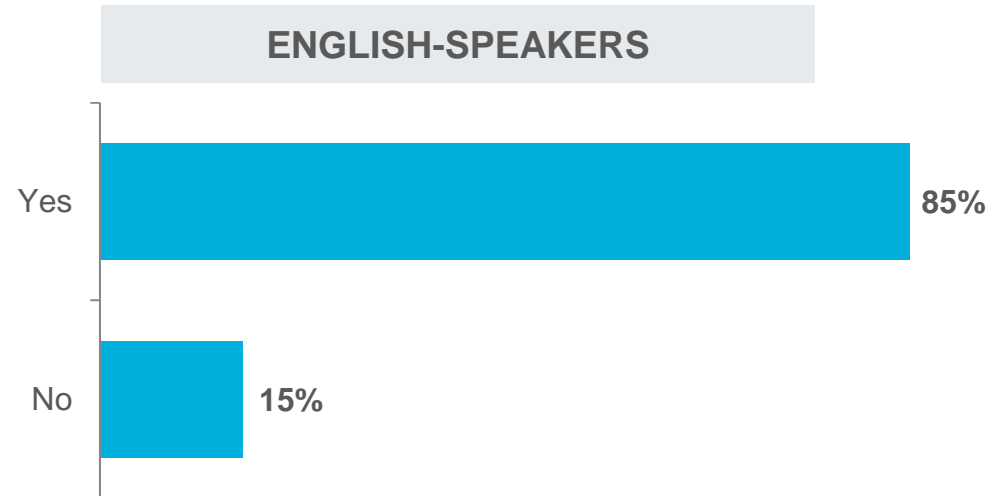
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Sud-Île Mtl	Nord-Île Mtl	Est-Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
Yes	77	74	52	86	81	92	76	74	79	93	61	68	58	69	--	85	--	--
No	23	26	48	14	19	8	24	26	21	7	39	32	42	31	--	15	--	--

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	85	87	82	80	87	82	89	86	86	87	85	83	94
No	15	13	18	20	13	18	11	14	14	13	15	17	6

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

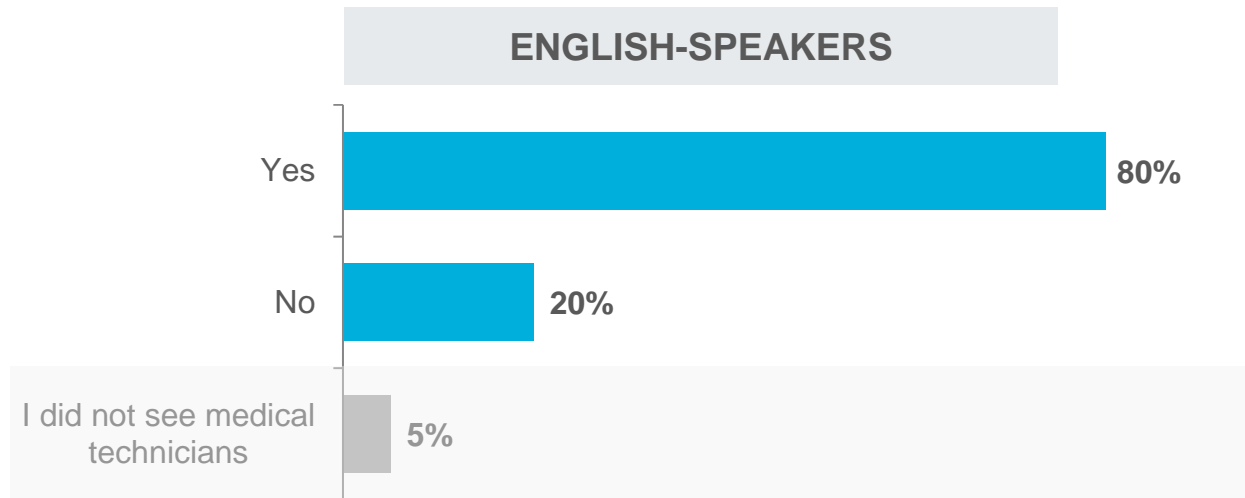
Base: English respondents who required an overnight stay at a hospital, n=1,194

(%) ENGLISH-SPEAKERS	REGIONS																		
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions	
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14	
Yes	85	79	72	91	88	90	85	85	80	95	72	76	79	78	--	92	--	--	
No	15	21	28	9	12	10	15	15	20	5	28	24	21	22	--	8	--	--	

--: Results are not shown when less than 30 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=1,194 / excluding I did not see medical technicians, n=1126



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1126	608	518	101	501	371	153	95	313	358	297	945	181
Yes	80	84	75	70	84	77	81	70	81	84	83	79	87
No	20	16	25	30	16	23	19	30	19	16	17	21	13
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
<i>I did not see medical technicians</i>	5	4	7	9	4	5	9	4	4	3	8	5	6

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

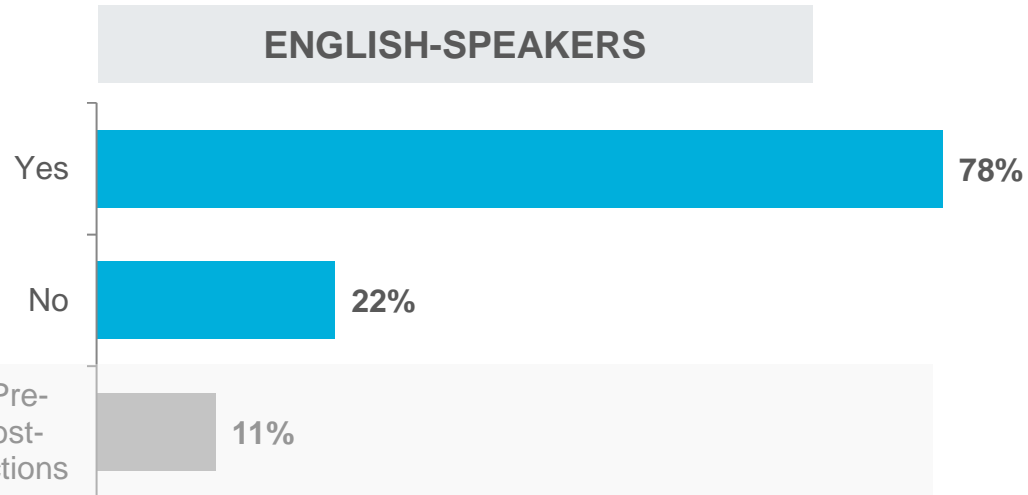
Base: English respondents who required an overnight stay at a hospital, n=1,194 / excluding I did not see medical technicians, n=1126

(%) 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= 1126	127	51	173	120	87	87	62	58	57	74	41	38	47	18	54	19	13
Yes	80	84	73	88	84	89	73	78	81	88	71	74	70	66	--	86	--	--
No	20	16	27	12	16	11	27	22	19	12	29	26	30	34	--	14	--	--
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
<i>I did not see medical technicians</i>	5	1	9	3	7	3	1	9	10	1	5	0	5	9	--	8	--	--

--: Results are not shown when less than 30 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=1,194 / excluding I did not receive Pre-intervention or Post-intervention instructions, n=1,069



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1069	580	489	94	485	354	136	78	303	349	281	904	165
Yes	78	84	70	73	79	77	79	73	73	85	82	77	83
No	22	16	30	27	21	23	21	27	27	15	18	23	17
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
<i>I did not receive Pre-intervention or Post-intervention instructions</i>	11	9	13	14	8	11	19	20	7	6	14	9	17

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

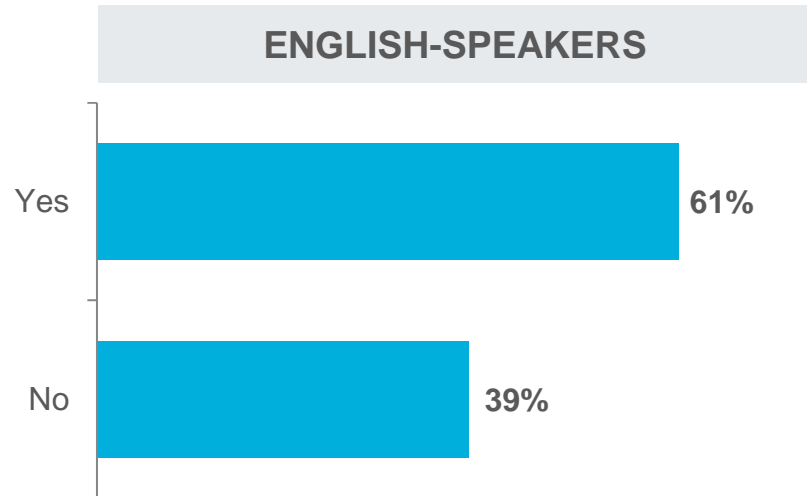
Base: English respondents who required an overnight stay at a hospital, n=1,194 / excluding I did not receive Pre-intervention or Post-intervention instructions, n=1,069

(%) ENGLISH-SPEAKERS		REGIONS																	
		TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Île Oue Mtl	Centre-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
	n=	1069	124	45	160	112	89	79	63	58	53	71	40	35	43	18	53	17	9
Yes		78	81	54	90	83	79	81	85	71	96	66	68	73	62	--	78	--	--
No		22	19	46	10	17	21	19	15	29	4	34	32	27	38	--	22	--	--
	n=	1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
<i>I did not receive Pre-intervention or Post-intervention instructions</i>		11	4	18	10	13	1	11	7	13	6	9	2	13	16	--	11	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

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



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1019	556	463	101	477	335	106	82	284	344	268	866	153
Yes	61	73	44	54	69	58	29	36	60	71	64	62	56
No	39	27	56	46	31	42	71	64	40	29	36	38	44

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

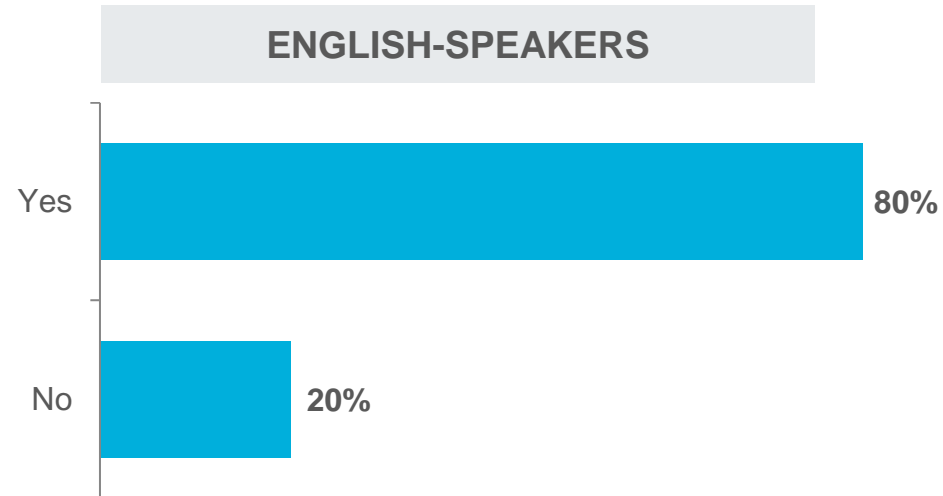
Base: English respondents who required an overnight stay at a hospital excluding I don't know (15%), n=1,019

(%) 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=	1019	116	42	146	98	85	82	62	52	57	66	39	34	42	16	51	20	11	
Yes	61	78	61	66	54	76	61	68	77	85	57	60	51	36	--	48	--	--	
No	39	22	39	34	46	24	39	32	23	15	43	40	49	64	--	52	--	--	

--: Results are not shown when less than 30 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=1,194



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1194	630	564	111	520	396	167	100	330	369	317	997	197
Yes	80	86	72	85	83	75	74	83	77	86	79	80	76
No	20	14	28	15	17	25	26	17	23	14	21	20	24

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=1,194

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
	n= 1194	129	58	179	130	90	88	68	66	58	79	41	40	52	19	59	24	14
Yes	80	85	65	92	89	83	81	80	74	96	72	67	58	71	--	85	--	--
No	20	15	35	8	11	17	19	20	26	4	28	33	42	29	--	15	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

A photograph of two women sitting in chairs in an office or meeting room, engaged in a conversation. The woman on the right is holding a tablet. The scene is overlaid with a blue tint. The text 'Language of Service from Health or Social Service Professionals - Mental Health' is written in white, bold font across the middle of the image, with a white horizontal line underneath it.

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

Main observations 1/2

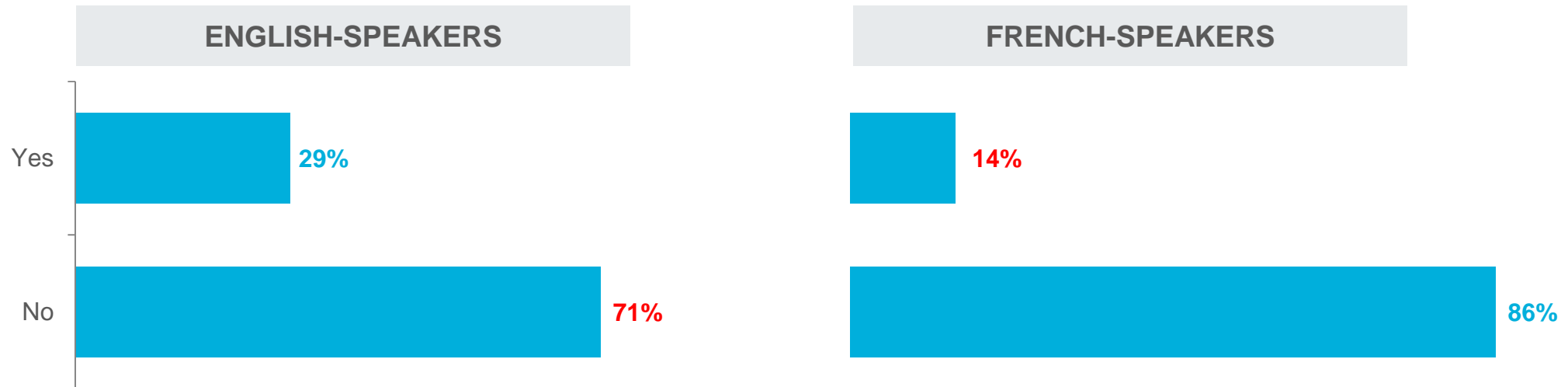
- **More than a quarter (29%) of the English-speakers surveyed had used the services of a health or social service professional for a mental health problem in the last 12 months.**
 - *This rate was higher than for French-speakers (14%).*
 - *Among the English-speakers, the rate of usage of mental health services was higher among males (32%), the under-45 year olds (18-24 year olds: 48% and 35-44 year olds: 42%), those with an annual household income of \$70-100K (37%) and the bilingual (30%).*
 - *English-speakers from the NCR (National Capital) (45%), the West Island of Montréal (the West Island of Montreal) (34%), Centre-Sud de l'île de Montréal (40%) and Gaspésie (49%) were more likely to have used these services.*
- **Among the English-speakers who consulted a professional for mental health reasons, a family doctor/ general practitioner (31%) was the most popular choice.**
 - *Among the French-speakers, the most consulted professional for mental health needs was a psychologist (35%).*
 - *Among the English-speakers who used mental health services, males (37%), as well as residents of the NCR (National Capital) (40%), Centre-Sud de l'île Montréal (39%), Gaspésie (50%) and Lanaudière (51%), were the most likely to have consulted a family doctor/ general practitioner.*
- **16% of the English-speakers who consulted a health professional for mental health reasons had not been served in English.***
 - *Among the English-speakers who used these services, more females (21%), the lowest-income earners (<\$30K: 26%), the bilingual (18%), as well as residents of Laval (25%), Laurentides (28%) and Montérégie Centre (29%), were more likely to have NOT been served in English.*
- **Of the English-speakers who used a mental health service in English, 14% had to ask to be served in English (excluding those who cannot remember).***
 - *The youngest English-speakers (18-24 years old: 27%), those with an annual household income of under \$70K (<\$30K: 24% and \$30-70K: 19%), as well as those living in Estrie (29%) and Nord de l'île de Montréal (32%), were the most likely to have had to ask to be served in English.*

Main observations 2/2

- **The majority (91%) of the English-speakers who had been served in their language when they dealt with a mental health professional thought that it was very important to have obtained the service in English.***
 - *More 45-64 year olds (96%), those with an annual household income of \$70K-100K (94%), unilingual English-speakers (98%) and residents of Gaspésie (99%) thought it was very important to have received the service in English.*
- **40% of the English-speakers who had NOT been served in English for a mental health problem had asked to be served in English.***
 - *This rate was highest among females (45%), 25-44 year olds (46%) and those with an annual household income of \$30-70K (53%).*
- **One in two English-speakers (49%) 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.***
 - *This rate was higher among those with an annual household income of \$70-100K (63%).*
- **Of the English-speakers, 72% felt that being provided with mental health services in English was very important.***
 - *Females (77%), the wealthiest (\$100K+: 74%), unilingual English-speakers (88%), as well as residents of the West Island of Montréal (the West Island of Montreal) (77%), Centre-the West Island of Montreal (80%), Montérégie Ouest (77%) and Côte-Nord (93%) were the most likely to have felt that it was very important that the professional providing the mental health services speak in English.*
 - *The proportion of English-speakers who were the most likely to have felt that it was very important that the professional providing the mental health services speak in English rises with age (49% among the 18-24 years old vs. 81% among seniors 65+ years old).*

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

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	29	32	26	48	42	28	7	26	28	37	29	30	23
No	71	68	74	52	58	72	93	74	72	63	71	70	77

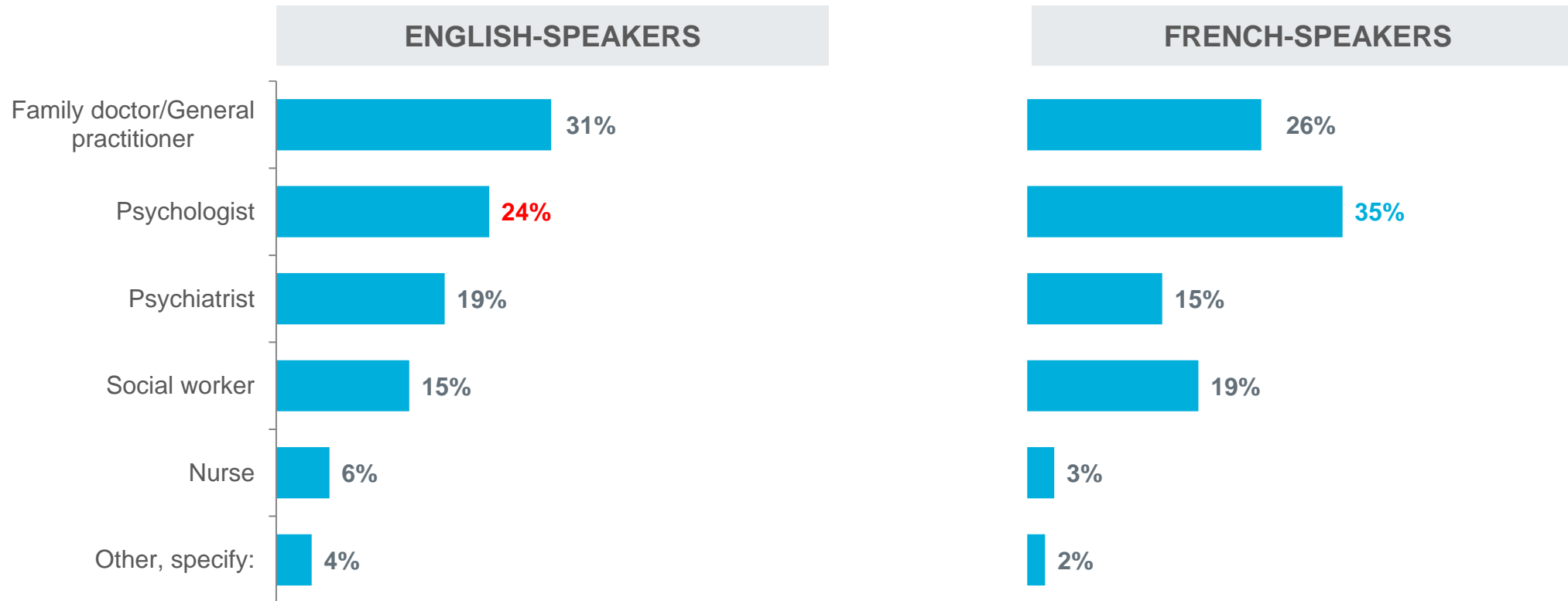
Used the services of a health or social service professional concerning mental health 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	29	45	22	34	23	40	27	27	28	49	32	36	26	26	24	24	17	21	
No	71	55	78	66	77	60	73	73	72	51	68	64	74	74	76	76	83	79	

Type of professional consulted concerning mental health 1/2

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



Type of professional consulted concerning mental health 2/2

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

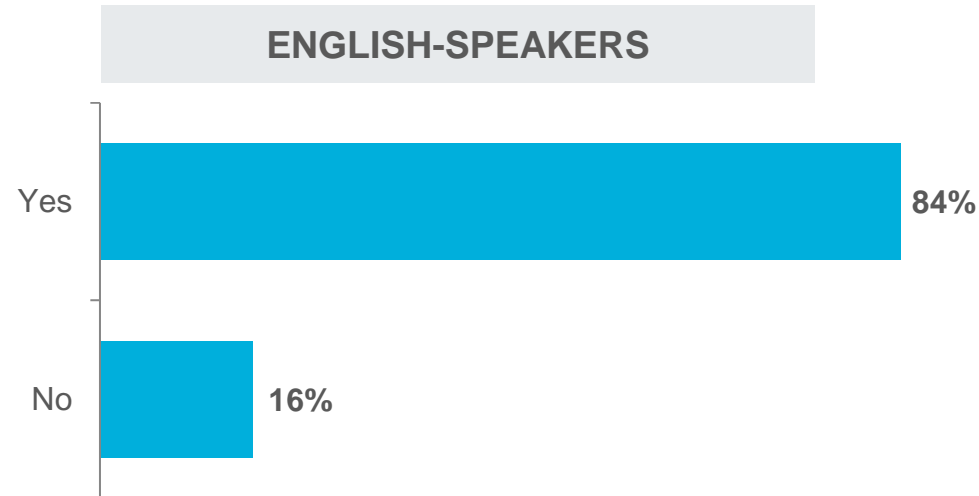
(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1291	627	664	146	626	427	92	121	356	400	347	1108	183
Family doctor/General practitioner	31	37	25	27	33	31	27	20	33	35	31	31	33
Psychologist	24	21	27	27	24	22	24	18	22	21	30	26	10
Psychiatrist	19	21	18	12	21	20	17	15	19	24	18	18	31
Social worker	15	13	18	13	14	16	23	27	15	12	14	15	18
Nurse	6	8	5	16	6	5	5	14	7	7	4	7	2
Other, specify:	4	1	7	4	2	7	4	7	4	1	4	4	6

(%) ENGLISH-SPEAKERS	TOTAL	REGIONS																
		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=	1291	151	48	187	119	123	83	72	80	62	91	43	45	52	28	72	21	14
Family doctor/General practitioner	31	40	27	27	26	39	35	37	24	50	25	51	39	29	--	32	--	--
Psychologist	24	21	18	24	26	24	22	15	26	27	19	20	20	28	--	32	--	--
Psychiatrist	19	14	14	23	22	20	17	31	21	6	16	19	27	23	--	7	--	--
Social worker	15	14	24	13	19	10	16	8	20	12	24	5	8	11	--	16	--	--
Nurse	6	10	8	9	7	7	7	8	5	6	9	3	2	3	--	4	--	--
Other, specify:	4	2	10	5	1	1	3	1	5	0	6	2	4	7	--	8	--	--

--: Results are not shown when less than 30 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=1,291



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1291	627	664	146	626	427	92	121	356	400	347	1108	183
Yes	84	88	79	80	84	86	79	74	84	87	86	82	93
No	16	12	21	20	16	14	21	26	16	13	14	18	7

Served in English by the mental health professional 2/2

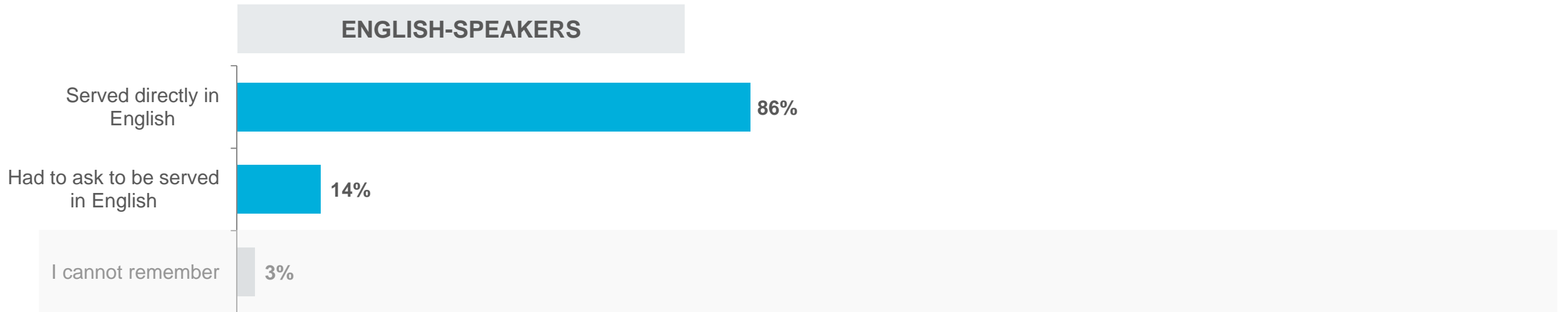
Base: English respondents who used the services of a professional regarding mental health, n=1,291

(%) 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= 1291	151	48	187	119	123	83	72	80	62	91	43	45	52	28	72	21	14
Yes	84	81	83	93	91	91	82	80	80	84	75	82	72	71	--	81	--	--
No	16	19	17	7	9	9	18	20	20	16	25	18	28	29	--	19	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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=1,073), excluding those who don't remember (3%), n=1,042



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1042	537	505	104	520	353	65	80	280	343	292	879	163
Served directly in English	86	87	84	73	85	88	90	76	81	92	85	86	82
Had to ask to be served in English	14	13	16	27	15	12	10	24	19	8	15	14	18
	1073	548	525	115	529	360	69	86	291	347	299	904	169
I cannot remember	3	2	4	9	1	2	8	8	3	1	2	3	3

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=1,073), excluding those who don't remember (3%), n=1,042

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-Île Mtl	Centre-Île Mtl	Nord Île Mtl	Est Île Mtl	Outaouais	Gaspésie	Laval	Lanaudière	Laurentides	Montérégie Centre	Montérégie Est	Montérégie Ouest	Côte-Nord	Other regions
	n= 1042	117	38	171	107	109	67	58	61	53	67	34	29	34	22	55	15	5
Served directly in English	86	90	71	90	89	88	68	86	80	97	88	83	--	76	--	83	--	--
Had to ask to be served in English	14	10	29	10	11	12	32	14	20	3	12	17	--	24	--	17	--	--
	n= 1073	121	39	175	109	111	68	58	62	54	69	35	31	36	23	59	17	6
I cannot remember	3	3	2	2	1	2	1	0	1	2	2	2	5	6	--	6	--	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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=1,073



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 1073	548	525	115	529	360	69	86	291	347	299	904	169
It was very important to have received the service in English	91	92	89	84	88	96	97	90	86	94	91	89	98
Being served in French would have been acceptable	9	8	11	16	12	4	3	10	14	6	9	11	2

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

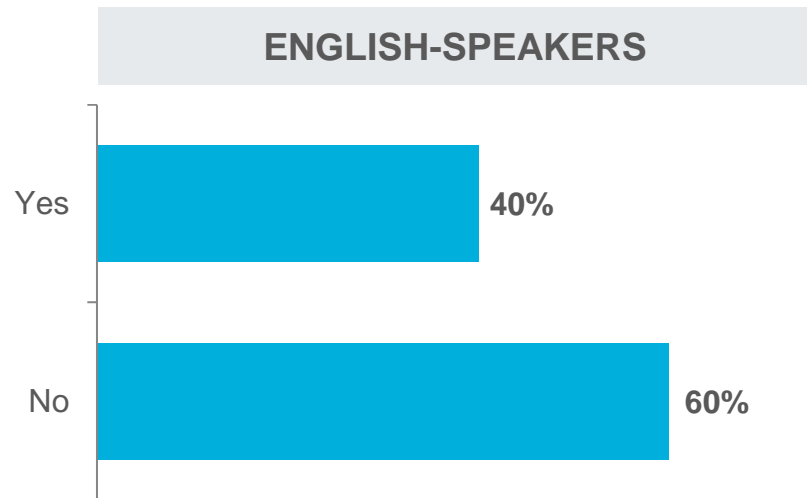
Base: English respondents who have been served in English using the services of a professional regarding mental health, n=1,073

(%) 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= 1073	121	39	175	109	111	68	58	62	54	69	35	31	36	23	59	17	6	
It was very important to have received the service in English	91	90	98	91	90	88	96	89	97	99	92	95	89	87	--	87	--	--	
Being served in French would have been acceptable	9	10	2	9	10	12	4	11	3	1	8	5	11	13	--	13	--	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.

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=218



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 218	79	139	31	97	67	23	35	65	53	48	204	14
Yes	40	32	45	29	46	39	--	36	53	46	26	37	--
No	60	68	55	71	54	61	--	64	47	54	74	63	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

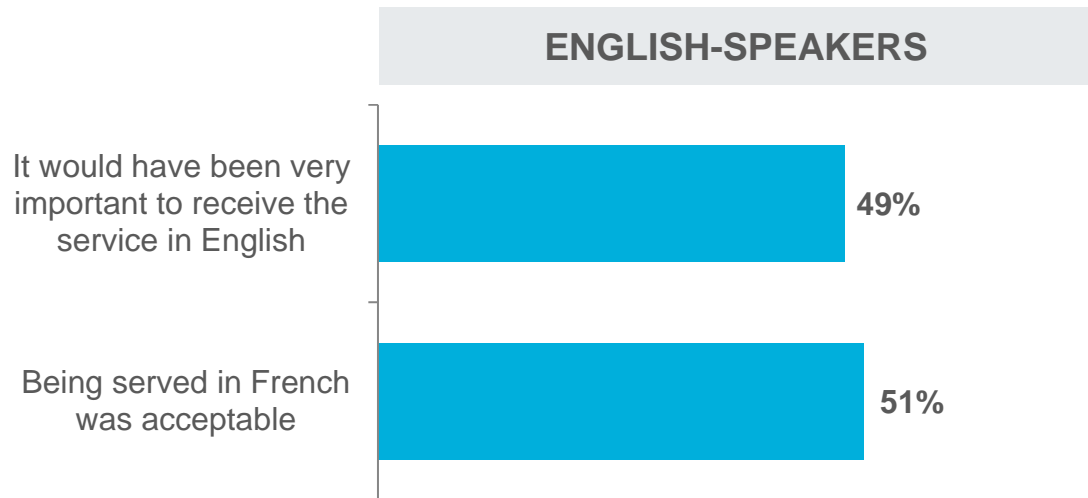
Base: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=218

(%) 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=	218	30	9	12	10	12	15	14	18	8	22	8	14	16	5	13	4	8	
Yes	40	35	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
No	60	65	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	

--: Results are not shown when less than 30 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=218



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 218	79	139	31	97	67	23	35	65	53	48	204	14
It would have been very important to receive the service in English	49	54	46	35	53	51	--	62	48	63	32	48	--
Being served in French was acceptable	51	46	54	65	47	49	--	38	52	37	68	52	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

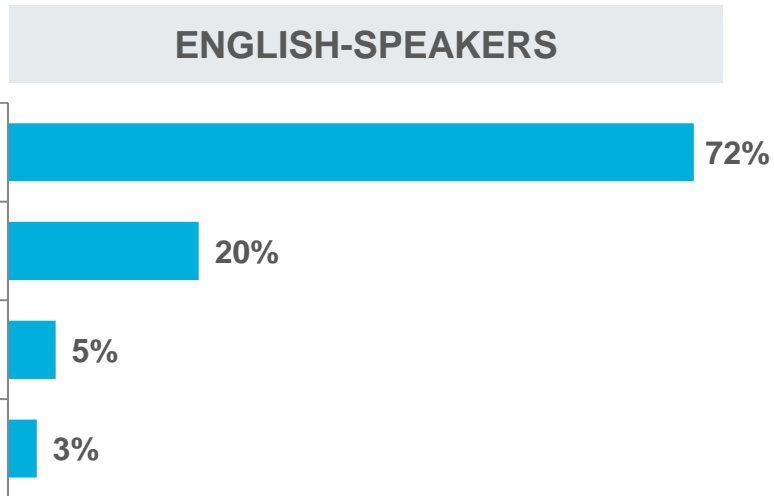
Base: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=218

(%) 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=	218	30	9	12	10	12	15	14	18	8	22	8	14	16	5	13	4	8	
It would have been very important to receive the service in English	49	31	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
Being served in French was acceptable	51	69	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

Base: total English respondents, n=4,318

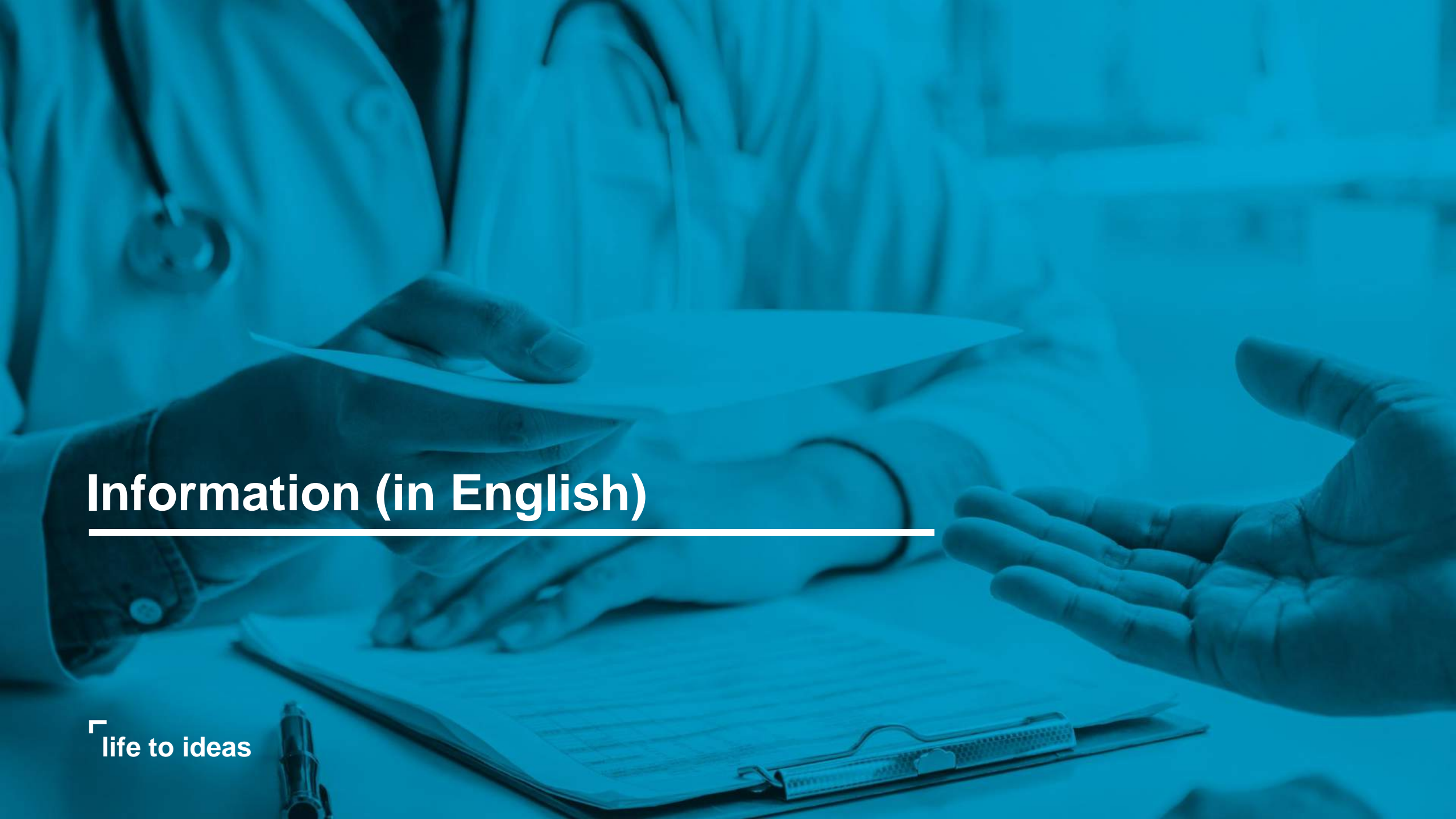


(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Very important	72	67	77	49	65	77	81	71	70	68	74	69	88
Somewhat important	20	24	16	34	27	17	10	19	21	26	17	22	10
Not very important	5	6	5	12	6	3	5	6	6	4	6	6	1
Not at all important	3	3	2	5	2	3	3	4	3	2	4	3	1

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

Base: total English respondents, n=4,318

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Very important	72	58	77	77	80	66	64	66	76	81	62	53	67	69	49	77	93	81
Somewhat important	20	26	16	20	15	27	22	27	17	11	28	26	25	19	27	15	6	10
Not very important	5	10	6	2	4	6	10	6	4	4	6	15	3	7	13	4	2	3
Not at all important	3	5	1	1	1	1	4	1	4	4	4	6	6	5	10	3	0	5



Information (in English)

Main observations 1/2

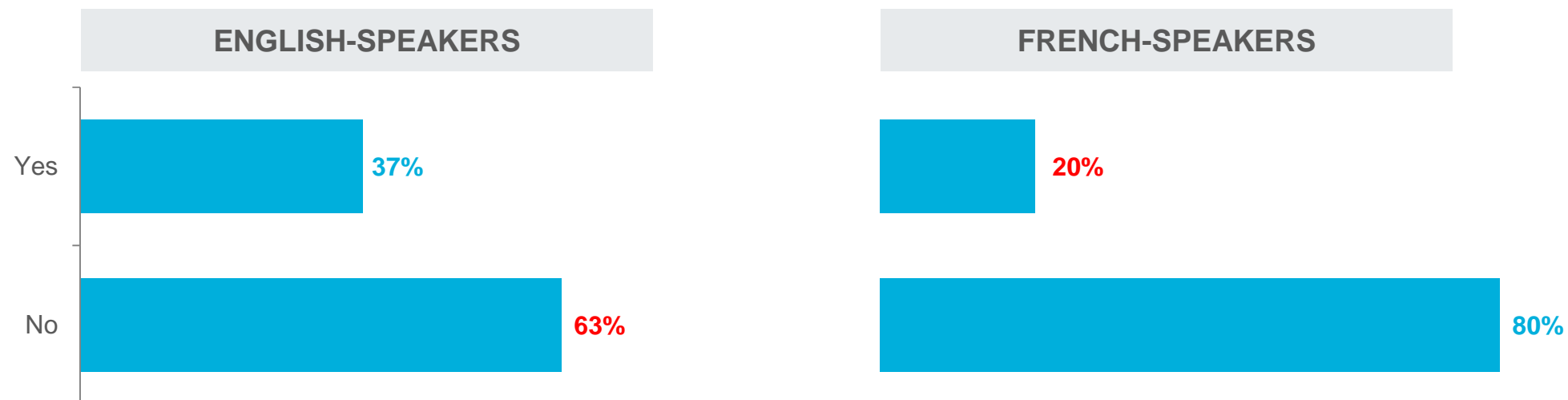
- **More than a third (37%) of the English-speakers surveyed had obtained information about the services in English provided by the public health and social services institutions in their region.**
 - *This rate was higher than for French-speakers (20% said they had received information about the services provided by their public health and social services institutions).*
 - *Among the English-speakers, males (44%), the under-45 years of age (18-24 year olds: 50% and 35-44 year olds: 47%), those with an annual household income of \$70-100K (47%), residents of the NCR (National Capital) (53%), the West Island of Montréal (Ouest de l'île de Montréal) (41%), Centre-Sud de l'île de Montréal (45%) and Gaspésie (52%) were the most likely to have received information about the local services in English provided by their public health and social services institutions.*
- **One in two English-speakers (46%) reported that the source of the information about access to services in English provided by their public health and social services institutions was “a website (Internet) / social media.”**
 - *This source was also popular among French-speakers (42%) for finding information about available public health and social services.*
 - *Among the English-speakers who obtained information about the available services in English provided by their public health and social services institutions, people 25 to 44 years of age (50%) were more likely to identify websites / social media as one of the information sources consulted.*
- **A website (47%) was also the information provider (for available services in English provided by their public health and social services institutions) cited the most by the English-speakers who obtained this information.**
 - *This rate was similar to that for French-speakers (41%).*
 - *Among the English-speakers who obtained information about available services in English provided by their public health and social services institutions, those with an annual household income of \$30-70K (53%), residents of Nord de l'île de Montréal (58%) and Gaspésie (63%) were the most likely to have cited “through a website” from the choices presented.*

Main observations 2/2

- **Of the English-speakers, 36% had obtained information in English about public health programs from the public authorities in the last 2 years.**
 - *This rate was higher than that reported for French-speakers (14% reported receiving information from the public authorities).*
 - *Among the English-speakers who obtained this type of information in English, males (44%), the younger cohorts (18-24 year olds: 45% and 25-44 year olds: 47%), those with an annual household income of \$70-100K (48%), as well as residents of the NCR (National Capital) (49%), the West Island of Montréal (the West Island of Montreal) (42%), Centre-the West Island of Montreal (41%), Centre-Sud de l'île de Montréal (46%), Nord de l'île de Montréal (41%) and Gaspésie (56%) were more likely to have obtained information in English about public health program from the public authorities.*
- **In the last 2 years, 35% of the English-speakers had obtained information in English about public health programs from the community organization in their region.**
 - *This rate was higher than reported for French-speakers (12% reported receiving information from the community organization in their region).*
 - *Among the English-speakers, males (39%), 25-44 year olds (46%), those with a household income of \$70-100K (47%), as well as residents of the NCR (National Capital) (48%), Centre-Sud de l'île de Montréal (44%), Gaspésie (69%) and Côte-Nord (63%), were the most likely to have obtained information about a public health promotion or prevention program in English from the community organization in their region.*
- **A quarter (28%) of the English-speakers had received information about public health programs in English from schools in the last 2 years.**
 - *This rate was higher than reported for French-speakers (9% reported receiving information from schools).*
 - *Among the English-speakers, more males (32%), those with a household income of \$70-100K (36%), bilingual English-speakers (29%), as well as residents of the NCR (National Capital) (42%) and Gaspésie (38%), had received information about a public health promotion or prevention program in English from a school.*
 - *We also observed that the proportion of English-speakers reporting having received this information from schools rises with age (52% among 18-24 year olds vs. 8% among seniors 65+ years old).*

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

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	37	44	30	50	47	32	24	31	39	47	33	37	36
No	63	56	70	50	53	68	76	69	61	53	67	63	64

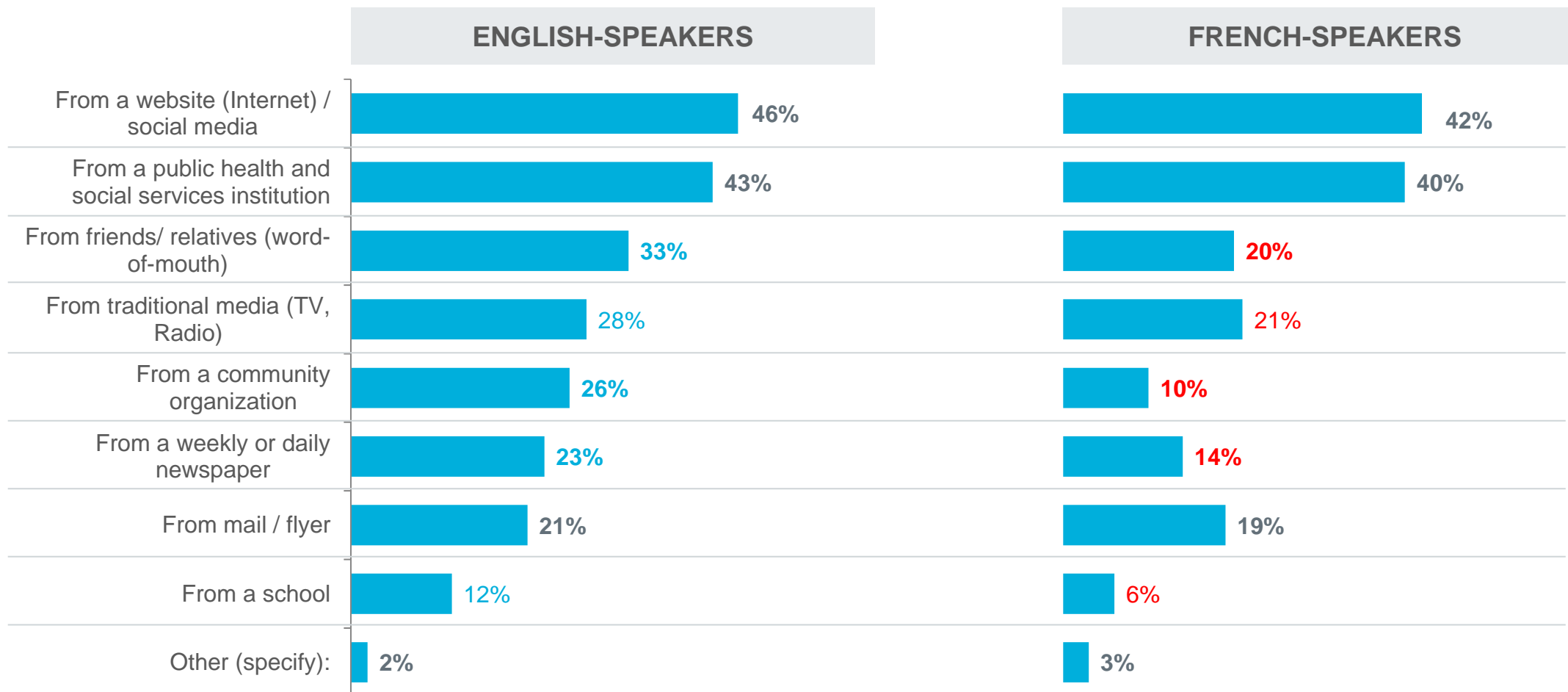
Received information about services provided by public health and social service institutions 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	37	53	37	41	40	45	40	37	33	52	35	37	26	31	31	31	40	22	
No	63	47	63	59	60	55	60	63	67	48	65	63	74	69	69	69	60	78	

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=1,625 / French, n= 208



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=1,625

(% ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1625	855	770	152	703	496	274	134	487	507	399	1326	299
From a website (Internet) / social media	46	47	45	36	50	47	38	37	45	48	48	46	45
From a public health and social services institution	43	44	41	49	45	44	33	40	46	48	37	44	40
From friends/ relatives (word-of-mouth)	33	34	31	32	38	31	21	13	34	38	34	34	29
From traditional media (TV, Radio)	28	33	21	22	29	34	17	11	24	35	32	29	20
From a community organization	26	25	28	16	28	29	21	22	23	32	25	26	28
From a weekly or daily newspaper	23	26	19	13	25	25	18	4	20	33	24	24	17
From mail / flyer	21	22	19	15	23	20	18	19	20	27	16	21	17
From a school	12	12	12	26	14	11	1	10	12	16	10	13	10
Other (specify):	2	25	27	33	31	24	19	29	30	25	21	24	34

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

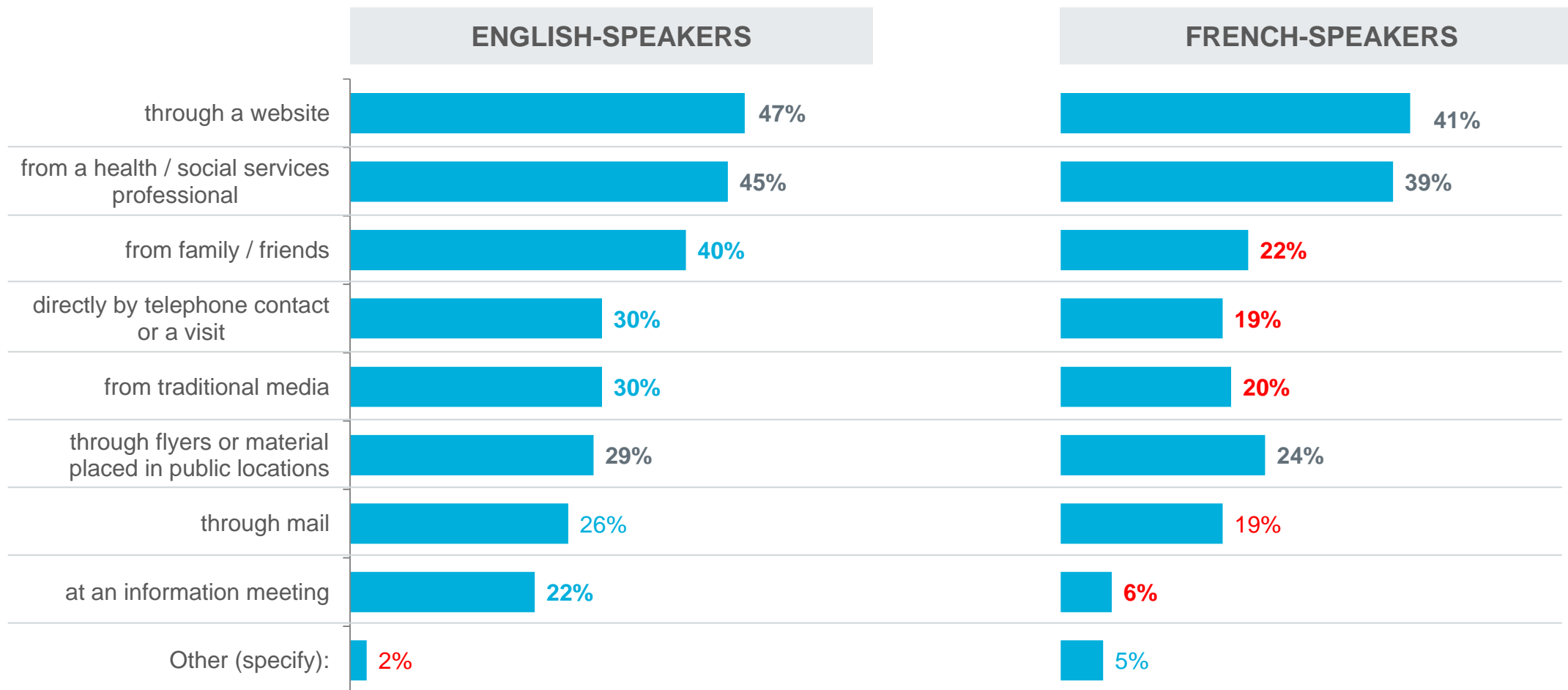
Base: respondents who received information about public health and social service institutions, English, n=1,625

(% 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=	1625	171	82	223	201	139	118	96	102	60	102	45	45	59	36	88	38	20
From a website (Internet) / social media	46	39	36	45	49	50	54	42	41	55	42	59	47	54	43	42	34	--
From a public health and social services institution	43	41	39	53	42	52	37	42	46	46	32	37	49	37	35	35	25	--
From friends/ relatives (word-of-mouth)	33	33	29	41	27	42	38	26	27	30	30	42	38	15	33	29	22	--
From traditional media (TV, Radio)	28	30	19	33	21	35	36	34	14	50	23	45	35	24	18	26	7	--
From a community organization	26	41	32	30	14	32	16	25	15	35	20	38	29	22	32	23	51	--
From a weekly or daily newspaper	23	24	28	31	17	31	28	24	13	27	17	36	20	18	20	20	0	--
From mail / flyer	21	25	25	23	18	22	28	25	15	12	22	32	12	13	26	20	5	--
From a school	12	17	18	13	12	10	11	13	9	3	13	16	12	18	19	12	1	--
Other (specify):	2	1	5	1	1	2	1	6	2	0	0	0	2	0	3	2	1	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

Public health and social services information provider 1/3

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



Public health and social services information provider 2/3

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

(% ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1625	855	770	152	703	496	274	134	487	507	399	1326	299
Through a website	47	46	49	45	47	46	51	43	53	41	48	47	50
From a health / social services professional	45	48	40	39	49	45	36	48	46	45	47	45	46
From family / friends	40	41	37	48	42	39	30	29	40	42	41	40	40
Directly by telephone contact or a visit	30	33	27	31	34	31	19	30	30	32	28	31	27
From traditional media	30	33	25	32	30	31	26	21	26	34	35	31	22
Through flyers or material placed in public locations	29	30	26	30	32	28	19	23	28	34	28	30	23
Through mail	26	30	20	28	26	27	23	23	24	32	24	26	25
At an information meeting	22	25	19	27	26	22	11	13	20	33	17	23	20
Other (specify):	2	25	27	33	31	24	19	29	30	25	21	24	34

Public health and social services information provider 3/3

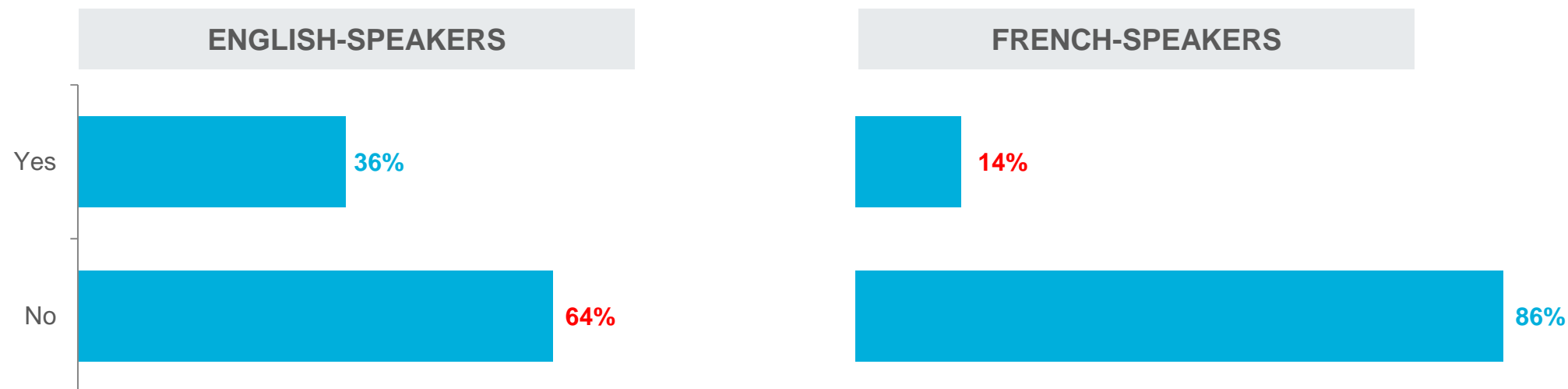
Base: respondents who received information about public health and social service institutions, English, n=1,625

(% 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=	1625	171	82	223	201	139	118	96	102	60	102	45	45	59	36	88	38	20
Through a website	47	45	43	43	51	45	58	44	52	63	44	38	47	55	44	45	30	--
From a health / social services professional	45	46	49	53	45	40	47	45	47	37	39	43	50	43	31	45	22	--
From family / friends	40	33	39	45	41	40	41	32	40	30	42	41	32	30	49	38	37	--
Directly by telephone contact or a visit	30	32	32	38	27	40	31	29	25	24	26	40	22	30	21	26	0	--
From traditional media	30	36	38	31	28	32	32	25	24	43	34	44	20	28	26	30	23	--
Through flyers or material placed in public locations	29	36	30	32	27	29	23	34	23	39	31	37	42	23	29	26	24	--
Through mail	26	33	29	28	23	31	27	28	23	23	27	33	24	32	19	26	4	--
At an information meeting	22	26	17	26	13	29	14	26	16	12	25	29	35	14	42	21	26	--
Other (specify):	2	1	5	0	2	1	1	5	1	0	0	0	0	2	3	4	9	--

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	36	44	28	45	47	30	25	30	37	48	31	36	34
No	64	56	72	55	53	70	75	70	63	52	69	64	66

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?²³⁶

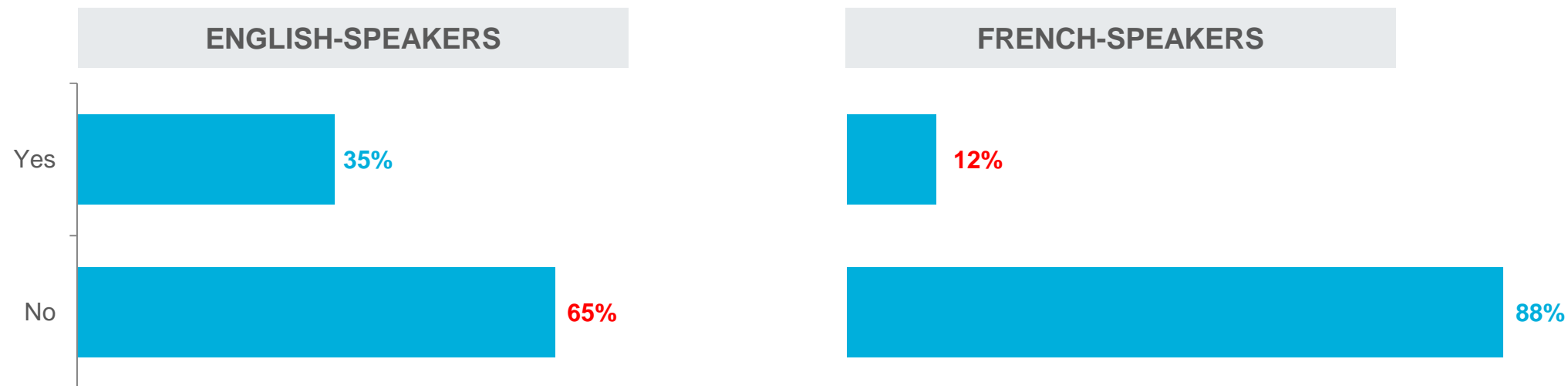
Received information on a public health promotion or prevention program from public authorities 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	36	49	32	42	41	46	41	35	36	56	35	35	29	27	22	25	31	13	
No	64	51	68	58	59	54	59	65	64	44	65	65	71	73	78	75	69	87	

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

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	35	39	31	40	46	31	23	30	35	47	33	35	36
No	65	61	69	60	54	69	77	70	65	53	67	65	64

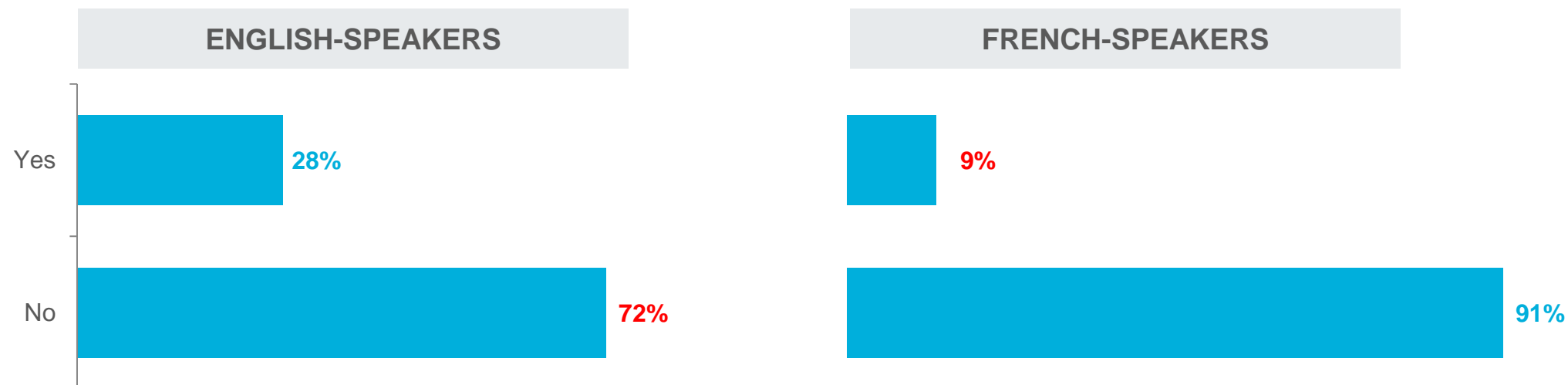
Received information on a public health promotion or prevention program from community organizations 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	35	48	38	37	36	44	32	28	33	69	26	37	31	29	28	28	63	54	
No	65	52	62	63	64	56	68	72	67	31	74	63	69	71	72	72	37	46	

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

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	28	32	24	52	40	25	8	26	25	36	29	29	23
No	72	68	76	48	60	75	92	74	75	64	71	71	77

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

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	28	42	25	26	31	32	28	24	26	38	32	29	24	20	22	29	31	25
No	72	58	75	74	69	68	72	76	74	62	68	71	76	80	78	71	69	75



Requesting Services in English

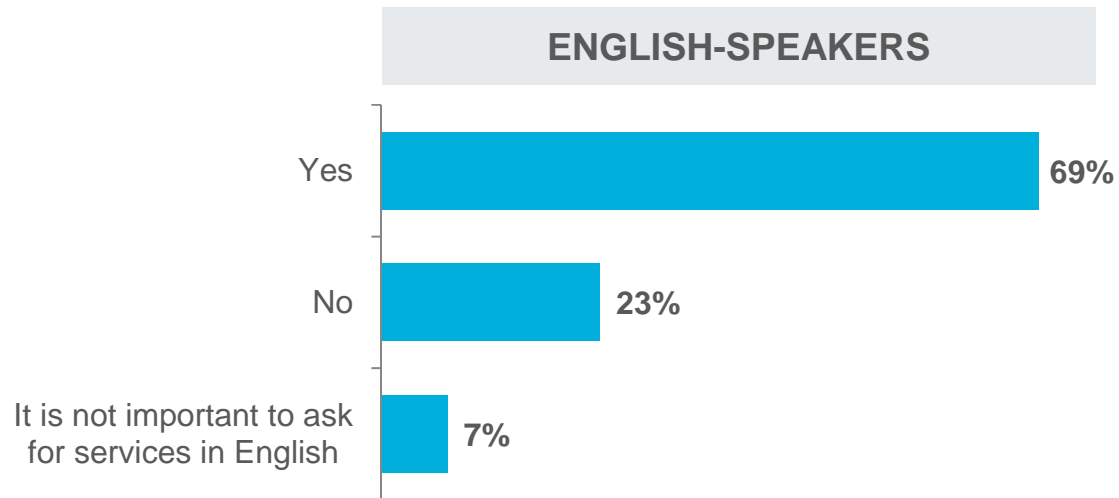
ASKED TO ENGLISH-SPEAKERS ONLY

Main observations

- **Of the English-speakers, 23% felt uncomfortable asking for public health or social services in English.***
 - *The sociodemographic groups who felt the least comfortable asking for services in English were females (28%), the wealthiest (\$100K+: 26%), as well as residents of Estrie (33%), Est de l'île de Montréal (34%), Laval (31%), Laurentides (31%) and Côte-Nord (36%).*
- **The main reason why English-speakers didn't feel comfortable asking to be served in English when requiring public health or social services was the staff's attitude (56%).***
 - *This reason was cited most by females (59%), unilingual English-speakers (68%) and residents of Montérégie Ouest (70%).*
- **30% of English-speakers used the assistance of another person to communicate with public health or social service providers.***
 - *Those who asked for assistance were more likely to be males (35%), 18-44 year olds (18-24 year olds: 43% and 25-44 year olds: 40%), those with a household income of \$70-100K (40%), unilingual English-speakers (42%), as well as those living in the NCR (National Capital) (47%), Centre-Sud de l'île de Montréal (38%) and Gaspésie (44%).*
- **A family member (54%) was the assistance used the most by the English-speakers who requested help from another person to communicate with public health or social service providers.***
 - *Older individuals (45-64 year olds: 59% and seniors 65+ years old: 62%), as well as residents of Montérégie Ouest (66%), cited a family member more than other sociodemographic groups.*
- **Of the English-speakers, 43% could have benefited from assistance in communicating with public health or social service providers.**
 - *This rate was higher among males (46%), the younger cohorts (18-24 year olds: 50% and 25-44 year olds: 51%), those with a household income of \$70-100K (52%), unilingual English-speakers (57%), as well as residents of the NCR (National Capital) (54%) and Gaspésie (57%).*

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

Base: total English respondents, n=4,318



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	69	73	65	62	71	68	70	71	69	75	65	67	78
No	23	18	28	27	23	25	22	22	24	19	26	24	21
It is not important to ask for services in English	7	8	7	11	6	7	9	7	8	6	9	9	1

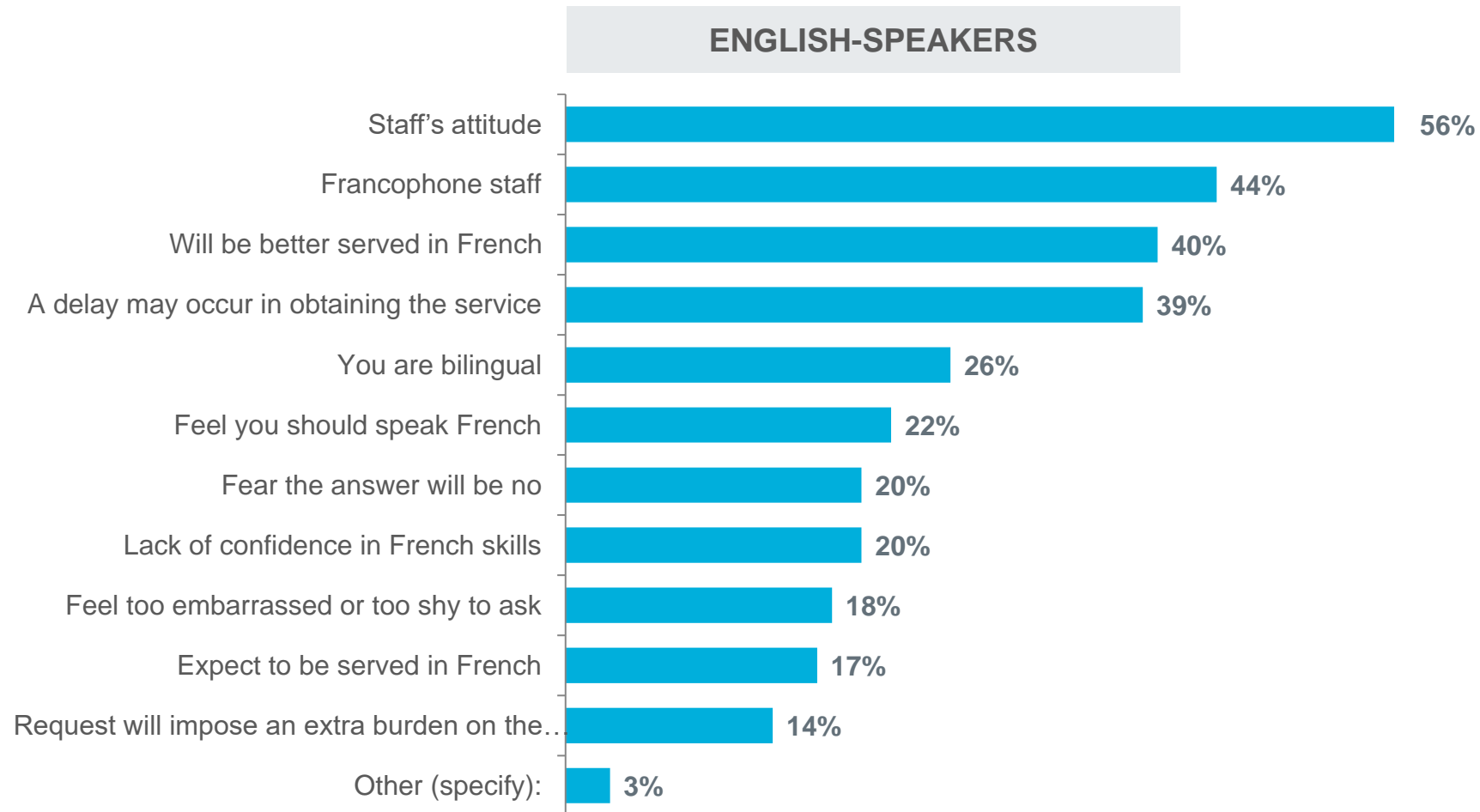
Felt comfortable asking for public health or social services in English 2/2

Base: total English respondents, n=4,318

(%) ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest Mtl	Centre-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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	69	60	60	84	78	74	67	60	69	80	61	60	59	61	53	67	62	42
No	23	28	33	11	18	17	23	34	22	8	31	22	31	28	30	27	36	52
It is not important to ask for services in English	7	12	7	5	4	9	10	6	8	11	8	18	9	11	17	6	2	6

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=1,056



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=1,056

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1056	354	702	79	349	386	242	111	310	208	284	876	180
Staff's attitude	56	51	59	40	56	60	56	57	57	48	59	54	68
Francophone staff	44	43	45	48	40	48	45	46	41	39	51	45	42
Will be better served in French	40	37	41	26	40	39	45	40	36	39	39	42	26
A delay may occur in obtaining the service	39	35	41	19	36	41	47	45	40	29	38	41	30
You are bilingual	26	29	25	36	29	23	24	27	27	24	27	31	1
Feel you should speak French	22	20	23	30	24	18	22	23	19	30	24	21	26
Fear the answer will be no	20	22	20	21	20	22	19	26	17	20	20	19	29
Lack of confidence in French skills	20	19	20	18	18	18	26	22	23	16	19	16	40
Feel too embarrassed or too shy to ask	18	19	17	16	19	16	19	17	16	24	17	17	22
Expect to be served in French	17	20	15	20	16	20	14	16	16	20	20	18	14
Request will impose an extra burden on the staff	14	15	13	17	15	14	9	16	10	21	14	14	12
Other (specify):	3	2	4	3	1	3	6	1	3	4	1	3	4

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

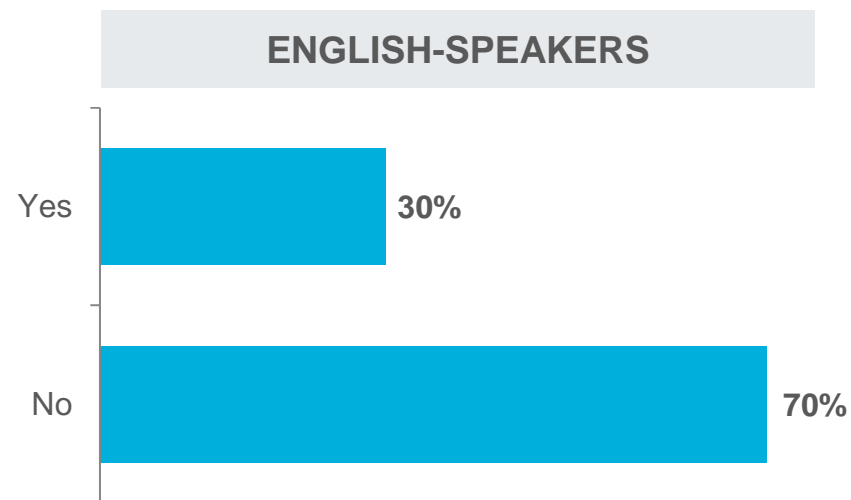
Base: English respondents who did not feel comfortable asking for public health or social services in English, n=1,056

(% ENGLISH-SPEAKERS	REGIONS																	
	TOTAL	Capitale Nationale	Estrie	Ouest 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=	1056	102	79	63	92	49	67	79	83	12	97	21	58	55	35	93	29	42
Staff's attitude	56	33	60	62	48	49	59	57	55	--	50	--	59	61	33	70	--	57
Francophone staff	44	52	41	47	46	35	42	33	39	--	43	--	55	49	52	40	--	53
Will be better served in French	40	34	52	38	35	43	45	40	45	--	37	--	42	42	27	45	--	34
A delay may occur in obtaining the service	39	43	43	38	29	41	47	35	42	--	36	--	39	33	48	44	--	34
You are bilingual	26	38	34	20	24	33	29	21	17	--	31	--	35	25	42	20	--	28
Feel you should speak French	22	29	25	23	22	21	22	27	28	--	21	--	20	19	20	14	--	32
Fear the answer will be no	20	17	20	18	21	21	23	27	17	--	20	--	19	31	20	21	--	11
Lack of confidence in French skills	20	17	23	23	28	31	19	20	27	--	14	--	9	16	11	11	--	29
Feel too embarrassed or too shy to ask	18	23	15	19	24	18	20	18	15	--	15	--	12	14	21	18	--	19
Expect to be served in French	17	23	18	16	14	18	8	17	18	--	22	--	22	24	28	13	--	14
Request might put an extra burden on the staff	14	14	10	18	16	13	9	10	16	--	12	--	16	10	12	14	--	18
Other (specify)	3	3	3	3	2	0	3	2	3	--	2	--	6	1	5	5	--	3

--: Results are not shown when less than 30 respondents, as sample size is too small.

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

Base: total English respondents, n=4,318



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	30	35	26	43	40	29	14	29	33	40	26	28	42
No	70	65	74	57	60	71	86	71	67	60	74	72	58

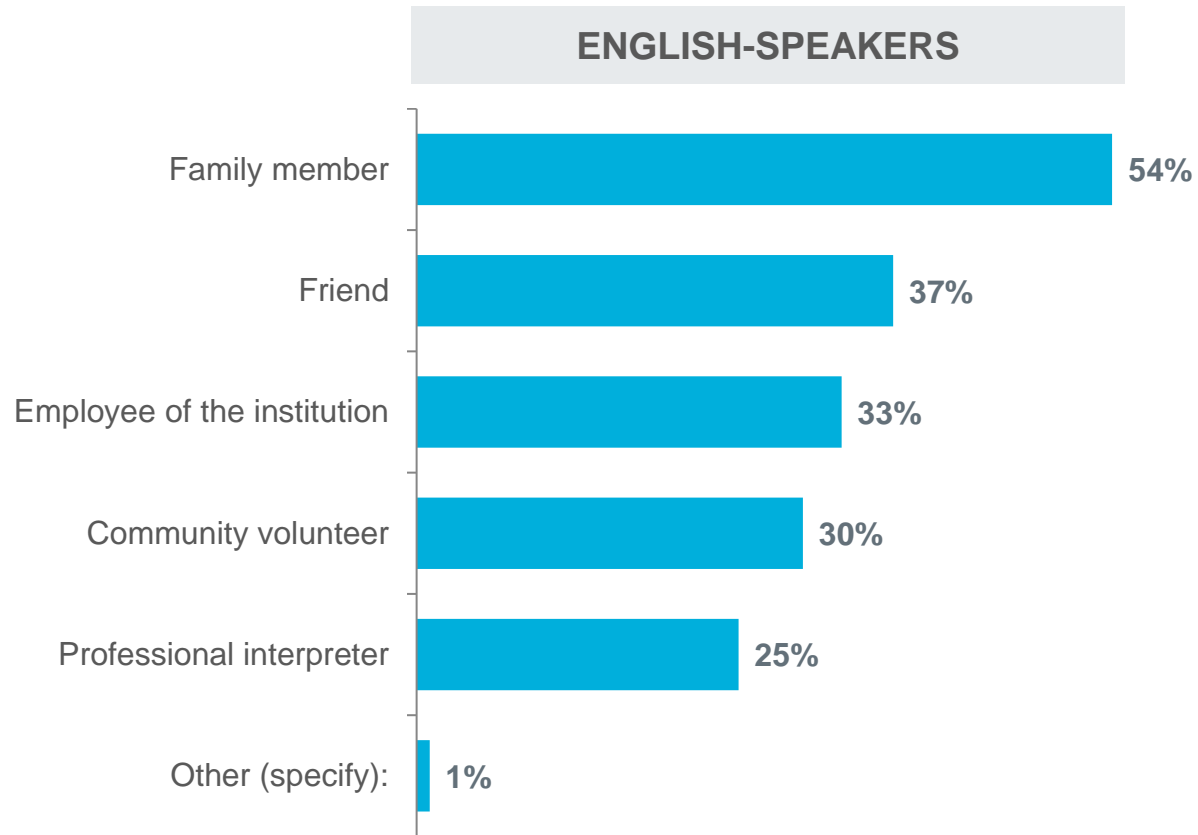
Used assistance of another person to communicate with public health or social service providers 2/2

Base: total English respondents, n=4,318

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	30	47	33	31	28	38	29	29	32	44	32	38	28	24	22	22	24	46
No	70	53	67	69	72	62	71	71	68	56	68	62	72	76	78	78	76	54

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=1,368



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=1,368

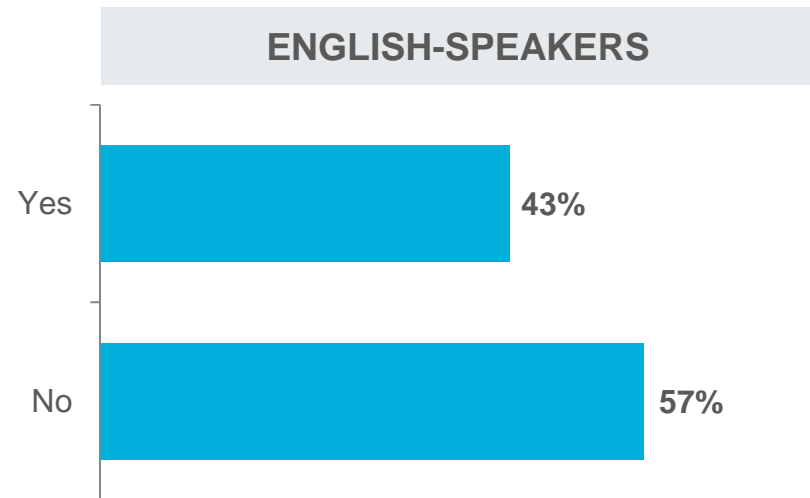
(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	1368	709	659	131	617	448	172	123	418	433	323	1013	355
Family member	54	54	54	42	52	59	62	53	51	55	58	54	57
Friend	37	40	33	41	41	33	25	30	40	38	37	39	32
Employee of the institution	33	37	29	27	36	37	18	24	32	36	38	38	20
Community volunteer	30	35	23	21	37	27	9	8	29	43	25	32	22
Professional interpreter	25	33	15	29	30	24	5	10	25	38	19	29	13
Other, specify:	1	0	2	1	0	1	3	3	1	0	1	1	2

(%) ENGLISH-SPEAKERS	TOTAL	REGIONS																
		Capitale Nationale	Estrie	Ouest Mtl	Centre- Ouest Île Mtl	Centre- Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outa-ouais	Gaspésie	Laval	Lanaudière	Laurentides	Monté- rée Centre	Monté- rée Est	Monté- rée Ouest	Côte- Nord	Other regions
n=	1368	156	73	172	138	110	90	77	98	62	93	45	47	44	26	68	31	38
Family member	54	55	60	48	43	55	51	58	60	41	61	63	63	46	--	66	58	59
Friend	37	40	28	36	39	43	47	53	34	25	25	47	29	39	--	36	21	28
Employee of the institution	33	35	38	42	36	41	35	27	28	30	34	46	26	29	--	28	21	5
Community volunteer	30	30	13	51	22	45	19	25	16	32	27	47	29	21	--	16	9	26
Professional interpreter	25	36	28	42	16	42	14	32	16	31	14	26	27	15	--	13	4	0
Other, specify:	1	1	0	1	0	0	0	1	0	12	2	0	1	0	--	0	10	3

--: Results are not shown when less than 30 respondents, as sample size is too small.

Could have benefited from assistance communicating with public health or social service providers 1/2

Base: total English respondents, n=4,318



(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	43	46	41	50	51	44	29	41	44	52	39	40	57
No	57	54	59	50	49	56	71	59	56	48	61	60	43

Could have benefited from assistance communicating with public health or social service providers 2/2

Base: total English respondents, n=4,318

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	43	54	47	43	37	43	40	42	48	57	41	48	48	41	38	40	53	64
No	57	46	53	57	63	57	60	58	52	43	59	52	52	59	62	60	47	36



Sources of Support

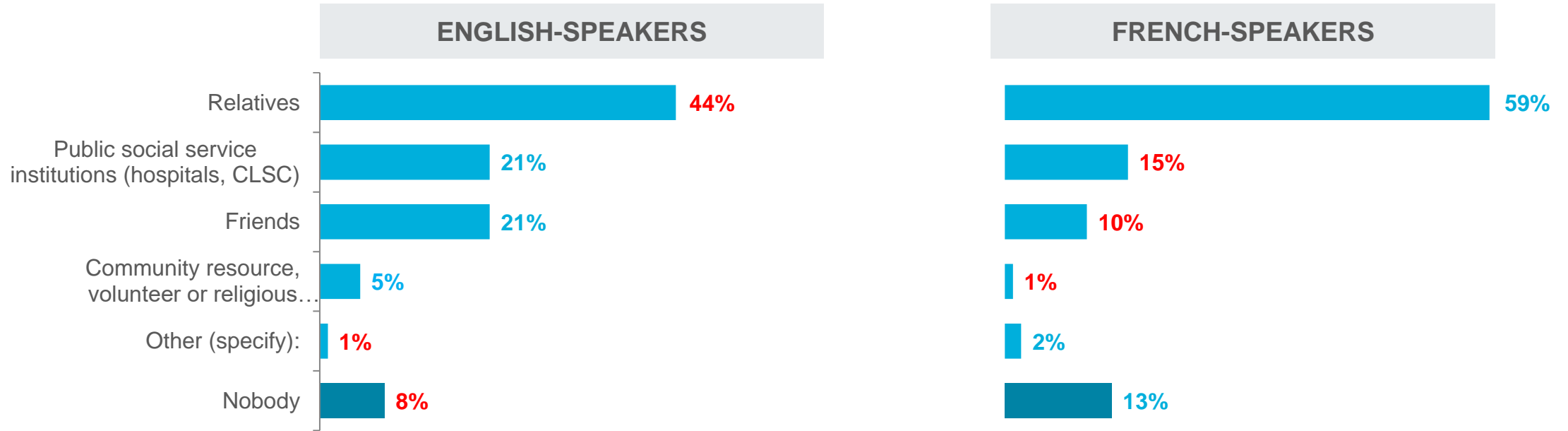
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Main observations

- **If they became ill, 44% of the English-speakers would turn to their relatives for support. 8% wouldn't have anyone they could turn to.**
 - *Of the French-speakers, 59% would turn to their relatives and 13% wouldn't have anyone to ask for help – rates that were higher than reported by English-speakers.*
 - *Among the English-speakers, more individuals 45+ years old (45-64 year olds: 11% and seniors 65+ years old: 10%), the lowest-income earners (<\$30K: 14%), unilingual English-speakers (10%), residents of Estrie (16%) and Gaspésie (16%) reported having “nobody” other than their spouse to turn to for support.*
- **Using their usual means of transportation, only 5% of English-speakers' friends or relatives would take more than 3 hours to get to them.**
 - *The rate was similar to what was reported by French-speakers (4%).*
 - *Among the English-speakers, females (7%), unilingual English-speakers (12%), as well as residents of the NCR (National Capital) (10%), Estrie (8%), Outaouais (8%) and Côte-Nord (25%), were more likely to report that their friends or relatives would take more than 3 hours to get to them if they needed them to come.*

Source of support if ill 1/2

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



Source of support if ill 2/2

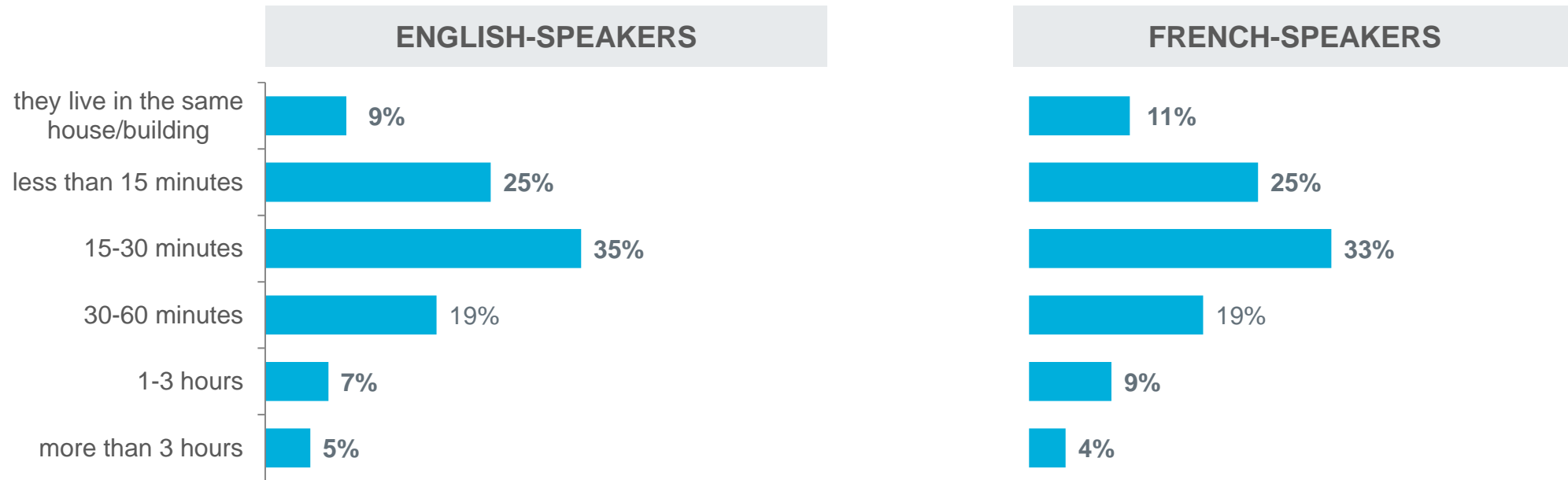
Base: total respondents, English, n=4,318

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
n=	4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Relatives	44	38	50	45	40	41	54	42	44	37	46	46	38
Public social service ins.	21	26	17	17	24	23	17	21	20	27	20	20	25
Friends	21	21	20	24	24	20	16	20	20	21	23	20	21
Community resource	5	6	4	9	6	5	2	3	6	8	4	5	5
Other (specify):	1	1	1	0	0	1	1	0	1	1	1	1	1
Nobody	8	8	9	5	5	11	10	14	9	6	6	8	10

(%) ENGLISH-SPEAKERS	TOTAL	REGIONS																
		Capitale Nationale	Estrie	Ouest Mtl	Centre- Ouest Mtl	Centre- Sud Mtl	Nord Mtl	Est Mtl	Outa-ouais	Gaspésie	Laval	Lanaudière	Laurentides	Monté- rée Centre	Monté- rée Est	Monté- rée Ouest	Côte- Nord	Other regions
n=	4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Relatives	44	27	37	44	39	35	48	50	43	34	53	31	48	57	41	52	67	38
Public social service ins.	21	25	16	26	24	24	23	22	21	21	19	24	18	15	21	16	14	12
Friends	21	28	23	18	25	27	19	15	22	22	18	25	20	14	22	18	10	22
Community resource	5	11	7	7	4	9	5	5	2	7	3	8	5	6	4	4	2	7
Other (specify):	1	1	1	1	1	0	0	0	2	0	0	1	0	0	0	1	0	1
Nobody	8	8	16	5	7	5	5	8	9	16	7	11	9	7	12	10	7	20

Distance from relatives who can provide support 1/2

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



Distance from relatives who can provide support 2/2

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

(%) ENGLISH-SPEAKERS	TOTAL	GENDER		AGE				HOUSEHOLD INCOME				KNOWLEDGE OF ENGLISH AND FRENCH	
		M	F	18-24	25-44	45-64	65 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
they live in the same house/building	9	9	8	22	8	8	7	14	8	9	8	9	9
less than 15 minutes	25	28	22	26	27	23	23	18	24	25	29	26	20
15-30 minutes	35	35	34	32	36	34	34	31	35	38	33	35	32
30-60 minutes	19	18	20	13	17	22	20	20	21	18	18	19	18
1-3 hours	7	6	9	4	6	8	9	11	7	6	7	7	8
more than 3 hours	5	4	7	2	5	5	6	6	6	4	5	4	12

(%) ENGLISH-SPEAKERS	TOTAL	REGIONS																
		Capitale Nationale	Estrie	Ouest Mtl	Centre- Ouest Île Mtl	Centre- Sud Île Mtl	Nord Île Mtl	Est Île Mtl	Outa-ouais	Gaspé-sie	Laval	Lanaudière	Laurentides	Monté-régie Centre	Monté-régie Est	Monté-régie Ouest	Côte-Nord	Other regions
	n= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
they live in the same house/building	9	11	7	10	11	9	9	7	6	15	13	12	7	7	8	7	6	6
less than 15 minutes	25	28	19	26	24	19	23	27	27	36	31	21	23	24	21	28	42	23
15-30 minutes	35	28	36	37	36	40	37	39	31	32	36	29	28	37	32	31	20	32
30-60 minutes	19	16	18	19	17	22	21	19	18	7	14	16	25	18	18	24	6	11
1-3 hours	7	6	12	5	6	5	5	6	11	2	4	18	14	9	14	6	2	11
more than 3 hours	5	10	8	3	7	3	5	2	8	9	3	4	2	5	6	4	25	16

A photograph of two young women standing outdoors, wearing face masks and bumping fists in a friendly gesture. The image is overlaid with a blue tint. The woman on the left has curly hair and is wearing a denim jacket over a white top. The woman on the right has long, wavy hair and is wearing a floral patterned top. The background shows a building and some foliage.

COVID-19

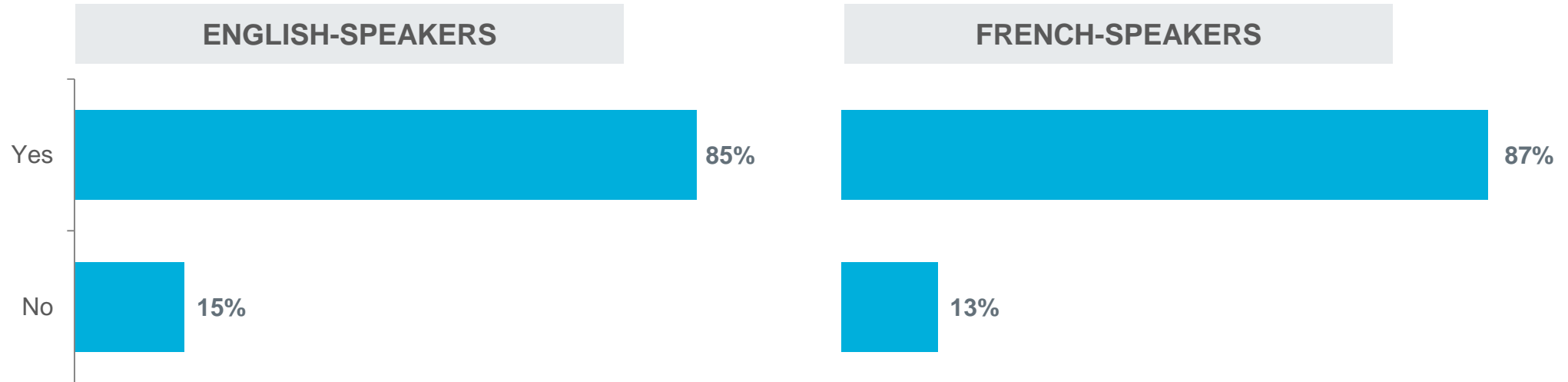
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Main observations

- **Since the start of the pandemic, 85% of the English-speakers have obtained the health information they needed on COVID-19 in English.**
 - *This rate was equivalent to what was reported for French-speakers (87% said they had obtained the necessary information about COVID-19).*
 - *Among the English-speakers, the younger cohorts (18-24 year olds: 22% and 25-44 year olds: 17%), those with an annual household income of \$30-70K (17%), residents of the NCR (National Capital) (21%), Estrie (20%), Est de l'île de Montréal (21%), Laval (22%), Lanaudière (22%), Montérégie Centre (21%) and Montréregie Est (23%) were more likely to have NOT obtained the information they needed about COVID-19 in English.*
- **57% of the English-speakers reported having had COVID-19.**
 - *The rate was similar to what was reported by French-speakers (54%).*
 - *Among the English-speakers, females (59%), 25-44 year olds (65%), the wealthiest (\$100K+: 66%), the bilingual (59%) and people living in Côte-Nord (77%) were the most likely to have contracted COVID-19.*

Received health information on COVID-19 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	85	86	85	78	83	85	90	83	83	89	84	85	86
No	15	14	15	22	17	15	10	17	17	11	16	15	14

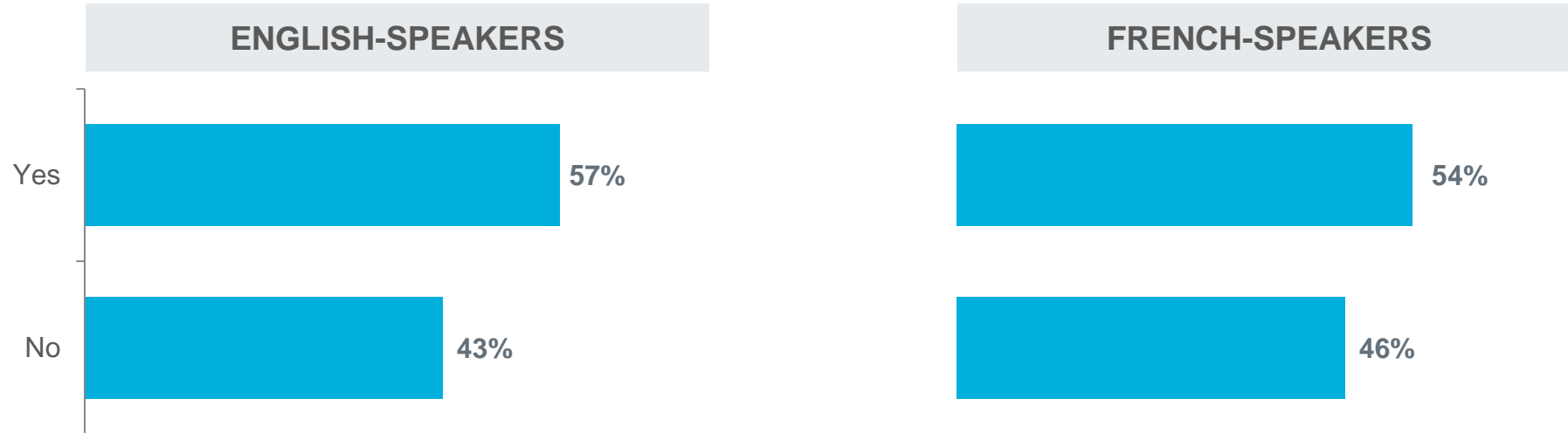
Received health information on COVID-19 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84	
Yes	85	79	80	90	91	90	86	79	88	98	78	78	82	79	77	85	83	70	
No	15	21	20	10	9	10	14	21	12	2	22	22	18	21	23	15	17	30	

Contracted COVID-19 1/2

Base: total respondents, English, n=4,318 / 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 +	-\$30K	\$30-70K	\$70-100K	\$100K +	Bilingual	Unilingual English
	n= 4318	1865	2453	308	1475	1455	1080	447	1274	1043	1093	3502	816
Yes	57	55	59	59	65	57	44	46	54	60	66	59	50
No	43	45	41	41	35	43	56	54	46	40	34	41	50

Contracted COVID-19 2/2

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

(%) 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= 4318	340	243	551	521	289	286	244	351	98	301	101	174	203	115	320	97	84
Yes	57	61	55	57	54	60	55	52	58	64	56	50	57	47	64	61	77	66
No	43	39	45	43	46	40	45	48	42	36	44	50	43	53	36	39	23	34



Sociodemographic Data

Sociodemographical Data 1/4

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

GENDER		ENGLISH-SPEAKERS	FRENCH-SPEAKERS
(%)			
	n=	4,318	1,000
	Male	49	50
	Female	51	50
AGE		ENGLISH-SPEAKERS	FRENCH-SPEAKERS
	18-24 years	5	6
	25-34 years	20	17
	35-44 years	19	18
	45-54 years	12	11
	55-64 years	19	21
	65 years and more	26	28
EDUCATION		ENGLISH-SPEAKERS	FRENCH-SPEAKERS
	High school or less	29	34
	College/cegep	28	33
	University	42	33

Sociodemographical Data 2/4

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

n=		ENGLISH-SPEAKERS	FRENCH-SPEAKERS
MARITAL STATUS	Married	51	31
	Living as a couple	15	28
	Single	22	28
	Widowed	5	5
	Separated	2	2
	Divorced	6	7
INCOME	-\$30K	10	13
	\$30-70K	29	36
	\$70-100K	25	17
	\$100K and over	26	24
	I prefer not to answer	10	10

Sociodemographical Data 3/4

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

(%)		ENGLISH-SPEAKERS	FRENCH-SPEAKERS
	n=	4,318	1,000
WORK SITUATION	Working full-time	52	44
	Working part-time	9	8
	Unemployed/looking for a job	3	1
	Staying at home full-time	4	5
	Retired	28	37
	Student	3	4
COUNTRY / PROVINCE OF BIRTH	In Quebec	67	91
	In another Canadian province or territory	13	2
	Outside Canada	19	7

Sociodemographical Data 4/4

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

n=		ENGLISH-SPEAKERS	FRENCH-SPEAKERS
CHILDREN AND TEENEGERS LIVING IN THE HOUSEHOLD	None	66	80
	1	18	10
	2	12	7
	3+	3	3
	2+	15	10
ADULTS LIVING IN THE HOUSEHOLD	1	24	31
	2	55	56
	3+	21	13