Baseline Data Report 2019-2020

Time Series Report: CHSSN/CROP Surveys 2005-2019

Access to English-language Health and Social Services in Québec

RTS de la Capitale-Nationale

prepared for the Community Health and Social Services Network

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Acknowledgements

This report was prepared for the Community Health and Social Services Network (CHSSN) by Dr. Joanne Pocock (Research Consultant, *JPocock Research Consulting*) with support from Jan Warnke (Research Consultant, *JW Comm Inc*) and Jim Carter (CHSSN Senior Program and Policy Advisor) for the *Networking and Partnership Initiative* program funded by Health Canada.

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2 Introduction

2.1 Baseline Data Report (BDR)

The Baseline Data Report 2019-2020 (BDR) is the eighteenth volume of a series produced by the Community Health and Social Services Network (CHSSN) to serve as a relevant and comprehensive knowledge base regarding the situation of Québec's English-speaking population in the area of health.

The Baseline Data Report series is intended to serve as a resource that will allow local communities to better understand the demographic factors and health determinants affecting them and to assist institutional partners and community leaders in developing strategies to improve the well-being of their constituencies.

The Baseline Data Report 2019-2020 presents, in a time series, two determinants of health that impact English-speaking Québecers, namely, access to the health and social services system and language of access.

For access to CHSSN Baseline Data Reports go to chssn.org/document-center/

Year	Title	Data Source
2003-2004	Regional Profiles of English-speaking Communities	2001 Census
2004-2005	Profiles of English-speaking Communities in Selected CLSC Territories	2001 Census
2005-2006	English-Language Health and Social Services Access in Québec	2005 CHSSN-CROP Survey on Community Vitality
2006-2007	Community Network Building	Case studies (qualitative interviews
2007-2008	Health and Social Survey Information on Quebec's English-speaking Communities	1998 Québec Health and Social Survey
2008-2009	Regional Profiles of Quebec's English-speaking Communities: Selected 1996-2006 Census Findings	1996 and 2006 Census
2009-2010	Demographic Profiles of Quebec's English-speaking Communities for Selected CSSS Territories	1996 and 2006 Census
2010-2011	English-Language Health and Social Services Access in Québec	2010 CHSSN-CROP Survey on Community Vitality
2011-2012	Socio-economic Profiles of English-speaking Visible Minority Population by Quebec Health Region	2006 Census
2012-2013	Quebec's English-speaking Community Networks and their Partners in Public Health and Social Services	Survey of NPI organizations and interviews
2013-2014	Demographic Profiles of Quebec's English-speaking Communities for Selected CSSS Territories	2011 Census of Canada; 2011 National Household Survey
2014-2015	Canadian Community Health Survey (2011-2012) / Findings related to the Mental and Emotional Health of Quebec's English-speaking Communities	Canadian Community Health Survey, 2011-2012
2015-2016	English-Language Health and Social Services Access in Québec	2015 CHSSN-CROP Survey on Community Vitality
2015-2016	Findings on English-speaking Community Vitality across Key Sectors	2015 CHSSN-CROP Survey on Community Vitality
2017-2018	Demographic Profiles of English-speaking Communities	2016 Census of Canada
2018-2019	Socio-demographic Profile of Children Aged 0 to 5 and their Parents	2016 Census of Canada
2018-2019	English-language Health and Social Service Access in Quebec	2019 CHSSN-CROP Community Health and Social Survey
2019-2020	English-language Health and Social Services Access in Quebéc	2005-2019 CHSSN CROP Community Health and Social Surveys

2.2 About this Report

The 2019-2020 Baseline Data Report (BDR) relays the health and social service findings of the CHSSN/CROP[1] provincial survey of English speakers conducted in 2005, 2010, 2015 and 2019. This report is the first in the Baseline Data Report series to present the CHSSN/CROP provincial survey results from four different time periods.

In keeping with the standard CHSSN reporting approach, survey results are organized according to the location of respondents in regional communities across Québec's adminstrative territory and delineated into sub-groups defined by gender, age, household income, and knowledge of English and French. For report graphs, CHSSN selected two population groups considered vulnerable by many stakeholders with respect to access and language of service due to their age and level of bilingualism.

It should be noted that in 2019, the CHSSN provincial survey questionnaire was significantly modified and the title of the survey changed to *Community Health and Social Survey* to reflect an increased focus on health sector issues. Importantly, despite these changes a sizable number of questions have remained identical and nearly identical across each rendition of the questionnaire. The responses to the questions that reoccurr from 2005 through to 2019 form the basis of these profiles. Information on health and social services access among English-speaking communities gathered through sampling techniques other than CROP telephone interviews are not included.

2.3 Methodology

For the 2019-2020 Time Series BDR, the differences and similarities between surveys in terms of questionnaire design, sampling techniques, data treatment and reporting style were given careful consideration.

2.3.1 Questionnaire Design

For the purpose of observing survey results over time, the questionnaires for each year were compared and the identical or nearly identical questions among the four years were selected for reporting. To view the list of questions selected for reporting go to Appendix 1.

2.3.2 Sampling Techniques

Telephone Survey – In every version of the survey, the main sampling technique used by CROP has been telephone interviews. In each of the four years included in this report English-speaking Québecers aged 18 and over around the province were randomly selected for interviews over the telephone. Data collection for the interviews generally lasted eight to ten weeks in the period between February and the end of June. The number and key socio-demographic characteristics (unweighted) of the English-speaking respondents for 2005, 2010, 2015 and 2019 are presented below.

[1] CROP Inc. is a Canadian opinion polling and marketing research firm based in Montreal.

English Speakers 2005

Key Demographic Characteristics of English-speaking Respondents to the 2005 CHSSN/CROP Survey on Community Vitality, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than $30k	$30k-70k	$70k-100k	$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	119	54	65	3	30	52	34	22	36	17	13	81	9
RTS de la Gaspésie	162	70	92	8	45	69	40	61	55	15	6	59	54
RTS de la Montérégie-Centre	83	38	45	5	34	31	13	14	19	16	15	52	25
RTS de la Montérégie-Est*	10	2	8	0	3	1	6	0	3	1	1	6	1
RTS de la Montérégie-Ouest	254	110	144	7	74	117	56	35	87	46	35	127	52
RTS de Lanaudière	88	36	52	0	12	40	36	17	39	8	8	64	12
RTS de Laval	239	95	144	29	111	63	36	32	64	43	33	159	31
RTS de l'Est-de-l'Île-de-Montréal	127	49	78	7	60	43	17	24	59	15	11	75	14
RTS de l'Estrie – CHU de Sherbrooke	358	146	212	11	101	142	104	89	144	27	31	171	84
RTS de l'Ouest-de-l'Île-de-Montréal	428	185	243	19	145	188	76	40	138	82	98	222	97
RTS de l'Outaouais	198	86	112	5	57	95	41	30	70	30	41	58	68
RTS des Laurentides	170	78	92	5	44	74	47	36	56	24	20	89	32
RTS du Centre-Ouest-de-l'Île-de-Montréal	192	75	117	14	85	67	26	49	69	12	21	114	47
RTS du Centre-Sud-de-l'Île-de-Montréal	117	50	67	7	52	45	13	35	41	17	8	70	35
RTS du Nord-de-l'Île-de-Montréal	89	39	50	5	45	31	8	23	33	10	6	58	13
Total	**2,634**	**1,113**	**1,521**	**125**	**898**	**1,058**	**553**	**507**	**913**	**363**	**347**	**1,405**	**574**

*Source: JPocock Research Consulting, from the 2005 CHSSN/CROP Survey on Community Vitality. *Insufficient data to report in following tables except for table 2.6.*

English Speakers 2010

Key Demographic Characteristics of English-speaking Respondents to the 2010 CHSSN/CROP Survey on Community Vitality, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than $30k	$30k-70k	$70k-100k	$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	94	34	60	2	18	43	31	6	29	15	20	85	9
RTS de la Gaspésie	147	55	92	2	23	75	47	37	69	8	8	91	55
RTS de la Montérégie-Centre	121	60	61	4	40	43	34	18	32	17	24	85	34
RTS de la Montérégie-Est*	13	4	9	0	2	4	7	3	2	2	1	11	2
RTS de la Montérégie-Ouest	307	122	185	6	83	146	72	38	96	44	63	228	78
RTS de Lanaudière	73	22	51	0	20	37	16	10	25	7	9	64	9
RTS de Laval	258	110	148	10	96	105	47	30	72	49	41	196	62
RTS de l'Est-de-l'Île-de-Montréal	151	65	86	11	54	63	23	20	62	25	17	138	13
RTS de l'Estrie – CHU de Sherbrooke	353	149	204	5	51	181	116	106	124	26	29	244	107
RTS de l'Ouest-de-l'Île-de-Montréal	445	182	263	11	104	223	107	44	123	68	109	329	115
RTS de l'Outaouais	206	101	105	3	44	105	54	29	64	28	40	101	104
RTS des Laurentides	157	65	92	1	26	76	54	26	50	20	18	115	41
RTS du Centre-Ouest-de-l'Île-de-Montréal	212	81	131	8	53	86	65	30	63	25	43	142	68
RTS du Centre-Sud-de-l'Île-de-Montréal	93	47	46	1	45	33	14	13	28	16	14	68	25
RTS du Nord-de-l'Île-de-Montréal	101	41	60	6	40	41	14	21	32	14	13	83	18
Total	**2,731**	**1,138**	**1,593**	**70**	**699**	**1,261**	**701**	**431**	**871**	**364**	**449**	**1,980**	**740**

*Source: JPocock Research Consulting, from the 2010 CHSSN/CROP Survey on Community Vitality. *Insufficient data to report in following tables except for table 2.6.*

English Speakers 2015

Key Demographic Characteristics of English-speaking Respondents to the 2015 CHSSN/CROP Survey on Community Vitality, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than $30k	$30k-70k	$70k-100k	$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	71	28	43	2	8	39	22	5	23	11	26	71	0
RTS de la Gaspésie	182	81	101	2	27	93	60	47	73	28	17	118	64
RTS de la Montérégie-Centre	107	45	62	4	20	52	31	12	39	15	26	90	17
RTS de la Montérégie-Est*	12	2	10	1	1	5	5	1	5	2	2	9	3
RTS de la Montérégie-Ouest	334	130	204	4	50	166	114	43	110	47	69	234	100
RTS de Lanaudière	81	27	54	0	4	38	39	21	37	9	4	66	15
RTS de Laval	264	90	174	13	68	140	43	22	72	37	84	217	47
RTS de l'Est-de-l'Île-de-Montréal	87	39	48	4	25	45	13	5	26	15	17	76	11
RTS de l'Estrie – CHU de Sherbrooke	361	162	199	4	45	164	148	69	136	46	52	252	109
RTS de l'Ouest-de-l'Île-de-Montréal	434	155	279	13	78	207	136	43	129	51	124	308	126
RTS de l'Outaouais	201	86	115	1	30	105	65	36	75	24	38	115	86
RTS des Laurentides	156	65	91	2	19	60	75	22	59	24	22	111	45
RTS du Centre-Ouest-de-l'Île-de-Montréal	253	86	167	8	41	109	95	51	72	27	51	180	73
RTS du Centre-Sud-de-l'Île-de-Montréal	87	34	53	4	31	41	11	21	26	16	13	68	19
RTS du Nord-de-l'Île-de-Montréal	90	37	53	2	23	53	12	11	29	10	20	77	13
Total	**2,720**	**1,067**	**1,653**	**64**	**470**	**1,317**	**869**	**409**	**911**	**362**	**565**	**1,992**	**728**

*Source: JPocock Research Consulting, from the 2015 CHSSN/CROP Survey on Community Vitality. *Insufficient data to report in following tables except for table 2.6.*

English Speakers 2019

Key Demographic Characteristics of English-speaking Respondents to the 2019 CHSSN-CROP Community Health and Social Survey, by Region													
Region	Total	gender		age group				household income				bilingual status	
		male	female	18-24 years	25-44 years	45-64 years	65 years and over	less than $30k	$30k-70k	$70k-100k	$100k and over	bilingual	unilingual English
RTS de la Capitale-Nationale	196	89	107	5	23	86	82	22	52	29	45	186	9
RTS de la Gaspésie	75	31	44	0	3	34	38	21	27	7	7	51	24
RTS de la Montérégie-Centre	143	57	86	1	15	52	75	18	36	26	22	107	36
RTS de la Montérégie-Est*	75	29	46	5	8	28	34	9	21	11	16	59	16
RTS de la Montérégie-Ouest	238	106	132	2	27	117	92	31	53	45	56	165	73
RTS de Lanaudière	72	25	47	1	8	25	38	10	26	7	15	65	7
RTS de Laval	255	98	157	6	36	134	79	27	70	28	58	208	46
RTS de l'Est-de-l'Île-de-Montréal	210	71	139	6	34	126	44	13	53	31	55	195	15
RTS de l'Estrie – CHU de Sherbrooke	105	35	70	2	8	40	55	24	28	15	16	75	30
RTS de l'Ouest-de-l'Île-de-Montréal	479	192	287	12	31	234	202	47	112	71	134	342	136
RTS de l'Outaouais	197	91	106	2	24	84	87	36	51	31	41	108	89
RTS des Laurentides	108	42	66	0	6	44	58	16	32	15	18	81	27
RTS du Centre-Ouest-de-l'Île-de-Montréal	456	155	301	10	45	164	237	78	118	38	87	317	138
RTS du Centre-Sud-de-l'Île-de-Montréal	221	75	146	2	44	91	84	39	63	25	48	181	39
RTS du Nord-de-l'Île-de-Montréal	243	90	153	10	30	123	80	40	63	35	37	194	49
Total	**3,073**	**1,186**	**1,887**	**64**	**342**	**1,382**	**1,285**	**431**	**805**	**414**	**655**	**2,334**	**734**

*Source: JPocock Research Consulting, from the 2019 CHSSN-CROP Community Health and Social Survey. *Insufficient data to report in following tables except for table 2.6.*

Focus Groups and Online Survey – In 2015, four focus groups were added to CHSSN survey techniques due to a low response rate to telephone interviews in certain regions. The four regions addressed through focus groups were Chaudiere-Appalaches, Cote-Nord (middle and upper parts), Abitibi-Temiscamingue and Bas-Saint-Laurent. In 2019 the low response rate to telephone interviews in six health regions was addressed through focus group and online survey techniques. The six regions were Saguenay-Lac-St-Jean, Côte-Nord (middle and upper parts), Gaspésie-Les Îles (Magdalen Islands), Chaudière-Appalaches, Centre-du-Québec and Abitibi-Témiscamingue. In the 2015 and 2019 BDRs the focus group and online survey findings are tabulated and reported separately from the telephone interview results. The findings from focus groups and online surveys are not included in this time series report.

2.3.3 Data Treatment

Geographic Regions – The fourteen regions addressed in the tables and graphs of this time series report are drawn from Québec's 22 RTS (réseau territorial de services) territories. Some regions are not profiled due to small sample size. RTS de la Montérégie-Est is reported as an individual region in Table 2.6 only. The correspondence between Québec's 18 Health regions and its Integrated Health and Social Service Centers (CISSS) and Integrated Center for University Health and Social Services (CIUSSS) after the adoption of Law 10 is available at the following link: https://www.msss.gouv.qc.ca/professionnels/informations-geographiques-et-de-population/decoupage-territorial/

Percentages – The majority of tables in this report present results in the form of percentages. Non-responses (no answer, did not know, etc.) have been excluded from the totals prior to calculation of percentages.

Weighted – Data has been weighted according to region (by CLSC), age, and gender using data from the Statistics Canada 2016 Census.

2.4 Reporting: Table and Graph Explanation

Table Headings

In this report the responses to each survey question are presented in the form of a table and accompanying graph**.** The title of the table captures the survey question being answered as well as the RTS region in which the respondents are located. In the accompanying example, the table presents the responses of all those residing in Gaspesie who used the services of a CLSC in the prior twelve months. The full question is "In the last twelve months, in your region, have you used the services of a CLSC for yourself or to help another person?"**.** Appendix 1 of this document may be consulted for a list of the CROP interview questions reported by the tables and graphs.

Used the Services of a CLSC in the Past Twelve Months English Speakers of Gaspésie, 2005-2019									
Variable		**English Speakers of Gaspésie**				**Total English-Speaking Respondents**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	51.8% *(n=70)*	61.1% *(n=54)*	52.4% *(n=80)*	40.4% *(n=31)*	46.6% *(n=1,107)*	49.1% *(n=1,135)*	46.6% *(n=1,054)*	33.3% *(n=1,179)*
	female	39.6% *(n=92)*	58.6% *(n=91)*	54.3% *(n=101)*	45.7% *(n=42)*	47.2% *(n=1,517)*	52.5% *(n=1,583)*	51.6% *(n=1,643)*	36.1% *(n=1,875)*
age	18-24 years	- *(n=8)*	- *(n=2)*	- *(n=2)*	- *(n=)*	45.8% *(n=125)*	58.5% *(n=69)*	35.8% *(n=63)*	15.1% *(n=63)*
	25-44 years	38.3% *(n=45)*	55.4% *(n=23)*	42.4% *(n=27)*	- *(n=3)*	46.9% *(n=895)*	55.2% *(n=696)*	49.2% *(n=465)*	38.2% *(n=339)*
	45-64 years	52.7% *(n=69)*	58.6% *(n=74)*	55.0% *(n=93)*	40.5% *(n=34)*	44.9% *(n=1,053)*	48.7% *(n=1,256)*	48.7% *(n=1,307)*	34.0% *(n=1,376)*
	65 years and over	44.0% *(n=40)*	61.9% *(n=46)*	58.2% *(n=59)*	42.1% *(n=36)*	51.8% *(n=551)*	56.3% *(n=697)*	54.9% *(n=862)*	36.9% *(n=1,276)*
household income	less than $30k	33.0% *(n=61)*	67.1% *(n=37)*	59.3% *(n=47)*	52.6% *(n=21)*	53.2% *(n=504)*	57.0% *(n=429)*	51.1% *(n=405)*	37.3% *(n=429)*
	$30-70k	65.5% *(n=55)*	49.2% *(n=67)*	49.7% *(n=73)*	40.1% *(n=26)*	48.4% *(n=912)*	52.5% *(n=866)*	51.5% *(n=901)*	32.7% *(n=799)*
	$70-100k	27.2% *(n=15)*	- *(n=8)*	40.6% *(n=28)*	- *(n=7)*	51.4% *(n=361)*	51.2% *(n=364)*	47.1% *(n=361)*	34.2% *(n=413)*
	$100k and over	- *(n=6)*	- *(n=8)*	70.1% *(n=17)*	- *(n=7)*	41.9% *(n=345)*	42.1% *(n=446)*	46.2% *(n=563)*	37.2% *(n=653)*
knowledge of English and French	bilingual	52.2% *(n=59)*	59.2% *(n=89)*	60.8% *(n=117)*	47.1% *(n=49)*	43.5% *(n=1,402)*	51.7% *(n=1,971)*	49.5% *(n=1,979)*	34.1% *(n=2,321)*
	unilingual English	33.0% *(n=54)*	58.7% *(n=55)*	41.6% *(n=64)*	36.8% *(n=24)*	48.9% *(n=569)*	49.8% *(n=736)*	48.1% *(n=718)*	37.2% *(n=728)*
Total		**45.3%** *(n=162)*	**59.2%** *(n=145)*	**53.4%** *(n=181)*	**43.5%** *(n=73)*	**46.9%** *(n=2,624)*	**51.3%** *(n=2,718)*	**49.2%** *(n=2,697)*	**34.8%** *(n=3,054)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the proportion of those respondents who answered postively.

Column and Row Headings

Rows

The responses in the table are further delineated by four variables: **gender, age, household income and knowledge of French and English** as indicated by the row headings. In this example, the proportion of respondents who used the services of a CLSC in the past twelve months is indicated for each variable and survey year by the given percentage. Percentages are not reported where fewer than 10 respondents would be indicated. The total number of respondents who answered a particular question is given beneath each percentage in the form **(n=)**.

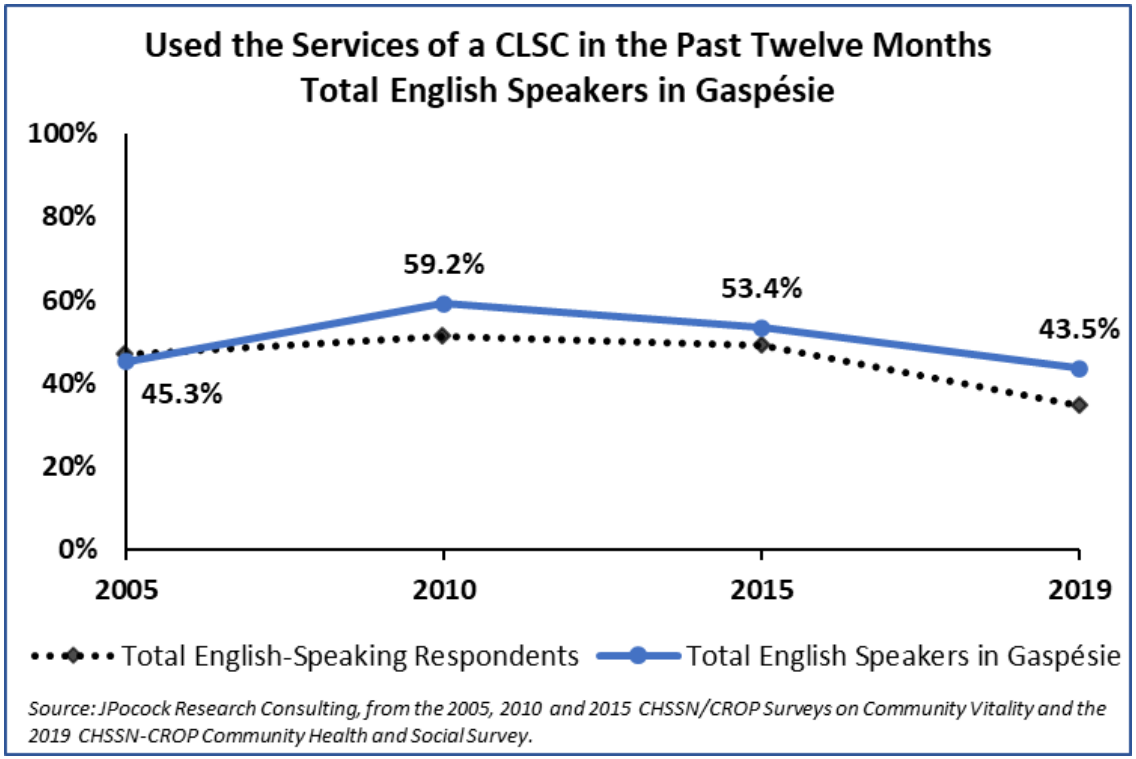
The total number of respondents for a given survey period and RTS or provincial territory is provided in the row entitled **Total** at the bottom of the table. For example, the table above shows that a total of 162 Gaspésians answered the question on the use of CLSC services in the past 12 months. Of these, 45.3% answered “yes” to the question. Among the variables, the table also reveals that 70 male Gaspésians answered this question with 51.8% of them answering “yes”.

Columns

The data is presented in two main blocks: one for the region under study (RTS Gaspésie in the table above) and the other for the English-speaking provincial total (weighted data for all English-speaking respondents).

Within each block, data is presented for the four survey years: **2005/2010/2015/2019.** In this example, in 2005, 39.6% of female Gaspésie respondents had used the services of a CLSC compared to 47.2% of the total female English-speaking sample of the same year.The same table tells us that in 2010, 58.6% of female Gaspésie respondents had used the services of a CLSC compared to 52.5% of the total female English-speaking sample of the same year.

Graphs



In the graph above, the solid line presents the percentage of English speakers in the Gaspésie who used the services of a CLSC in 2005, 2010, 2015 and 2019. Points on the line are not shown for years where the number of respondents to the given question was too low to report. In this example, 45.3% of Gaspésians used CLSC services in 2005, 59.2% used these services in 2010, 53.4% used these services in 2015 and 43.5% used CLSC services in 2019.

The dotted line presents the findings for the four survey years for all English-speaking survey respondents across Québec who said “yes” they had used the services of a CLSC.

2.5 Size and Proportion of English-speaking Population, by Health Region, 2001-2016

The accompanying table surveys the size and proportion of the English-speaking population comparing 2001, 2006, 2011 and 2016. The greater Montréal region (including Laval and Montérégie) experienced solid growth over the past 10 years as did Nord-du-Québec. Most other regions experienced either modest growth or may even have declined in numbers and percentage over this period.

Health Region	Size of the English-Speaking Population				English Speakers as a Proportion of Regional Population			
	2001	2006	2011	2016	2001	2006	2011	2016
Bas-Saint-Laurent	829	1,295	841	1,085	0.4%	0.7%	0.4%	0.6%
Saguenay - Lac-Saint-Jean	1,765	1,830	1,536	1,975	0.6%	0.6%	0.6%	0.7%
Capitale-Nationale	11,065	11,840	12,666	14,210	1.8%	1.8%	1.9%	2.0%
Mauricie et Centre-du-Québec	4,885	4,995	5,392	5,805	1.1%	1.1%	1.1%	1.2%
Estrie	23,390	23,580	22,577	37,015	8.4%	8.0%	7.5%	8.1%
Outaouais	53,945	58,720	65,604	70,580	17.2%	17.4%	18.0%	18.7%
Abitibi-Témiscamingue	5,315	5,355	4,914	5,160	3.7%	3.8%	3.4%	3.6%
Côte-Nord	5,740	5,630	5,093	5,175	5.9%	5.9%	5.5%	5.7%
Nord-du-Québec*	14,385	16,945	20,480	23,340	37.4%	42.8%	48.3%	53.2%
Gaspésie - Îles-de-la-Madeleine	9,740	9,505	9,401	8,790	10.2%	10.2%	10.2%	10.0%
Chaudière-Appalaches	2,685	3,705	3,114	3,755	0.7%	1.0%	0.8%	0.9%
Lanaudière	8,215	10,115	11,561	14,215	2.1%	2.4%	2.5%	2.9%
Laurentides	30,565	33,175	34,680	37,555	6.7%	6.6%	6.3%	6.5%
Montérégie	129,125	143,645	155,636	156,005	10.2%	10.7%	11.0%	11.8%
Montréal	563,940	595,920	610,700	622,160	31.6%	32.7%	33.1%	32.8%
Laval	53,385	68,640	82,255	91,115	15.7%	18.8%	20.9%	22.2%
Québec (province)	918,955	994,720	1,046,495	1,097,920	12.9%	13.4%	13.5%	13.8%

Source: Statistics Canada, 2001, 2006, 2011 and 2016 Census of Canada. The linguistic concept used is First Official Language Spoken with multiple responses proportionately distributed between the English and the French.

**Includes the First Nations population of the health region of Terres-Cries-de-la-Baie-James and the population of the health region of Nunavik.*

2.6 Satisfaction with the Availability of Local Health and Social Services in English by RTS Territory

Satisfaction with the Availability of Local Health and Social Services in English English Speakers in Québec by RTS, 2005-2019								
Region	Respondent Count				Satisfied/Totally Satisfied			
	2005	2010	2015	2019	2005	2010	2015	2019
RTS de la Capitale-Nationale	103	90	64	142	25.2%	39.8%	27.5%	33.2%
RTS de l'Estrie – CHU de Sherbrooke	342	345	349	101	47.7%	45.0%	41.3%	30.7%
RTS de l'Ouest-de-l'Île-de-Montréal	421	433	421	452	56.9%	58.2%	54.3%	59.7%
RTS du Centre-Ouest-de-l'Île-de-Montréal	189	204	250	419	56.5%	64.4%	49.3%	69.9%
RTS du Centre-Sud-de-l'Île-de-Montréal	108	88	82	203	45.5%	48.7%	48.3%	48.8%
RTS du Nord-de-l'Île-de-Montréal	83	98	87	214	40.5%	39.5%	43.7%	51.5%
RTS de l'Est-de-l'Île-de-Montréal	120	141	84	189	29.0%	27.8%	27.4%	30.2%
RTS de l'Outaouais	193	201	196	179	40.8%	46.0%	44.0%	37.4%
RTS de la Gaspésie	158	140	177	68	44.8%	35.4%	46.1%	58.8%
RTS de Laval	226	245	251	227	27.0%	31.6%	22.5%	28.2%
RTS de Lanaudière	82	68	81	62	13.8%	26.5%	18.7%	32.1%
RTS des Laurentides	158	147	148	94	38.9%	34.6%	27.2%	33.1%
RTS de la Montérégie-Centre	79	115	103	128	33.5%	40.2%	33.3%	41.9%
RTS de la Montérégie-Est	10	13	11	66	11.4%	24.4%	25.1%	32.9%
RTS de la Montérégie-Ouest	247	297	329	222	50.5%	41.8%	35.2%	36.4%
Total	2519	2625	2633	2766	45.7%	47.0%	42.3%	48.8%

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

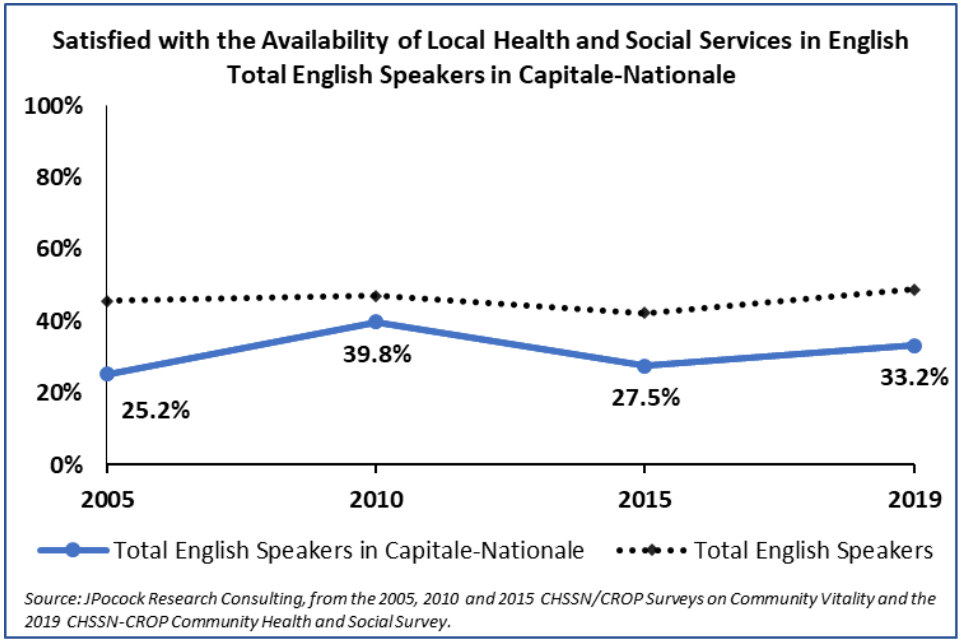
3 Regional Profile of RTS de la Capitale-Nationale, 2005-2019

3.1 Satisfaction with the Availability of Local Health and Social Services in English

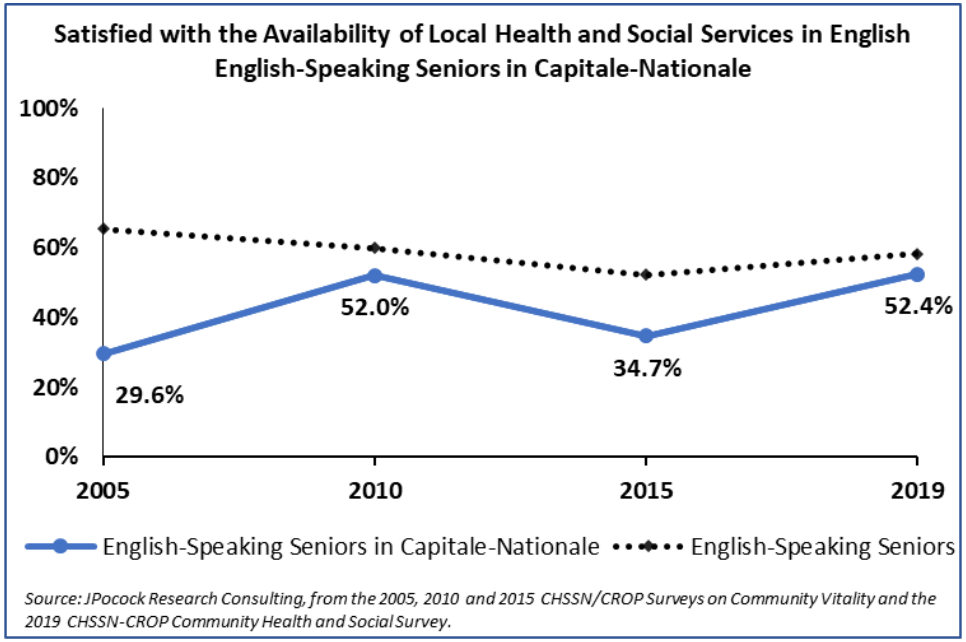
Satisfied with the Availability of Local Health and Social Services in English English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	26.5% *(n=43)*	39.3% *(n=31)*	35.9% *(n=25)*	37.2% *(n=62)*	48.1% *(n=1058)*	51.0% *(n=1093)*	44.5% *(n=1035)*	51.9% *(n=1074)*
	female	20.9% *(n=60)*	39.9% *(n=59)*	19.2% *(n=39)*	29.9% *(n=80)*	43.2% *(n=1461)*	45.0% *(n=1532)*	40.1% *(n=1598)*	45.9% *(n=1692)*
age	18-24 years	- *(n=2)*	- *(n=2)*	- *(n=2)*	- *(n=3)*	40.4% *(n=116)*	51.9% *(n=70)*	58.2% *(n=61)*	65.4% *(n=60)*
	25-44 years	16.3% *(n=23)*	22.2% *(n=18)*	- *(n=8)*	25.5% *(n=21)*	41.0% *(n=864)*	38.6% *(n=671)*	36.8% *(n=455)*	45.4% *(n=317)*
	45-64 years	34.1% *(n=49)*	35.1% *(n=41)*	26.6% *(n=35)*	32.2% *(n=66)*	42.4% *(n=1013)*	45.4% *(n=1212)*	39.6% *(n=1280)*	43.7% *(n=1255)*
	65 years and over	29.6% *(n=29)*	52.0% *(n=29)*	34.7% *(n=19)*	52.4% *(n=52)*	65.4% *(n=526)*	59.9% *(n=672)*	52.3% *(n=837)*	58.4% *(n=1134)*
household income	less than $30k	42.2% *(n=19)*	- *(n=5)*	- *(n=5)*	46.4% *(n=15)*	46.0% *(n=476)*	47.9% *(n=413)*	46.9% *(n=398)*	54.2% *(n=387)*
	$30-70k	35.5% *(n=30)*	39.3% *(n=28)*	35.7% *(n=18)*	29.6% *(n=41)*	47.4% *(n=888)*	45.2% *(n=847)*	40.7% *(n=878)*	49.9% *(n=730)*
	$70-100k	10.9% *(n=16)*	26.8% *(n=15)*	- *(n=10)*	30.3% *(n=21)*	41.5% *(n=349)*	43.4% *(n=350)*	41.8% *(n=351)*	43.6% *(n=376)*
	$100k and over	- *(n=9)*	36.8% *(n=20)*	35.6% *(n=26)*	34.2% *(n=34)*	39.5% *(n=333)*	49.9% *(n=433)*	38.6% *(n=548)*	48.7% *(n=594)*
knowledge of English and French	bilingual	22.5% *(n=69)*	42.0% *(n=81)*	27.5% *(n=64)*	33.0% *(n=133)*	45.3% *(n=1335)*	45.7% *(n=1898)*	41.4% *(n=1927)*	48.5% *(n=2075)*
	unilingual English	- *(n=8)*	- *(n=9)*	- *(n=)*	- *(n=8)*	51.0% *(n=550)*	50.6% *(n=716)*	45.1% *(n=706)*	49.7% *(n=686)*
Total		**25.2%** *(n=103)*	**39.8%** *(n=90)*	**27.5%** *(n=64)*	**33.2%** *(n=142)*	**45.7%** *(n=2519)*	**47.0%** *(n=2625)*	**42.3%** *(n=2633)*	**48.8%** *(n=2766)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively. Ratings of satisfaction were given on a scale of one to five where 1 was 'totally unsatisfied' and 5 was 'totally satisfied'. 'Satisfied' was derived by combining four and five.

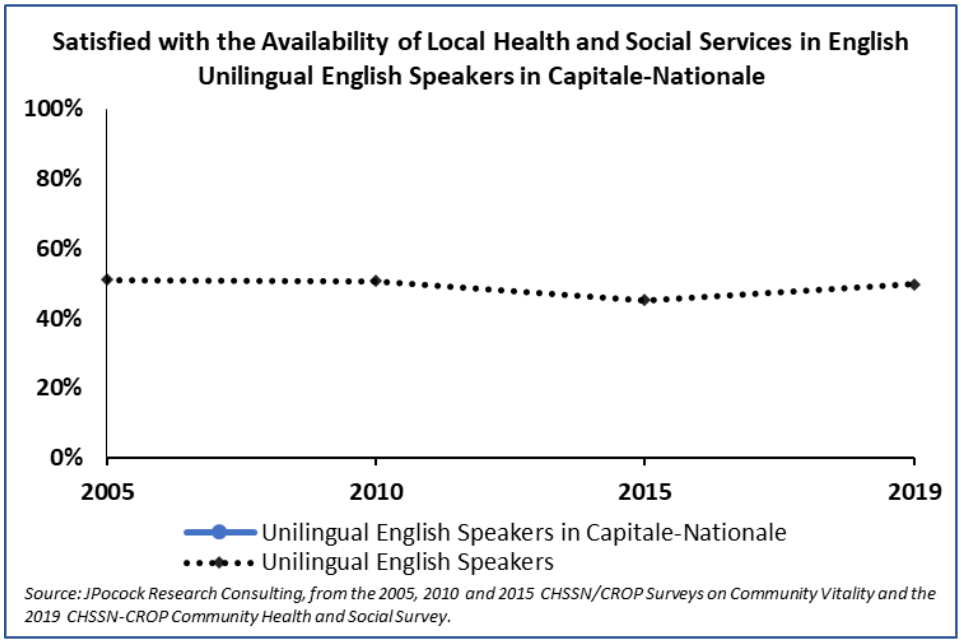
3.1 Satisfaction with the Availability of Local Health and Social Services in English – Graphs



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



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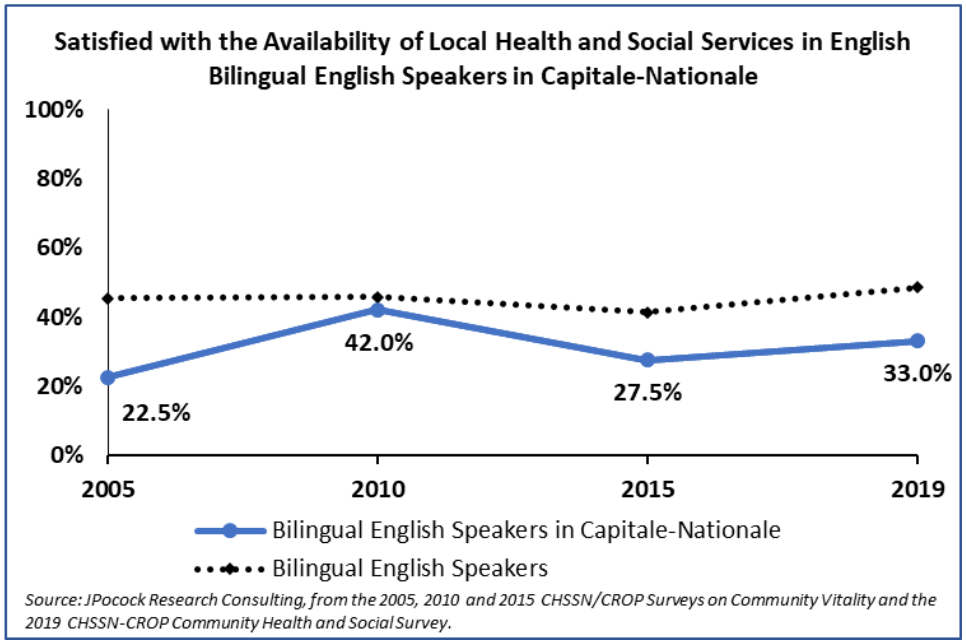


Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

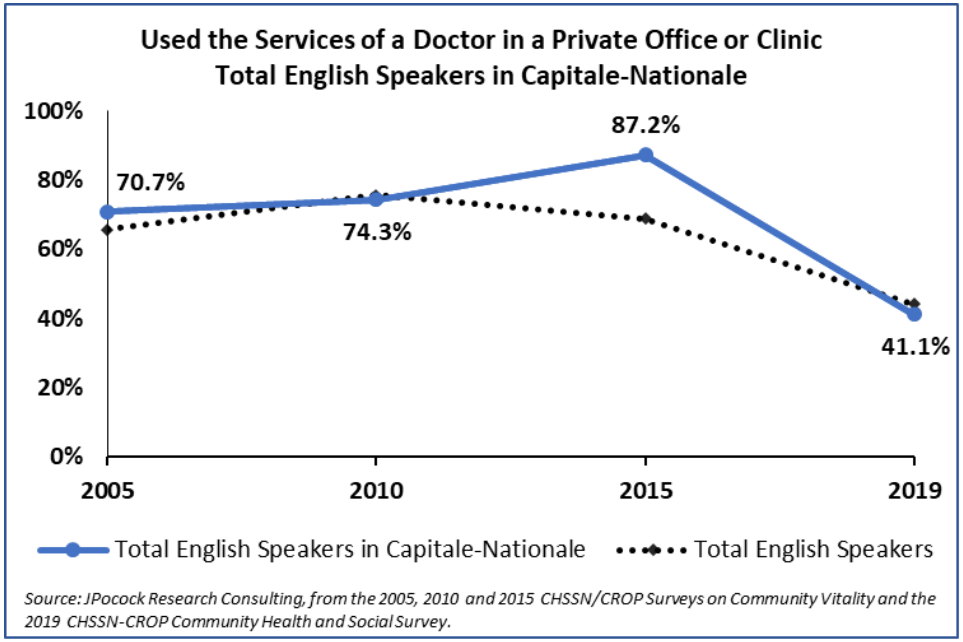
3.2 Services of a Doctor in a Private Office or Clinic

3.2.1 Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months

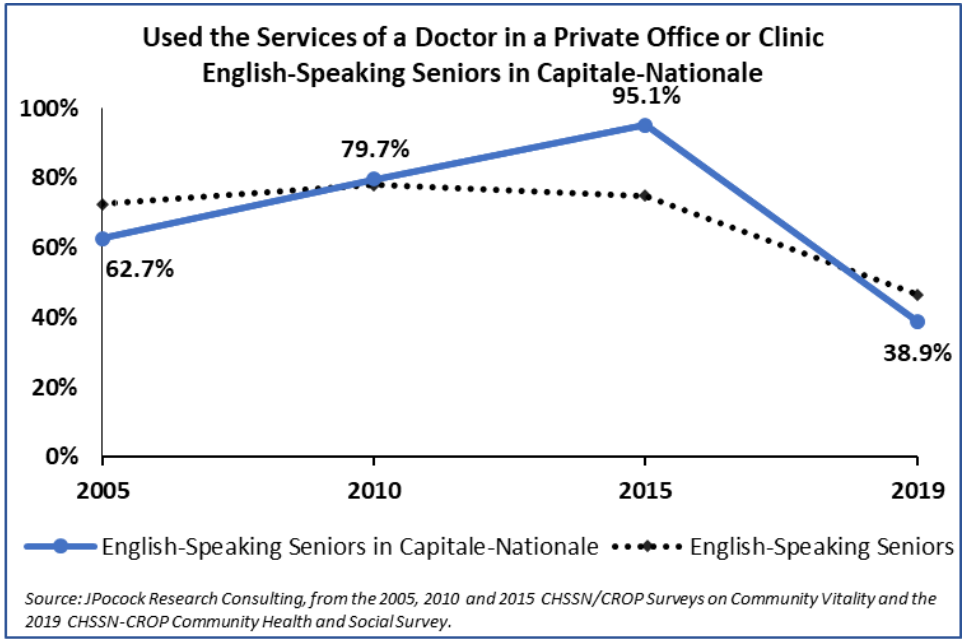
Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	65.6% *(n=54)*	75.5% *(n=34)*	85.2% *(n=28)*	47.3% *(n=88)*	64.1% *(n=1108)*	74.8% *(n=1135)*	67.6% *(n=1065)*	44.1% *(n=1179)*
	female	76.0% *(n=65)*	73.9% *(n=60)*	89.0% *(n=43)*	34.8% *(n=107)*	67.3% *(n=1516)*	76.0% *(n=1591)*	69.9% *(n=1648)*	44.1% *(n=1880)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	59.6% *(n=124)*	68.2% *(n=70)*	53.4% *(n=64)*	42.0% *(n=64)*
	25-44 years	69.8% *(n=30)*	55.6% *(n=18)*	- *(n=8)*	44.2% *(n=23)*	60.2% *(n=894)*	71.2% *(n=697)*	68.0% *(n=470)*	39.6% *(n=340)*
	45-64 years	81.2% *(n=52)*	74.1% *(n=43)*	92.1% *(n=39)*	38.4% *(n=85)*	69.7% *(n=1055)*	76.1% *(n=1261)*	69.4% *(n=1312)*	47.1% *(n=1377)*
	65 years and over	62.7% *(n=34)*	79.7% *(n=31)*	95.1% *(n=22)*	38.9% *(n=82)*	72.5% *(n=551)*	77.9% *(n=698)*	74.9% *(n=867)*	46.5% *(n=1278)*
household income	less than $30k	64.5% *(n=22)*	- *(n=6)*	- *(n=5)*	15.3% *(n=22)*	61.0% *(n=505)*	72.9% *(n=431)*	66.9% *(n=407)*	37.2% *(n=431)*
	$30-70k	60.8% *(n=36)*	85.6% *(n=29)*	86.6% *(n=23)*	42.8% *(n=51)*	65.7% *(n=910)*	76.1% *(n=868)*	66.7% *(n=910)*	43.5% *(n=798)*
	$70-100k	85.4% *(n=17)*	70.0% *(n=15)*	78.0% *(n=11)*	44.7% *(n=29)*	66.8% *(n=363)*	76.9% *(n=364)*	70.1% *(n=361)*	45.8% *(n=412)*
	$100k and over	84.9% *(n=13)*	72.3% *(n=20)*	94.3% *(n=26)*	43.3% *(n=45)*	74.1% *(n=346)*	78.4% *(n=448)*	71.2% *(n=565)*	49.6% *(n=655)*
knowledge of English and French	bilingual	71.6% *(n=81)*	73.4% *(n=85)*	87.2% *(n=71)*	40.5% *(n=185)*	64.3% *(n=1399)*	75.6% *(n=1979)*	68.9% *(n=1986)*	44.2% *(n=2327)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=9)*	61.9% *(n=573)*	75.6% *(n=737)*	68.6% *(n=727)*	43.8% *(n=728)*
Total		**70.7%** *(n=119)*	**74.3%** *(n=94)*	**87.2%** *(n=71)*	**41.1%** *(n=195)*	**65.7%** *(n=2624)*	**75.6%** *(n=2726)*	**68.8%** *(n=2713)*	**44.1%** *(n=3059)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

3.2.1 Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months – Graphs



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



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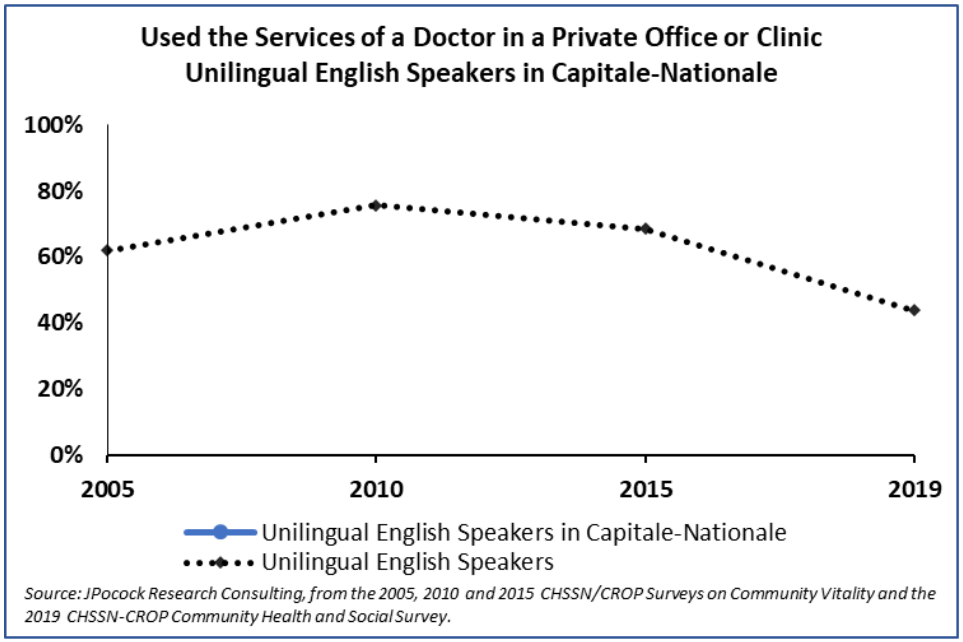

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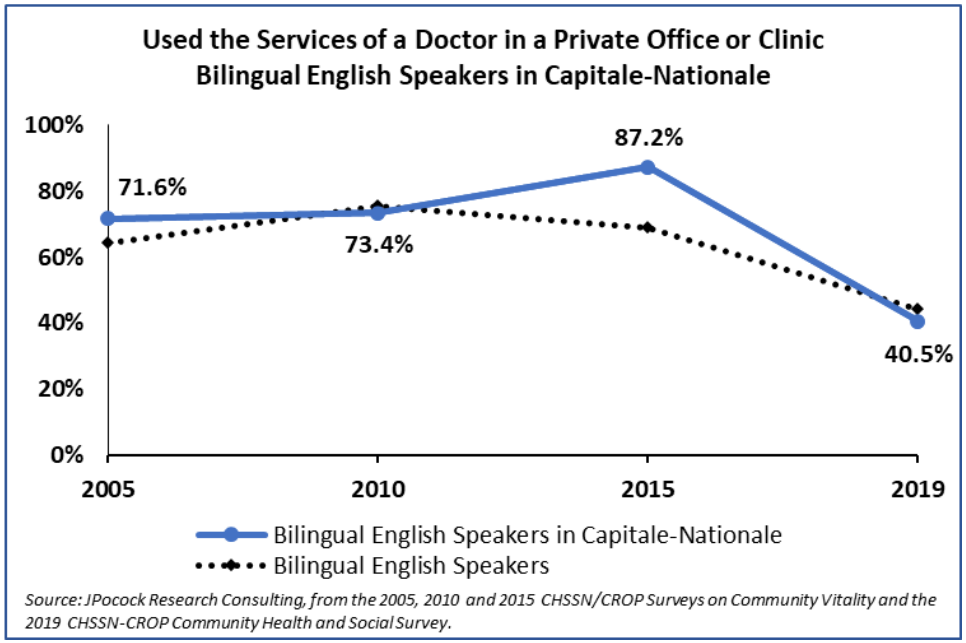


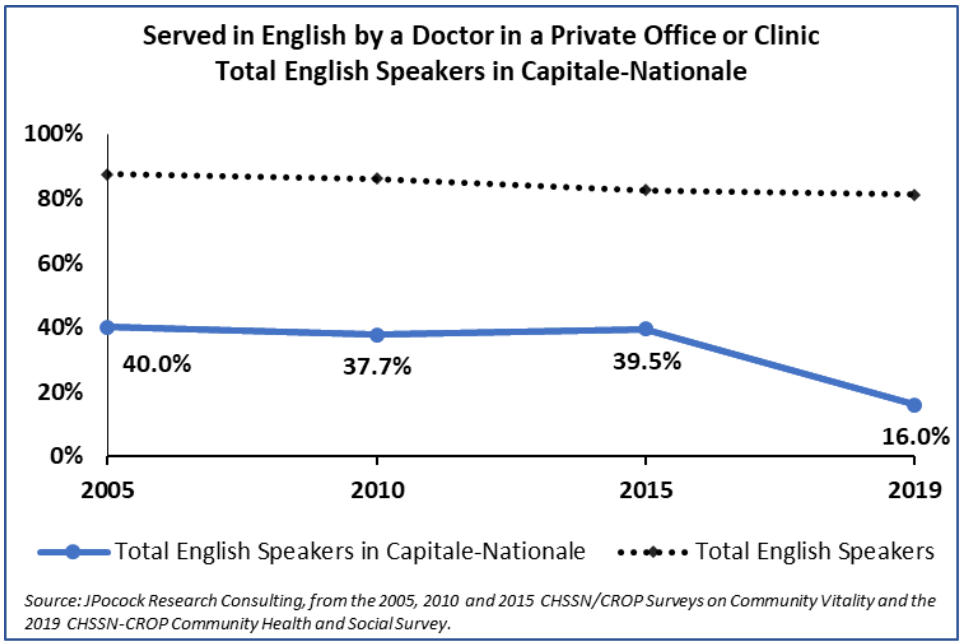
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.2.2 Served in English by a Doctor in a Private Office or Clinic

Served in English by a Doctor in a Private Office or Clinic English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	20.7% *(n=39)*	34.1% *(n=25)*	37.7% *(n=21)*	12.2% *(n=39)*	88.5% *(n=713)*	84.3% *(n=814)*	80.9% *(n=730)*	78.7% *(n=559)*
	female	57.3% *(n=47)*	38.8% *(n=42)*	41.0% *(n=37)*	21.2% *(n=39)*	86.5% *(n=1014)*	87.0% *(n=1177)*	84.1% *(n=1140)*	83.7% *(n=843)*
age	18-24 years	- *(n=1)*	- *(n=)*	- *(n=1)*	- *(n=1)*	86.3% *(n=66)*	71.9% *(n=44)*	72.4% *(n=33)*	76.3% *(n=29)*
	25-44 years	32.4% *(n=21)*	- *(n=10)*	- *(n=5)*	- *(n=7)*	85.1% *(n=564)*	77.7% *(n=475)*	77.4% *(n=318)*	75.3% *(n=135)*
	45-64 years	51.8% *(n=41)*	37.3% *(n=32)*	54.4% *(n=32)*	12.7% *(n=36)*	85.6% *(n=709)*	86.4% *(n=930)*	83.2% *(n=889)*	82.8% *(n=635)*
	65 years and over	40.7% *(n=23)*	41.4% *(n=25)*	32.0% *(n=20)*	37.9% *(n=34)*	96.3% *(n=388)*	92.5% *(n=542)*	93.0% *(n=630)*	88.1% *(n=603)*
household income	less than $30k	26.8% *(n=15)*	- *(n=4)*	- *(n=4)*	- *(n=3)*	91.6% *(n=307)*	87.6% *(n=303)*	81.7% *(n=271)*	78.4% *(n=165)*
	$30-70k	44.0% *(n=23)*	44.5% *(n=24)*	57.0% *(n=19)*	18.2% *(n=21)*	87.9% *(n=600)*	85.0% *(n=648)*	80.3% *(n=625)*	83.7% *(n=354)*
	$70-100k	30.8% *(n=15)*	- *(n=10)*	- *(n=8)*	12.8% *(n=15)*	82.0% *(n=255)*	83.2% *(n=269)*	77.6% *(n=253)*	85.0% *(n=207)*
	$100k and over	55.9% *(n=11)*	43.9% *(n=13)*	32.3% *(n=24)*	16.9% *(n=23)*	88.4% *(n=252)*	85.2% *(n=337)*	85.5% *(n=407)*	76.3% *(n=335)*
knowledge of English and French	bilingual	37.8% *(n=59)*	33.9% *(n=59)*	39.5% *(n=58)*	15.8% *(n=73)*	84.8% *(n=917)*	81.8% *(n=1435)*	79.0% *(n=1379)*	79.7% *(n=1083)*
	unilingual English	- *(n=6)*	- *(n=8)*	- *(n=)*	- *(n=4)*	96.7% *(n=355)*	97.5% *(n=547)*	94.1% *(n=491)*	87.0% *(n=317)*
Total		**40.0%** *(n=86)*	**37.7%** *(n=67)*	**39.5%** *(n=58)*	**16.0%** *(n=78)*	**87.5%** *(n=1727)*	**86.1%** *(n=1991)*	**82.5%** *(n=1870)*	**81.3%** *(n=1402)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

3.2.2 Served in English by a Doctor in a Private Office or Clinic – Graphs



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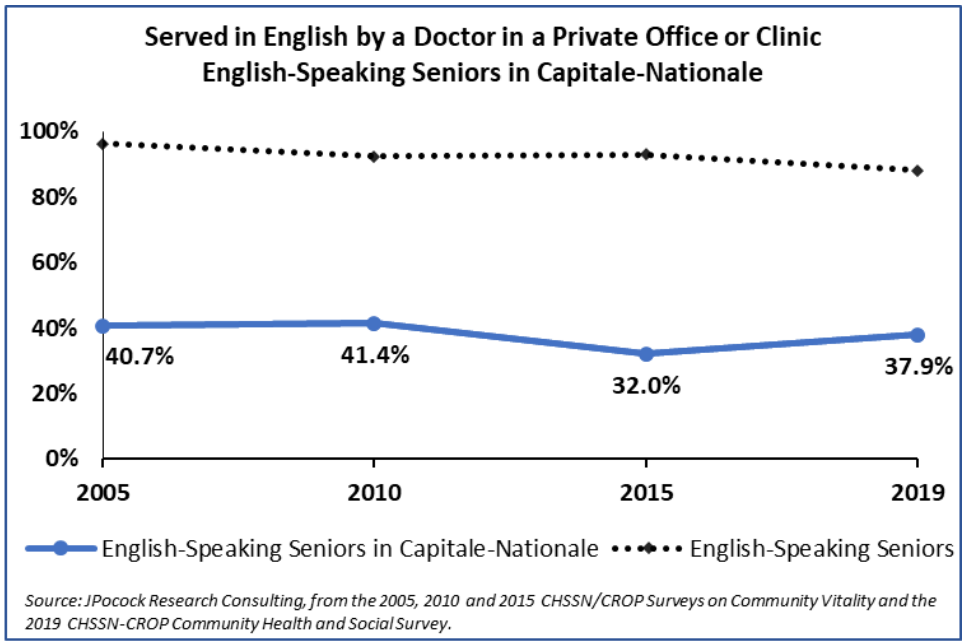
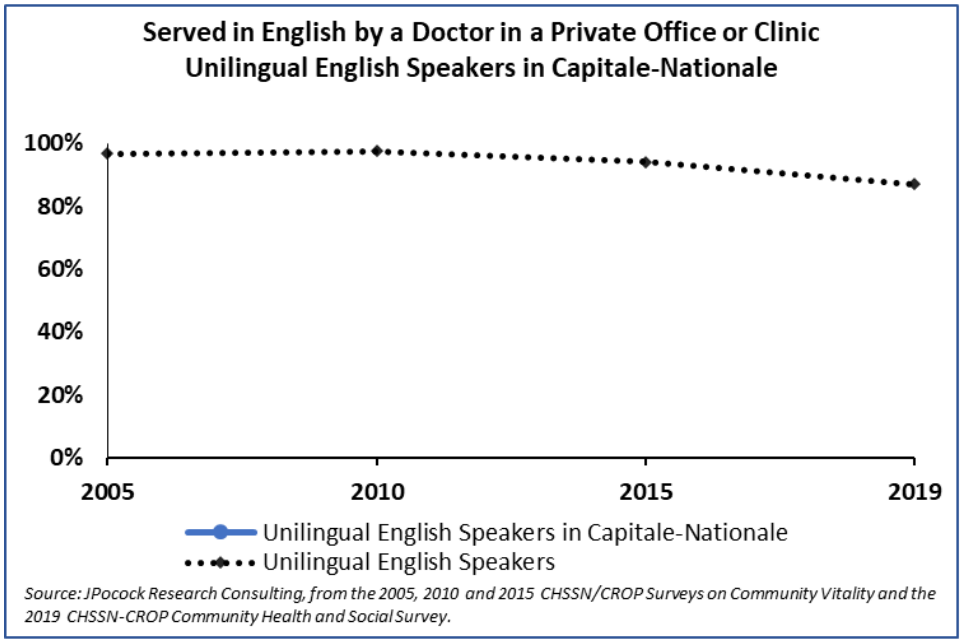
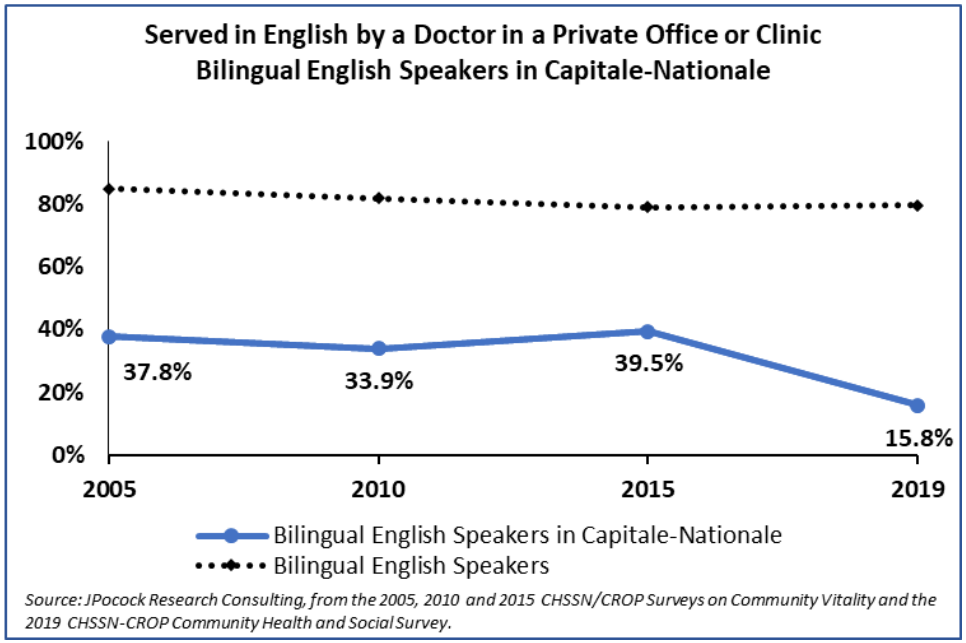


Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



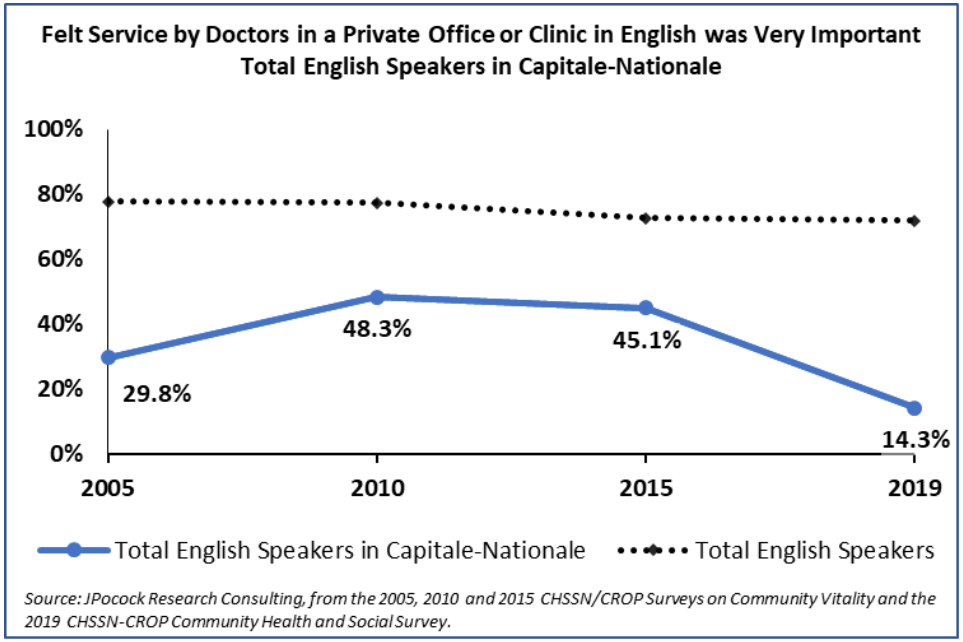
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.2.3 Felt Service by a Doctor in a Private Office or Clinic in English was Very Important

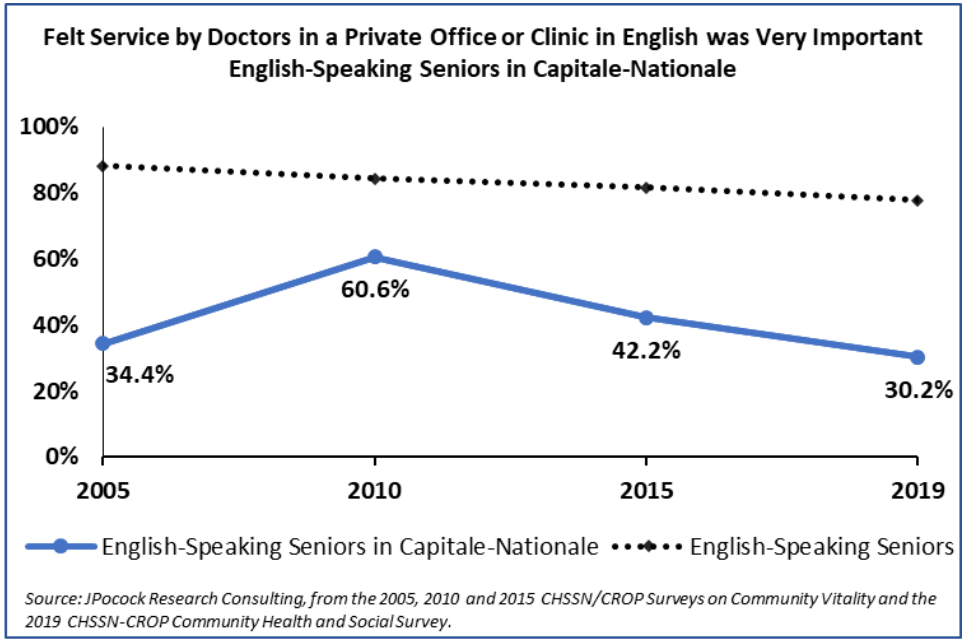
Felt Service by Doctors in a Private Office or Clinic in English was Very Important English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	24.3% *(n=39)*	47.6% *(n=25)*	41.8% *(n=21)*	12.5% *(n=38)*	74.3% *(n=716)*	71.4% *(n=816)*	67.1% *(n=722)*	67.5% *(n=553)*
	female	34.8% *(n=47)*	48.6% *(n=42)*	47.9% *(n=37)*	16.8% *(n=39)*	81.1% *(n=1011)*	80.3% *(n=1175)*	78.0% *(n=1141)*	76.1% *(n=836)*
age	18-24 years	- *(n=1)*	- *(n=)*	- *(n=1)*	- *(n=1)*	69.6% *(n=66)*	45.5% *(n=43)*	67.7% *(n=32)*	48.3% *(n=28)*
	25-44 years	21.0% *(n=21)*	- *(n=10)*	- *(n=5)*	- *(n=7)*	75.9% *(n=563)*	70.3% *(n=475)*	68.3% *(n=315)*	70.0% *(n=133)*
	45-64 years	40.6% *(n=41)*	42.1% *(n=32)*	55.2% *(n=32)*	25.3% *(n=35)*	76.0% *(n=714)*	77.3% *(n=932)*	73.0% *(n=888)*	74.1% *(n=629)*
	65 years and over	34.4% *(n=23)*	60.6% *(n=25)*	42.2% *(n=20)*	30.2% *(n=34)*	88.2% *(n=384)*	84.3% *(n=541)*	81.6% *(n=628)*	77.7% *(n=599)*
household income	less than $30k	5.7% *(n=15)*	- *(n=4)*	- *(n=4)*	- *(n=3)*	84.3% *(n=307)*	81.2% *(n=302)*	84.0% *(n=266)*	78.3% *(n=164)*
	$30-70k	53.5% *(n=23)*	47.7% *(n=24)*	61.6% *(n=19)*	9.7% *(n=21)*	79.3% *(n=599)*	77.6% *(n=649)*	73.3% *(n=629)*	75.3% *(n=349)*
	$70-100k	22.4% *(n=15)*	- *(n=10)*	- *(n=8)*	17.6% *(n=15)*	68.1% *(n=254)*	74.1% *(n=268)*	66.2% *(n=253)*	73.4% *(n=205)*
	$100k and over	7.2% *(n=11)*	55.2% *(n=13)*	40.3% *(n=24)*	11.9% *(n=22)*	75.6% *(n=253)*	72.5% *(n=337)*	67.0% *(n=400)*	66.5% *(n=333)*
knowledge of English and French	bilingual	26.4% *(n=59)*	45.6% *(n=59)*	45.1% *(n=58)*	13.9% *(n=72)*	69.8% *(n=918)*	70.0% *(n=1437)*	66.4% *(n=1368)*	65.4% *(n=1071)*
	unilingual English	- *(n=6)*	- *(n=8)*	- *(n=)*	- *(n=4)*	96.7% *(n=353)*	97.1% *(n=545)*	93.4% *(n=495)*	95.3% *(n=316)*
Total		**29.8%** *(n=86)*	**48.3%** *(n=67)*	**45.1%** *(n=58)*	**14.3%** *(n=77)*	**77.7%** *(n=1727)*	**77.5%** *(n=1991)*	**72.8%** *(n=1863)*	**72.0%** *(n=1389)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

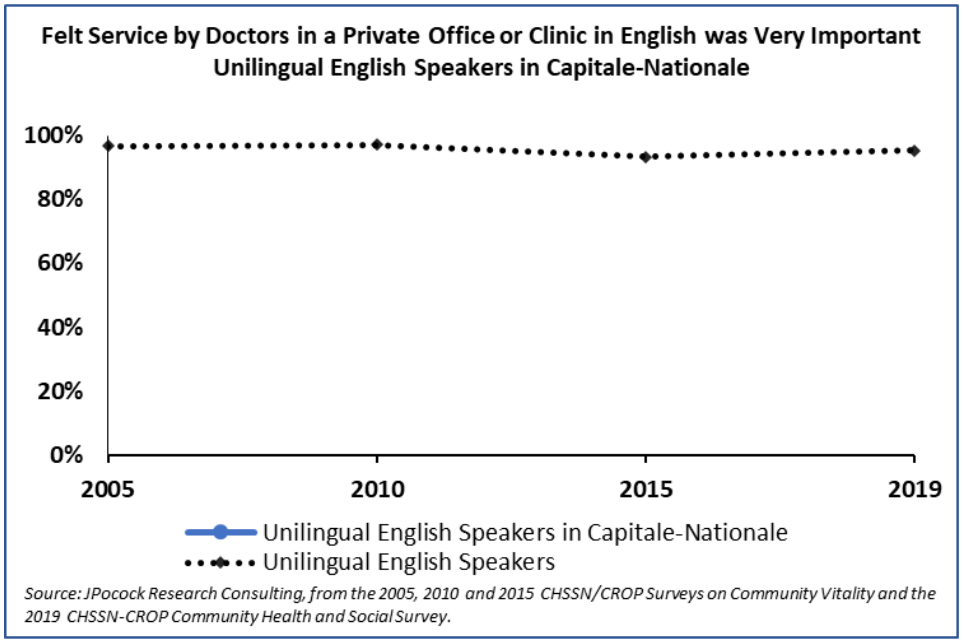
3.2.3 Felt Service by a Doctor in a Private Office or Clinic in English was Very Important – Graphs



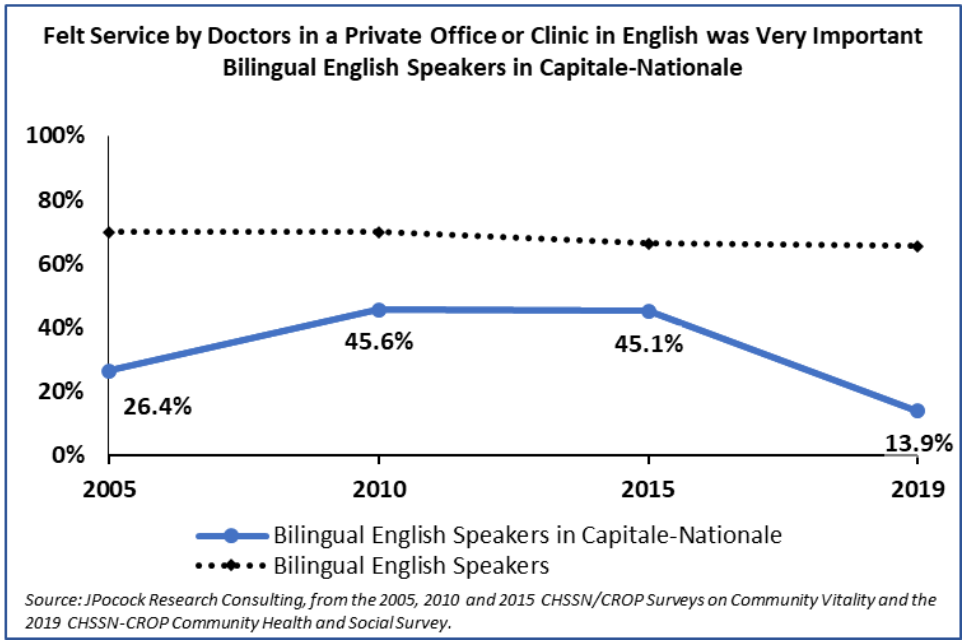
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

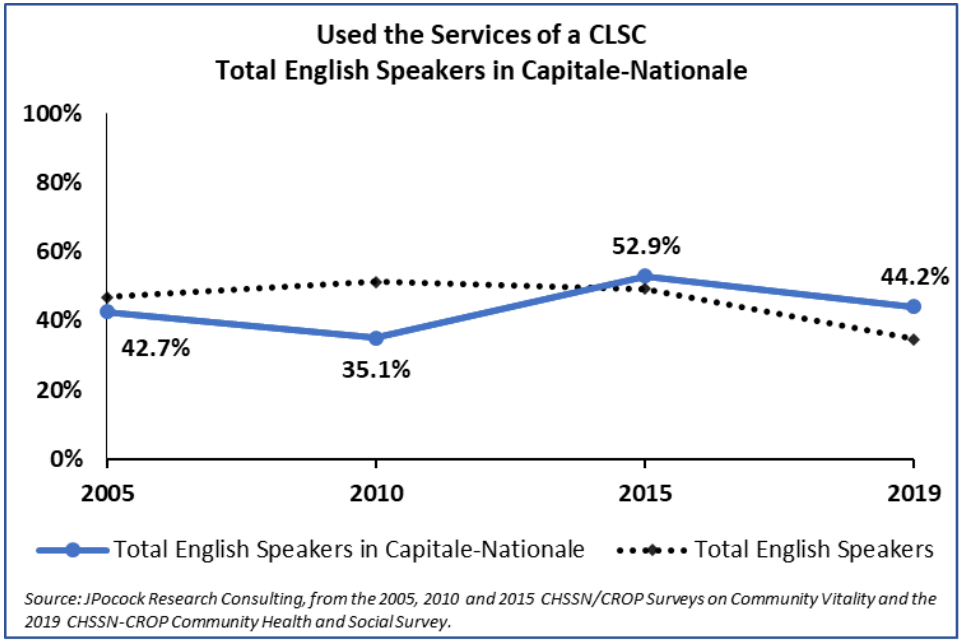
3.3 CLSC Services

3.3.1 Used the Services of a CLSC in the Past Twelve Months

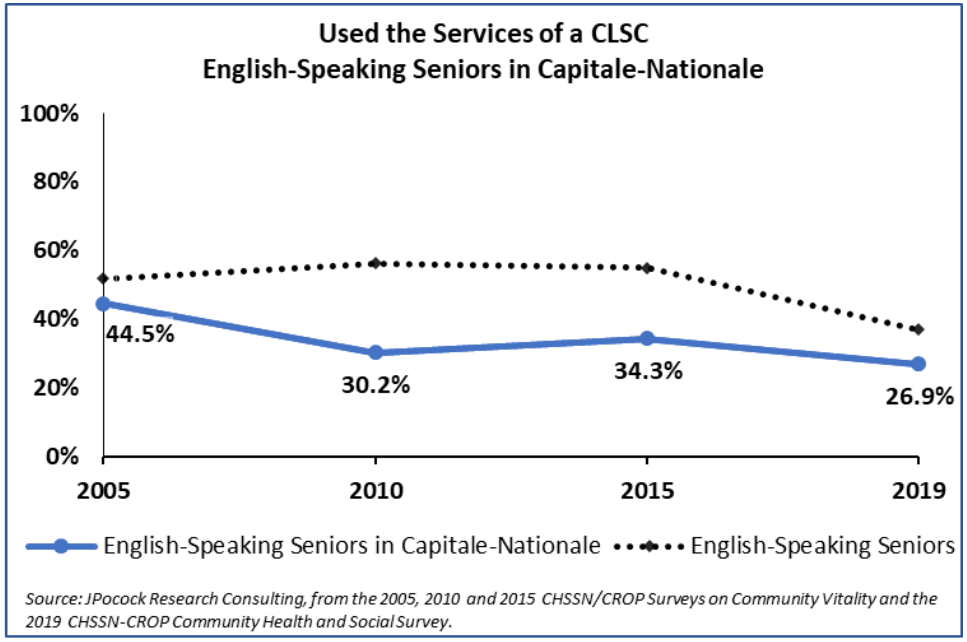
Used the Services of a CLSC in the Past Twelve Months English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	42.1% *(n=53)*	29.5% *(n=34)*	48.1% *(n=28)*	38.8% *(n=89)*	46.6% *(n=1107)*	49.1% *(n=1135)*	46.6% *(n=1054)*	33.3% *(n=1179)*
	female	43.3% *(n=65)*	36.8% *(n=60)*	57.2% *(n=42)*	49.7% *(n=105)*	47.2% *(n=1517)*	52.5% *(n=1583)*	51.6% *(n=1643)*	36.1% *(n=1875)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	45.8% *(n=125)*	58.5% *(n=69)*	35.8% *(n=63)*	15.1% *(n=63)*
	25-44 years	46.8% *(n=30)*	33.3% *(n=18)*	- *(n=8)*	69.1% *(n=23)*	46.9% *(n=895)*	55.2% *(n=696)*	49.2% *(n=465)*	38.2% *(n=339)*
	45-64 years	26.5% *(n=51)*	38.4% *(n=43)*	74.2% *(n=38)*	25.0% *(n=84)*	44.9% *(n=1053)*	48.7% *(n=1256)*	48.7% *(n=1307)*	34.0% *(n=1376)*
	65 years and over	44.5% *(n=34)*	30.2% *(n=31)*	34.3% *(n=22)*	26.9% *(n=82)*	51.8% *(n=551)*	56.3% *(n=697)*	54.9% *(n=862)*	36.9% *(n=1276)*
household income	less than $30k	42.3% *(n=22)*	- *(n=6)*	- *(n=5)*	14.3% *(n=22)*	53.2% *(n=504)*	57.0% *(n=429)*	51.1% *(n=405)*	37.3% *(n=429)*
	$30-70k	39.8% *(n=36)*	40.3% *(n=29)*	54.2% *(n=22)*	42.7% *(n=52)*	48.4% *(n=912)*	52.5% *(n=866)*	51.5% *(n=901)*	32.7% *(n=799)*
	$70-100k	54.0% *(n=17)*	33.9% *(n=15)*	42.2% *(n=11)*	35.1% *(n=29)*	51.4% *(n=361)*	51.2% *(n=364)*	47.1% *(n=361)*	34.2% *(n=413)*
	$100k and over	40.0% *(n=12)*	29.6% *(n=20)*	48.6% *(n=26)*	52.1% *(n=44)*	41.9% *(n=345)*	42.1% *(n=446)*	46.2% *(n=563)*	37.2% *(n=653)*
knowledge of English and French	bilingual	46.7% *(n=81)*	34.8% *(n=85)*	52.9% *(n=70)*	44.7% *(n=184)*	43.5% *(n=1402)*	51.7% *(n=1971)*	49.5% *(n=1979)*	34.1% *(n=2321)*
	unilingual English	- *(n=8)*	- *(n=9)*	- *(n=)*	- *(n=9)*	48.9% *(n=569)*	49.8% *(n=736)*	48.1% *(n=718)*	37.2% *(n=728)*
Total		**42.7%** *(n=118)*	**35.1%** *(n=94)*	**52.9%** *(n=70)*	**44.2%** *(n=194)*	**46.9%** *(n=2624)*	**51.3%** *(n=2718)*	**49.2%** *(n=2697)*	**34.8%** *(n=3054)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

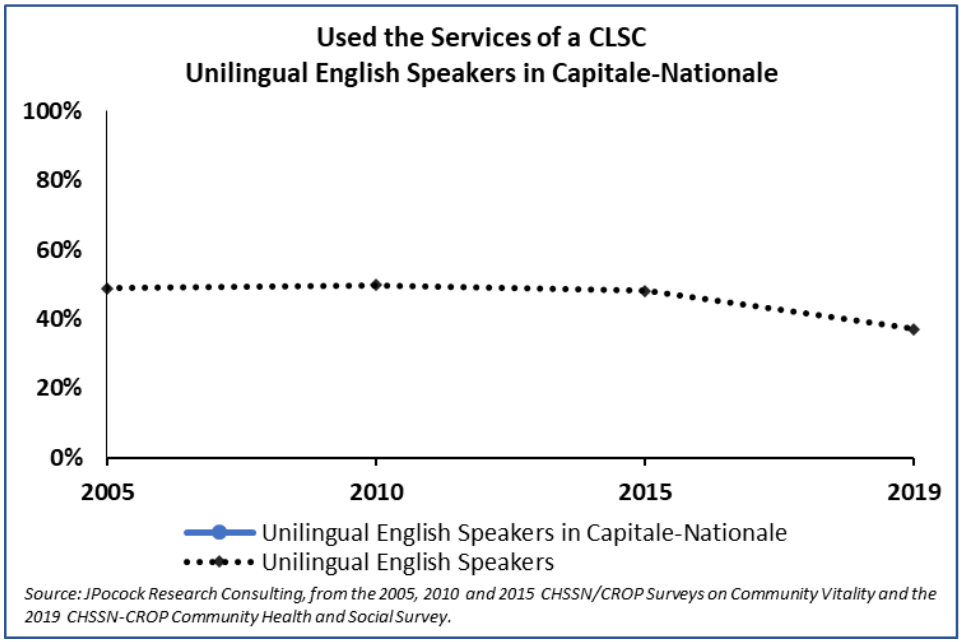
3.3.1 Used the Services of a CLSC in the Past Twelve Months – Graphs



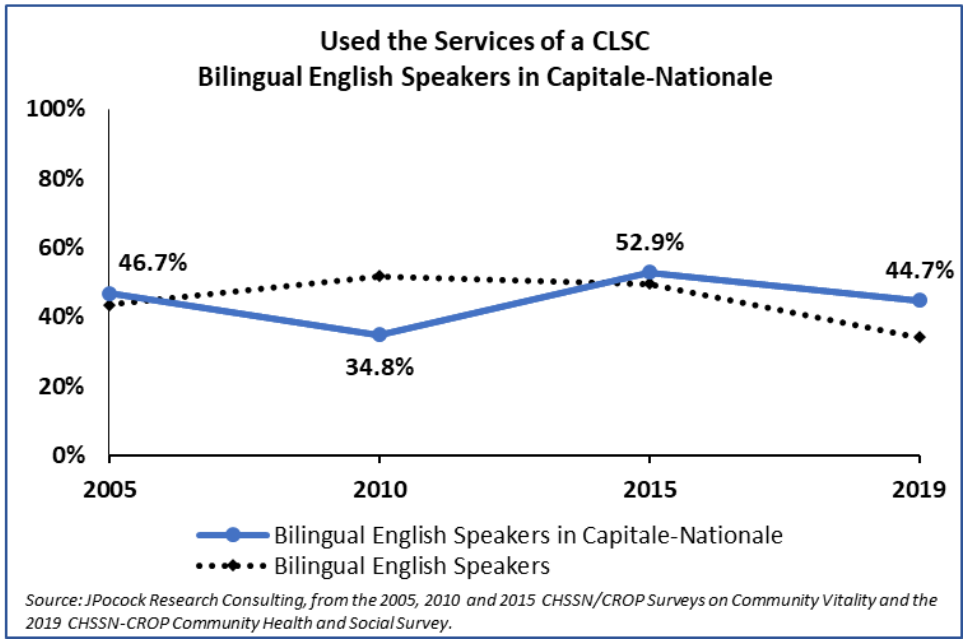
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



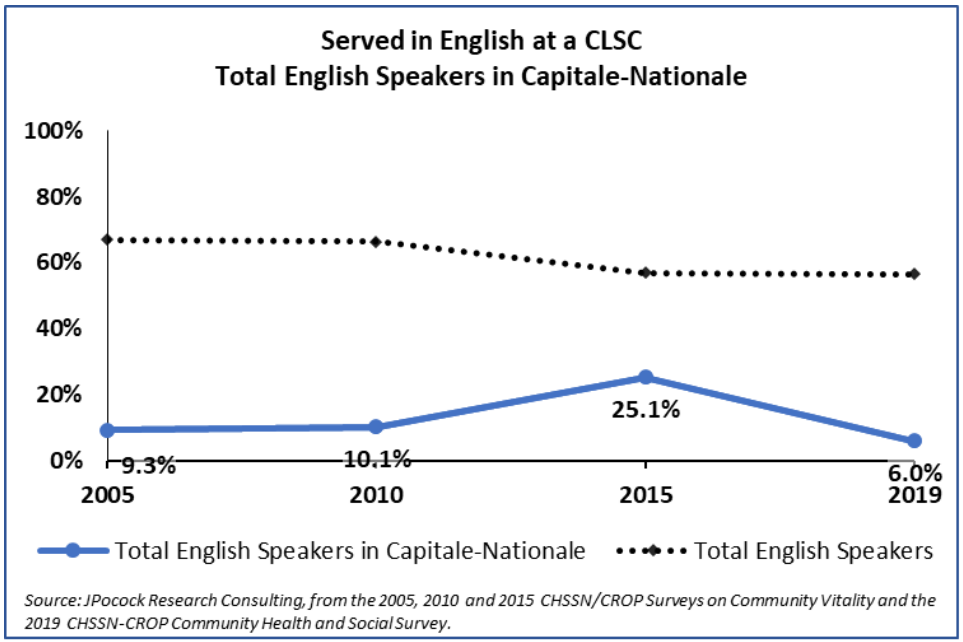
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.3.2 Served in English at a CLSC

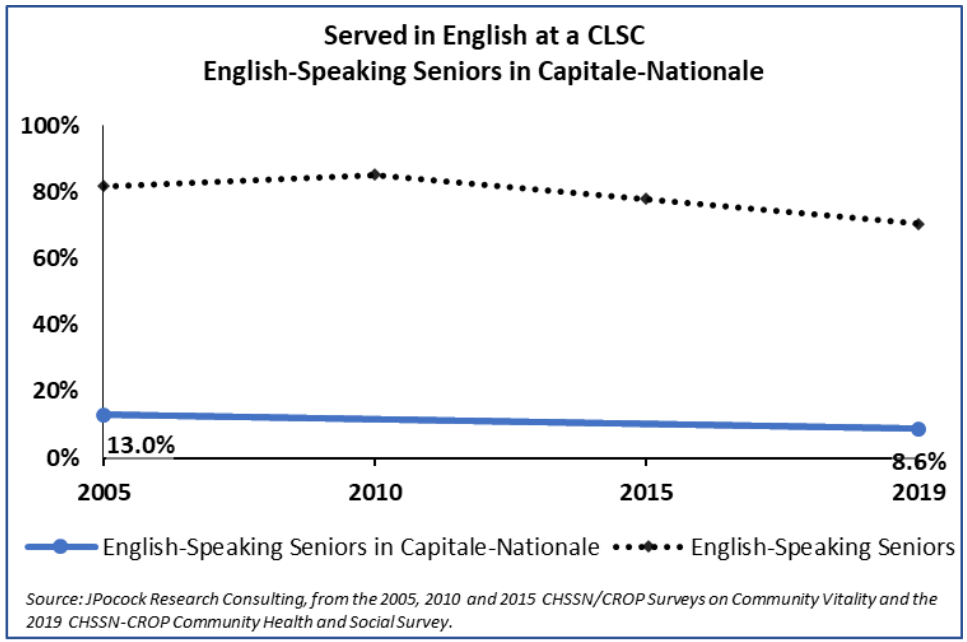
Served in English at a CLSC English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	4.1% *(n=19)*	- *(n=10)*	44.5% *(n=12)*	4.9% *(n=27)*	67.9% *(n=493)*	66.0% *(n=557)*	59.3% *(n=522)*	57.6% *(n=395)*
	female	14.3% *(n=32)*	9.8% *(n=23)*	10.4% *(n=26)*	6.8% *(n=38)*	66.1% *(n=730)*	66.6% *(n=832)*	54.7% *(n=865)*	55.6% *(n=676)*
age	18-24 years	- *(n=3)*	- *(n=1)*	- *(n=1)*	- *(n=1)*	62.5% *(n=54)*	46.5% *(n=36)*	73.3% *(n=23)*	70.6% *(n=11)*
	25-44 years	4.1% *(n=16)*	- *(n=6)*	- *(n=3)*	1.9% *(n=14)*	61.1% *(n=437)*	46.6% *(n=378)*	42.5% *(n=238)*	45.7% *(n=135)*
	45-64 years	23.8% *(n=15)*	0.0% *(n=16)*	33.6% *(n=24)*	18.2% *(n=25)*	66.7% *(n=465)*	66.3% *(n=590)*	56.8% *(n=653)*	58.0% *(n=474)*
	65 years and over	13.0% *(n=17)*	- *(n=10)*	- *(n=10)*	8.6% *(n=25)*	81.7% *(n=267)*	85.1% *(n=385)*	77.9% *(n=473)*	70.3% *(n=451)*
household income	less than $30k	43.2% *(n=11)*	- *(n=3)*	- *(n=2)*	- *(n=3)*	78.1% *(n=248)*	73.5% *(n=239)*	66.2% *(n=214)*	71.3% *(n=148)*
	$30-70k	8.9% *(n=15)*	3.1% *(n=12)*	5.1% *(n=11)*	11.0% *(n=19)*	67.6% *(n=452)*	69.3% *(n=452)*	60.9% *(n=498)*	57.3% *(n=288)*
	$70-100k	- *(n=8)*	- *(n=5)*	- *(n=5)*	- *(n=8)*	61.9% *(n=177)*	58.8% *(n=190)*	44.8% *(n=182)*	47.8% *(n=140)*
	$100k and over	- *(n=5)*	- *(n=5)*	66.4% *(n=15)*	3.6% *(n=19)*	62.4% *(n=134)*	55.8% *(n=197)*	44.6% *(n=251)*	49.2% *(n=220)*
knowledge of English and French	bilingual	9.7% *(n=38)*	4.3% *(n=29)*	25.1% *(n=38)*	4.7% *(n=62)*	56.2% *(n=648)*	57.1% *(n=1004)*	49.2% *(n=1014)*	47.2% *(n=835)*
	unilingual English	- *(n=2)*	- *(n=4)*	- *(n=)*	- *(n=3)*	94.2% *(n=265)*	92.0% *(n=377)*	82.5% *(n=373)*	87.6% *(n=234)*
Total		**9.3%** *(n=51)*	**10.1%** *(n=33)*	**25.1%** *(n=38)*	**6.0%** *(n=65)*	**67.0%** *(n=1223)*	**66.4%** *(n=1389)*	**56.8%** *(n=1387)*	**56.5%** *(n=1071)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

3.3.2 Served in English at a CLSC – Graphs



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



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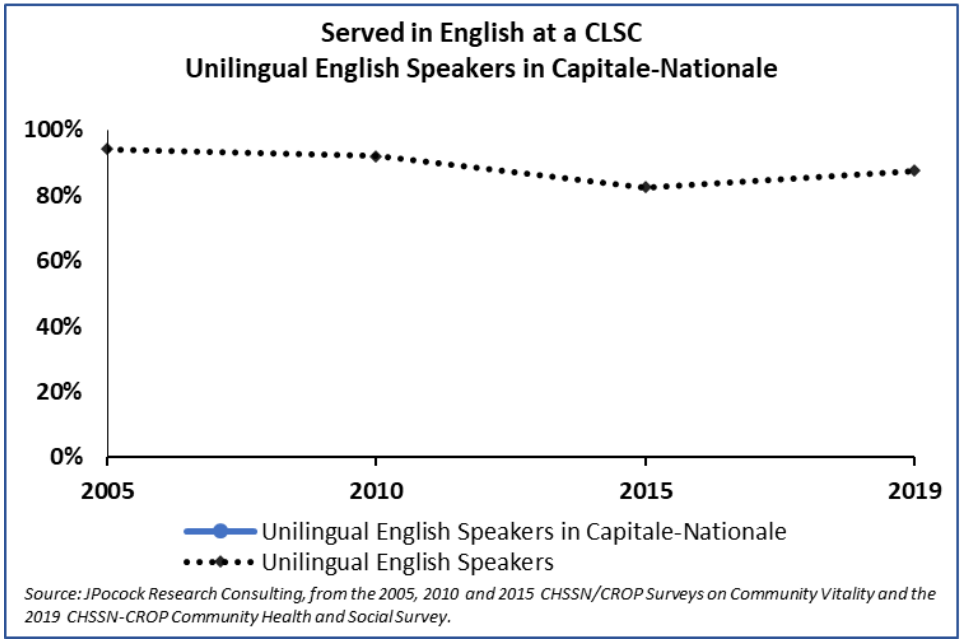
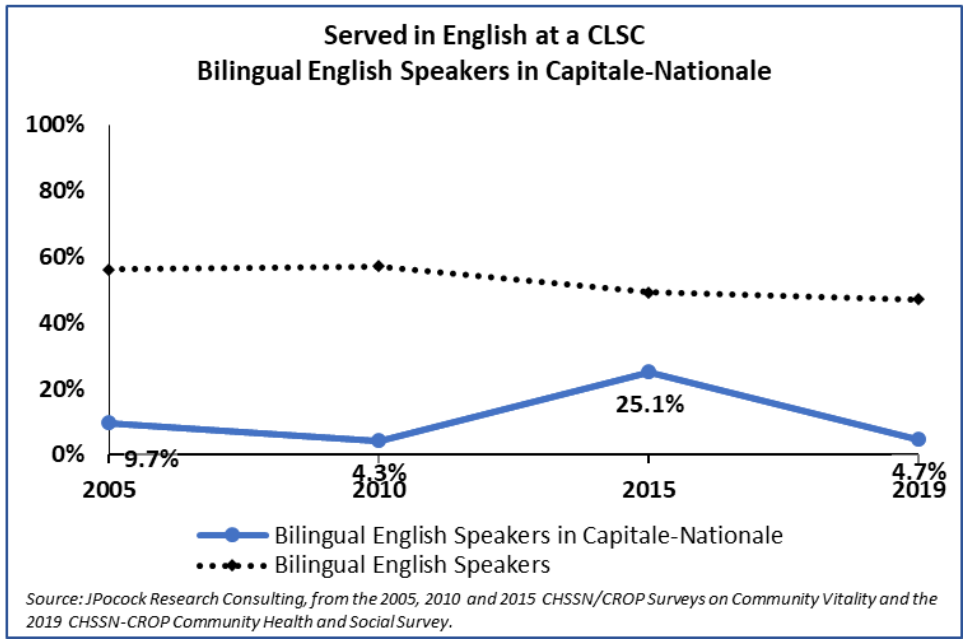


Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



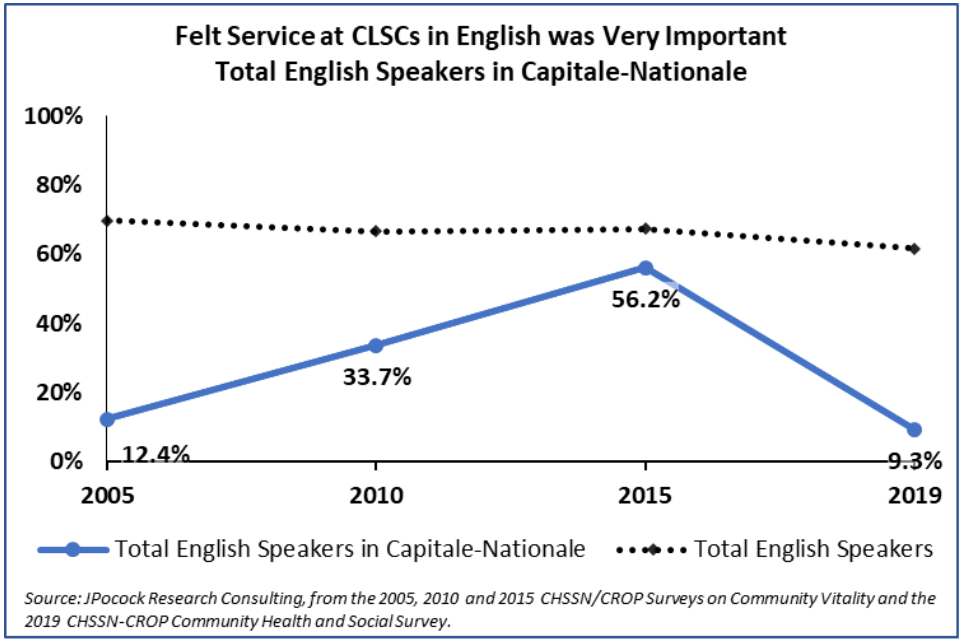
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

sa3.3.3 Felt Service at CLSCs in English was Very Important

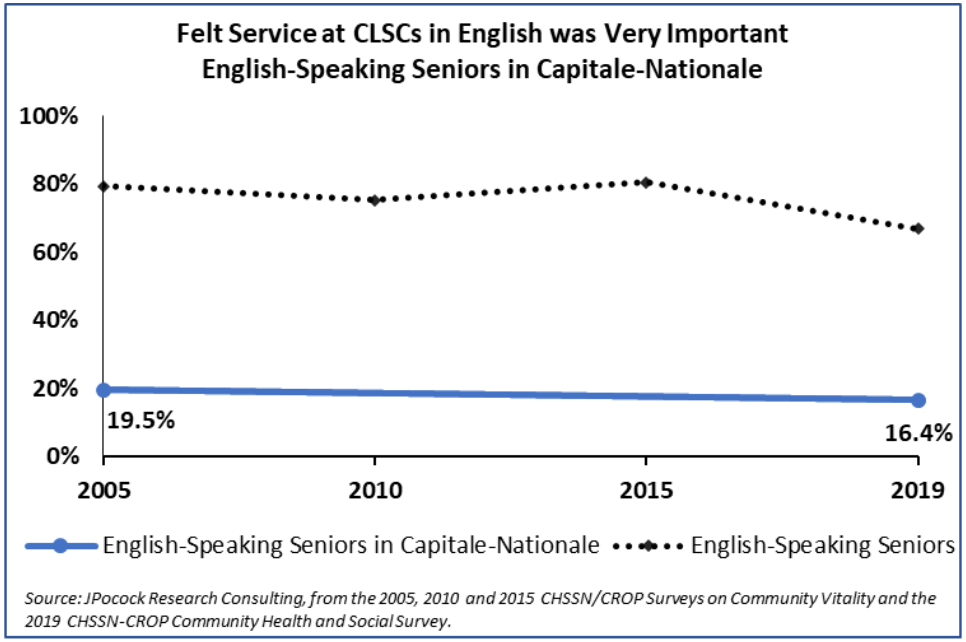
Felt Service at CLSCs in English was Very Important English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	8.0% *(n=19)*	- *(n=10)*	60.2% *(n=12)*	9.4% *(n=27)*	66.2% *(n=501)*	57.3% *(n=564)*	64.2% *(n=521)*	56.3% *(n=388)*
	female	16.6% *(n=32)*	37.3% *(n=23)*	53.1% *(n=26)*	9.2% *(n=37)*	73.1% *(n=737)*	70.7% *(n=845)*	70.1% *(n=878)*	66.1% *(n=667)*
age	18-24 years	- *(n=3)*	- *(n=1)*	- *(n=1)*	- *(n=1)*	67.7% *(n=56)*	37.8% *(n=36)*	57.6% *(n=23)*	66.9% *(n=11)*
	25-44 years	0.0% *(n=16)*	- *(n=6)*	- *(n=3)*	3.1% *(n=14)*	63.6% *(n=438)*	57.2% *(n=386)*	65.0% *(n=239)*	57.8% *(n=135)*
	45-64 years	42.6% *(n=15)*	25.6% *(n=16)*	61.3% *(n=24)*	26.2% *(n=25)*	71.5% *(n=473)*	66.6% *(n=600)*	63.8% *(n=661)*	61.9% *(n=469)*
	65 years and over	19.5% *(n=17)*	- *(n=10)*	- *(n=10)*	16.4% *(n=24)*	79.4% *(n=271)*	75.3% *(n=387)*	80.5% *(n=476)*	66.8% *(n=440)*
household income	less than $30k	35.0% *(n=11)*	- *(n=3)*	- *(n=2)*	- *(n=3)*	75.8% *(n=252)*	72.5% *(n=241)*	78.3% *(n=217)*	75.4% *(n=145)*
	$30-70k	13.5% *(n=15)*	11.7% *(n=12)*	59.7% *(n=11)*	5.8% *(n=19)*	71.9% *(n=459)*	65.0% *(n=454)*	71.6% *(n=493)*	63.3% *(n=285)*
	$70-100k	- *(n=8)*	- *(n=5)*	- *(n=5)*	- *(n=8)*	57.8% *(n=180)*	64.4% *(n=193)*	48.8% *(n=187)*	53.4% *(n=138)*
	$100k and over	- *(n=5)*	- *(n=5)*	84.5% *(n=15)*	5.7% *(n=19)*	66.8% *(n=137)*	55.2% *(n=201)*	56.0% *(n=253)*	52.5% *(n=219)*
knowledge of English and French	bilingual	10.3% *(n=38)*	31.4% *(n=29)*	56.2% *(n=38)*	8.1% *(n=61)*	58.1% *(n=656)*	57.3% *(n=1020)*	59.0% *(n=1024)*	51.9% *(n=820)*
	unilingual English	- *(n=2)*	- *(n=4)*	- *(n=)*	- *(n=3)*	96.2% *(n=268)*	91.2% *(n=380)*	95.6% *(n=375)*	93.5% *(n=233)*
Total		**12.4%** *(n=51)*	**33.7%** *(n=33)*	**56.2%** *(n=38)*	**9.3%** *(n=64)*	**69.7%** *(n=1238)*	**66.5%** *(n=1409)*	**67.4%** *(n=1399)*	**61.6%** *(n=1055)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

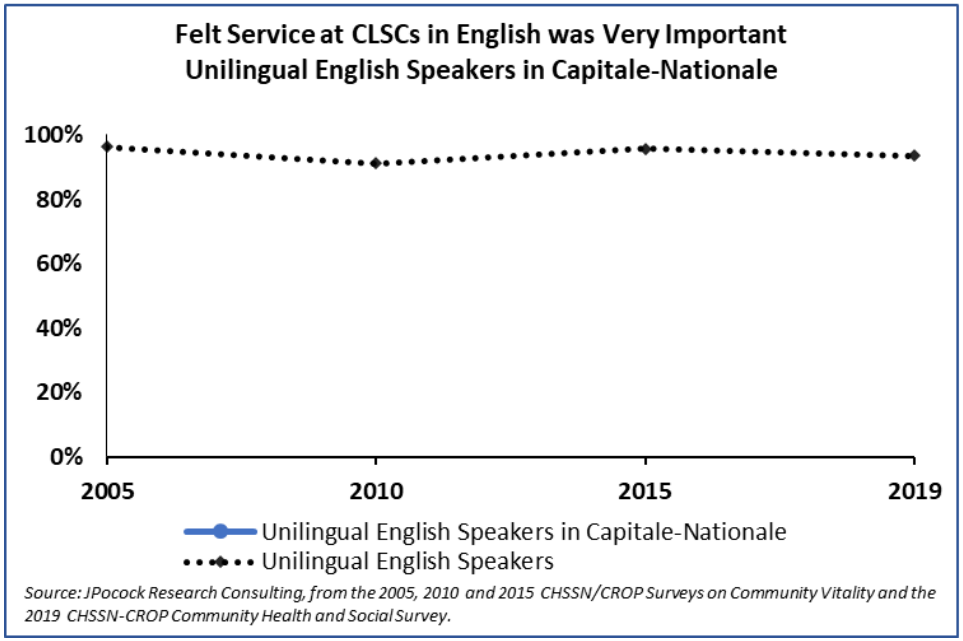
3.3.3 Felt Service at CLSCs in English was Very Important – Graphs



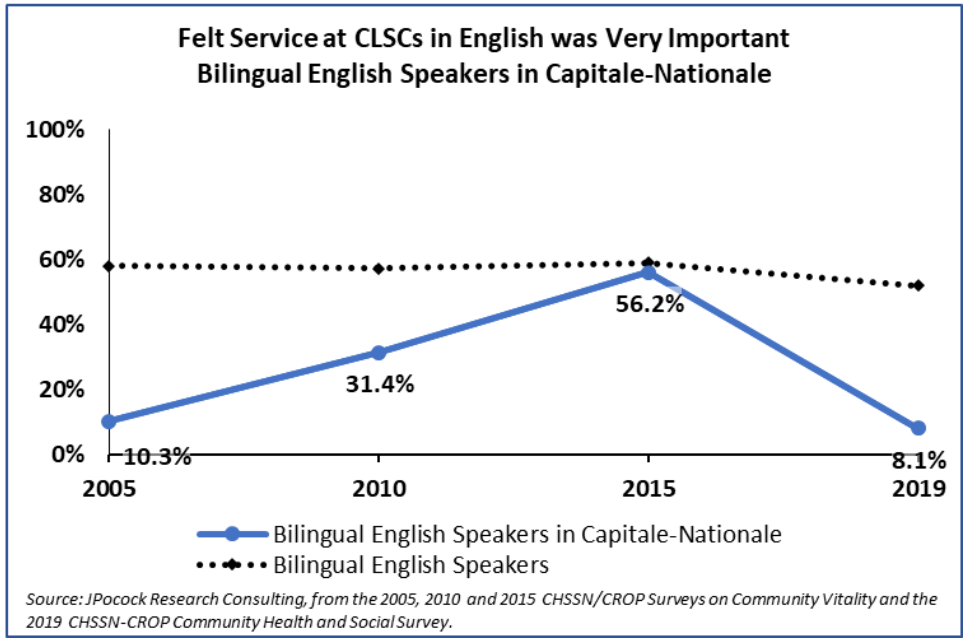
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

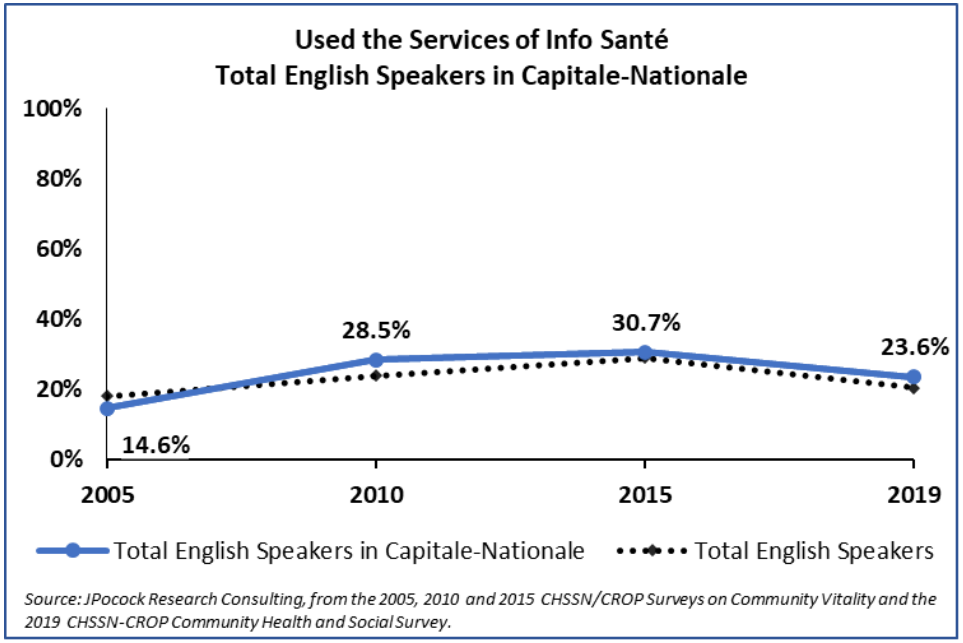
3.4 Info Santé Services

3.4.1 Used the Services of Info Santé in the Past Twelve Months

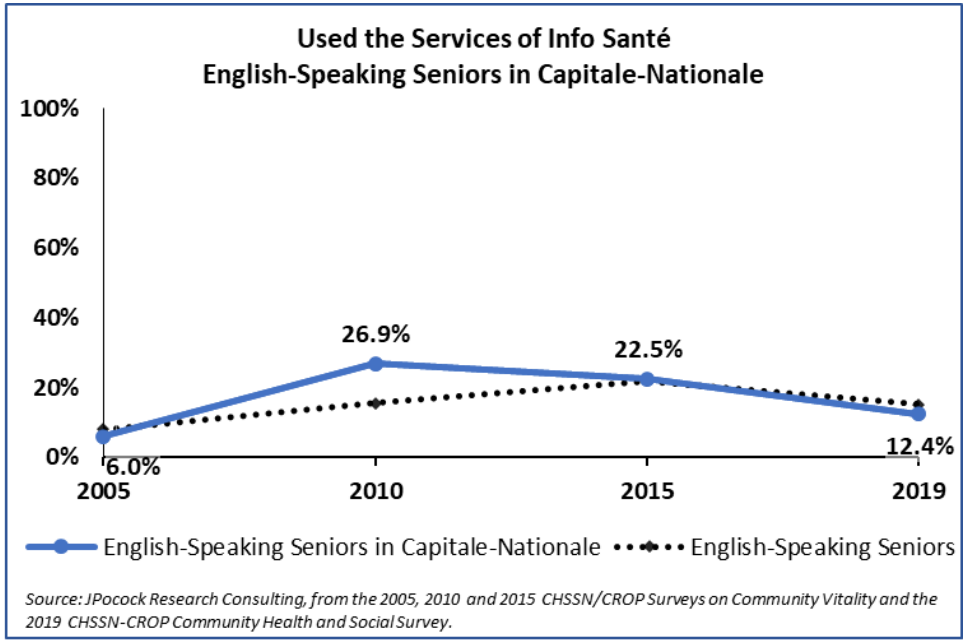
Used the Services of Info Santé in the Past Twelve Months English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	9.4% *(n=53)*	20.7% *(n=34)*	16.4% *(n=28)*	20.9% *(n=88)*	14.2% *(n=1097)*	18.1% *(n=1134)*	27.6% *(n=1044)*	17.8% *(n=1168)*
	female	19.9% *(n=64)*	31.0% *(n=60)*	43.5% *(n=42)*	26.3% *(n=107)*	22.1% *(n=1502)*	26.9% *(n=1578)*	30.4% *(n=1628)*	23.1% *(n=1851)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	18.8% *(n=124)*	33.0% *(n=69)*	21.4% *(n=62)*	11.0% *(n=63)*
	25-44 years	11.7% *(n=30)*	44.4% *(n=18)*	- *(n=8)*	39.4% *(n=23)*	24.8% *(n=892)*	40.6% *(n=697)*	39.9% *(n=465)*	29.9% *(n=337)*
	45-64 years	21.7% *(n=51)*	26.8% *(n=43)*	24.9% *(n=38)*	12.1% *(n=86)*	15.7% *(n=1044)*	21.7% *(n=1258)*	23.4% *(n=1302)*	16.9% *(n=1370)*
	65 years and over	6.0% *(n=33)*	26.9% *(n=31)*	22.5% *(n=22)*	12.4% *(n=81)*	8.1% *(n=539)*	15.5% *(n=688)*	22.0% *(n=843)*	15.2% *(n=1249)*
household income	less than $30k	21.7% *(n=21)*	- *(n=6)*	- *(n=5)*	8.8% *(n=22)*	15.8% *(n=494)*	21.4% *(n=424)*	28.6% *(n=393)*	17.7% *(n=421)*
	$30-70k	9.2% *(n=36)*	31.2% *(n=29)*	48.7% *(n=22)*	10.7% *(n=51)*	18.5% *(n=905)*	25.6% *(n=870)*	31.6% *(n=900)*	18.3% *(n=789)*
	$70-100k	19.1% *(n=17)*	13.6% *(n=15)*	20.3% *(n=11)*	22.3% *(n=29)*	21.2% *(n=360)*	25.0% *(n=363)*	27.9% *(n=358)*	25.1% *(n=409)*
	$100k and over	16.9% *(n=12)*	27.7% *(n=20)*	27.1% *(n=26)*	24.5% *(n=45)*	20.8% *(n=341)*	23.1% *(n=449)*	29.2% *(n=561)*	25.2% *(n=648)*
knowledge of English and French	bilingual	12.6% *(n=80)*	31.1% *(n=85)*	30.7% *(n=70)*	23.2% *(n=185)*	19.6% *(n=1394)*	26.4% *(n=1972)*	30.5% *(n=1965)*	20.2% *(n=2308)*
	unilingual English	- *(n=8)*	- *(n=9)*	- *(n=)*	- *(n=9)*	13.4% *(n=562)*	17.5% *(n=729)*	24.3% *(n=707)*	21.7% *(n=706)*
Total		**14.6%** *(n=117)*	**28.5%** *(n=94)*	**30.7%** *(n=70)*	**23.6%** *(n=195)*	**18.2%** *(n=2599)*	**24.0%** *(n=2712)*	**29.0%** *(n=2672)*	**20.5%** *(n=3019)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

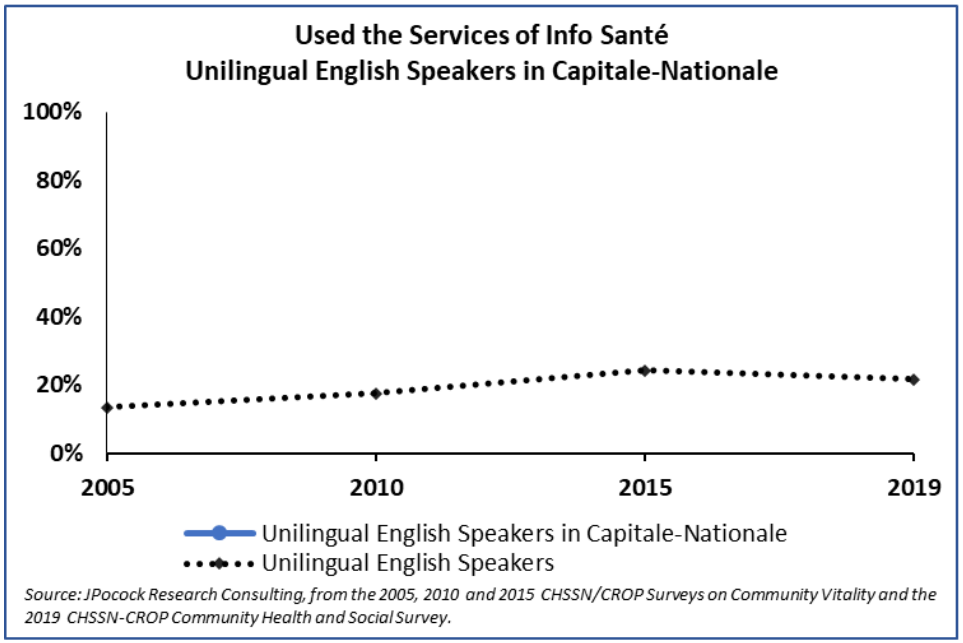
3.4.1 Used the Services of Info Santé in the Past Twelve Months – Graphs



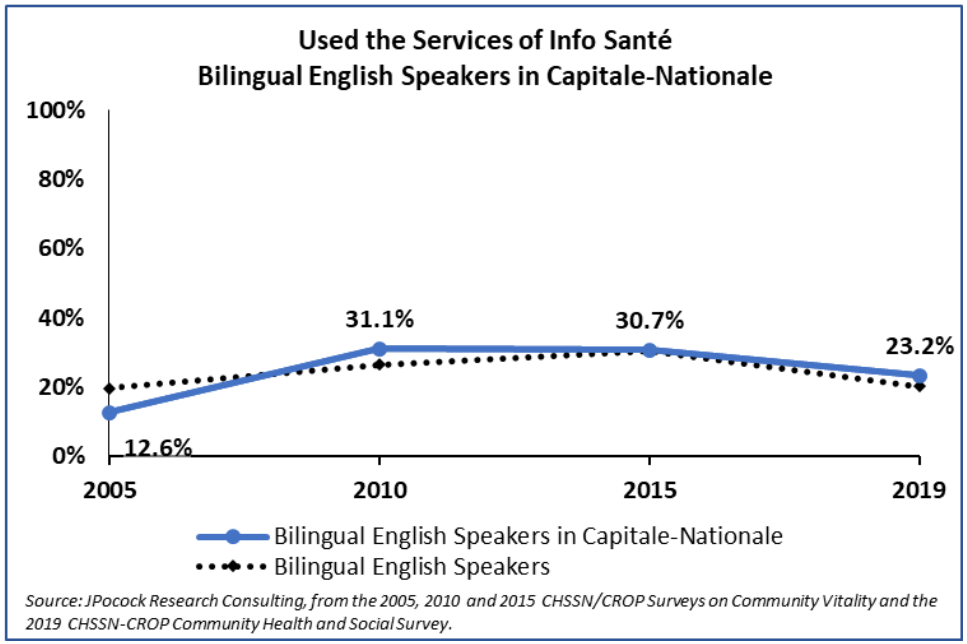
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



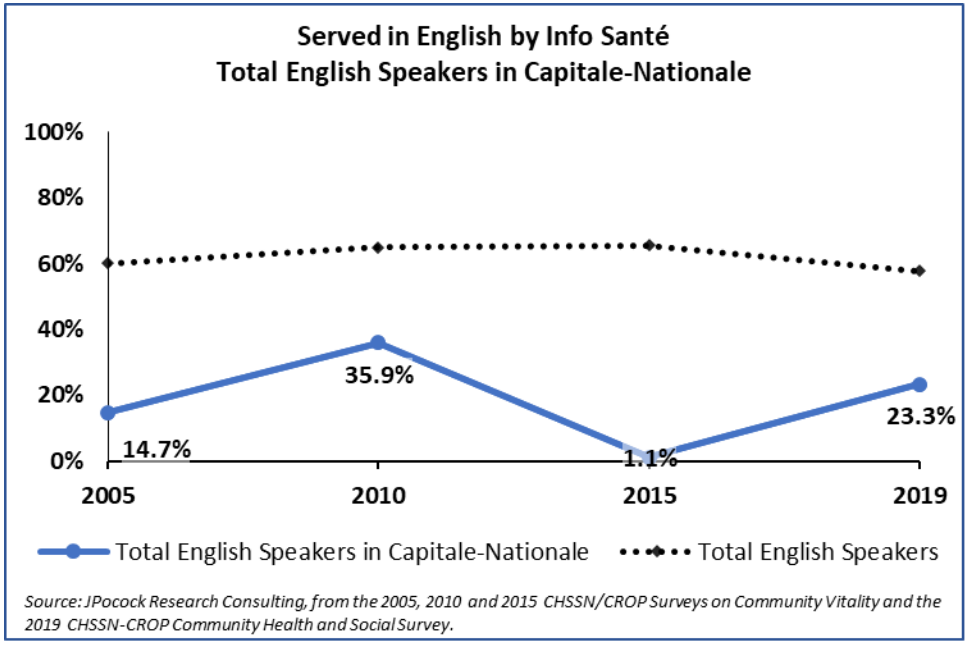
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.4.2 Served in English by Info Santé

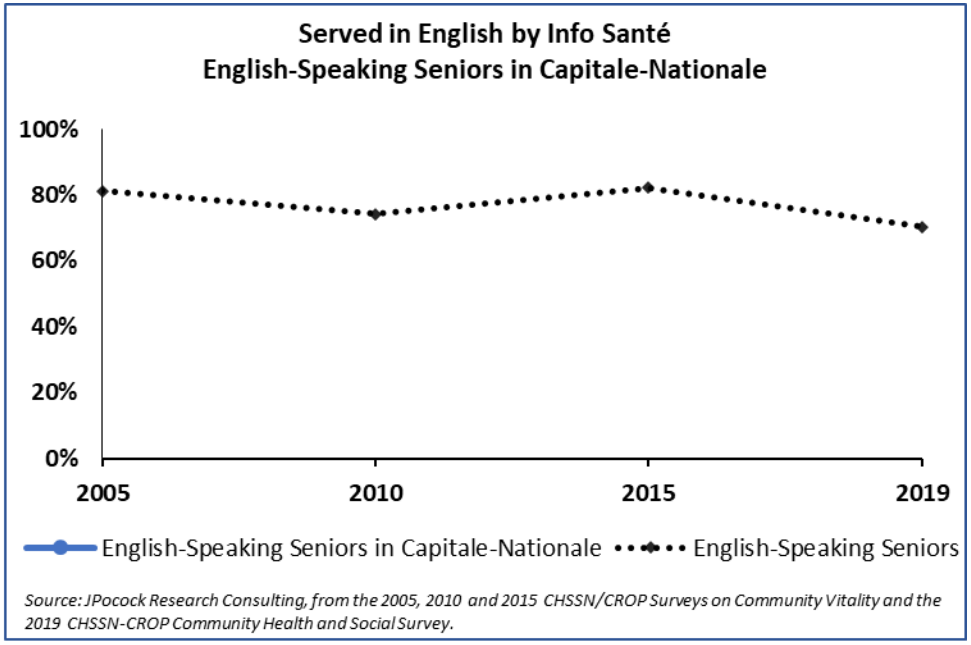
Served in English by Info Santé English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	- *(n=6)*	- *(n=7)*	- *(n=6)*	9.8% *(n=12)*	56.9% *(n=153)*	62.8% *(n=217)*	65.8% *(n=229)*	61.0% *(n=190)*
	female	13.4% *(n=13)*	37.2% *(n=19)*	1.5% *(n=13)*	35.0% *(n=15)*	62.0% *(n=310)*	65.7% *(n=430)*	65.1% *(n=421)*	55.3% *(n=325)*
age	18-24 years	- *(n=1)*	- *(n=1)*	- *(n=1)*	- *(n=2)*	31.7% *(n=24)*	58.5% *(n=20)*	62.9% *(n=15)*	- *(n=10)*
	25-44 years	- *(n=6)*	- *(n=8)*	- *(n=3)*	- *(n=8)*	57.1% *(n=240)*	57.0% *(n=272)*	63.4% *(n=177)*	57.4% *(n=103)*
	45-64 years	- *(n=10)*	- *(n=10)*	2.9% *(n=11)*	- *(n=10)*	68.1% *(n=154)*	67.3% *(n=259)*	61.9% *(n=292)*	58.0% *(n=231)*
	65 years and over	- *(n=2)*	- *(n=7)*	- *(n=4)*	- *(n=7)*	81.2% *(n=45)*	74.1% *(n=96)*	82.2% *(n=166)*	70.3% *(n=171)*
household income	less than $30k	- *(n=4)*	- *(n=2)*	- *(n=)*	- *(n=3)*	56.9% *(n=81)*	73.1% *(n=90)*	82.6% *(n=94)*	89.0% *(n=68)*
	$30-70k	- *(n=5)*	- *(n=9)*	- *(n=8)*	- *(n=3)*	58.9% *(n=161)*	68.2% *(n=219)*	70.3% *(n=217)*	63.2% *(n=133)*
	$70-100k	- *(n=4)*	- *(n=3)*	- *(n=4)*	- *(n=5)*	53.7% *(n=84)*	51.4% *(n=97)*	46.5% *(n=86)*	43.6% *(n=74)*
	$100k and over	- *(n=2)*	- *(n=5)*	- *(n=7)*	- *(n=9)*	67.7% *(n=61)*	63.7% *(n=112)*	56.4% *(n=142)*	51.5% *(n=117)*
knowledge of English and French	bilingual	8.5% *(n=11)*	35.9% *(n=26)*	1.1% *(n=19)*	20.8% *(n=24)*	55.7% *(n=277)*	59.6% *(n=520)*	58.8% *(n=506)*	47.5% *(n=397)*
	unilingual English	- *(n=2)*	- *(n=)*	- *(n=)*	- *(n=3)*	89.3% *(n=72)*	86.0% *(n=125)*	92.3% *(n=144)*	91.0% *(n=118)*
Total		**14.7%** *(n=19)*	**35.9%** *(n=26)*	**1.1%** *(n=19)*	**23.3%** *(n=27)*	**60.0%** *(n=463)*	**65.0%** *(n=647)*	**65.4%** *(n=650)*	**57.7%** *(n=515)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

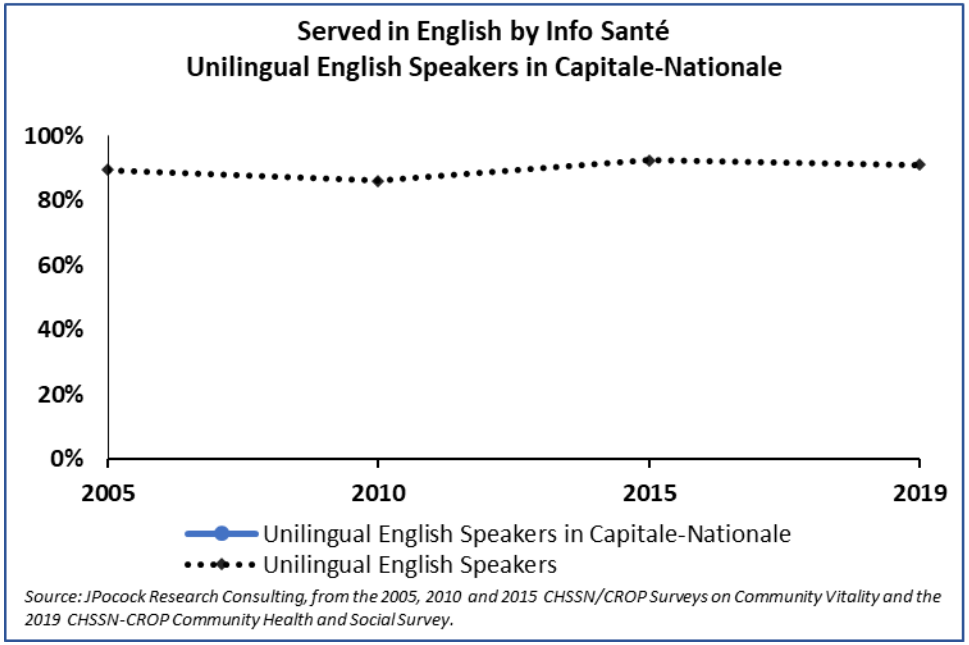
3.4.2 Served in English by Info Santé – Graphs



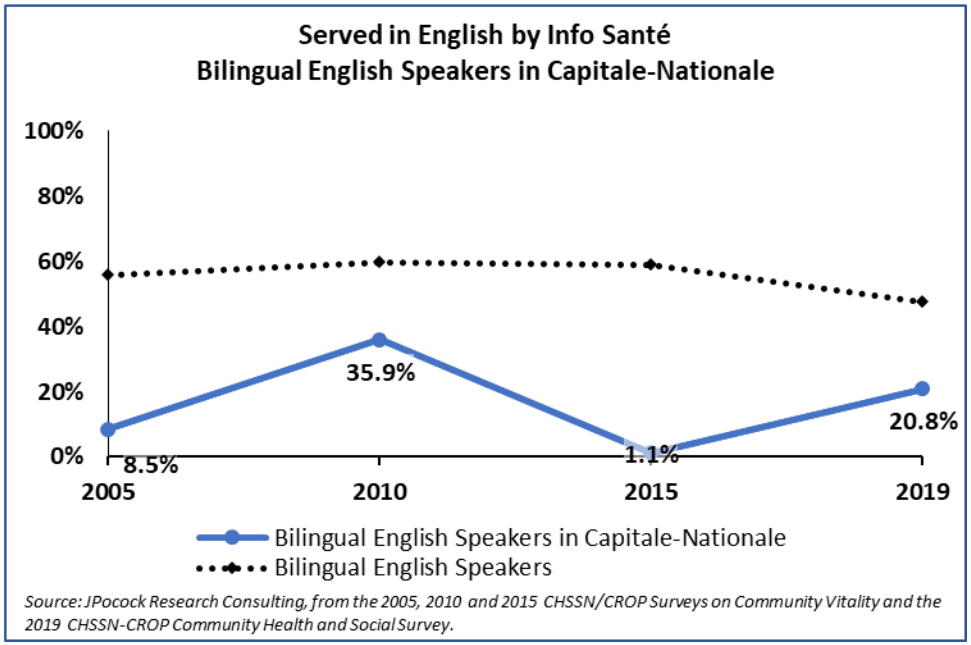
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



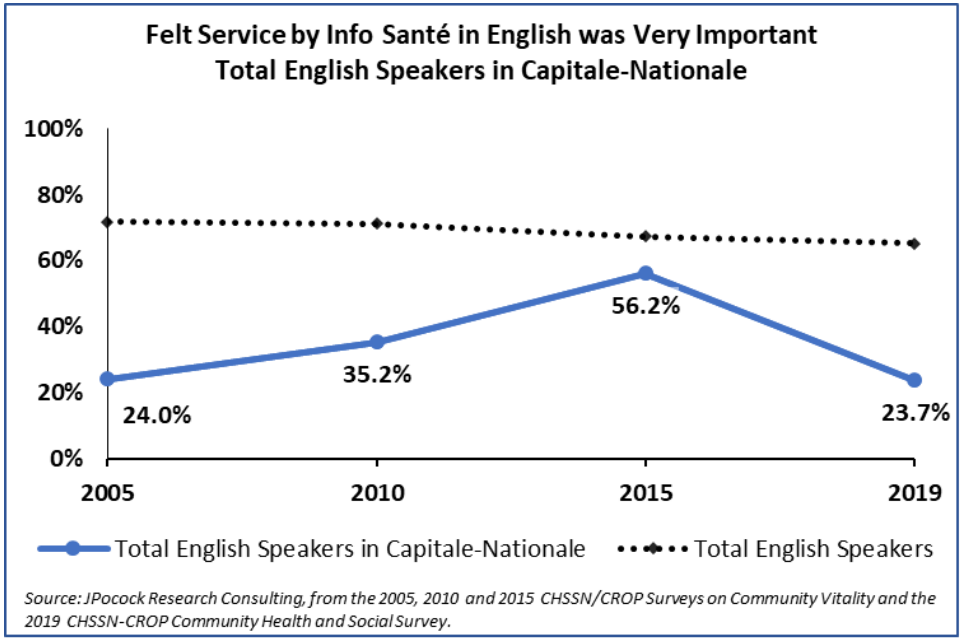
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.4.3 Felt Service by Info Santé in English was Very Important

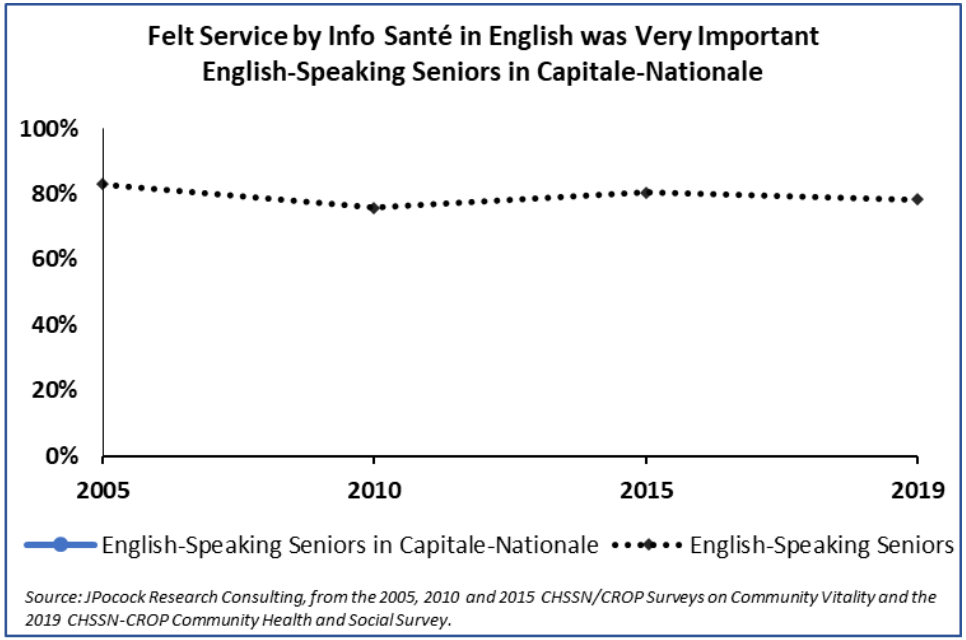
Felt Service by Info Santé in English was Very Important English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	- *(n=6)*	- *(n=7)*	60.2% *(n=12)*	6.5% *(n=11)*	68.0% *(n=157)*	60.4% *(n=224)*	64.2% *(n=521)*	64.7% *(n=189)*
	female	26.8% *(n=14)*	36.3% *(n=20)*	53.1% *(n=26)*	38.5% *(n=14)*	74.1% *(n=320)*	74.6% *(n=442)*	70.1% *(n=878)*	65.4% *(n=322)*
age	18-24 years	- *(n=1)*	- *(n=1)*	- *(n=1)*	- *(n=2)*	41.2% *(n=25)*	76.3% *(n=19)*	57.6% *(n=23)*	- *(n=10)*
	25-44 years	- *(n=6)*	- *(n=8)*	- *(n=3)*	- *(n=8)*	66.7% *(n=247)*	64.0% *(n=279)*	65.0% *(n=239)*	62.9% *(n=102)*
	45-64 years	15.6% *(n=11)*	36.7% *(n=11)*	61.3% *(n=24)*	- *(n=10)*	86.2% *(n=160)*	74.0% *(n=266)*	63.8% *(n=661)*	68.4% *(n=230)*
	65 years and over	- *(n=2)*	- *(n=7)*	- *(n=10)*	- *(n=5)*	83.1% *(n=45)*	75.7% *(n=102)*	80.5% *(n=476)*	78.2% *(n=169)*
household income	less than $30k	- *(n=4)*	- *(n=2)*	- *(n=2)*	- *(n=2)*	76.8% *(n=83)*	81.6% *(n=90)*	78.3% *(n=217)*	85.0% *(n=67)*
	$30-70k	- *(n=5)*	- *(n=9)*	59.7% *(n=11)*	- *(n=3)*	76.4% *(n=166)*	71.5% *(n=225)*	71.6% *(n=493)*	73.1% *(n=133)*
	$70-100k	- *(n=4)*	- *(n=3)*	- *(n=5)*	- *(n=4)*	63.7% *(n=86)*	63.5% *(n=100)*	48.8% *(n=187)*	55.4% *(n=73)*
	$100k and over	- *(n=3)*	- *(n=6)*	84.5% *(n=15)*	- *(n=9)*	68.8% *(n=62)*	59.8% *(n=118)*	56.0% *(n=253)*	55.2% *(n=115)*
knowledge of English and French	bilingual	33.0% *(n=11)*	35.2% *(n=27)*	56.2% *(n=38)*	22.3% *(n=23)*	64.4% *(n=286)*	64.6% *(n=536)*	59.0% *(n=1024)*	54.7% *(n=395)*
	unilingual English	- *(n=2)*	- *(n=)*	- *(n=)*	- *(n=2)*	94.7% *(n=73)*	96.7% *(n=128)*	95.6% *(n=375)*	99.3% *(n=116)*
Total		**24.0%** *(n=20)*	**35.2%** *(n=27)*	**56.2%** *(n=38)*	**23.7%** *(n=25)*	**71.7%** *(n=477)*	**71.1%** *(n=666)*	**67.4%** *(n=1399)*	**65.1%** *(n=511)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

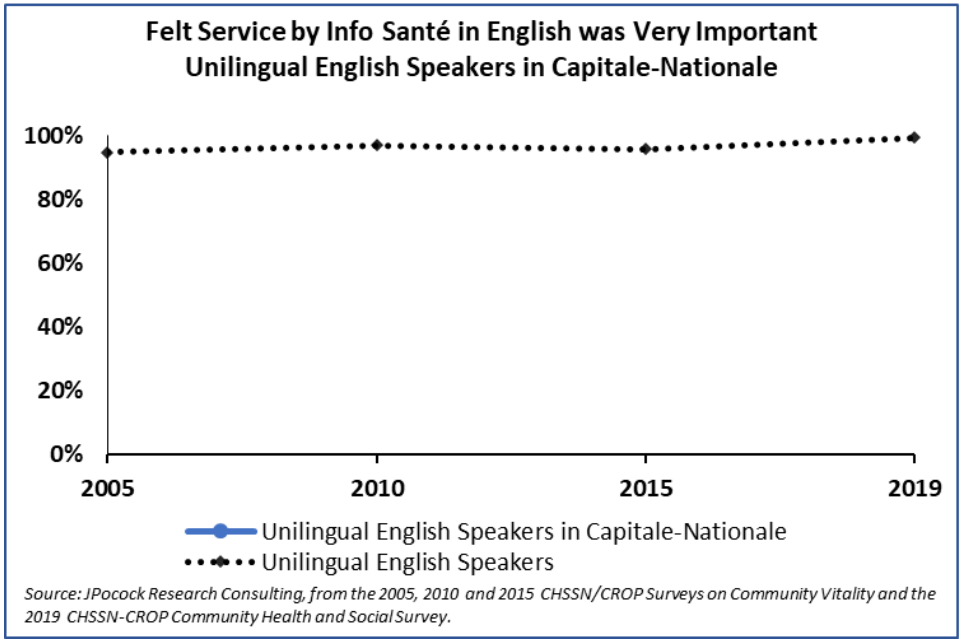
3.4.3 Felt Service by Info Santé in English was Very Important – Graphs



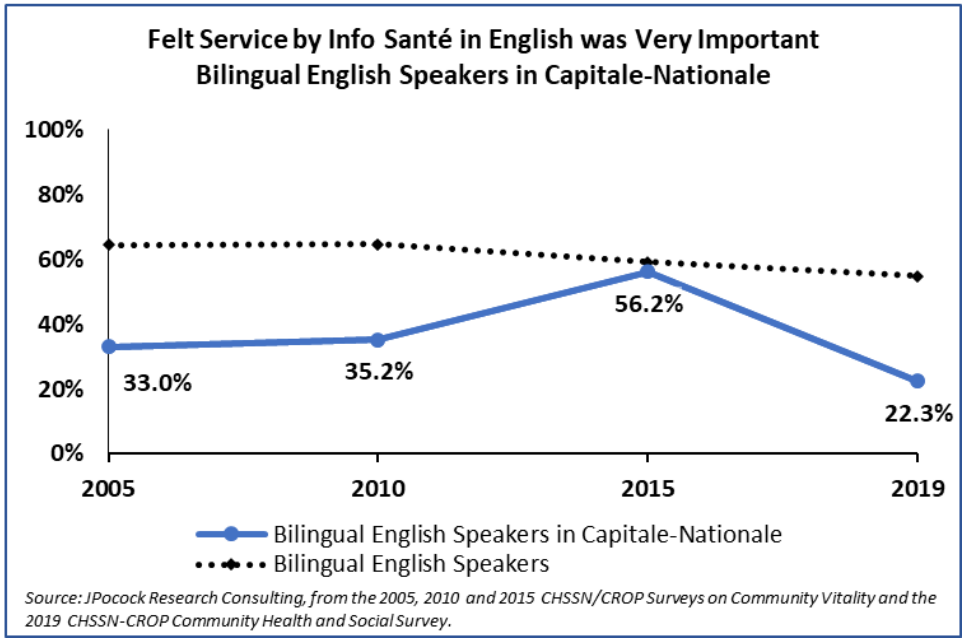
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

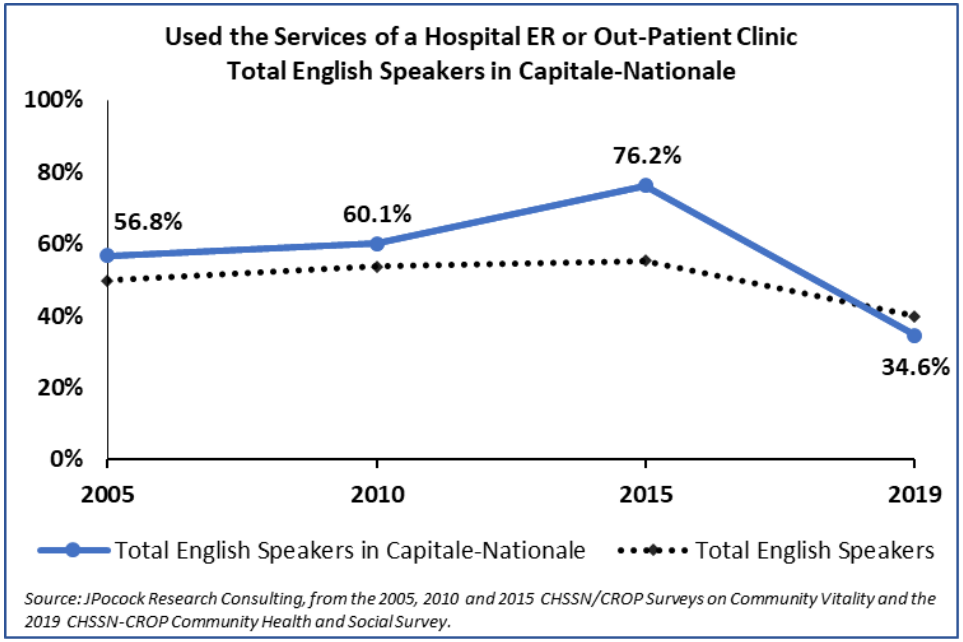
3.5 Hospital Emergency Room or Out-Patient Clinic

3.5.1 Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months

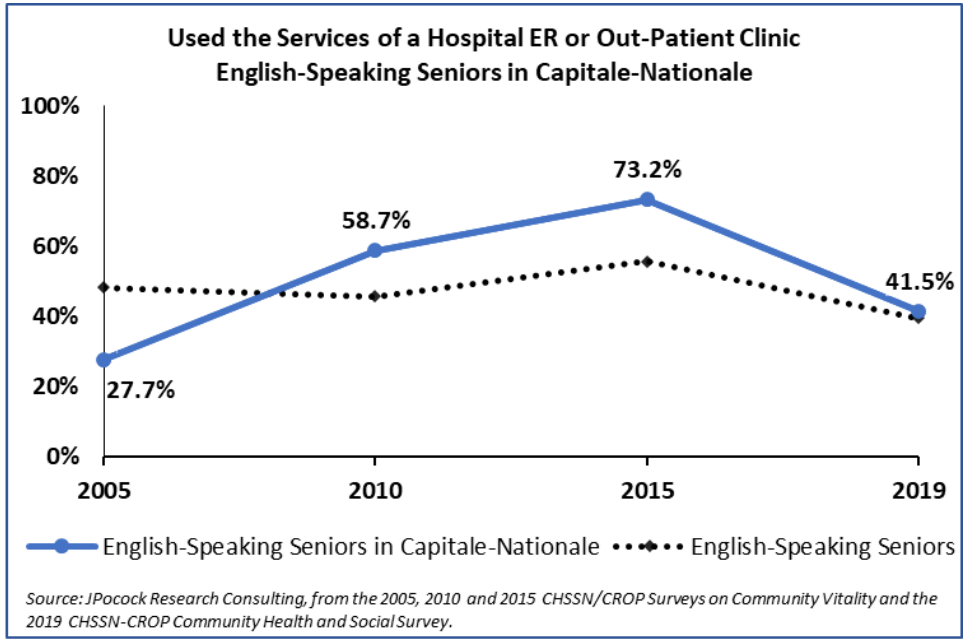
Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	46.9% *(n=54)*	49.0% *(n=34)*	67.8% *(n=28)*	26.4% *(n=89)*	46.9% *(n=1111)*	49.0% *(n=1138)*	67.8% *(n=1064)*	26.4% *(n=1184)*
	female	66.9% *(n=65)*	63.6% *(n=60)*	83.8% *(n=42)*	43.2% *(n=106)*	66.9% *(n=1518)*	63.6% *(n=1591)*	83.8% *(n=1647)*	43.2% *(n=1871)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	46.5% *(n=125)*	47.2% *(n=70)*	50.4% *(n=64)*	33.1% *(n=63)*
	25-44 years	64.8% *(n=30)*	83.3% *(n=18)*	- *(n=8)*	31.1% *(n=23)*	49.0% *(n=895)*	54.0% *(n=699)*	55.1% *(n=468)*	39.6% *(n=340)*
	45-64 years	62.2% *(n=52)*	57.2% *(n=43)*	75.7% *(n=38)*	36.4% *(n=86)*	52.1% *(n=1057)*	56.1% *(n=1259)*	56.2% *(n=1313)*	41.5% *(n=1375)*
	65 years and over	27.7% *(n=34)*	58.7% *(n=31)*	73.2% *(n=22)*	41.5% *(n=81)*	48.3% *(n=552)*	45.7% *(n=701)*	55.7% *(n=866)*	39.5% *(n=1277)*
household income	less than $30k	40.2% *(n=22)*	- *(n=6)*	- *(n=5)*	33.2% *(n=22)*	46.3% *(n=505)*	54.9% *(n=430)*	56.4% *(n=408)*	40.9% *(n=430)*
	$30-70k	54.1% *(n=36)*	59.0% *(n=29)*	85.4% *(n=22)*	52.9% *(n=52)*	51.6% *(n=911)*	54.9% *(n=871)*	58.3% *(n=908)*	40.7% *(n=800)*
	$70-100k	72.3% *(n=17)*	54.5% *(n=15)*	50.3% *(n=11)*	31.0% *(n=29)*	50.0% *(n=363)*	56.2% *(n=364)*	50.4% *(n=362)*	39.5% *(n=413)*
	$100k and over	83.4% *(n=13)*	65.1% *(n=20)*	78.7% *(n=26)*	30.4% *(n=45)*	56.3% *(n=347)*	49.2% *(n=449)*	54.3% *(n=565)*	41.6% *(n=654)*
knowledge of English and French	bilingual	54.0% *(n=81)*	60.0% *(n=85)*	76.2% *(n=70)*	33.7% *(n=185)*	49.3% *(n=1401)*	55.7% *(n=1979)*	55.3% *(n=1986)*	38.5% *(n=2319)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=9)*	49.0% *(n=574)*	48.5% *(n=739)*	55.4% *(n=725)*	45.0% *(n=731)*
Total		**56.8%** *(n=119)*	**60.1%** *(n=94)*	**76.2%** *(n=70)*	**34.6%** *(n=195)*	**49.8%** *(n=2629)*	**53.7%** *(n=2729)*	**55.3%** *(n=2711)*	**39.9%** *(n=3055)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

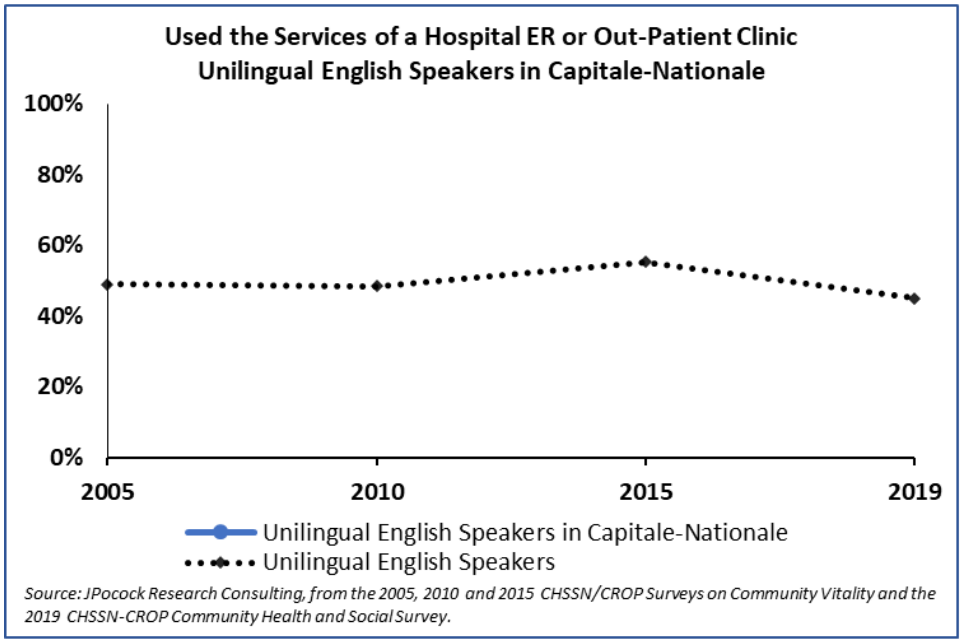
3.5.1 Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months – Graphs



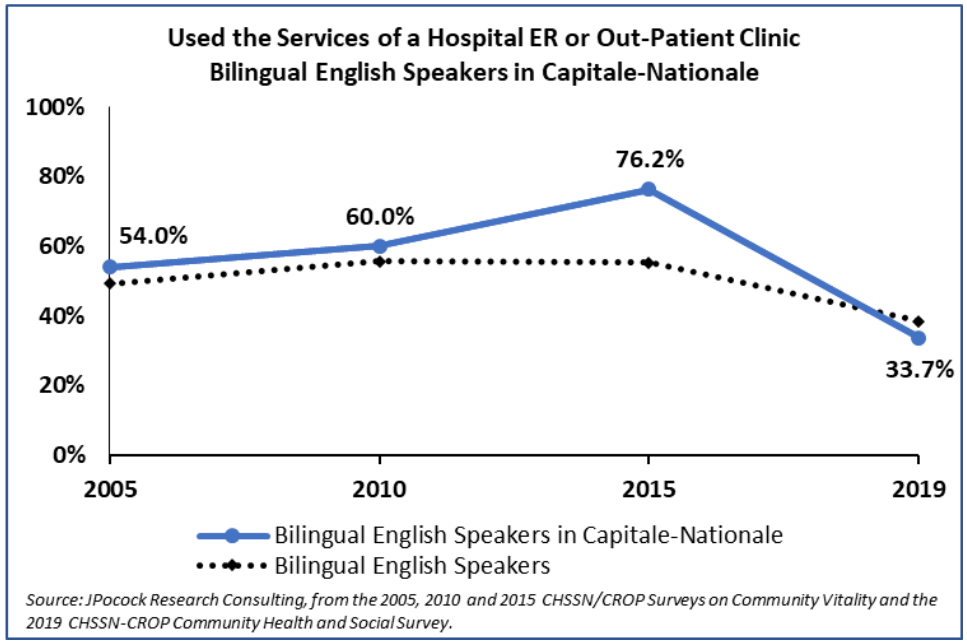
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



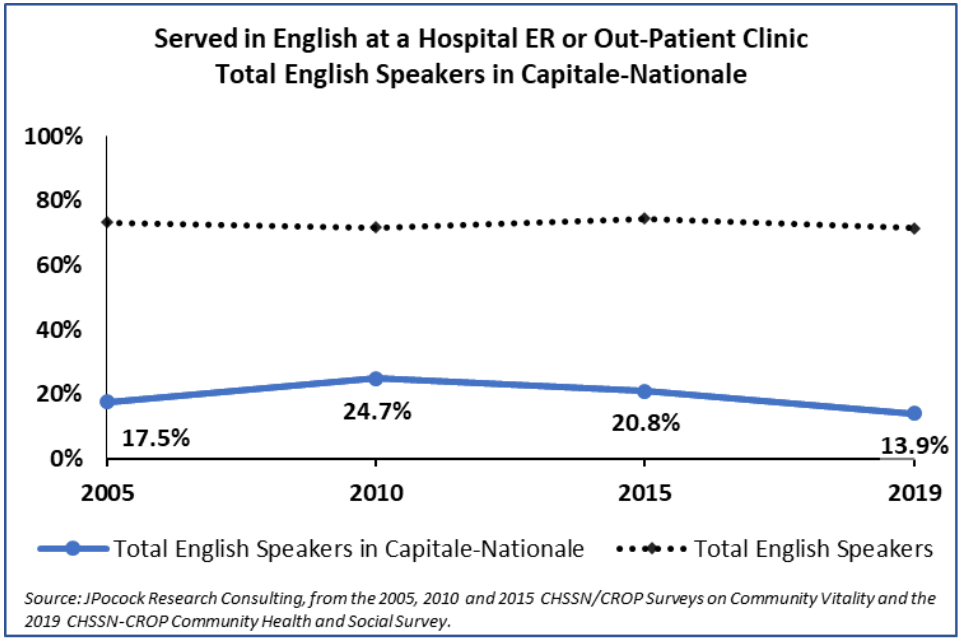
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.5.2 Served in English at a Hospital Emergency Room or Out-Patient Clinic

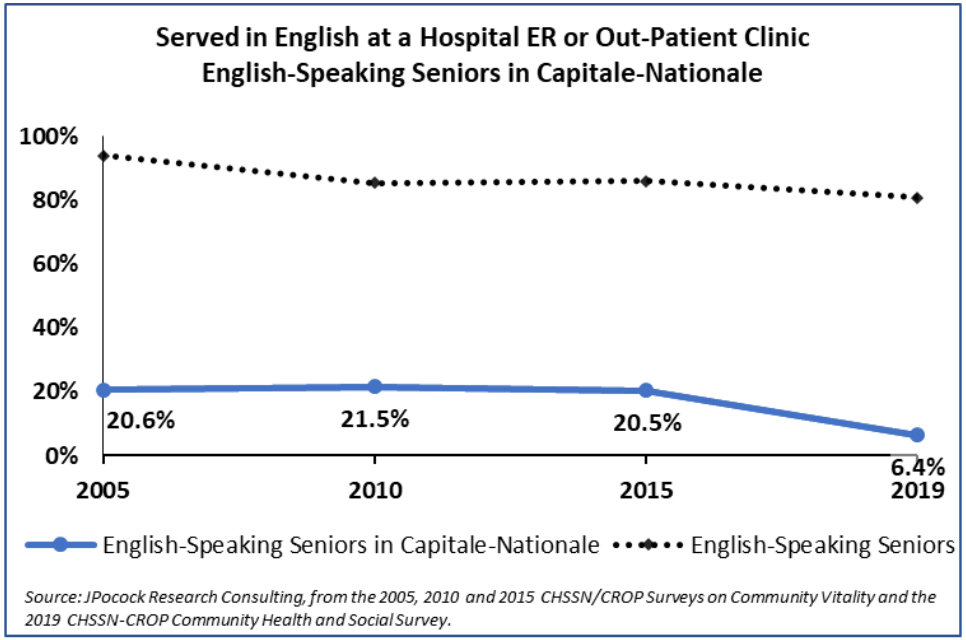
Served in English at a Hospital Emergency Room or Out-Patient Clinic English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	3.0% *(n=29)*	28.6% *(n=16)*	29.1% *(n=18)*	10.7% *(n=27)*	71.7% *(n=525)*	70.5% *(n=534)*	74.4% *(n=569)*	71.7% *(n=442)*
	female	27.9% *(n=39)*	23.8% *(n=40)*	14.7% *(n=31)*	16.0% *(n=48)*	74.8% *(n=816)*	72.1% *(n=852)*	74.4% *(n=941)*	71.3% *(n=754)*
age	18-24 years	- *(n=2)*	- *(n=1)*	- *(n=1)*	- *(n=1)*	81.4% *(n=57)*	56.3% *(n=32)*	68.3% *(n=30)*	84.7% *(n=22)*
	25-44 years	25.5% *(n=22)*	13.3% *(n=15)*	- *(n=7)*	- *(n=9)*	64.9% *(n=475)*	66.6% *(n=374)*	70.2% *(n=291)*	71.3% *(n=136)*
	45-64 years	8.5% *(n=32)*	29.7% *(n=24)*	31.6% *(n=27)*	17.1% *(n=34)*	71.1% *(n=553)*	69.7% *(n=665)*	73.7% *(n=739)*	65.2% *(n=556)*
	65 years and over	20.6% *(n=12)*	21.5% *(n=16)*	20.5% *(n=14)*	6.4% *(n=31)*	94.0% *(n=256)*	85.4% *(n=315)*	86.1% *(n=450)*	80.9% *(n=482)*
household income	less than $30k	- *(n=10)*	- *(n=5)*	- *(n=2)*	- *(n=8)*	78.5% *(n=231)*	69.7% *(n=214)*	84.1% *(n=216)*	79.8% *(n=163)*
	$30-70k	12.6% *(n=20)*	23.2% *(n=17)*	17.2% *(n=15)*	5.9% *(n=22)*	73.7% *(n=489)*	69.7% *(n=461)*	74.5% *(n=528)*	73.3% *(n=315)*
	$70-100k	0.0% *(n=13)*	- *(n=9)*	- *(n=7)*	8.2% *(n=13)*	67.3% *(n=196)*	67.1% *(n=195)*	68.5% *(n=198)*	62.8% *(n=162)*
	$100k and over	43.8% *(n=12)*	41.1% *(n=13)*	33.1% *(n=20)*	22.2% *(n=16)*	64.6% *(n=190)*	74.0% *(n=222)*	68.5% *(n=326)*	74.2% *(n=264)*
knowledge of English and French	bilingual	19.3% *(n=42)*	20.3% *(n=50)*	20.8% *(n=49)*	12.7% *(n=70)*	67.7% *(n=726)*	65.8% *(n=1027)*	70.6% *(n=1112)*	65.0% *(n=926)*
	unilingual English	- *(n=4)*	- *(n=6)*	- *(n=)*	- *(n=5)*	92.6% *(n=266)*	88.9% *(n=352)*	86.7% *(n=398)*	92.0% *(n=269)*
Total		**17.5%** *(n=68)*	**24.7%** *(n=56)*	**20.8%** *(n=49)*	**13.9%** *(n=75)*	**73.3%** *(n=1341)*	**71.6%** *(n=1386)*	**74.4%** *(n=1510)*	**71.5%** *(n=1196)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

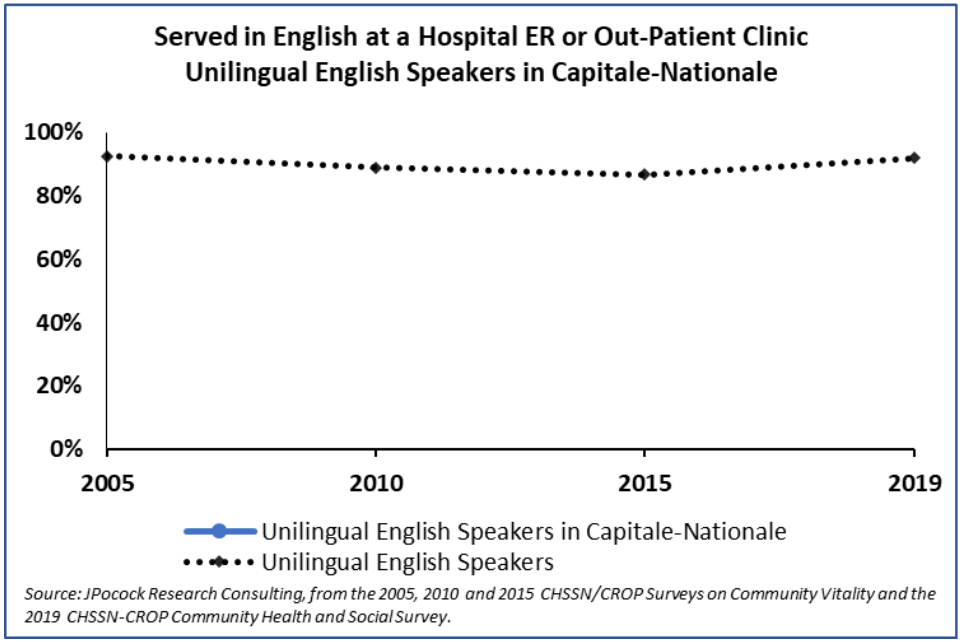
3.5.2 Served in English at a Hospital Emergency Room or Out-Patient Clinic – Graphs



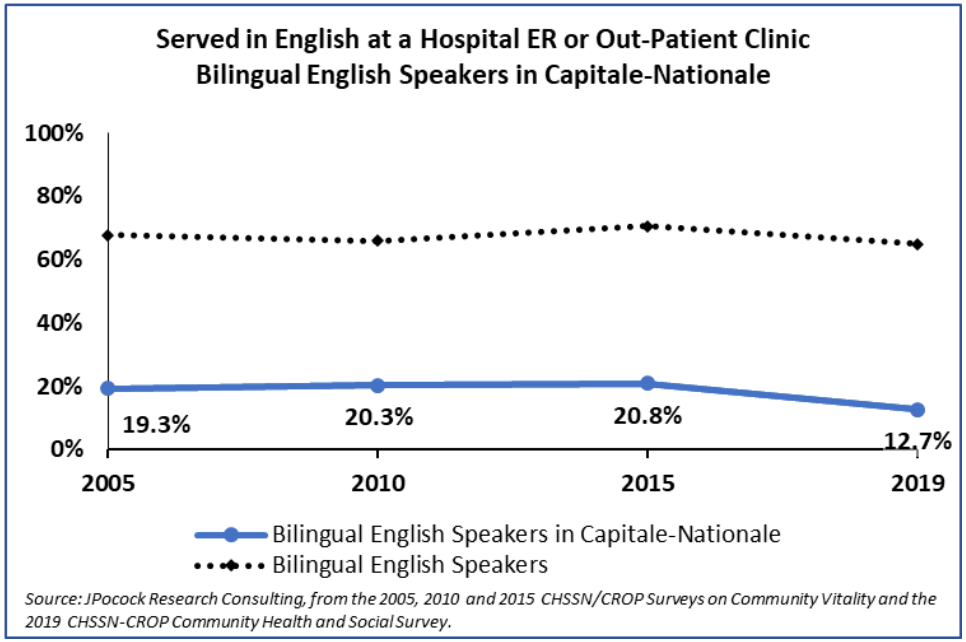
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

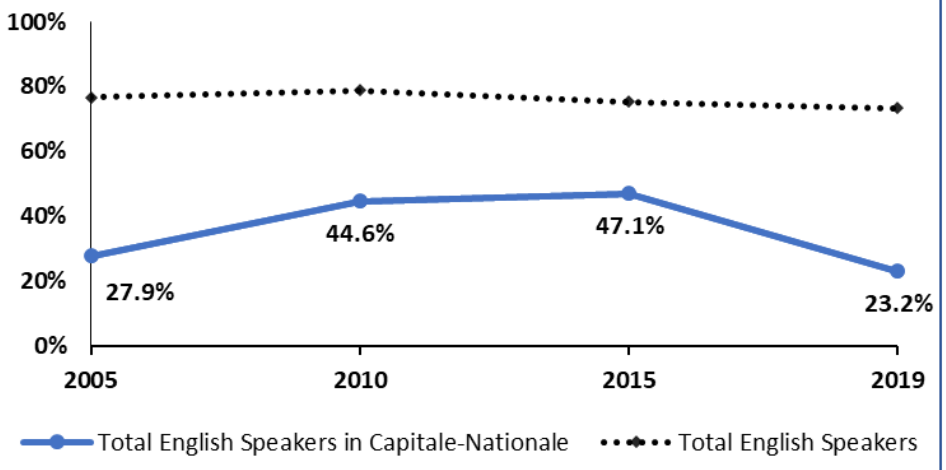
3.5.3 Felt that the Services of a Hospital Emergency Room or Out-Patient Clinic in English was Very Important

Felt Service at a Hospital Emergency Room or Out-Patient Clinic in English was Very Important English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	15.5% *(n=29)*	45.6% *(n=16)*	44.8% *(n=18)*	15.0% *(n=26)*	72.1% *(n=530)*	73.8% *(n=535)*	70.4% *(n=568)*	69.8% *(n=437)*
	female	36.8% *(n=39)*	44.4% *(n=40)*	49.3% *(n=30)*	28.5% *(n=46)*	80.6% *(n=823)*	80.9% *(n=858)*	80.0% *(n=945)*	76.3% *(n=743)*
age	18-24 years	- *(n=2)*	- *(n=1)*	- *(n=1)*	- *(n=1)*	59.0% *(n=57)*	45.8% *(n=33)*	73.0% *(n=31)*	54.6% *(n=21)*
	25-44 years	18.5% *(n=22)*	46.7% *(n=15)*	- *(n=7)*	- *(n=9)*	72.7% *(n=480)*	74.1% *(n=379)*	69.0% *(n=288)*	73.3% *(n=136)*
	45-64 years	37.7% *(n=32)*	42.2% *(n=24)*	47.5% *(n=26)*	36.8% *(n=33)*	80.7% *(n=559)*	79.6% *(n=664)*	77.3% *(n=745)*	73.4% *(n=549)*
	65 years and over	20.6% *(n=12)*	47.7% *(n=16)*	50.1% *(n=14)*	21.1% *(n=29)*	84.0% *(n=257)*	81.3% *(n=317)*	84.8% *(n=449)*	78.2% *(n=474)*
household income	less than $30k	- *(n=10)*	- *(n=5)*	- *(n=2)*	- *(n=7)*	82.7% *(n=230)*	80.1% *(n=216)*	87.0% *(n=216)*	82.3% *(n=160)*
	$30-70k	34.8% *(n=20)*	31.2% *(n=17)*	62.8% *(n=14)*	24.4% *(n=22)*	76.7% *(n=493)*	80.8% *(n=462)*	77.1% *(n=522)*	74.9% *(n=312)*
	$70-100k	26.5% *(n=13)*	- *(n=9)*	- *(n=7)*	3.8% *(n=13)*	65.5% *(n=198)*	73.7% *(n=196)*	63.7% *(n=202)*	62.8% *(n=160)*
	$100k and over	17.5% *(n=12)*	62.3% *(n=13)*	54.8% *(n=20)*	12.9% *(n=15)*	75.7% *(n=194)*	75.0% *(n=222)*	69.5% *(n=329)*	73.2% *(n=263)*
knowledge of English and French	bilingual	24.5% *(n=42)*	41.2% *(n=50)*	47.1% *(n=48)*	22.2% *(n=67)*	69.2% *(n=731)*	72.6% *(n=1034)*	69.9% *(n=1117)*	65.4% *(n=911)*
	unilingual English	- *(n=4)*	- *(n=6)*	- *(n=)*	- *(n=5)*	93.0% *(n=269)*	97.1% *(n=352)*	92.7% *(n=396)*	97.7% *(n=268)*
Total		**27.9%** *(n=68)*	**44.6%** *(n=56)*	**47.1%** *(n=48)*	**23.2%** *(n=72)*	**76.7%** *(n=1353)*	**78.8%** *(n=1393)*	**75.4%** *(n=1513)*	**73.3%** *(n=1180)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

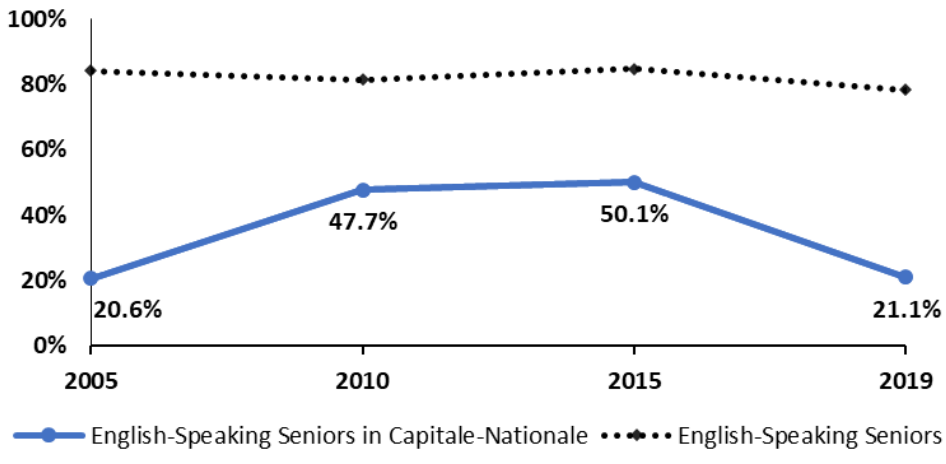
3.5.3 Felt that the Services of a Hospital Emergency Room or Out-Patient Clinic in English was Very Important – Graphs

Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important
Total English Speakers in Capitale-Nationale



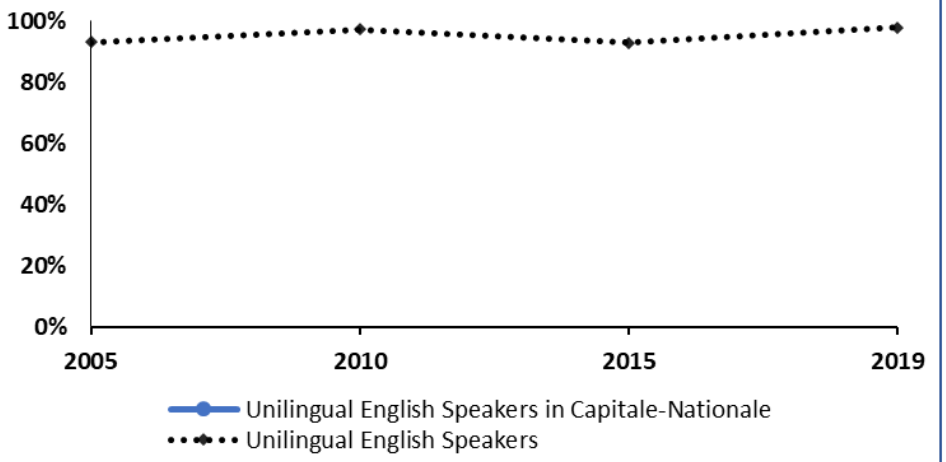
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important
English-Speaking Seniors in Capitale-Nationale



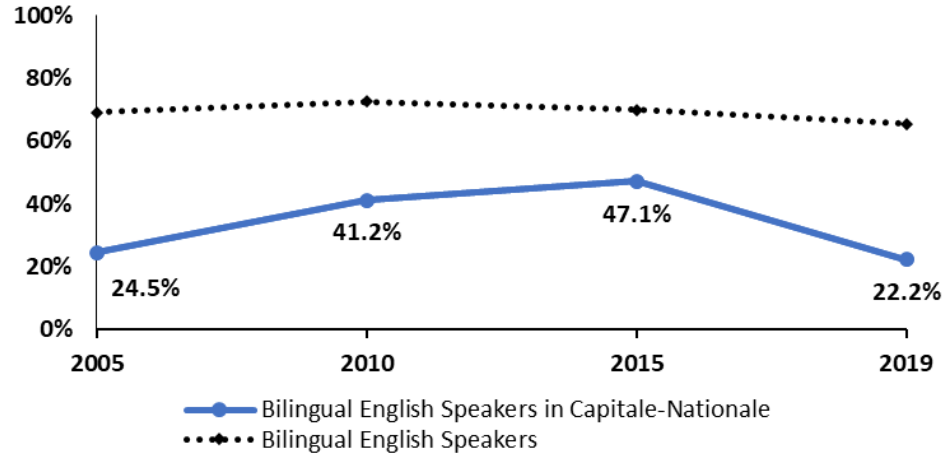
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important
Unilingual English Speakers in Capitale-Nationale



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

Felt Service at a Hospital ER or Out-Patient Clinic in English was Very Important
Bilingual English Speakers in Capitale-Nationale



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

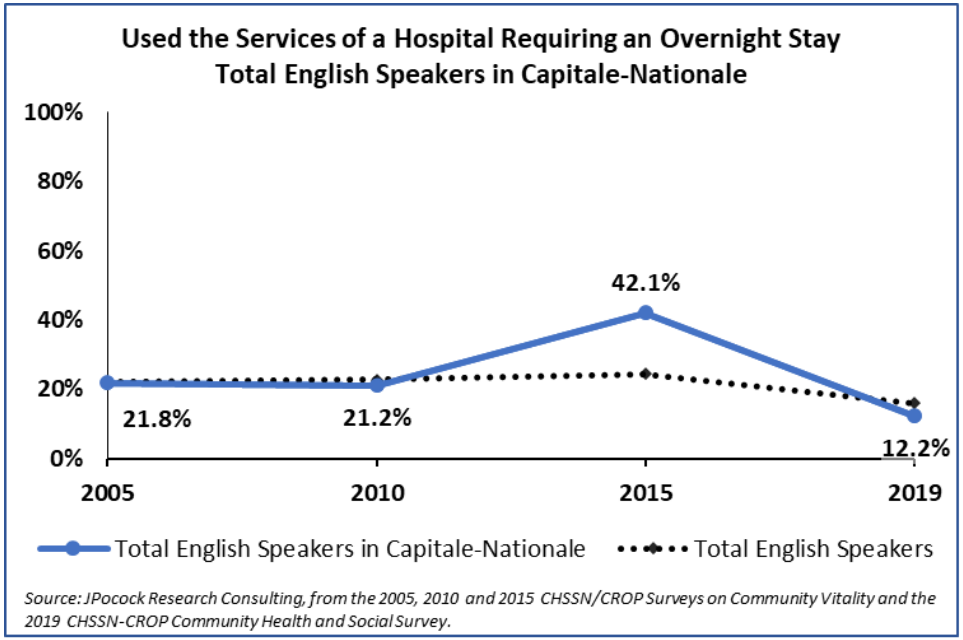
3.6 Hospital Services Requiring an Overnight Stay

3.6.1 Used the Services of a Hospital Requiring an Overnight Stay in the Past Twelve Months

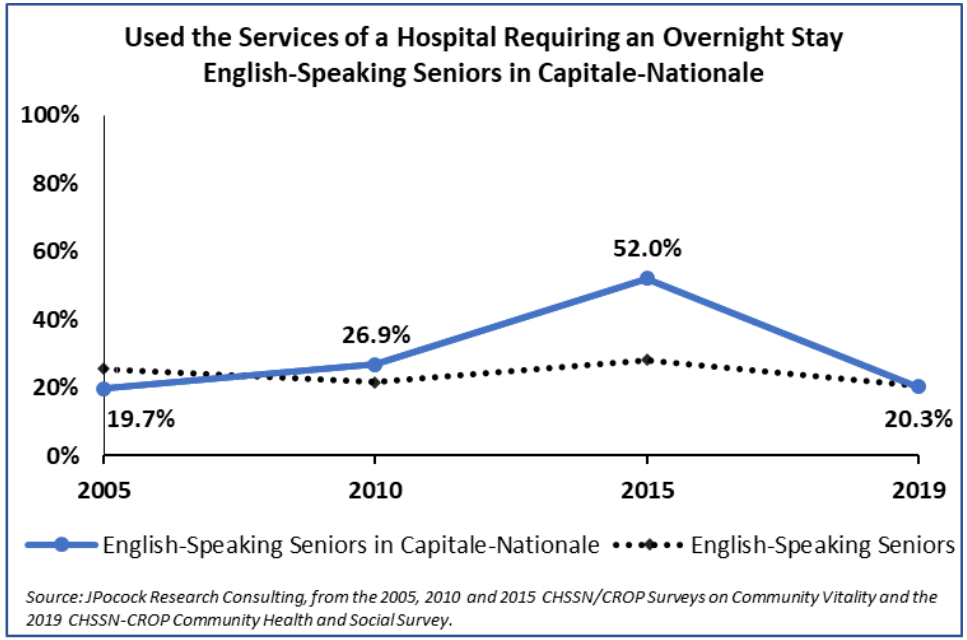
Used the Services of a Hospital Requiring an Overnight Stay in the Past Twelve Months English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	12.7% *(n=53)*	23.1% *(n=34)*	29.5% *(n=28)*	8.0% *(n=89)*	19.0% *(n=1111)*	21.9% *(n=1135)*	22.9% *(n=1060)*	14.0% *(n=1185)*
	female	31.1% *(n=65)*	20.5% *(n=60)*	53.4% *(n=42)*	16.4% *(n=107)*	25.1% *(n=1519)*	23.0% *(n=1590)*	25.9% *(n=1646)*	17.9% *(n=1882)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	29.6% *(n=125)*	13.5% *(n=69)*	12.9% *(n=63)*	10.7% *(n=64)*
	25-44 years	27.6% *(n=30)*	55.6% *(n=18)*	- *(n=8)*	9.0% *(n=23)*	18.4% *(n=897)*	23.3% *(n=699)*	24.6% *(n=468)*	12.9% *(n=341)*
	45-64 years	19.0% *(n=52)*	11.6% *(n=43)*	39.2% *(n=38)*	12.0% *(n=86)*	22.3% *(n=1057)*	22.9% *(n=1258)*	24.4% *(n=1310)*	17.3% *(n=1381)*
	65 years and over	19.7% *(n=33)*	26.9% *(n=31)*	52.0% *(n=22)*	20.3% *(n=82)*	25.5% *(n=551)*	21.5% *(n=699)*	28.1% *(n=865)*	20.4% *(n=1281)*
household income	less than $30k	15.1% *(n=22)*	- *(n=6)*	- *(n=5)*	16.9% *(n=22)*	24.5% *(n=507)*	21.0% *(n=429)*	27.3% *(n=406)*	17.4% *(n=427)*
	$30-70k	25.4% *(n=36)*	15.5% *(n=29)*	61.3% *(n=22)*	10.6% *(n=52)*	20.7% *(n=913)*	25.3% *(n=869)*	25.5% *(n=907)*	16.6% *(n=805)*
	$70-100k	19.3% *(n=17)*	27.2% *(n=15)*	33.6% *(n=11)*	17.3% *(n=29)*	16.8% *(n=363)*	23.3% *(n=364)*	21.4% *(n=362)*	13.6% *(n=414)*
	$100k and over	37.9% *(n=12)*	19.5% *(n=20)*	32.9% *(n=26)*	13.5% *(n=45)*	24.4% *(n=346)*	19.3% *(n=449)*	22.3% *(n=564)*	16.0% *(n=654)*
knowledge of English and French	bilingual	22.2% *(n=80)*	20.4% *(n=85)*	42.1% *(n=70)*	12.5% *(n=186)*	19.2% *(n=1402)*	24.0% *(n=1977)*	24.7% *(n=1981)*	15.5% *(n=2330)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=9)*	25.0% *(n=574)*	19.1% *(n=737)*	23.4% *(n=725)*	17.8% *(n=733)*
Total		**21.8%** *(n=118)*	**21.2%** *(n=94)*	**42.1%** *(n=70)*	**12.2%** *(n=196)*	**22.0%** *(n=2630)*	**22.7%** *(n=2725)*	**24.4%** *(n=2706)*	**16.0%** *(n=3067)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

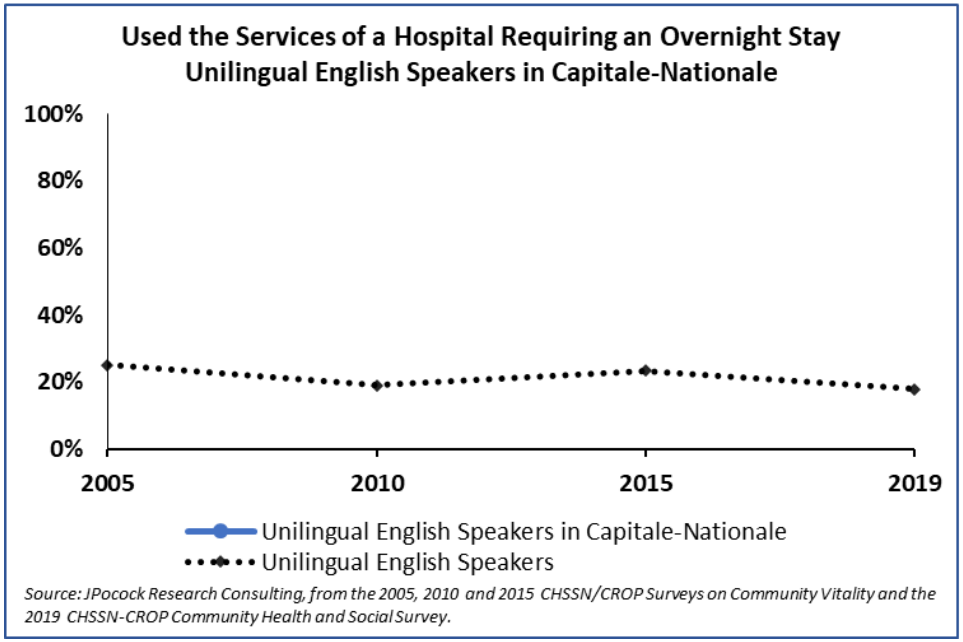
3.6.1 Used the Services of a Hospital Requiring an Overnight Stay – Graphs



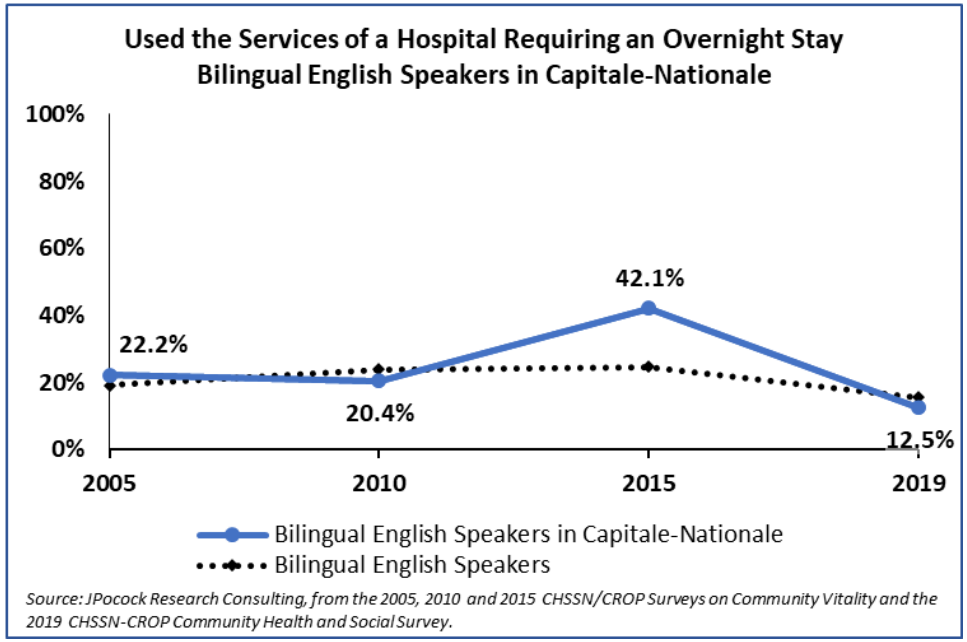
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



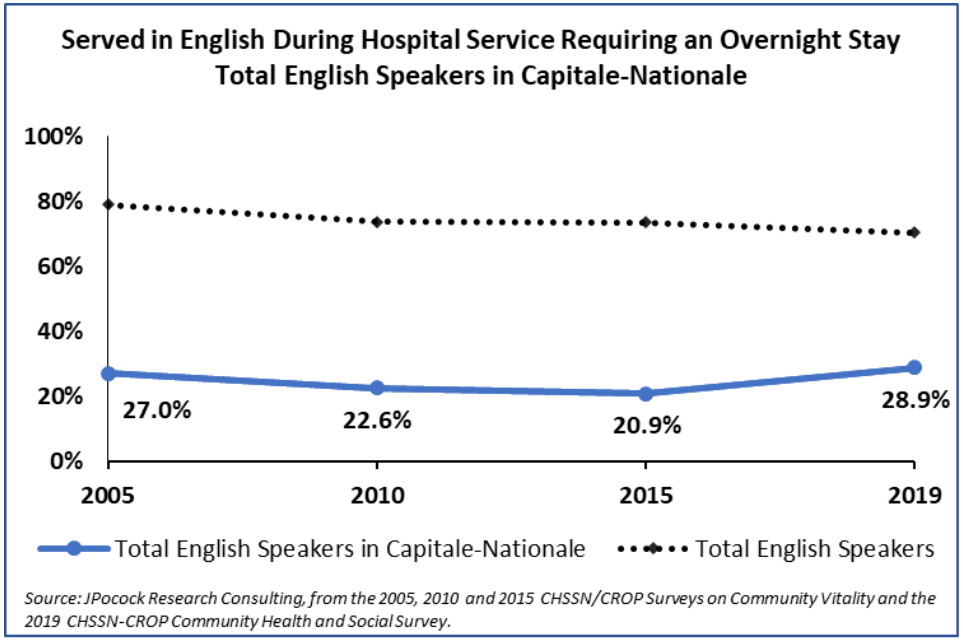
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.6.2 Served in English During a Hospital Service Requiring an Overnight Stay

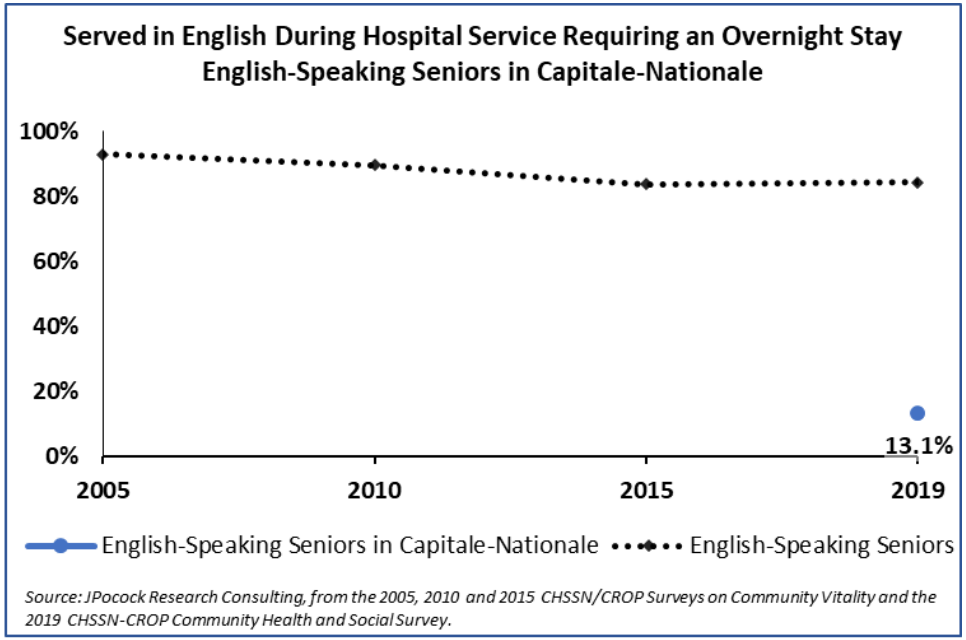
Served in English During Hospital Service Requiring an Overnight Stay English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	- *(n=6)*	- *(n=9)*	- *(n=7)*	- *(n=10)*	84.6% *(n=198)*	71.6% *(n=232)*	75.6% *(n=247)*	73.9% *(n=183)*
	female	37.3% *(n=15)*	18.2% *(n=14)*	31.6% *(n=18)*	22.0% *(n=20)*	74.8% *(n=354)*	75.0% *(n=351)*	71.8% *(n=434)*	68.0% *(n=362)*
age	18-24 years	- *(n=)*	- *(n=1)*	- *(n=)*	- *(n=)*	69.8% *(n=22)*	- *(n=7)*	- *(n=9)*	- *(n=4)*
	25-44 years	- *(n=6)*	- *(n=10)*	- *(n=2)*	- *(n=3)*	74.7% *(n=177)*	70.6% *(n=154)*	72.5% *(n=114)*	61.0% *(n=51)*
	45-64 years	- *(n=7)*	- *(n=5)*	46.9% *(n=14)*	- *(n=10)*	77.9% *(n=216)*	70.5% *(n=270)*	70.6% *(n=329)*	66.2% *(n=240)*
	65 years and over	- *(n=8)*	- *(n=7)*	- *(n=9)*	13.1% *(n=17)*	92.9% *(n=137)*	89.5% *(n=152)*	83.8% *(n=229)*	84.4% *(n=250)*
household income	less than $30k	- *(n=4)*	- *(n=3)*	- *(n=1)*	- *(n=3)*	78.9% *(n=109)*	76.4% *(n=87)*	78.9% *(n=111)*	79.5% *(n=84)*
	$30-70k	- *(n=7)*	- *(n=6)*	- *(n=9)*	- *(n=8)*	81.5% *(n=193)*	71.7% *(n=205)*	72.6% *(n=241)*	69.4% *(n=147)*
	$70-100k	- *(n=4)*	- *(n=4)*	- *(n=3)*	- *(n=6)*	79.6% *(n=72)*	67.8% *(n=79)*	64.6% *(n=80)*	68.0% *(n=68)*
	$100k and over	- *(n=1)*	- *(n=6)*	- *(n=9)*	- *(n=8)*	67.1% *(n=73)*	75.8% *(n=85)*	71.0% *(n=124)*	75.8% *(n=110)*
knowledge of English and French	bilingual	35.6% *(n=13)*	15.2% *(n=20)*	20.9% *(n=25)*	29.1% *(n=29)*	75.8% *(n=287)*	69.2% *(n=433)*	70.1% *(n=506)*	64.9% *(n=421)*
	unilingual English	- *(n=2)*	- *(n=3)*	- *(n=)*	- *(n=1)*	88.7% *(n=122)*	89.5% *(n=146)*	86.0% *(n=175)*	87.7% *(n=123)*
Total		**27.0%** *(n=21)*	**22.6%** *(n=23)*	**20.9%** *(n=25)*	**28.9%** *(n=30)*	**79.0%** *(n=552)*	**73.9%** *(n=583)*	**73.5%** *(n=681)*	**70.5%** *(n=545)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

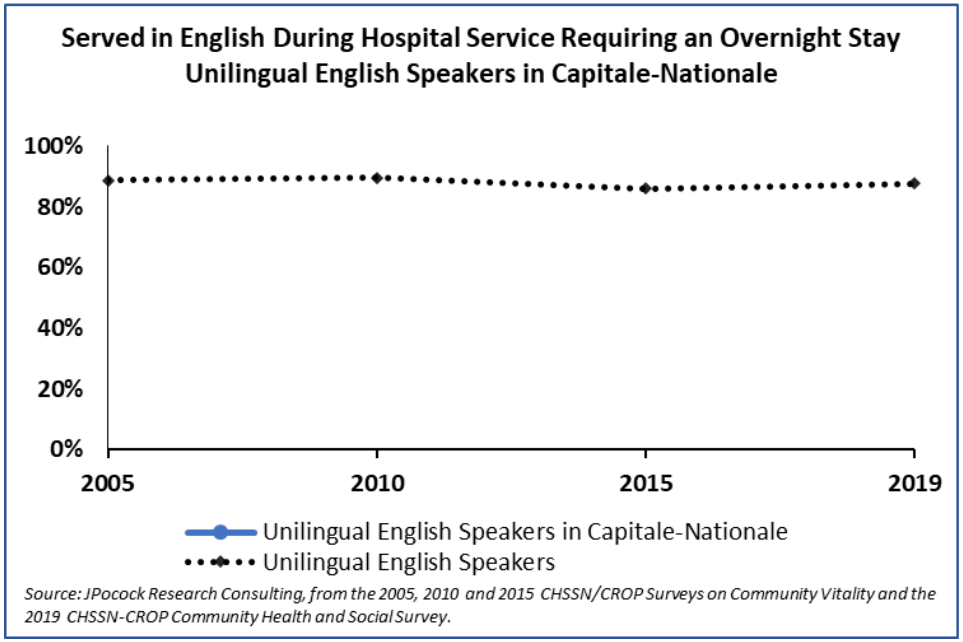
3.6.2 Served in English During a Hospital Service Requiring an Overnight Stay – Graphs



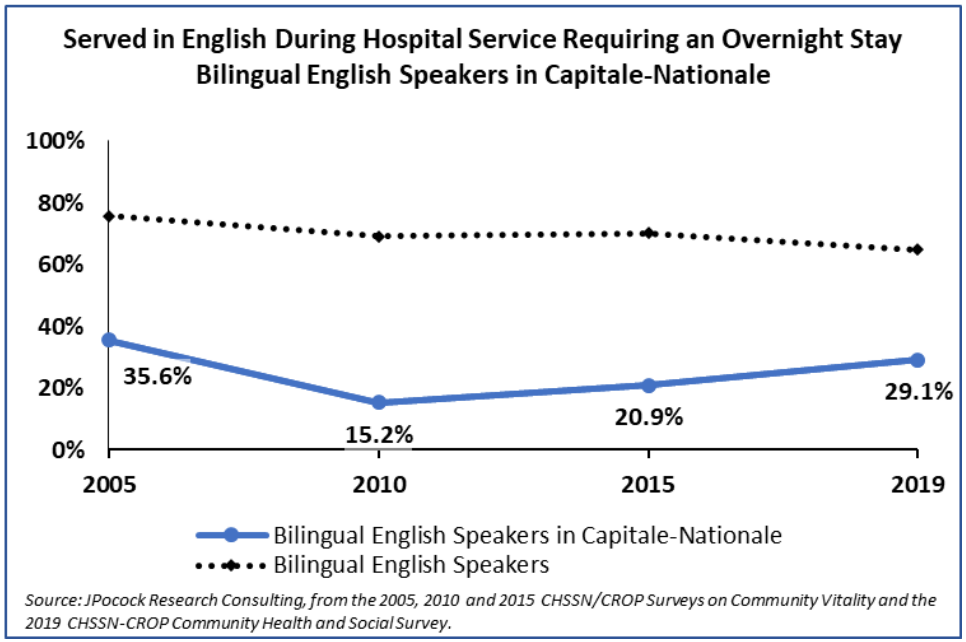
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



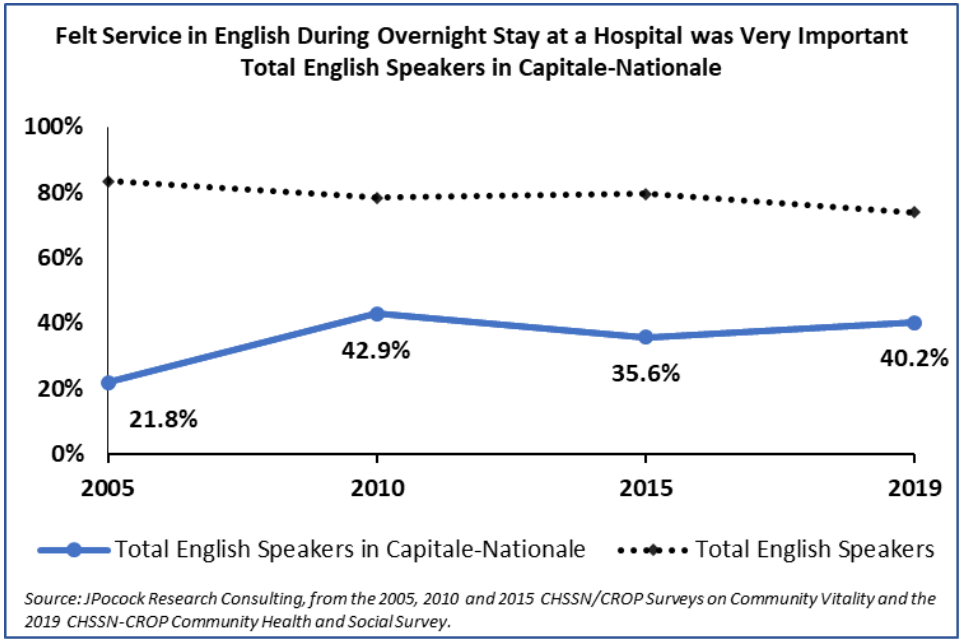
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.6.3 Felt Service in English During Overnight Stay at a Hospital was Very Important

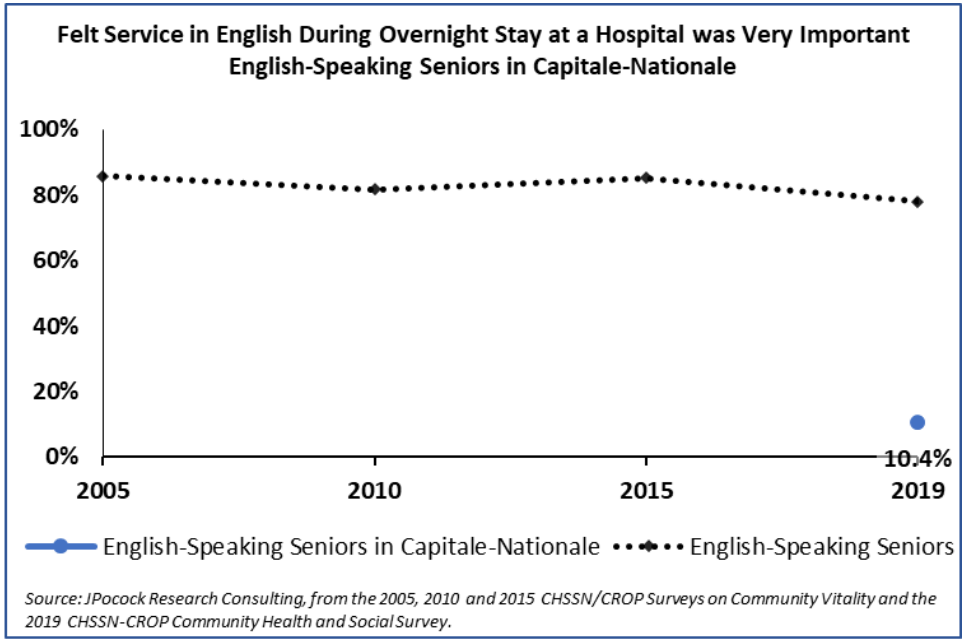
Felt Service in English During Overnight Stay at a Hospital was Very Important English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	- *(n=6)*	- *(n=9)*	- *(n=8)*	- *(n=9)*	80.7% *(n=202)*	71.4% *(n=233)*	75.5% *(n=252)*	66.1% *(n=179)*
	female	28.1% *(n=14)*	48.5% *(n=14)*	52.4% *(n=18)*	37.9% *(n=20)*	85.5% *(n=359)*	81.7% *(n=357)*	82.7% *(n=444)*	79.3% *(n=359)*
age	18-24 years	- *(n=)*	- *(n=1)*	- *(n=)*	- *(n=)*	81.2% *(n=25)*	- *(n=7)*	- *(n=10)*	- *(n=4)*
	25-44 years	- *(n=5)*	- *(n=10)*	- *(n=2)*	- *(n=3)*	79.0% *(n=180)*	72.8% *(n=156)*	77.2% *(n=117)*	76.1% *(n=51)*
	45-64 years	- *(n=7)*	- *(n=5)*	56.3% *(n=15)*	- *(n=10)*	86.6% *(n=218)*	79.2% *(n=272)*	77.8% *(n=336)*	72.6% *(n=238)*
	65 years and over	- *(n=8)*	- *(n=7)*	- *(n=9)*	10.4% *(n=16)*	85.8% *(n=138)*	81.6% *(n=155)*	85.2% *(n=233)*	77.9% *(n=245)*
household income	less than $30k	- *(n=4)*	- *(n=3)*	- *(n=1)*	- *(n=3)*	88.9% *(n=109)*	81.0% *(n=88)*	92.1% *(n=113)*	78.4% *(n=81)*
	$30-70k	- *(n=7)*	- *(n=6)*	- *(n=10)*	- *(n=8)*	81.8% *(n=197)*	76.9% *(n=205)*	76.6% *(n=246)*	72.7% *(n=145)*
	$70-100k	- *(n=4)*	- *(n=4)*	- *(n=3)*	- *(n=6)*	82.1% *(n=73)*	75.2% *(n=80)*	65.4% *(n=80)*	62.5% *(n=68)*
	$100k and over	- *(n=1)*	- *(n=6)*	- *(n=9)*	- *(n=7)*	79.5% *(n=74)*	75.8% *(n=86)*	76.3% *(n=128)*	76.3% *(n=108)*
knowledge of English and French	bilingual	5.1% *(n=12)*	40.5% *(n=20)*	35.6% *(n=26)*	39.7% *(n=28)*	74.5% *(n=295)*	72.3% *(n=440)*	75.8% *(n=515)*	66.2% *(n=415)*
	unilingual English	- *(n=2)*	- *(n=3)*	- *(n=)*	- *(n=1)*	95.7% *(n=121)*	98.3% *(n=146)*	91.5% *(n=181)*	97.6% *(n=122)*
Total		**21.8%** *(n=20)*	**42.9%** *(n=23)*	**35.6%** *(n=26)*	**40.2%** *(n=29)*	**83.4%** *(n=561)*	**78.4%** *(n=590)*	**79.4%** *(n=696)*	**73.9%** *(n=538)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

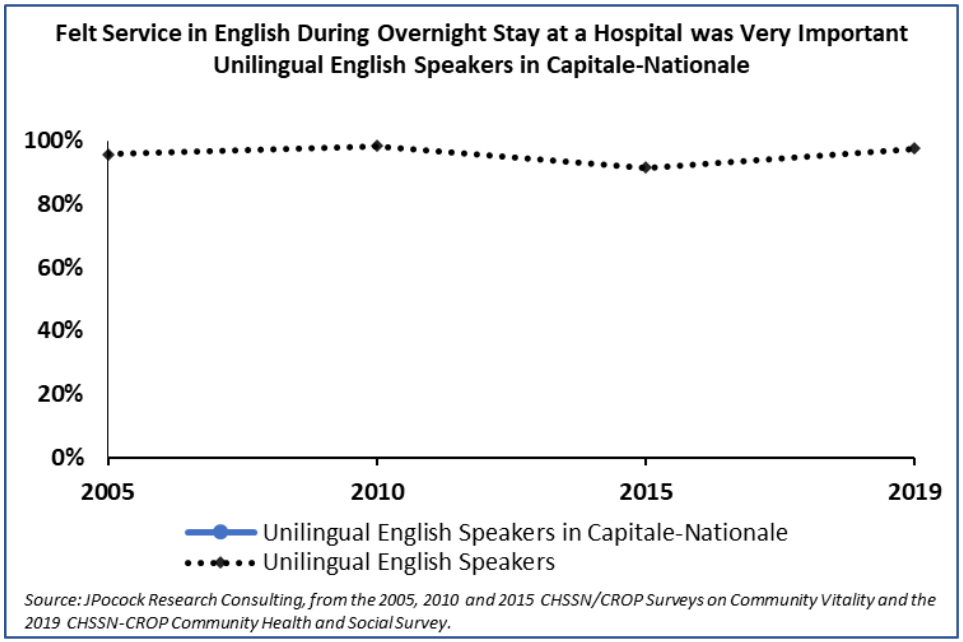
3.6.3 Felt Service in English During Overnight Stay at a Hospital was Very Important – Graphs



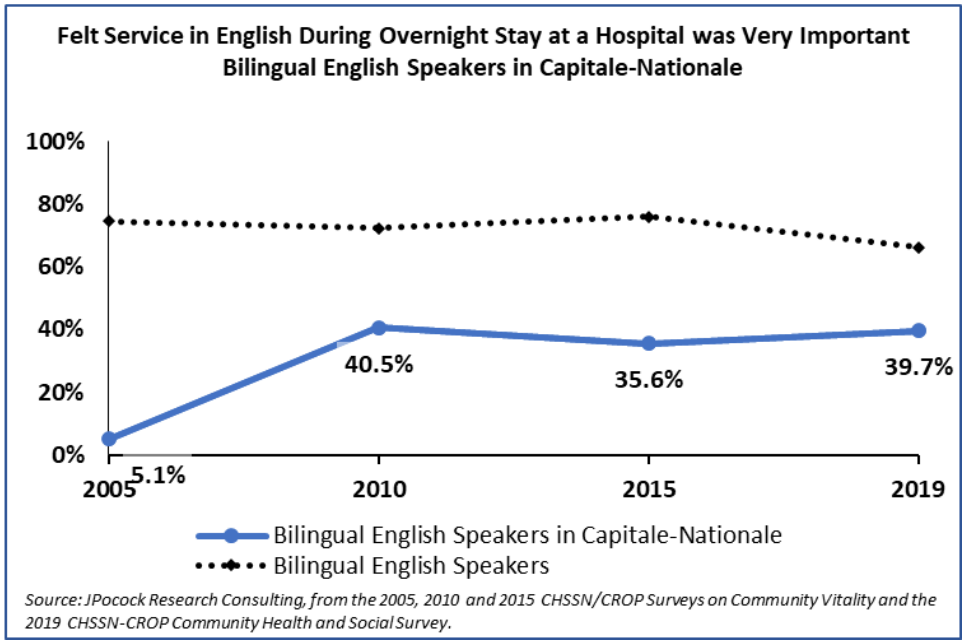
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



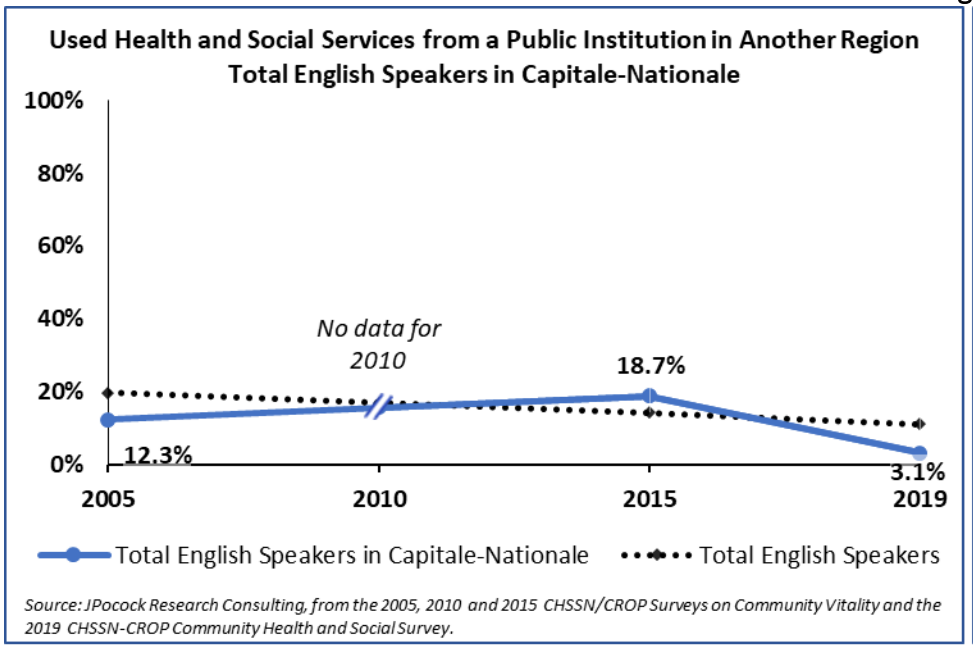
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.7 Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months

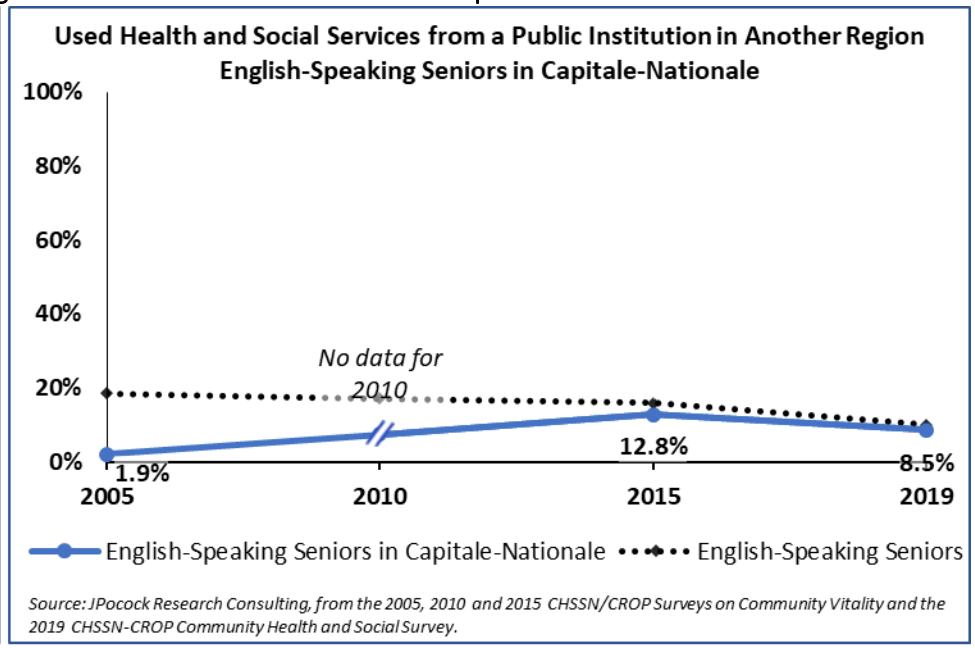
Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	8.7% *(n=54)*	*This question was not asked in 2010*	25.7% *(n=28)*	2.1% *(n=89)*	18.7% *(n=1107)*	*This question was not asked in 2010*	10.8% *(n=1063)*	8.6% *(n=1185)*
	female	16.1% *(n=64)*		12.5% *(n=43)*	4.1% *(n=107)*	20.5% *(n=1517)*		17.4% *(n=1650)*	13.1% *(n=1879)*
age	18-24 years	- *(n=3)*		- *(n=2)*	- *(n=5)*	14.7% *(n=125)*		6.4% *(n=63)*	2.7% *(n=64)*
	25-44 years	10.0% *(n=30)*		- *(n=8)*	0.0% *(n=23)*	20.5% *(n=894)*		12.8% *(n=470)*	12.6% *(n=342)*
	45-64 years	19.3% *(n=51)*		28.4% *(n=39)*	3.6% *(n=86)*	20.4% *(n=1052)*		16.1% *(n=1314)*	11.6% *(n=1378)*
	65 years and over	1.9% *(n=34)*		12.8% *(n=22)*	8.5% *(n=82)*	18.5% *(n=553)*		15.9% *(n=866)*	9.9% *(n=1280)*
household income	less than $30k	11.6% *(n=22)*		- *(n=5)*	0.0% *(n=22)*	13.3% *(n=502)*		11.1% *(n=408)*	7.3% *(n=431)*
	$30-70k	11.7% *(n=36)*		11.3% *(n=23)*	4.0% *(n=52)*	17.8% *(n=912)*		12.8% *(n=909)*	9.8% *(n=801)*
	$70-100k	28.9% *(n=17)*		0.0% *(n=11)*	5.1% *(n=29)*	26.1% *(n=362)*		14.9% *(n=361)*	12.6% *(n=412)*
	$100k and over	2.2% *(n=13)*		27.4% *(n=26)*	1.7% *(n=45)*	26.1% *(n=346)*		17.9% *(n=564)*	14.3% *(n=655)*
knowledge of English and French	bilingual	12.0% *(n=81)*		18.7% *(n=71)*	3.1% *(n=186)*	20.7% *(n=1398)*		14.2% *(n=1987)*	10.9% *(n=2330)*
	unilingual English	- *(n=9)*		- *(n=)*	- *(n=9)*	16.8% *(n=573)*		14.1% *(n=726)*	11.2% *(n=729)*
Total		**12.3%** *(n=118)*		**18.7%** *(n=71)*	**3.1%** *(n=196)*	**19.6%** *(n=2624)*		**14.2%** *(n=2713)*	**11.0%** *(n=3064)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively. This question was not asked in the 2010 survey.

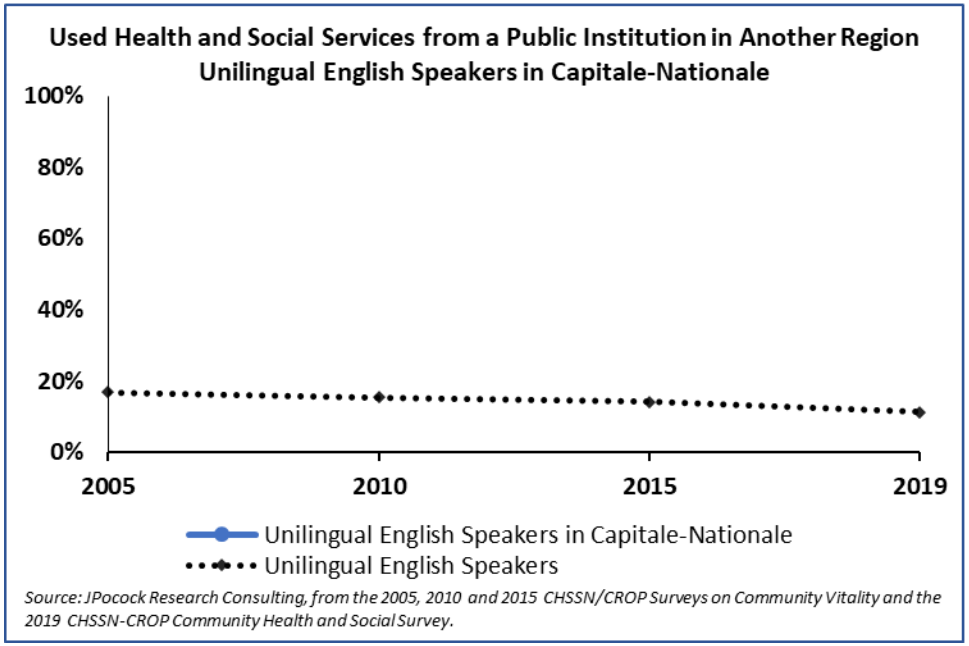
3.7 Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months – Graphs



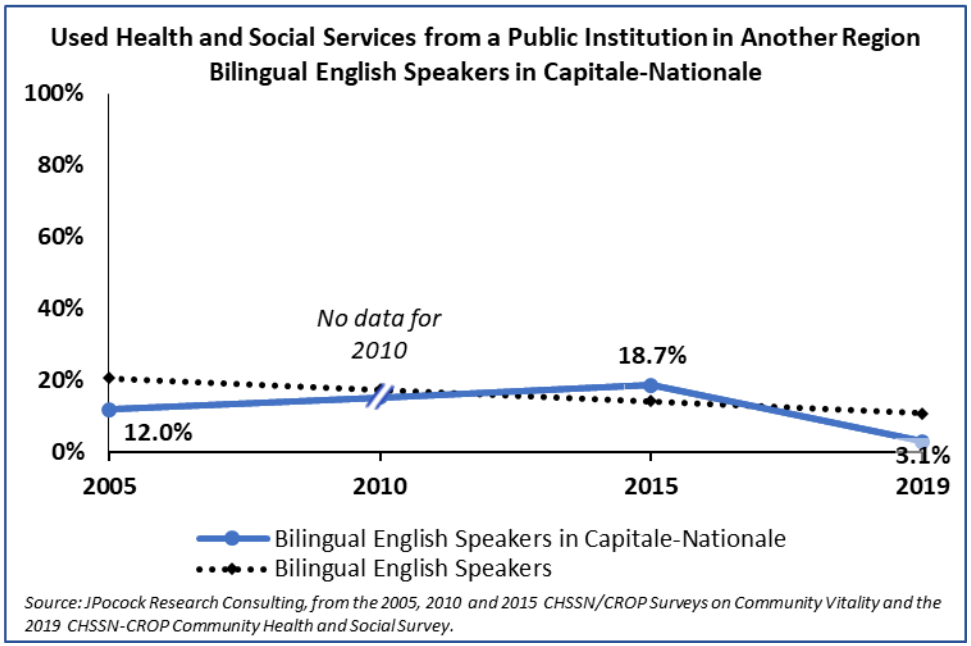
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

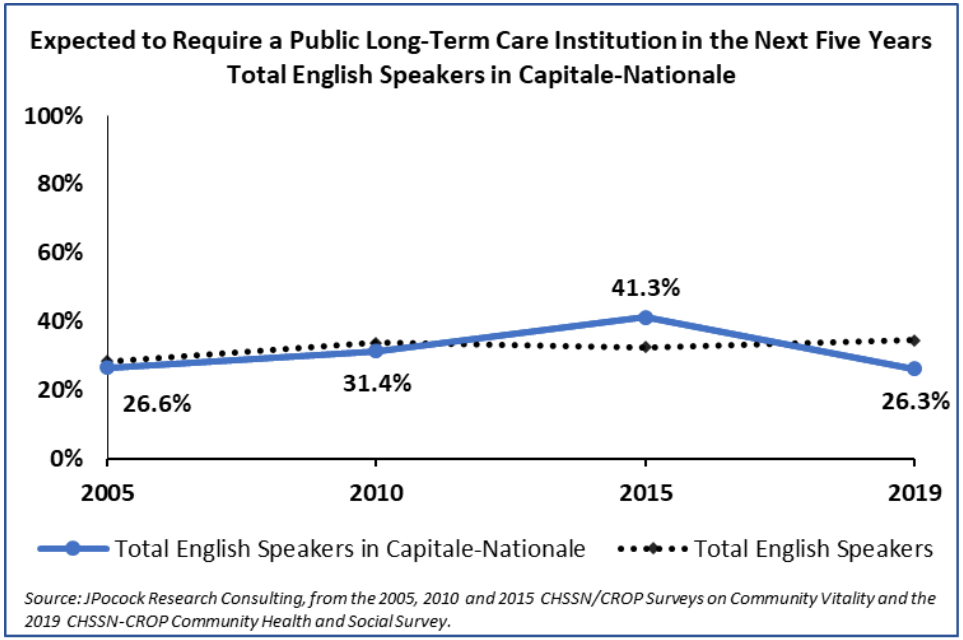
3.8 Public Long-Term Care Institutions

3.8.1 Expected to Require a Public Long-Term Care Institution in the Next Five Years

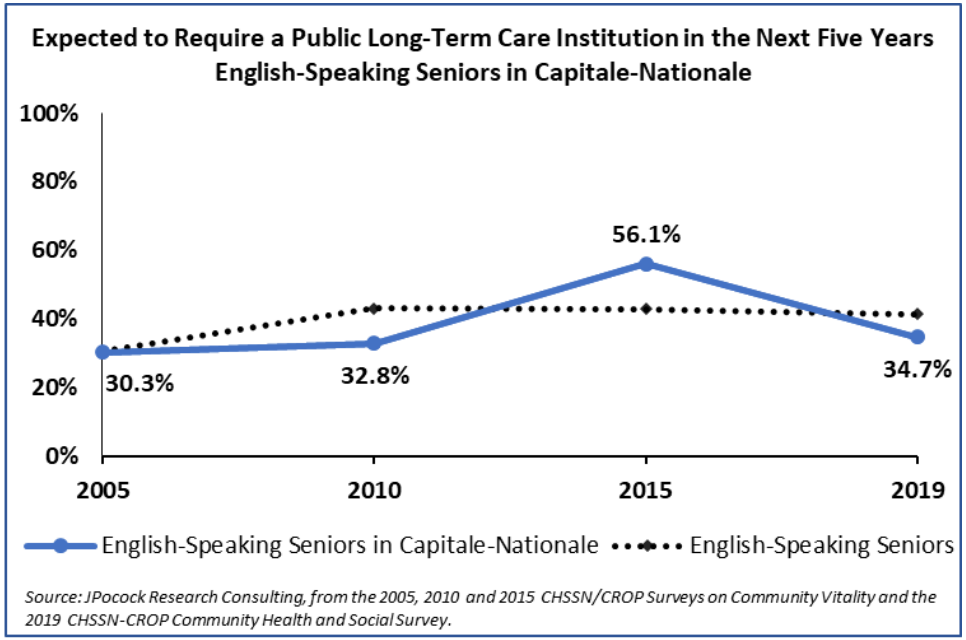
Expected to Require a Public Long-Term Care Institution in the Next Five Years English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	27.6% *(n=50)*	29.3% *(n=33)*	26.8% *(n=28)*	27.9% *(n=82)*	27.9% *(n=1028)*	30.6% *(n=1065)*	33.0% *(n=977)*	36.4% *(n=1071)*
	female	25.5% *(n=56)*	32.1% *(n=59)*	54.4% *(n=42)*	24.6% *(n=97)*	29.0% *(n=1380)*	35.3% *(n=1447)*	32.2% *(n=1523)*	32.7% *(n=1681)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	25.5% *(n=118)*	31.8% *(n=61)*	19.9% *(n=61)*	42.5% *(n=61)*
	25-44 years	29.0% *(n=29)*	22.2% *(n=18)*	- *(n=8)*	17.5% *(n=23)*	24.1% *(n=857)*	26.3% *(n=667)*	23.9% *(n=457)*	27.4% *(n=325)*
	45-64 years	26.2% *(n=48)*	32.2% *(n=42)*	41.1% *(n=39)*	32.5% *(n=83)*	33.0% *(n=990)*	33.3% *(n=1189)*	39.0% *(n=1249)*	35.8% *(n=1281)*
	65 years and over	30.3% *(n=26)*	32.8% *(n=30)*	56.1% *(n=21)*	34.7% *(n=68)*	30.4% *(n=443)*	43.0% *(n=595)*	42.8% *(n=733)*	41.4% *(n=1085)*
household income	less than $30k	34.9% *(n=19)*	- *(n=5)*	- *(n=5)*	34.6% *(n=20)*	31.1% *(n=447)*	37.3% *(n=363)*	35.6% *(n=363)*	36.9% *(n=373)*
	$30-70k	23.7% *(n=31)*	35.2% *(n=29)*	59.5% *(n=23)*	20.4% *(n=45)*	28.4% *(n=850)*	33.9% *(n=824)*	32.3% *(n=845)*	33.3% *(n=711)*
	$70-100k	42.6% *(n=17)*	44.6% *(n=14)*	35.4% *(n=11)*	49.1% *(n=29)*	26.9% *(n=347)*	36.0% *(n=351)*	34.4% *(n=344)*	34.3% *(n=388)*
	$100k and over	22.2% *(n=13)*	16.0% *(n=20)*	16.7% *(n=26)*	20.8% *(n=45)*	29.5% *(n=336)*	30.4% *(n=432)*	31.4% *(n=544)*	32.7% *(n=620)*
knowledge of English and French	bilingual	27.2% *(n=71)*	31.6% *(n=84)*	41.3% *(n=70)*	26.5% *(n=170)*	28.4% *(n=1305)*	35.2% *(n=1857)*	32.9% *(n=1861)*	34.9% *(n=2121)*
	unilingual English	- *(n=8)*	- *(n=8)*	- *(n=)*	- *(n=8)*	27.8% *(n=497)*	29.9% *(n=647)*	31.6% *(n=639)*	33.0% *(n=628)*
Total		**26.6%** *(n=106)*	**31.4%** *(n=92)*	**41.3%** *(n=70)*	**26.3%** *(n=179)*	**28.4%** *(n=2408)*	**33.7%** *(n=2512)*	**32.6%** *(n=2500)*	**34.5%** *(n=2752)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.

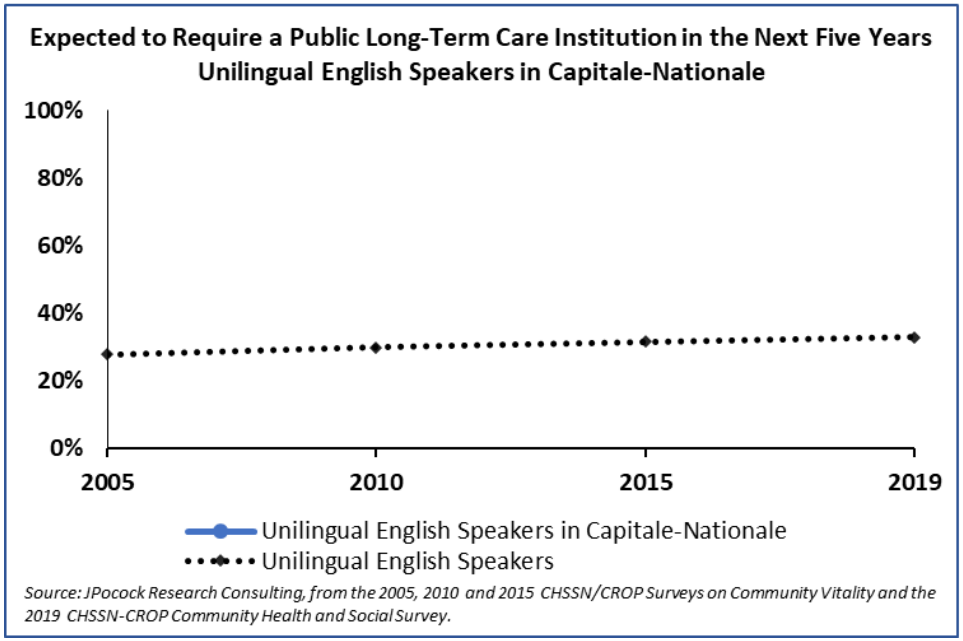
3.8.1 Expected to Require Public Long-Term Care Institutions in the Next Five Years – Graphs



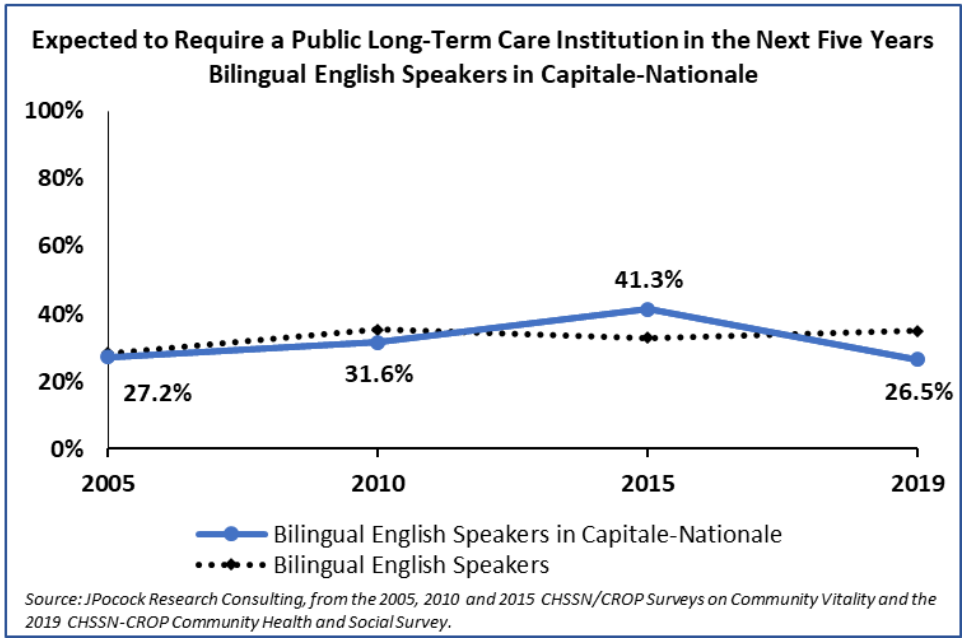
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



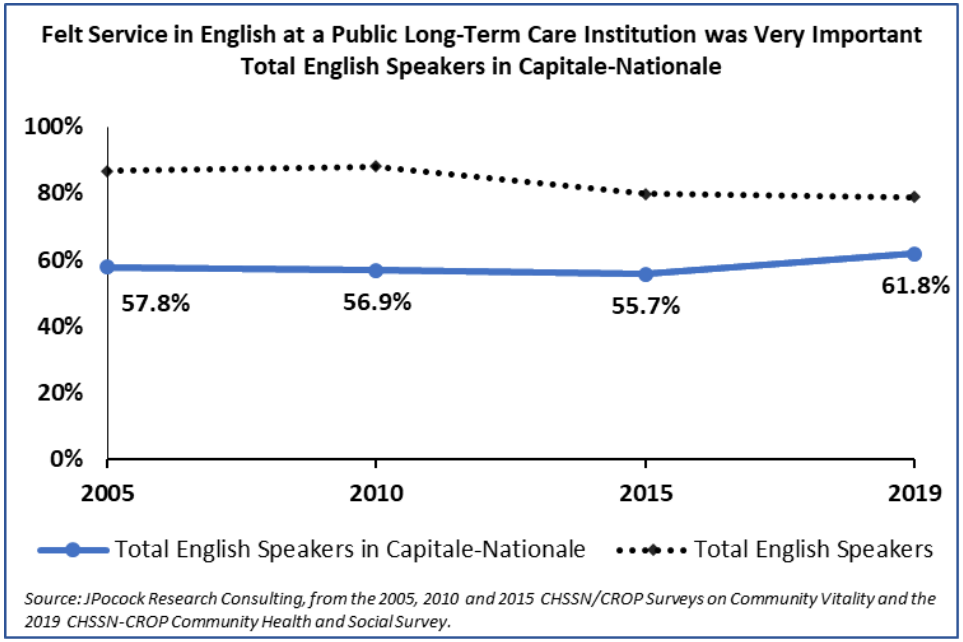
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.8.2 Felt Service in English at a Public Long-Term Care Institution was Very Important

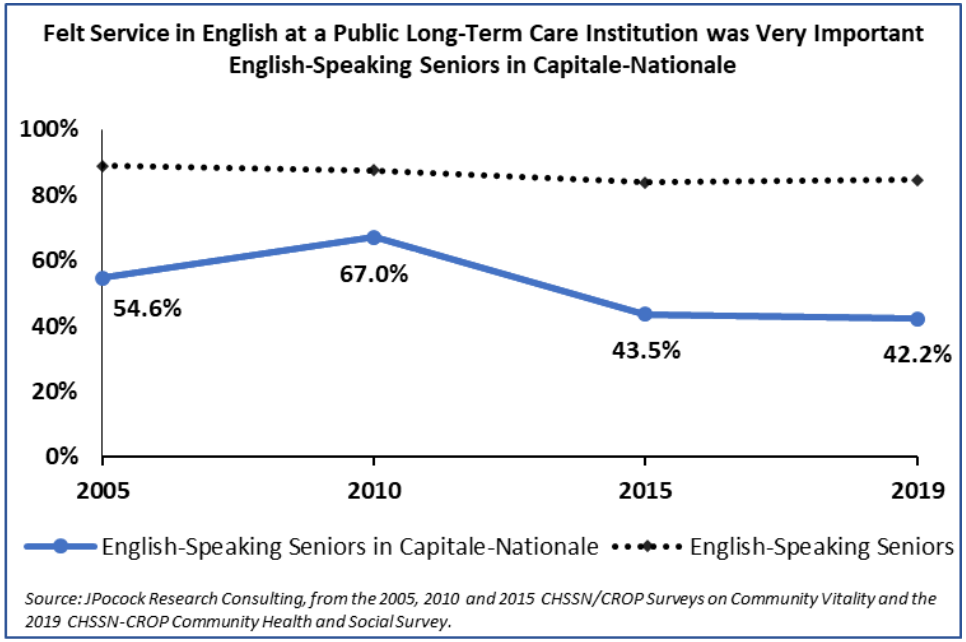
Felt Service in English at a Public Long-Term Care Institution was Very Important English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	34.7% *(n=19)*	58.4% *(n=14)*	- *(n=8)*	58.9% *(n=28)*	84.0% *(n=430)*	83.6% *(n=455)*	76.0% *(n=485)*	72.6% *(n=406)*
	female	79.8% *(n=27)*	56.5% *(n=27)*	72.3% *(n=21)*	65.3% *(n=33)*	89.3% *(n=630)*	89.9% *(n=728)*	83.3% *(n=862)*	85.5% *(n=639)*
age	18-24 years	- *(n=)*	- *(n=1)*	- *(n=)*	- *(n=1)*	88.2% *(n=47)*	72.9% *(n=29)*	60.5% *(n=21)*	48.3% *(n=24)*
	25-44 years	63.9% *(n=11)*	- *(n=7)*	- *(n=3)*	- *(n=7)*	85.1% *(n=313)*	79.2% *(n=250)*	76.4% *(n=188)*	80.1% *(n=90)*
	45-64 years	51.5% *(n=18)*	52.1% *(n=17)*	60.1% *(n=12)*	65.5% *(n=28)*	86.9% *(n=455)*	90.5% *(n=529)*	81.9% *(n=671)*	81.5% *(n=492)*
	65 years and over	54.6% *(n=17)*	67.0% *(n=16)*	43.5% *(n=14)*	42.2% *(n=25)*	88.9% *(n=245)*	87.5% *(n=375)*	83.8% *(n=467)*	84.7% *(n=439)*
household income	less than $30k	- *(n=10)*	- *(n=3)*	- *(n=4)*	- *(n=5)*	82.8% *(n=227)*	90.1% *(n=211)*	83.3% *(n=215)*	83.5% *(n=162)*
	$30-70k	60.2% *(n=14)*	55.6% *(n=11)*	44.9% *(n=11)*	44.6% *(n=14)*	90.4% *(n=363)*	87.6% *(n=369)*	80.9% *(n=460)*	82.6% *(n=254)*
	$70-100k	- *(n=8)*	- *(n=7)*	- *(n=3)*	55.3% *(n=14)*	87.5% *(n=135)*	86.5% *(n=152)*	78.4% *(n=184)*	78.2% *(n=153)*
	$100k and over	- *(n=5)*	- *(n=8)*	- *(n=9)*	72.8% *(n=13)*	87.7% *(n=149)*	85.9% *(n=185)*	78.0% *(n=254)*	82.8% *(n=235)*
knowledge of English and French	bilingual	53.1% *(n=36)*	56.0% *(n=39)*	55.7% *(n=29)*	60.9% *(n=59)*	81.2% *(n=567)*	85.7% *(n=885)*	75.3% *(n=1000)*	74.4% *(n=808)*
	unilingual English	- *(n=3)*	- *(n=2)*	- *(n=)*	- *(n=2)*	97.5% *(n=213)*	95.7% *(n=296)*	97.0% *(n=347)*	96.6% *(n=237)*
Total		**57.8%** *(n=46)*	**56.9%** *(n=41)*	**55.7%** *(n=29)*	**61.8%** *(n=61)*	**86.8%** *(n=1060)*	**88.0%** *(n=1183)*	**79.9%** *(n=1347)*	**78.8%** *(n=1045)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.

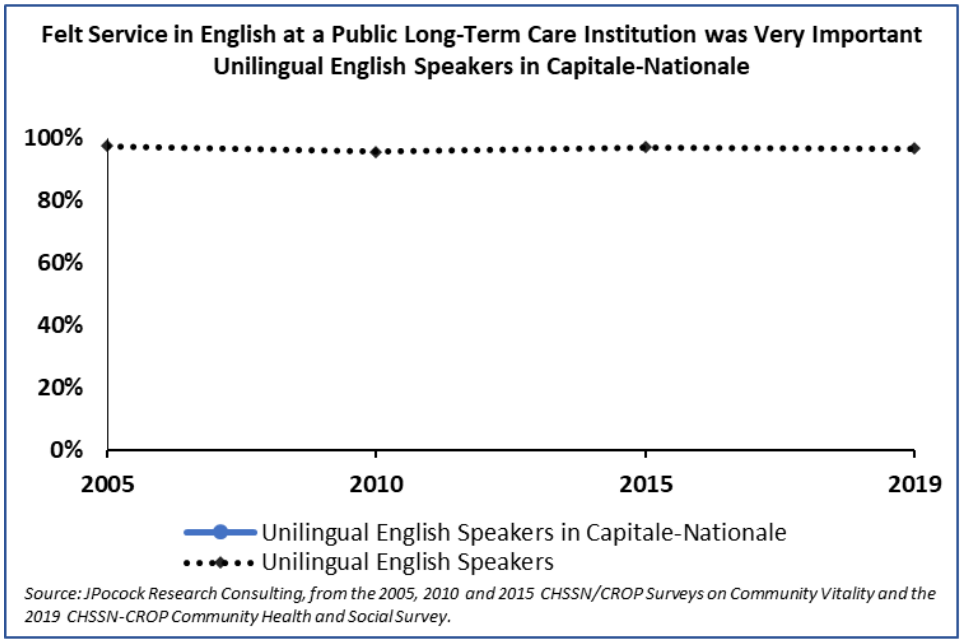
3.8.2 Felt Service in English at a Public Long-Term Care Institution was Very Important – Graphs



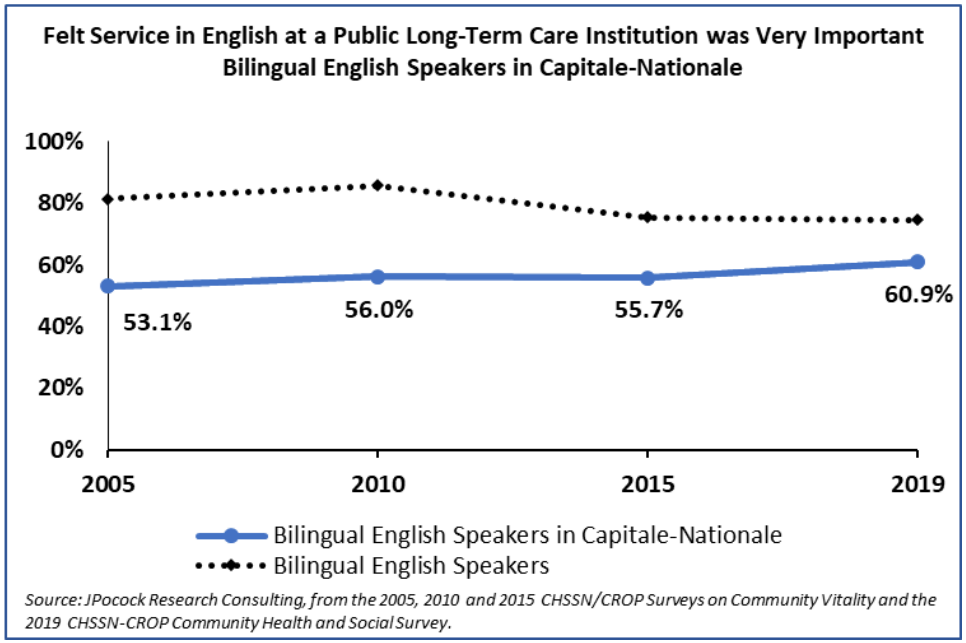
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

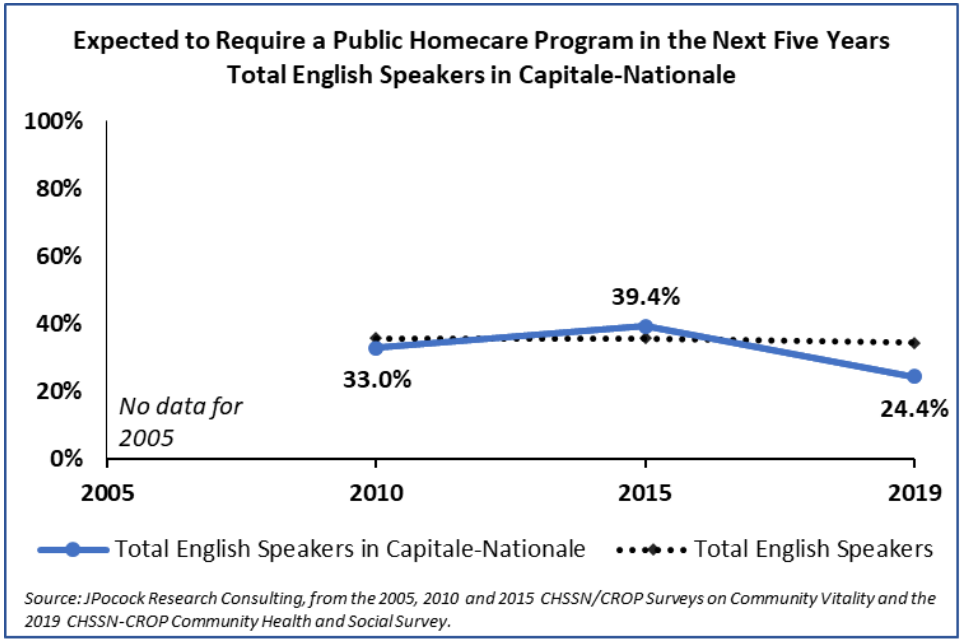
3.9 Public Homecare Programs

3.9.1 Expected to Require a Public Homecare Program in the Next Five Years

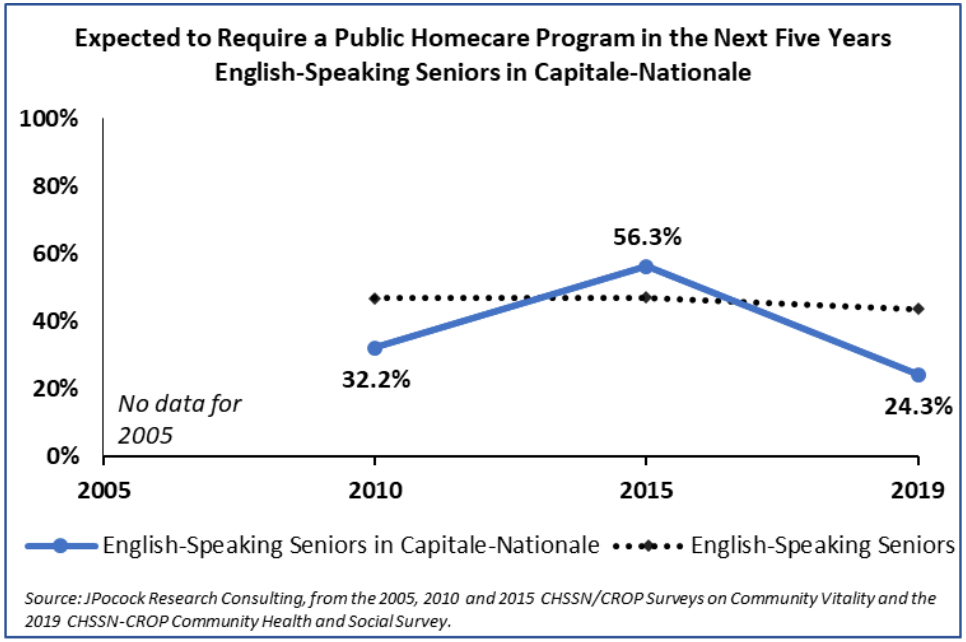
Expected to Require a Public Homecare Program in the Next Five Years English Speakers of Capitale-Nationale, 2010-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	*This question was not asked in 2005*	24.7% *(n=31)*	29.4% *(n=28)*	26.9% *(n=81)*	*This question was not asked in 2005*	31.6% *(n=1069)*	34.0% *(n=996)*	34.4% *(n=1079)*
	female		35.5% *(n=58)*	49.0% *(n=40)*	21.9% *(n=96)*		37.7% *(n=1448)*	37.5% *(n=1534)*	34.3% *(n=1685)*
age	18-24 years		- *(n=2)*	- *(n=2)*	- *(n=4)*		27.4% *(n=65)*	18.5% *(n=60)*	29.6% *(n=60)*
	25-44 years		23.5% *(n=17)*	- *(n=8)*	16.2% *(n=22)*		28.5% *(n=670)*	28.0% *(n=463)*	28.2% *(n=328)*
	45-64 years		34.9% *(n=42)*	41.1% *(n=39)*	30.3% *(n=82)*		34.6% *(n=1181)*	41.7% *(n=1255)*	36.1% *(n=1292)*
	65 years and over		32.2% *(n=28)*	56.3% *(n=19)*	24.3% *(n=69)*		46.9% *(n=601)*	47.0% *(n=752)*	43.6% *(n=1084)*
household income	less than $30k		- *(n=5)*	- *(n=5)*	32.5% *(n=20)*		45.2% *(n=384)*	39.3% *(n=370)*	35.1% *(n=375)*
	$30-70k		29.2% *(n=29)*	60.8% *(n=22)*	14.2% *(n=45)*		33.3% *(n=809)*	38.4% *(n=862)*	37.2% *(n=711)*
	$70-100k		43.2% *(n=13)*	37.7% *(n=11)*	53.6% *(n=29)*		36.0% *(n=345)*	37.5% *(n=342)*	32.7% *(n=393)*
	$100k and over		26.7% *(n=20)*	9.7% *(n=26)*	21.2% *(n=44)*		31.8% *(n=435)*	33.1% *(n=546)*	35.0% *(n=620)*
knowledge of English and French	bilingual		33.3% *(n=81)*	39.4% *(n=68)*	24.4% *(n=169)*		36.9% *(n=1856)*	36.3% *(n=1873)*	34.2% *(n=2135)*
	unilingual English		- *(n=8)*	- *(n=)*	- *(n=8)*		32.3% *(n=654)*	34.0% *(n=657)*	34.8% *(n=628)*
Total			**33.0%** *(n=89)*	**39.4%** *(n=68)*	**24.4%** *(n=177)*		**35.6%** *(n=2517)*	**35.8%** *(n=2530)*	**34.3%** *(n=2764)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively. This question was not asked in the 2005 survey. In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.

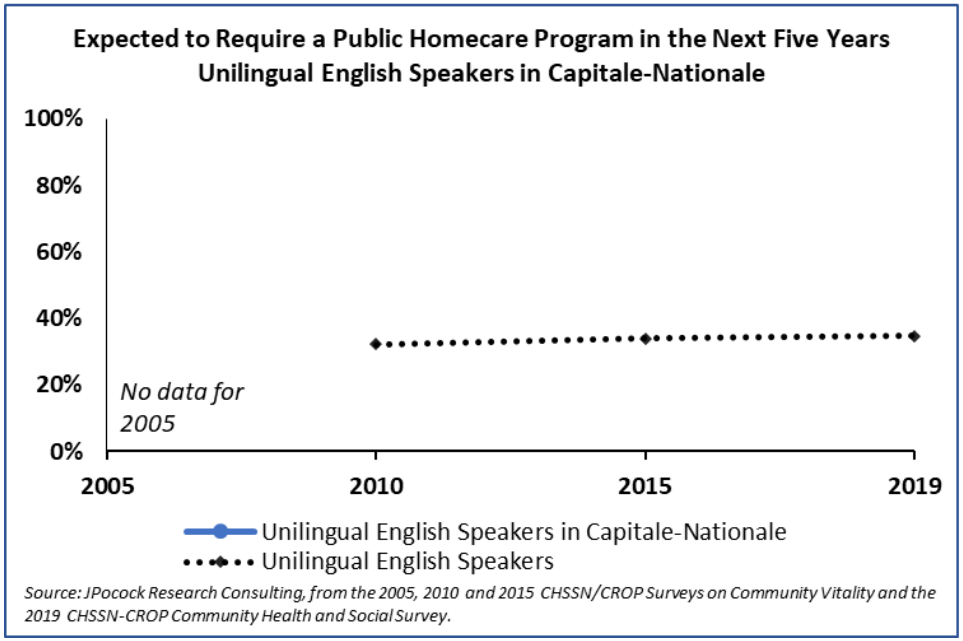
3.9.1 Expected to Require a Public Homecare Program in the Next Five Years – Graphs



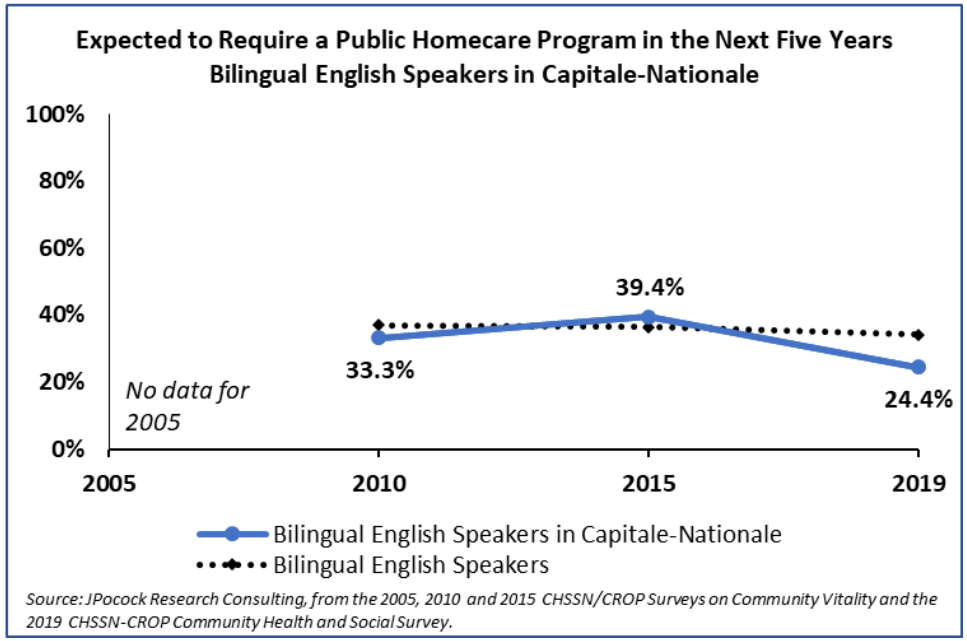
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

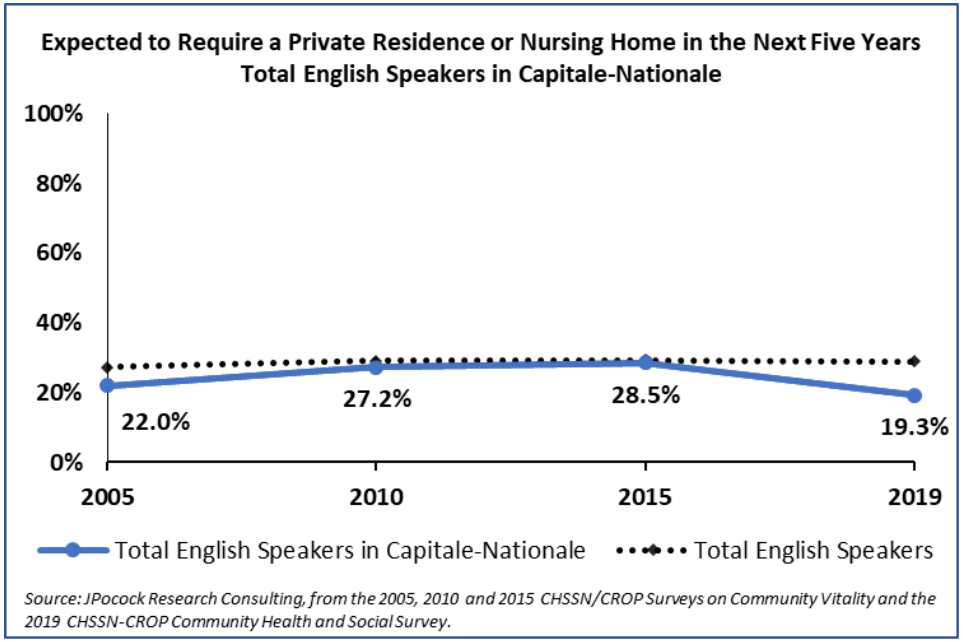
3.10 Private Residence or Nursing Home

3.10.1 Expected to Require a Private Residence or Nursing Home in the Next Five Years

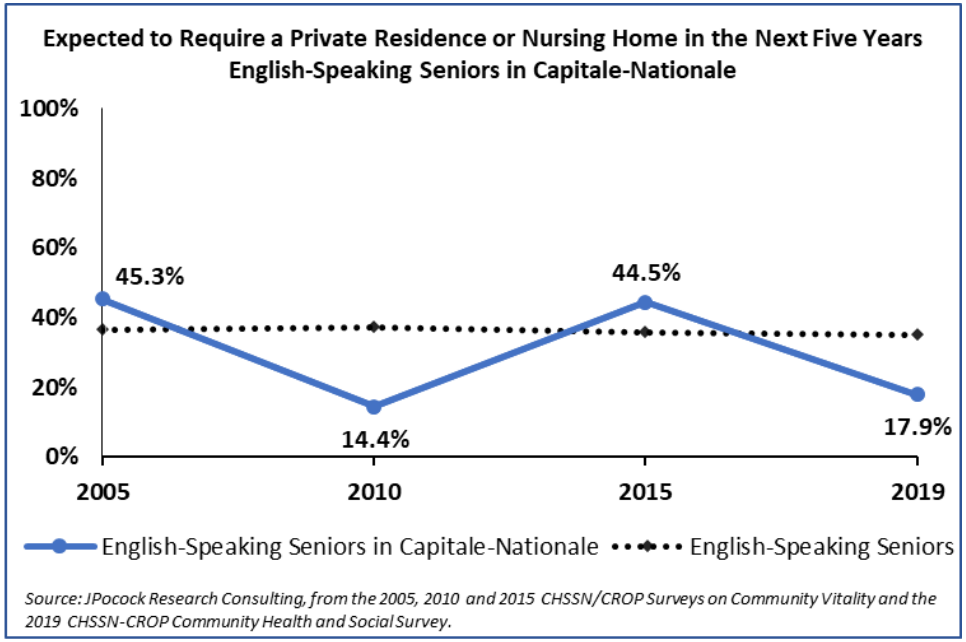
Expected to Require a Private Residence or Nursing Home in the Next Five Years English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	14.4% *(n=49)*	26.3% *(n=33)*	16.6% *(n=28)*	21.2% *(n=83)*	26.7% *(n=1031)*	26.7% *(n=1063)*	27.6% *(n=996)*	28.5% *(n=1076)*
	female	29.6% *(n=60)*	27.6% *(n=54)*	41.3% *(n=40)*	17.3% *(n=100)*	27.9% *(n=1402)*	30.2% *(n=1437)*	31.0% *(n=1523)*	29.2% *(n=1682)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=4)*	15.2% *(n=122)*	15.6% *(n=67)*	6.1% *(n=62)*	22.4% *(n=62)*
	25-44 years	15.7% *(n=29)*	27.8% *(n=18)*	- *(n=8)*	14.3% *(n=23)*	24.1% *(n=871)*	24.2% *(n=667)*	23.5% *(n=461)*	24.3% *(n=330)*
	45-64 years	23.1% *(n=51)*	34.7% *(n=40)*	28.0% *(n=38)*	22.3% *(n=84)*	30.0% *(n=995)*	28.3% *(n=1180)*	36.3% *(n=1245)*	31.1% *(n=1299)*
	65 years and over	45.3% *(n=26)*	14.4% *(n=27)*	44.5% *(n=20)*	17.9% *(n=72)*	36.5% *(n=445)*	37.3% *(n=586)*	35.8% *(n=751)*	35.0% *(n=1067)*
household income	less than $30k	19.0% *(n=21)*	- *(n=6)*	- *(n=5)*	22.9% *(n=21)*	27.5% *(n=453)*	31.5% *(n=382)*	31.6% *(n=374)*	28.1% *(n=373)*
	$30-70k	24.1% *(n=33)*	29.9% *(n=27)*	45.4% *(n=22)*	8.0% *(n=47)*	28.8% *(n=863)*	28.7% *(n=808)*	28.0% *(n=846)*	29.8% *(n=708)*
	$70-100k	27.9% *(n=17)*	41.6% *(n=14)*	27.8% *(n=11)*	45.5% *(n=28)*	23.8% *(n=342)*	28.3% *(n=345)*	29.5% *(n=349)*	27.8% *(n=394)*
	$100k and over	14.0% *(n=13)*	32.4% *(n=20)*	7.6% *(n=26)*	19.4% *(n=44)*	31.5% *(n=335)*	30.9% *(n=428)*	30.6% *(n=543)*	30.7% *(n=627)*
knowledge of English and French	bilingual	23.1% *(n=75)*	28.3% *(n=78)*	28.5% *(n=68)*	19.4% *(n=175)*	26.4% *(n=1318)*	30.9% *(n=1838)*	30.0% *(n=1868)*	28.8% *(n=2134)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=7)*	27.3% *(n=510)*	24.3% *(n=653)*	27.0% *(n=651)*	29.1% *(n=620)*
Total		**22.0%** *(n=109)*	**27.2%** *(n=87)*	**28.5%** *(n=68)*	**19.3%** *(n=183)*	**27.3%** *(n=2433)*	**29.0%** *(n=2500)*	**29.3%** *(n=2519)*	**28.9%** *(n=2758)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.In the 2019 survey, this question was specifically asked about public long-term care institution for seniors.

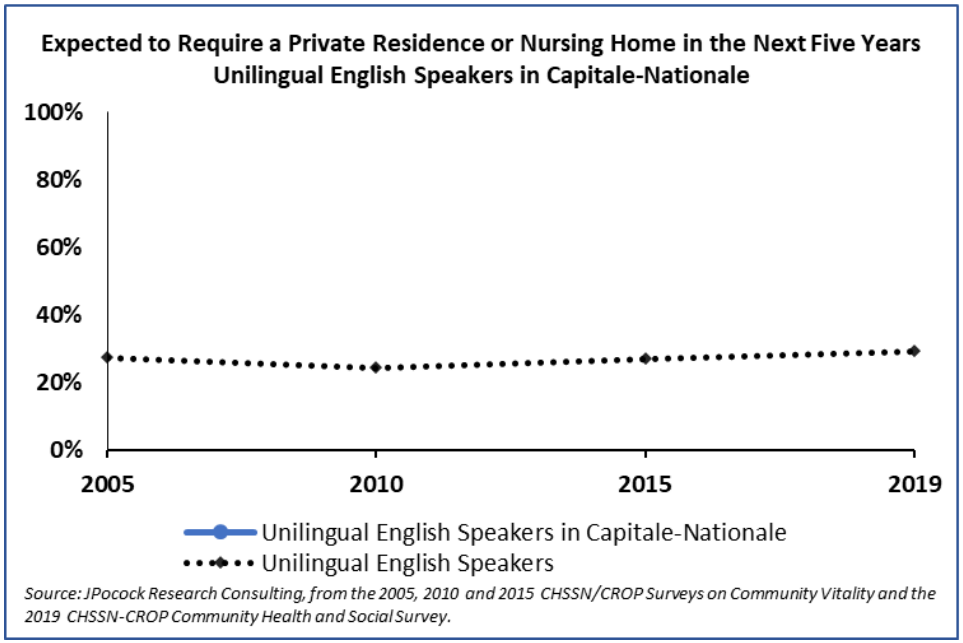
3.10.1 Expected to Require a Private Residence or Nursing Home in the Next Five Years – Graphs



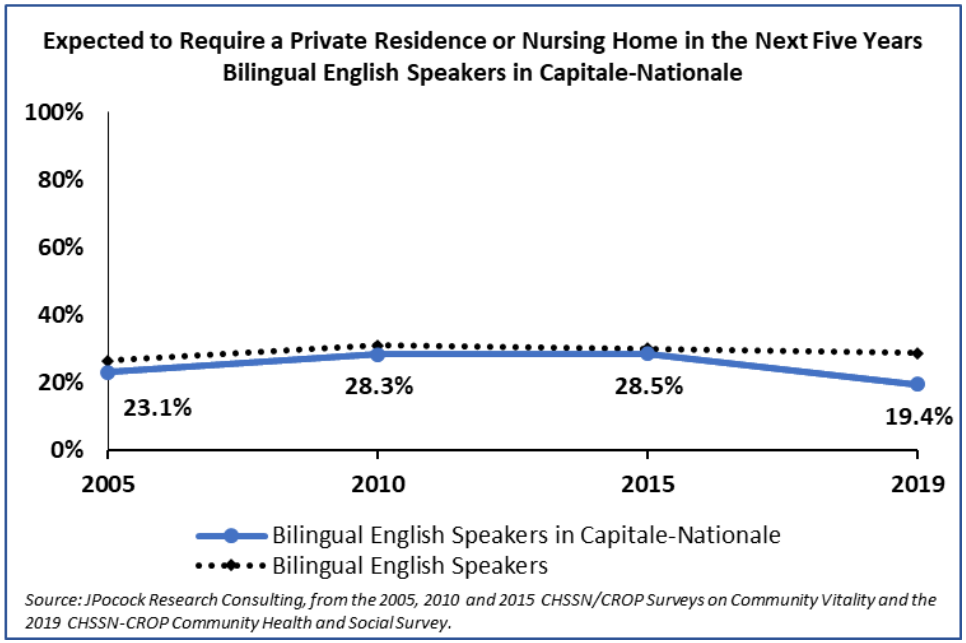
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

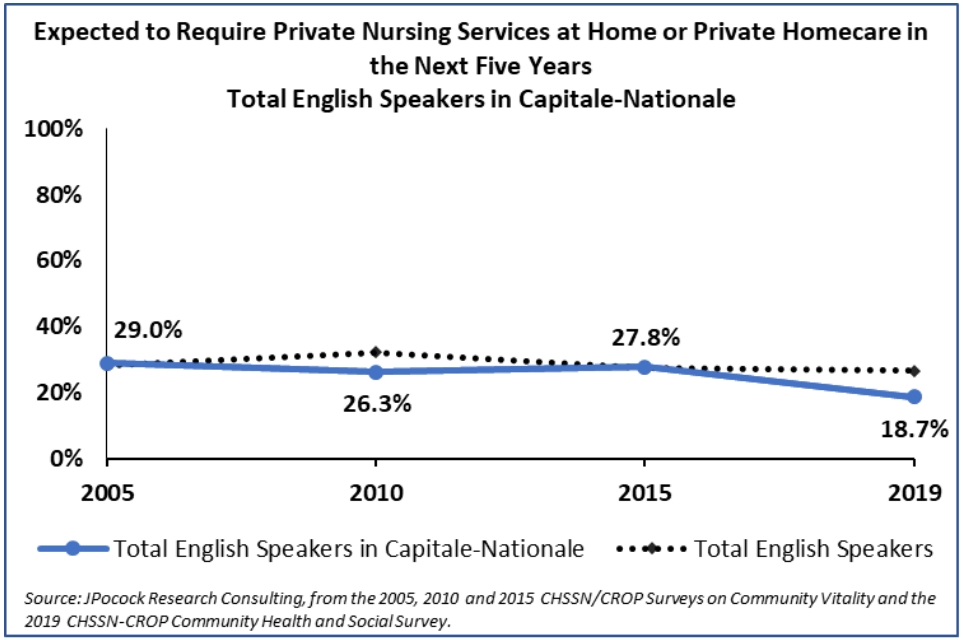
3.11 Private Nursing Services at Home or Private Homecare

3.11.1 Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years

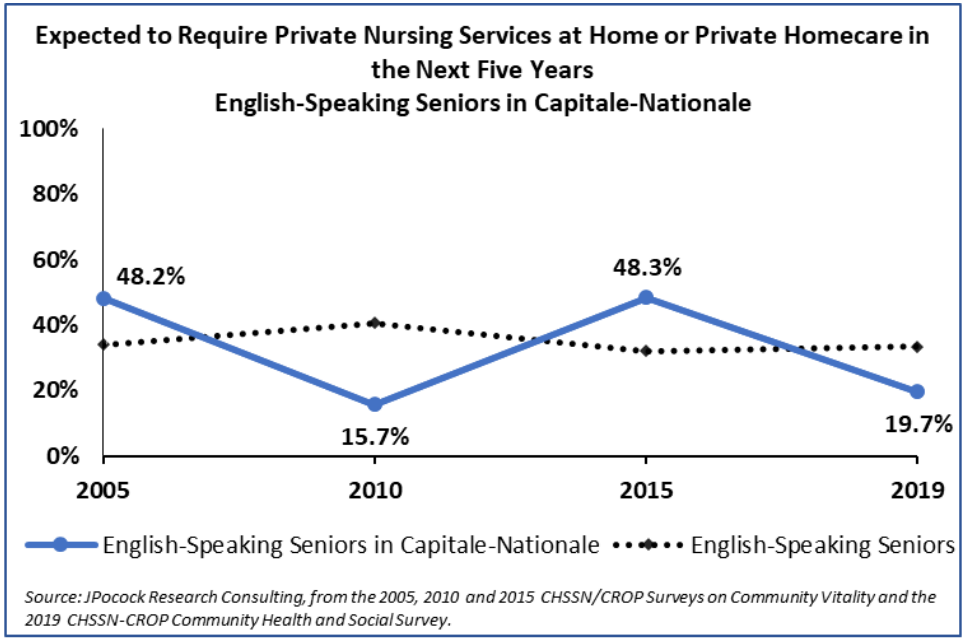
Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	27.6% *(n=51)*	34.1% *(n=33)*	18.8% *(n=28)*	20.4% *(n=83)*	27.8% *(n=1049)*	29.0% *(n=1078)*	27.7% *(n=992)*	28.2% *(n=1068)*
	female	30.4% *(n=59)*	23.7% *(n=57)*	35.9% *(n=41)*	16.8% *(n=97)*	28.9% *(n=1424)*	33.8% *(n=1470)*	26.9% *(n=1540)*	25.2% *(n=1671)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=4)*	24.5% *(n=120)*	23.9% *(n=67)*	11.1% *(n=61)*	33.7% *(n=60)*
	25-44 years	30.4% *(n=30)*	22.2% *(n=18)*	- *(n=8)*	16.4% *(n=23)*	23.7% *(n=876)*	25.7% *(n=676)*	22.5% *(n=465)*	18.5% *(n=324)*
	45-64 years	22.1% *(n=48)*	34.0% *(n=41)*	23.7% *(n=38)*	22.0% *(n=82)*	32.0% *(n=1006)*	31.7% *(n=1201)*	32.9% *(n=1258)*	29.3% *(n=1289)*
	65 years and over	48.2% *(n=29)*	15.7% *(n=29)*	48.3% *(n=21)*	19.7% *(n=71)*	34.1% *(n=471)*	40.6% *(n=604)*	32.0% *(n=748)*	33.5% *(n=1066)*
household income	less than $30k	36.2% *(n=20)*	- *(n=6)*	- *(n=5)*	14.9% *(n=19)*	25.8% *(n=462)*	36.4% *(n=389)*	26.2% *(n=375)*	25.2% *(n=359)*
	$30-70k	24.9% *(n=32)*	32.0% *(n=28)*	38.3% *(n=22)*	12.1% *(n=45)*	29.6% *(n=874)*	31.4% *(n=825)*	25.6% *(n=839)*	23.5% *(n=713)*
	$70-100k	29.1% *(n=16)*	37.2% *(n=14)*	25.5% *(n=11)*	37.9% *(n=28)*	27.3% *(n=348)*	30.2% *(n=347)*	29.8% *(n=349)*	27.0% *(n=393)*
	$100k and over	30.6% *(n=13)*	23.9% *(n=20)*	7.6% *(n=26)*	20.8% *(n=44)*	33.0% *(n=340)*	32.4% *(n=435)*	29.8% *(n=546)*	28.6% *(n=621)*
knowledge of English and French	bilingual	29.0% *(n=75)*	27.7% *(n=81)*	27.8% *(n=69)*	18.7% *(n=173)*	29.2% *(n=1332)*	34.2% *(n=1879)*	28.7% *(n=1875)*	26.8% *(n=2110)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=7)*	24.7% *(n=516)*	26.5% *(n=661)*	22.7% *(n=657)*	26.1% *(n=628)*
Total		**29.0%** *(n=110)*	**26.3%** *(n=90)*	**27.8%** *(n=69)*	**18.7%** *(n=180)*	**28.4%** *(n=2473)*	**32.2%** *(n=2548)*	**27.3%** *(n=2532)*	**26.7%** *(n=2739)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

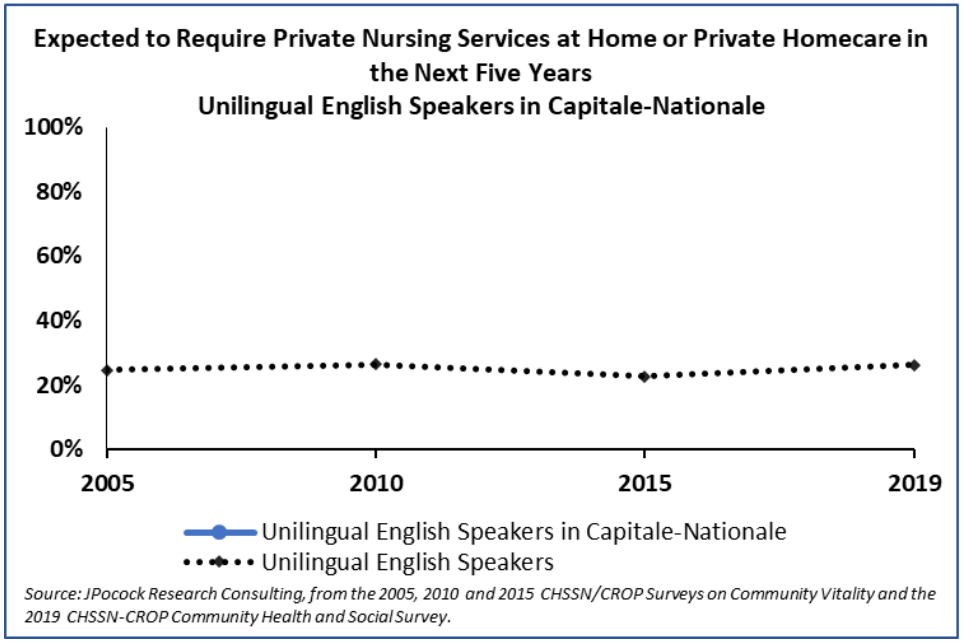
3.11.1 Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years – Graphs



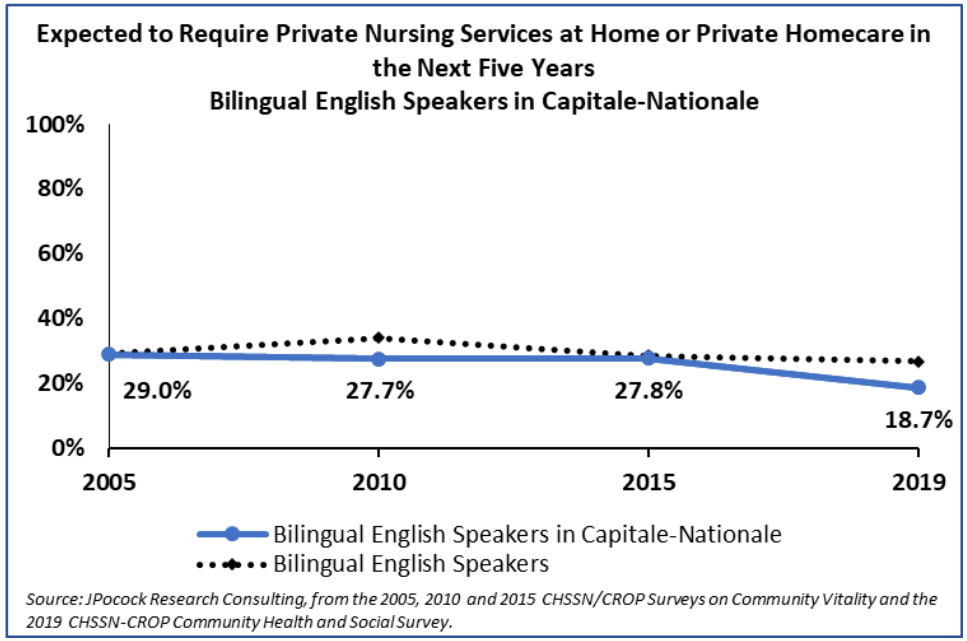
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

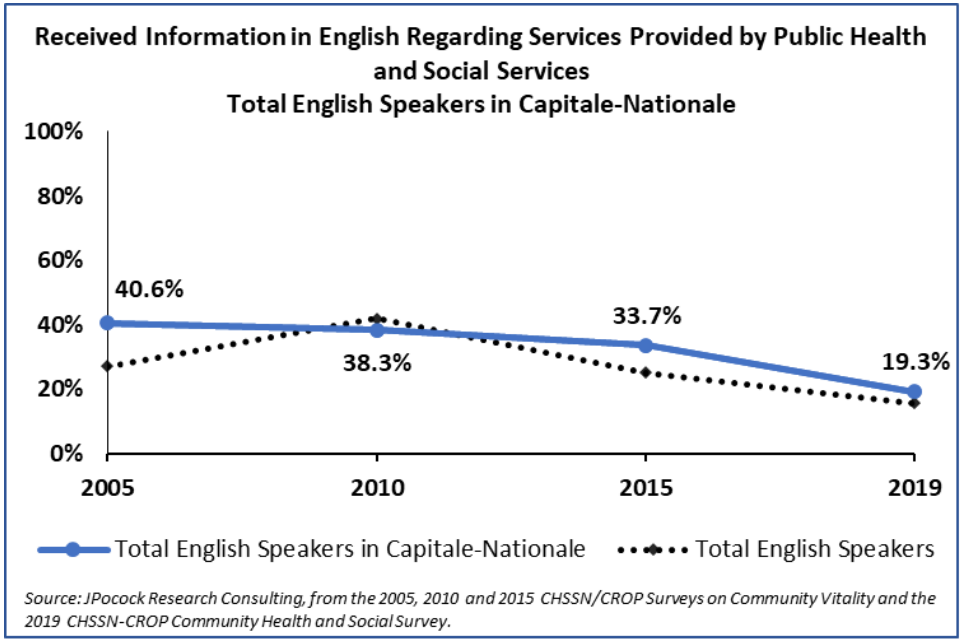
3.12 Received Information in English Regarding Public Health and Social Services

3.12.1 Received Information in English Regarding Services Provided by Public Health and Social Services

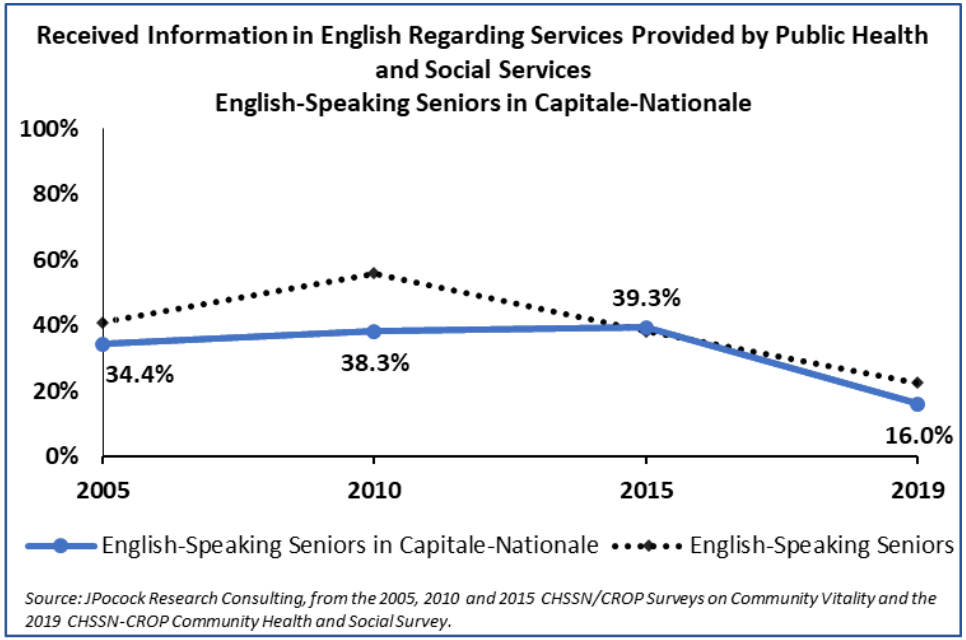
Received Information in English Regarding Services Provided by Public Health and Social Services English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	27.9% *(n=51)*	16.8% *(n=32)*	41.4% *(n=28)*	12.0% *(n=87)*	26.6% *(n=1028)*	39.7% *(n=1047)*	27.5% *(n=1009)*	16.9% *(n=1112)*
	female	53.5% *(n=61)*	44.7% *(n=58)*	26.8% *(n=43)*	27.3% *(n=101)*	27.4% *(n=1409)*	42.9% *(n=1498)*	22.7% *(n=1572)*	14.3% *(n=1787)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	26.4% *(n=113)*	24.7% *(n=64)*	24.9% *(n=63)*	14.2% *(n=58)*
	25-44 years	50.1% *(n=29)*	17.6% *(n=17)*	- *(n=8)*	28.2% *(n=22)*	20.0% *(n=840)*	29.1% *(n=662)*	19.5% *(n=442)*	12.5% *(n=326)*
	45-64 years	31.9% *(n=48)*	41.8% *(n=41)*	42.3% *(n=39)*	10.6% *(n=84)*	28.0% *(n=980)*	41.4% *(n=1166)*	24.0% *(n=1257)*	14.8% *(n=1313)*
	65 years and over	34.4% *(n=32)*	38.3% *(n=30)*	39.3% *(n=22)*	16.0% *(n=77)*	40.9% *(n=504)*	55.9% *(n=653)*	38.2% *(n=819)*	22.4% *(n=1202)*
household income	less than $30k	43.1% *(n=20)*	- *(n=6)*	- *(n=5)*	10.9% *(n=21)*	23.1% *(n=475)*	39.3% *(n=412)*	34.2% *(n=390)*	20.7% *(n=409)*
	$30-70k	32.1% *(n=34)*	42.1% *(n=28)*	30.0% *(n=23)*	9.5% *(n=50)*	28.0% *(n=846)*	44.8% *(n=818)*	25.9% *(n=873)*	18.0% *(n=765)*
	$70-100k	52.9% *(n=16)*	18.2% *(n=13)*	8.1% *(n=11)*	6.9% *(n=29)*	25.7% *(n=335)*	38.8% *(n=336)*	20.7% *(n=339)*	14.0% *(n=398)*
	$100k and over	63.6% *(n=13)*	43.2% *(n=19)*	38.0% *(n=26)*	40.9% *(n=43)*	25.7% *(n=318)*	42.7% *(n=417)*	19.1% *(n=529)*	14.5% *(n=616)*
knowledge of English and French	bilingual	48.2% *(n=76)*	35.6% *(n=81)*	33.7% *(n=71)*	19.8% *(n=179)*	27.6% *(n=1311)*	40.3% *(n=1842)*	23.6% *(n=1895)*	14.2% *(n=2198)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=8)*	23.2% *(n=530)*	45.8% *(n=693)*	29.9% *(n=686)*	20.3% *(n=697)*
Total		**40.6%** *(n=112)*	**38.3%** *(n=90)*	**33.7%** *(n=71)*	**19.3%** *(n=188)*	**27.0%** *(n=2437)*	**41.9%** *(n=2545)*	**25.1%** *(n=2581)*	**15.5%** *(n=2899)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

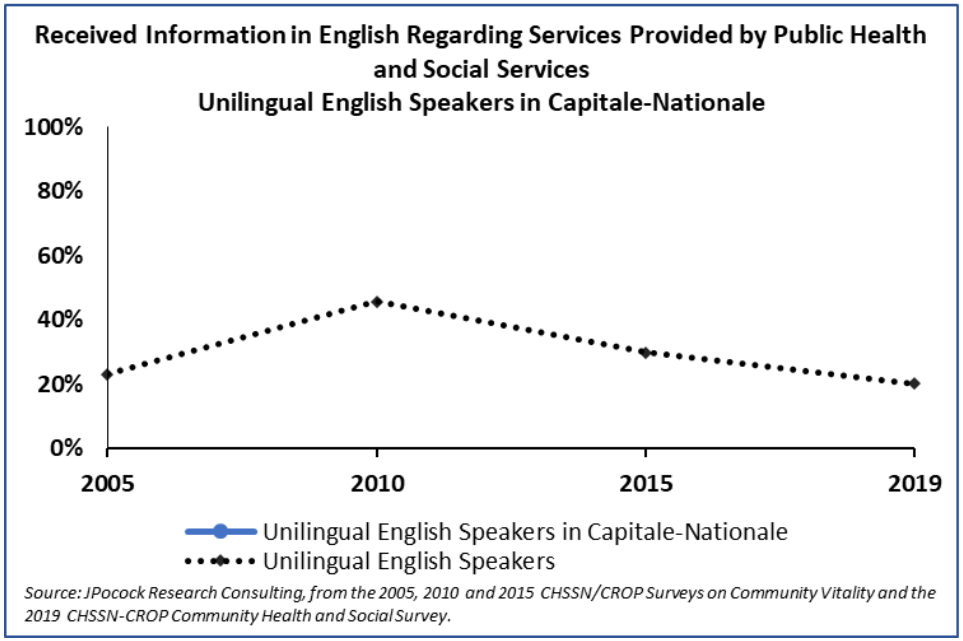
3.12.1 Received Information in English Regarding Services Provided by Public Health and Social Services – Graphs



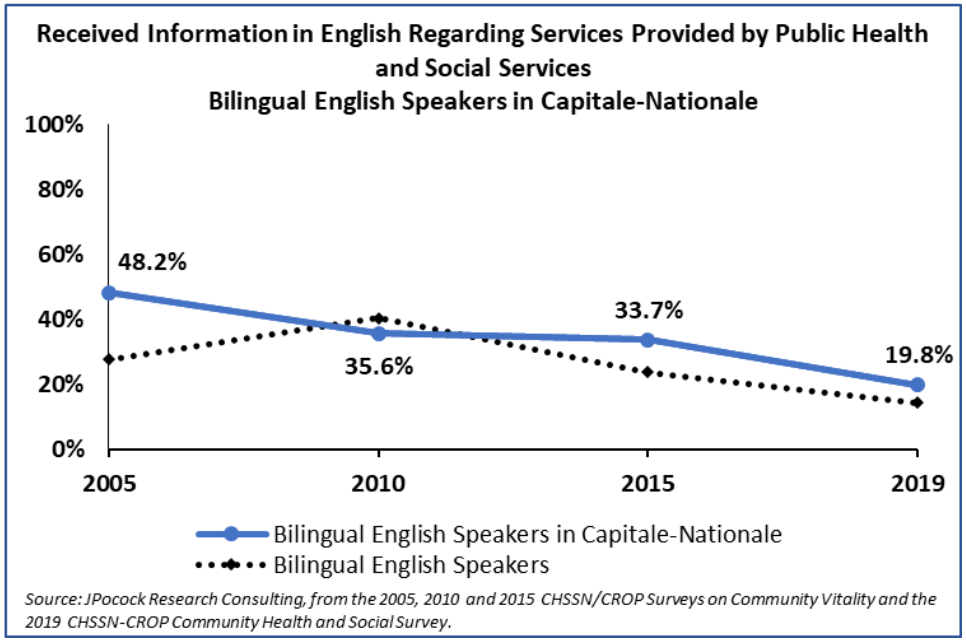
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



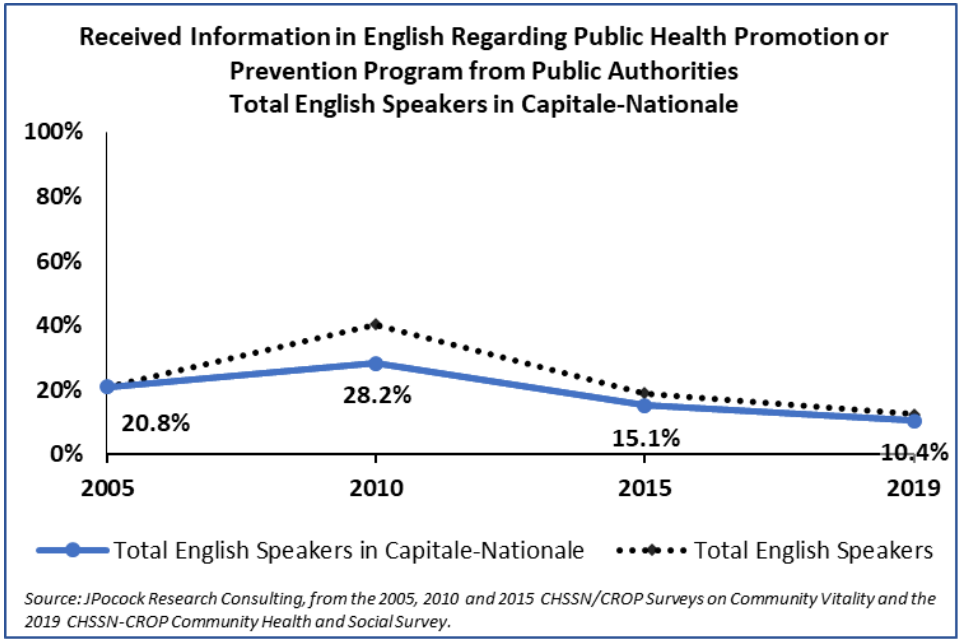
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities

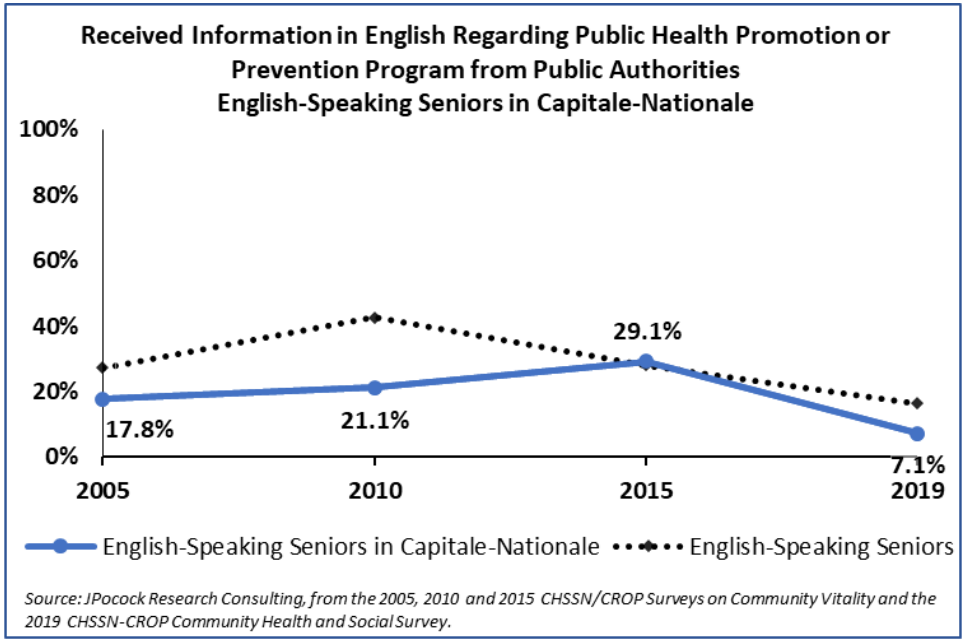
Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	21.1% *(n=50)*	14.4% *(n=33)*	14.7% *(n=27)*	8.5% *(n=88)*	21.2% *(n=1022)*	41.7% *(n=1055)*	18.5% *(n=1014)*	11.5% *(n=1126)*
	female	20.6% *(n=61)*	32.5% *(n=57)*	15.5% *(n=40)*	12.4% *(n=103)*	20.6% *(n=1416)*	39.7% *(n=1492)*	19.5% *(n=1562)*	13.2% *(n=1787)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	12.1% *(n=112)*	28.1% *(n=67)*	14.5% *(n=62)*	14.5% *(n=58)*
	25-44 years	20.7% *(n=30)*	5.9% *(n=17)*	- *(n=7)*	9.8% *(n=23)*	16.8% *(n=825)*	32.3% *(n=656)*	14.9% *(n=445)*	9.8% *(n=329)*
	45-64 years	20.3% *(n=47)*	36.6% *(n=41)*	12.6% *(n=38)*	11.9% *(n=86)*	24.1% *(n=988)*	42.0% *(n=1180)*	19.2% *(n=1250)*	12.3% *(n=1314)*
	65 years and over	17.8% *(n=31)*	21.1% *(n=30)*	29.1% *(n=20)*	7.1% *(n=77)*	27.3% *(n=513)*	42.6% *(n=644)*	28.1% *(n=819)*	16.4% *(n=1212)*
household income	less than $30k	17.0% *(n=21)*	- *(n=6)*	- *(n=4)*	14.3% *(n=22)*	17.1% *(n=474)*	31.9% *(n=406)*	21.5% *(n=392)*	14.6% *(n=415)*
	$30-70k	17.1% *(n=35)*	18.3% *(n=27)*	25.9% *(n=23)*	5.0% *(n=51)*	21.1% *(n=858)*	42.8% *(n=821)*	16.5% *(n=868)*	13.1% *(n=772)*
	$70-100k	46.8% *(n=17)*	26.5% *(n=15)*	5.8% *(n=11)*	6.4% *(n=29)*	22.5% *(n=336)*	41.5% *(n=338)*	21.6% *(n=342)*	11.8% *(n=394)*
	$100k and over	19.4% *(n=11)*	40.2% *(n=19)*	11.2% *(n=24)*	18.0% *(n=44)*	25.8% *(n=316)*	47.4% *(n=413)*	19.3% *(n=531)*	12.2% *(n=624)*
knowledge of English and French	bilingual	21.2% *(n=76)*	30.4% *(n=82)*	15.1% *(n=67)*	10.7% *(n=181)*	21.3% *(n=1307)*	40.9% *(n=1861)*	17.9% *(n=1891)*	12.2% *(n=2214)*
	unilingual English	- *(n=8)*	- *(n=8)*	- *(n=)*	- *(n=9)*	18.2% *(n=528)*	38.3% *(n=678)*	22.7% *(n=685)*	13.1% *(n=695)*
Total		**20.8%** *(n=111)*	**28.2%** *(n=90)*	**15.1%** *(n=67)*	**10.4%** *(n=191)*	**20.9%** *(n=2438)*	**40.4%** *(n=2547)*	**19.0%** *(n=2576)*	**12.4%** *(n=2913)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

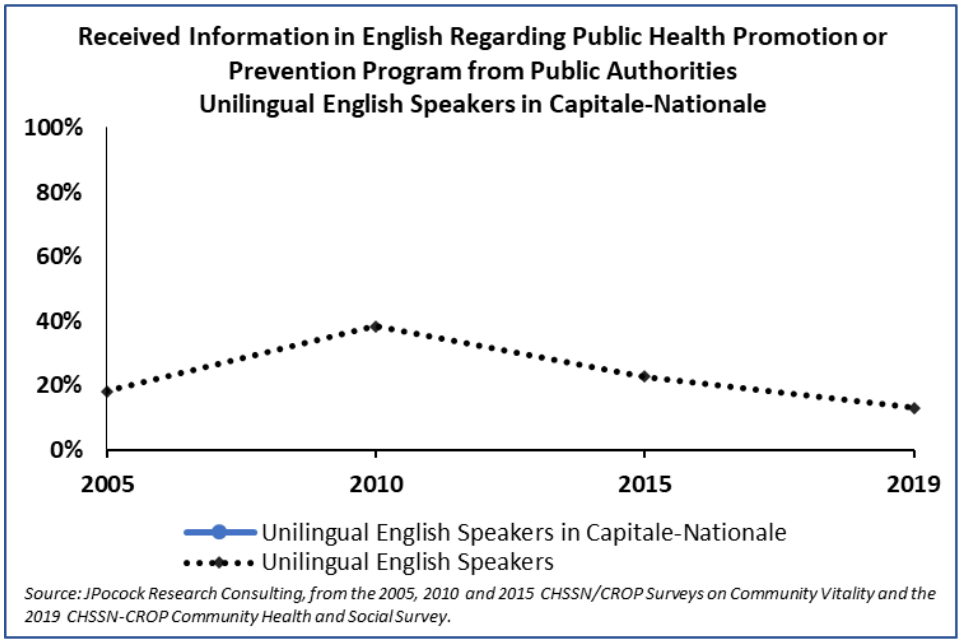
3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities – Graphs



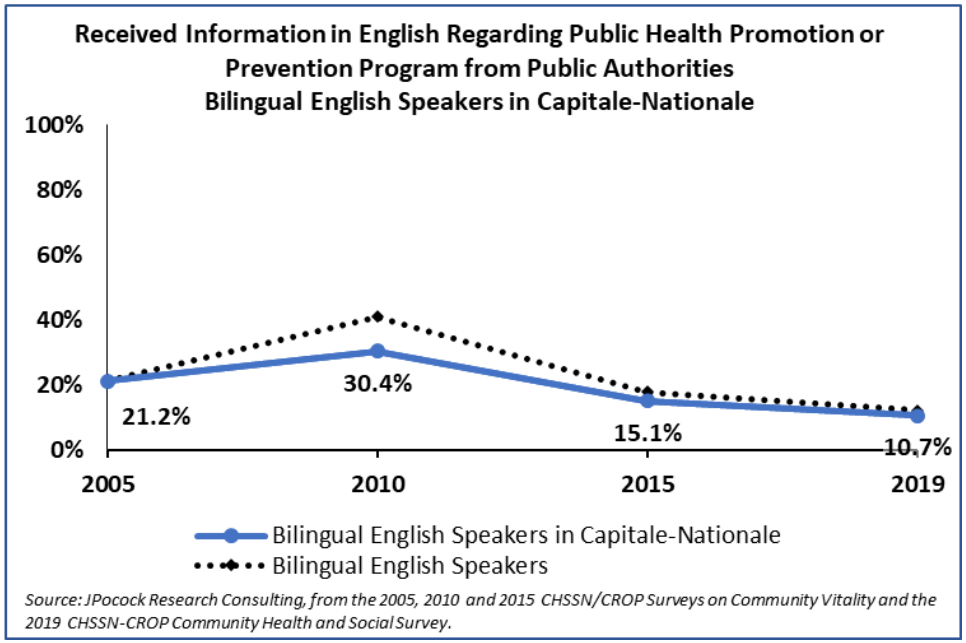
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



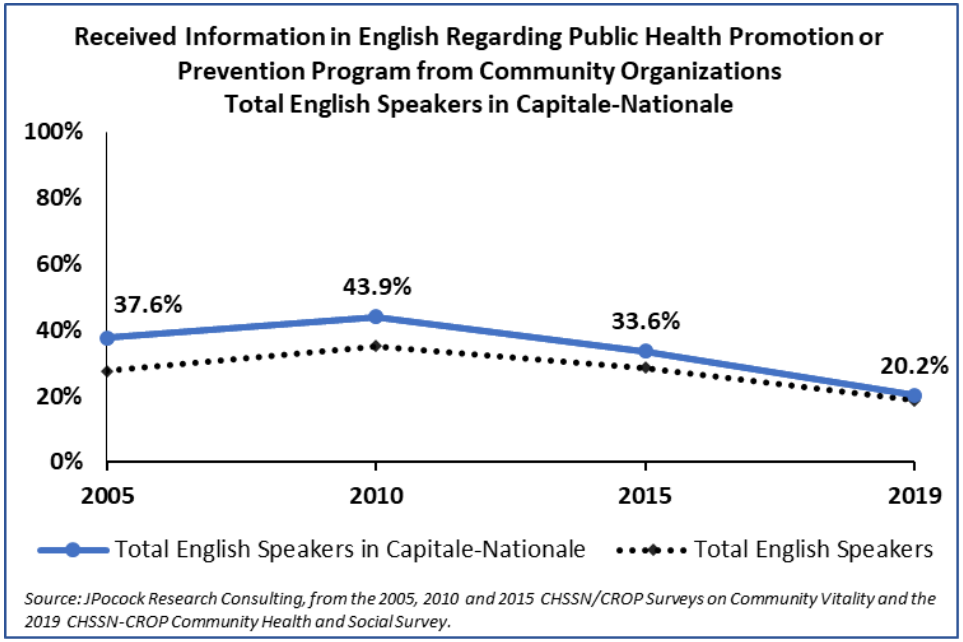
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.12.3 Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations

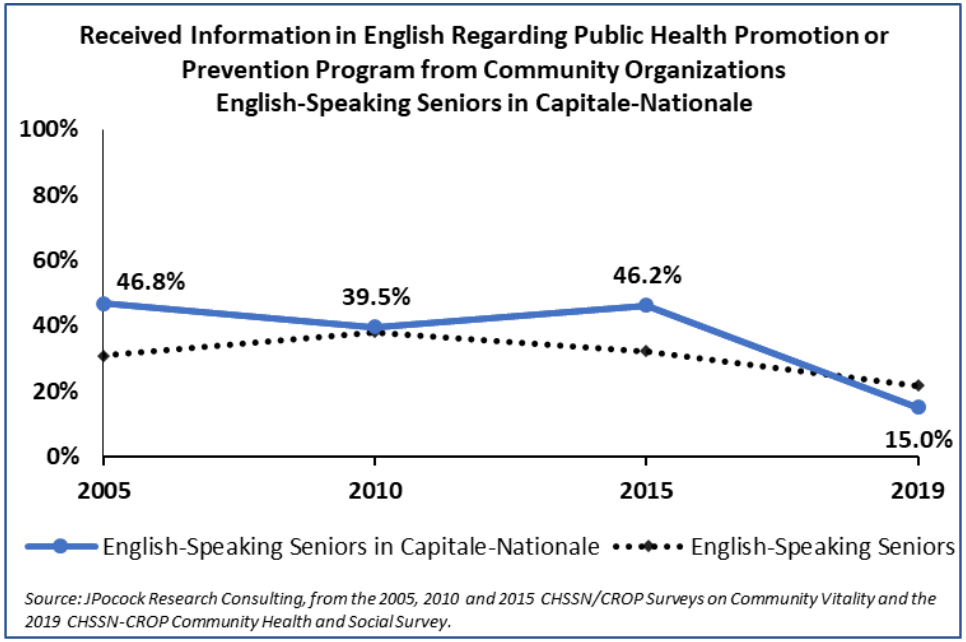
Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	32.9% *(n=54)*	22.1% *(n=34)*	24.2% *(n=27)*	18.0% *(n=89)*	29.2% *(n=1045)*	33.8% *(n=1067)*	26.2% *(n=1024)*	18.1% *(n=1133)*
	female	42.4% *(n=64)*	50.9% *(n=59)*	41.8% *(n=43)*	22.5% *(n=105)*	25.8% *(n=1447)*	35.6% *(n=1491)*	30.6% *(n=1590)*	19.3% *(n=1797)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=5)*	25.4% *(n=111)*	23.1% *(n=68)*	33.2% *(n=63)*	15.6% *(n=58)*
	25-44 years	33.1% *(n=30)*	33.3% *(n=18)*	- *(n=7)*	25.1% *(n=23)*	26.8% *(n=848)*	29.2% *(n=662)*	27.6% *(n=451)*	16.8% *(n=328)*
	45-64 years	38.9% *(n=51)*	48.8% *(n=42)*	30.1% *(n=39)*	18.8% *(n=86)*	27.1% *(n=1013)*	35.8% *(n=1185)*	26.5% *(n=1273)*	19.4% *(n=1324)*
	65 years and over	46.8% *(n=34)*	39.5% *(n=31)*	46.2% *(n=22)*	15.0% *(n=80)*	30.9% *(n=520)*	38.0% *(n=643)*	32.3% *(n=827)*	21.7% *(n=1220)*
household income	less than $30k	32.1% *(n=22)*	- *(n=6)*	- *(n=5)*	5.0% *(n=22)*	25.0% *(n=483)*	30.3% *(n=408)*	33.0% *(n=397)*	24.4% *(n=415)*
	$30-70k	37.6% *(n=36)*	45.1% *(n=28)*	30.5% *(n=23)*	7.5% *(n=52)*	26.1% *(n=877)*	34.3% *(n=819)*	27.5% *(n=881)*	20.3% *(n=774)*
	$70-100k	60.0% *(n=17)*	35.8% *(n=15)*	32.4% *(n=11)*	35.6% *(n=29)*	30.9% *(n=340)*	37.7% *(n=346)*	31.6% *(n=345)*	20.5% *(n=398)*
	$100k and over	28.3% *(n=13)*	57.5% *(n=20)*	20.2% *(n=25)*	26.9% *(n=44)*	31.4% *(n=326)*	41.3% *(n=421)*	27.8% *(n=540)*	18.3% *(n=623)*
knowledge of English and French	bilingual	42.8% *(n=81)*	46.5% *(n=84)*	33.6% *(n=70)*	20.6% *(n=184)*	29.3% *(n=1329)*	35.9% *(n=1868)*	28.0% *(n=1924)*	18.3% *(n=2224)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=9)*	24.7% *(n=543)*	32.5% *(n=681)*	30.0% *(n=690)*	20.4% *(n=703)*
Total		**37.6%** *(n=118)*	**43.9%** *(n=93)*	**33.6%** *(n=70)*	**20.2%** *(n=194)*	**27.5%** *(n=2492)*	**35.0%** *(n=2558)*	**28.5%** *(n=2614)*	**18.8%** *(n=2930)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

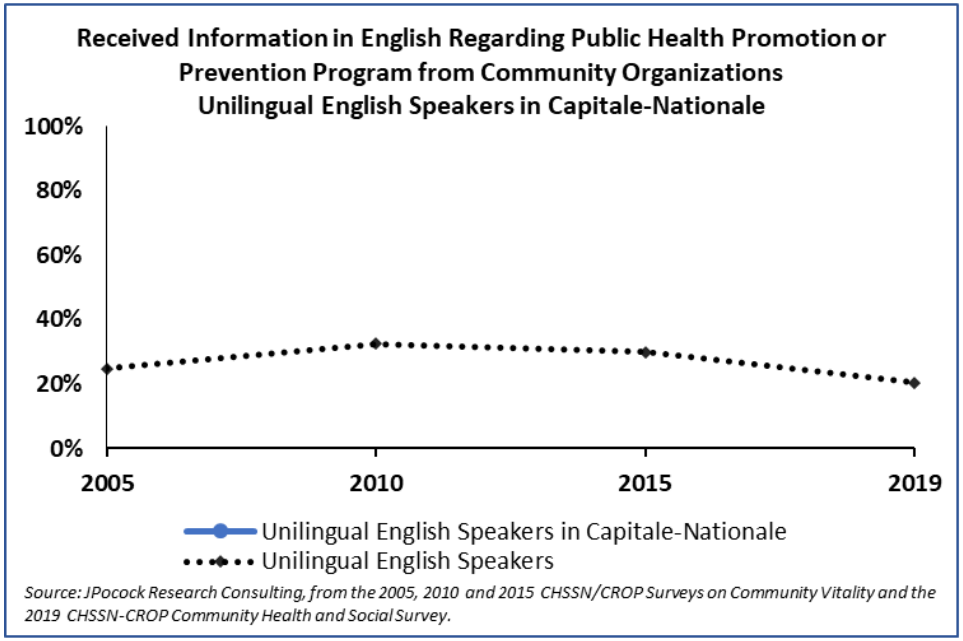
3.12.3 Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations – Graphs



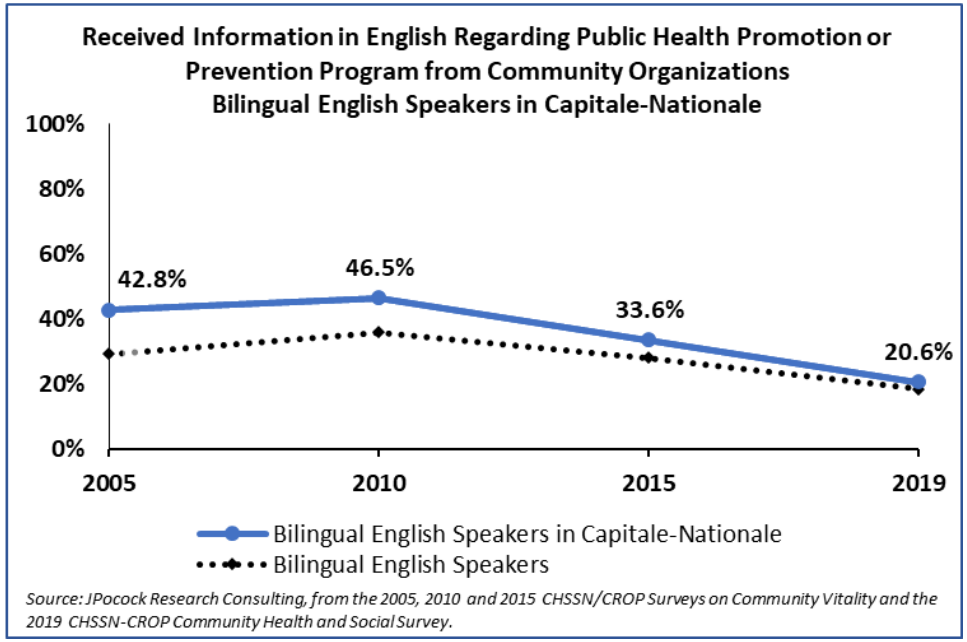
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



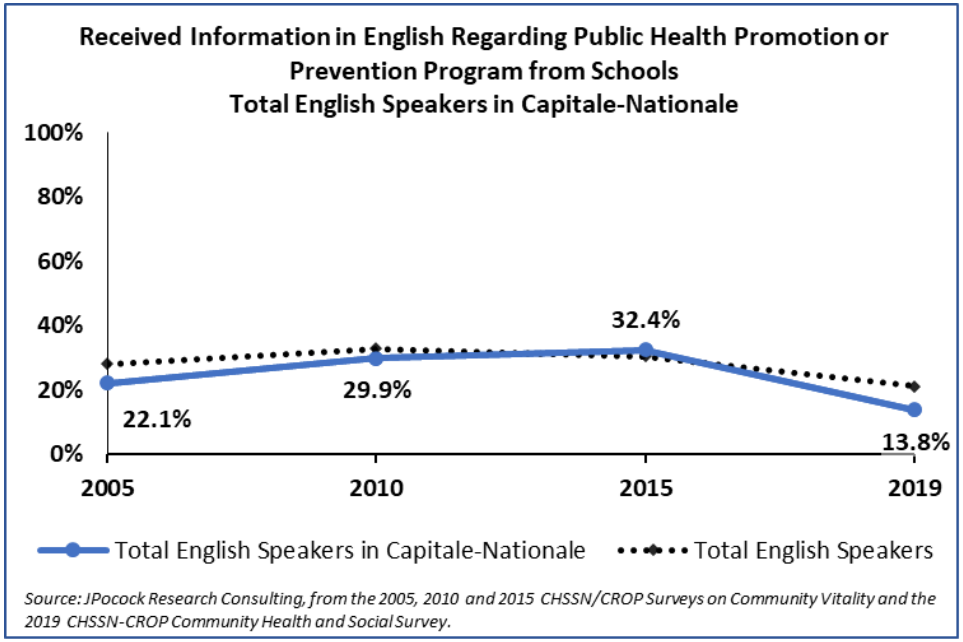
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools

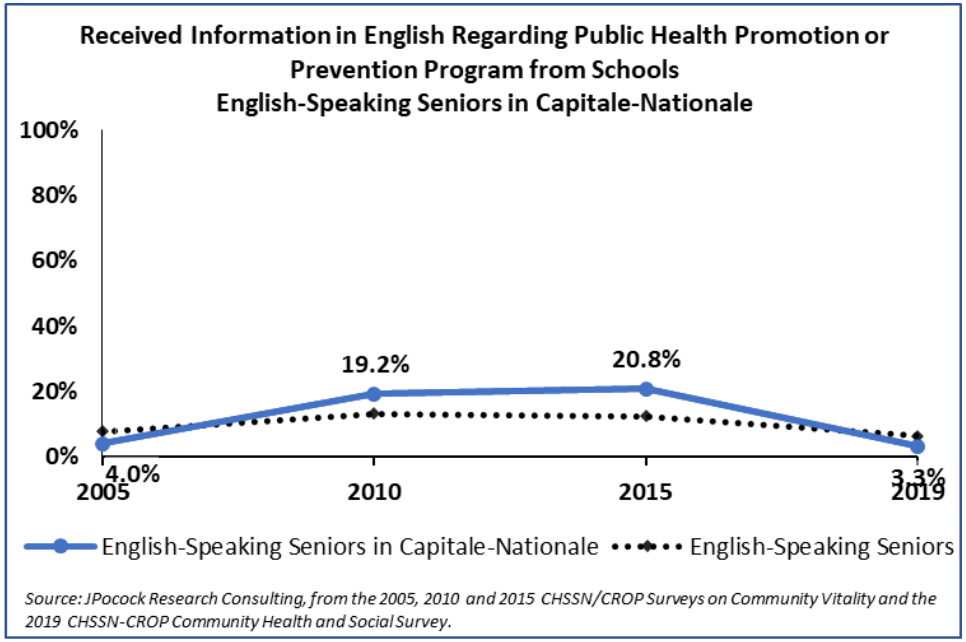
Received Information in English Regarding Public Health Promotion or Prevention Program from Schools English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	22.9% *(n=54)*	33.8% *(n=33)*	46.6% *(n=28)*	16.2% *(n=88)*	28.6% *(n=1075)*	31.4% *(n=1090)*	28.2% *(n=1027)*	20.1% *(n=1154)*
	female	21.2% *(n=62)*	28.6% *(n=60)*	19.6% *(n=42)*	11.2% *(n=102)*	27.4% *(n=1464)*	33.5% *(n=1524)*	32.8% *(n=1579)*	22.3% *(n=1830)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=4)*	41.3% *(n=122)*	64.2% *(n=70)*	46.3% *(n=61)*	43.9% *(n=62)*
	25-44 years	18.1% *(n=29)*	70.6% *(n=17)*	- *(n=8)*	13.5% *(n=23)*	35.9% *(n=871)*	44.2% *(n=672)*	39.9% *(n=455)*	28.9% *(n=337)*
	45-64 years	30.8% *(n=51)*	30.4% *(n=43)*	32.9% *(n=38)*	18.3% *(n=86)*	25.9% *(n=1017)*	35.2% *(n=1216)*	27.5% *(n=1268)*	18.4% *(n=1346)*
	65 years and over	4.0% *(n=33)*	19.2% *(n=31)*	20.8% *(n=22)*	3.3% *(n=77)*	7.9% *(n=529)*	13.2% *(n=656)*	12.5% *(n=822)*	6.5% *(n=1239)*
household income	less than $30k	10.7% *(n=22)*	- *(n=6)*	- *(n=5)*	16.1% *(n=21)*	23.5% *(n=495)*	23.9% *(n=417)*	28.3% *(n=396)*	11.8% *(n=419)*
	$30-70k	14.7% *(n=36)*	26.6% *(n=28)*	14.8% *(n=23)*	16.7% *(n=50)*	26.7% *(n=880)*	31.6% *(n=837)*	25.3% *(n=874)*	19.7% *(n=788)*
	$70-100k	65.4% *(n=16)*	37.4% *(n=15)*	- *(n=10)*	23.6% *(n=29)*	37.0% *(n=349)*	41.8% *(n=354)*	32.6% *(n=344)*	23.6% *(n=403)*
	$100k and over	16.6% *(n=13)*	49.7% *(n=20)*	58.6% *(n=26)*	11.9% *(n=44)*	36.1% *(n=335)*	40.8% *(n=424)*	38.6% *(n=545)*	28.8% *(n=640)*
knowledge of English and French	bilingual	21.2% *(n=80)*	32.0% *(n=84)*	32.4% *(n=70)*	14.2% *(n=181)*	29.4% *(n=1355)*	34.8% *(n=1901)*	32.7% *(n=1917)*	23.0% *(n=2266)*
	unilingual English	- *(n=8)*	- *(n=9)*	- *(n=)*	- *(n=8)*	25.1% *(n=551)*	27.2% *(n=704)*	23.4% *(n=689)*	14.8% *(n=714)*
Total		**22.1%** *(n=116)*	**29.9%** *(n=93)*	**32.4%** *(n=70)*	**13.8%** *(n=190)*	**28.0%** *(n=2539)*	**32.8%** *(n=2614)*	**30.5%** *(n=2606)*	**21.2%** *(n=2984)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

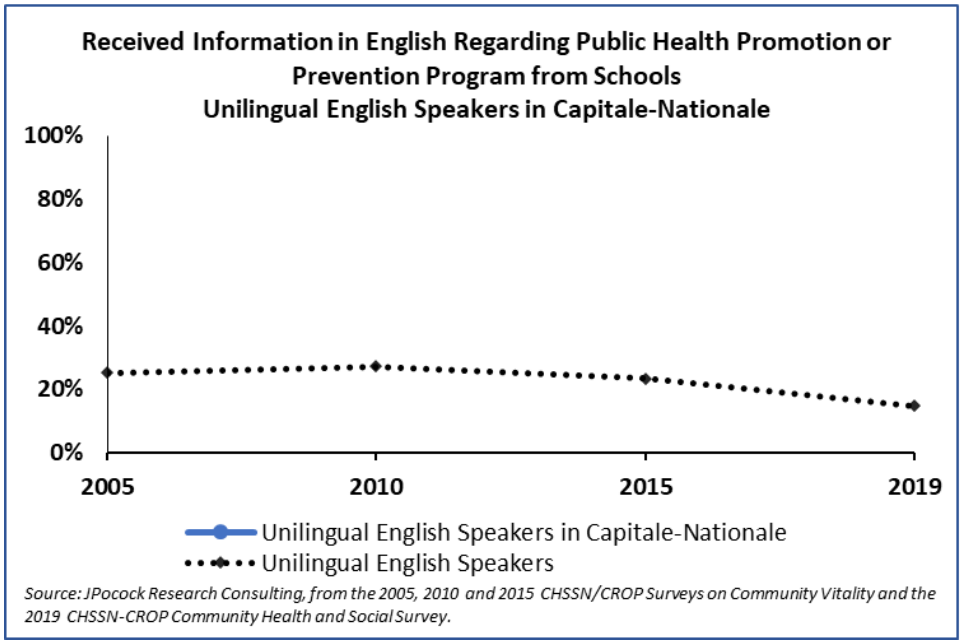
3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools – Graphs



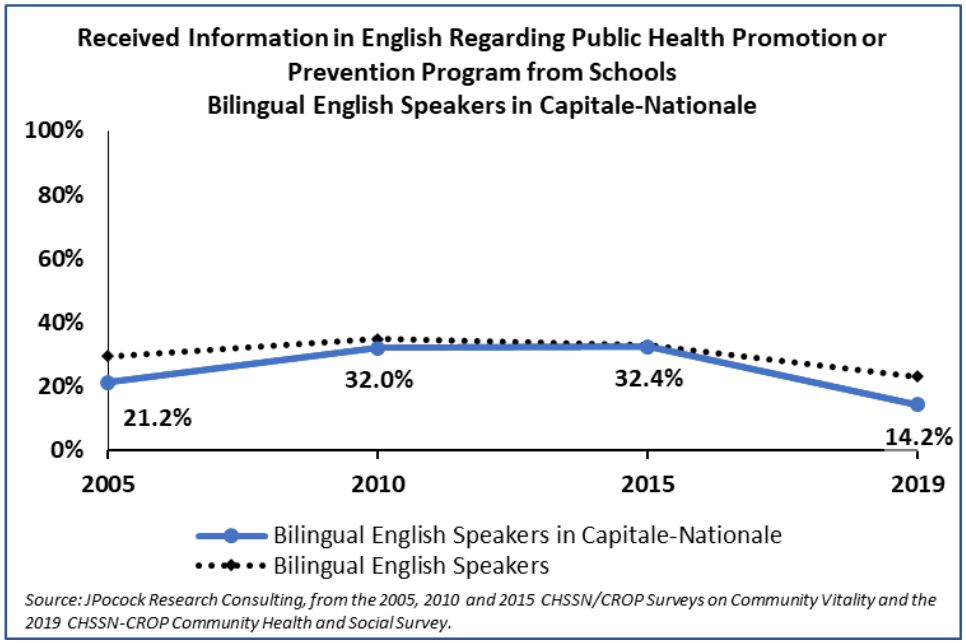
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



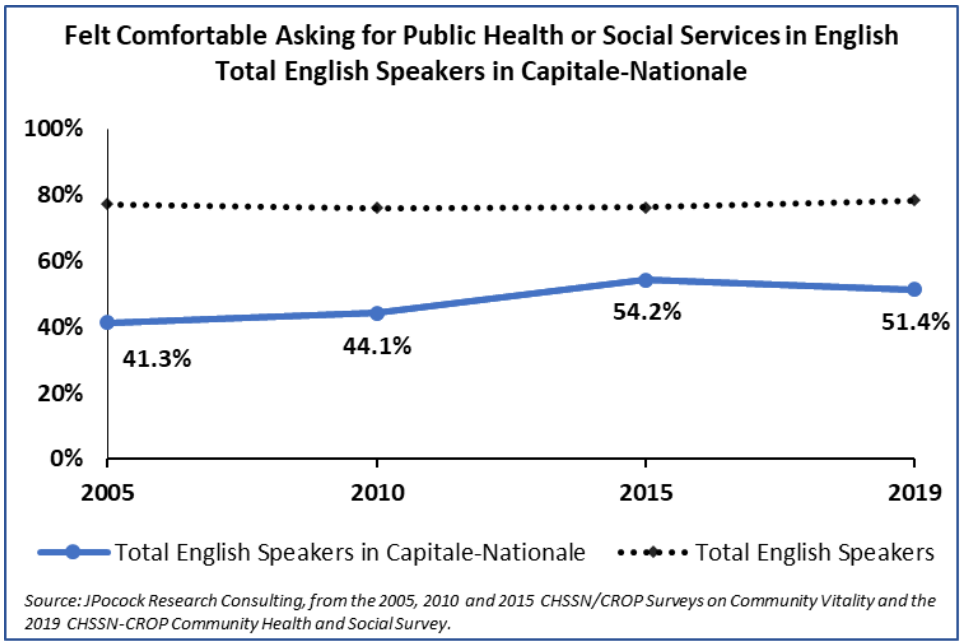
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.13 Comfortable Asking for Health or Social Services in English

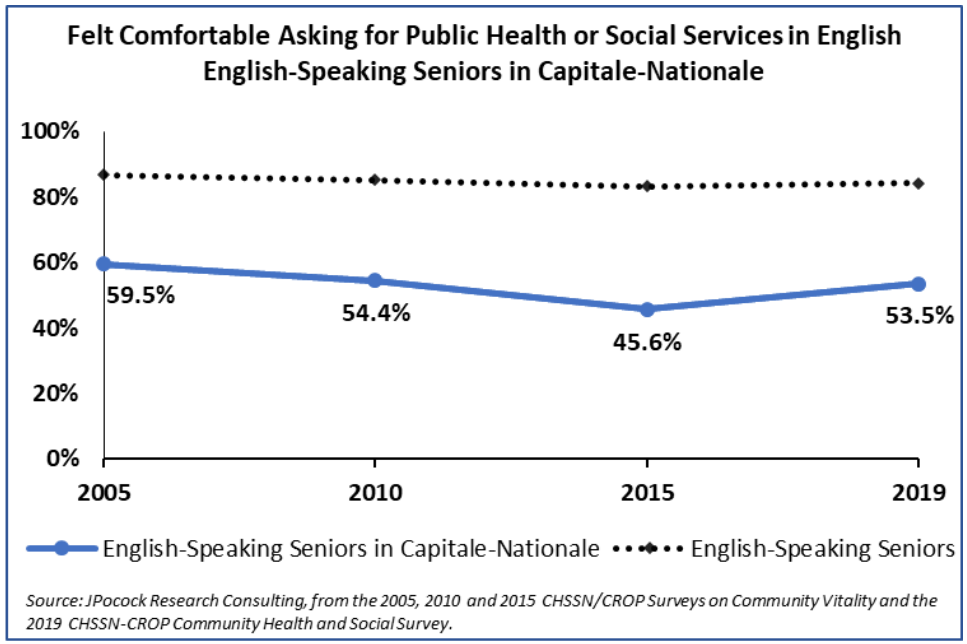
Felt Comfortable Asking for Public Health or Social Services in English English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	35.0% *(n=53)*	45.6% *(n=33)*	54.1% *(n=28)*	47.6% *(n=86)*	76.8% *(n=1097)*	75.8% *(n=1126)*	77.3% *(n=1053)*	79.8% *(n=1170)*
	female	47.5% *(n=64)*	43.6% *(n=60)*	54.4% *(n=42)*	55.3% *(n=104)*	77.5% *(n=1491)*	76.1% *(n=1559)*	75.0% *(n=1626)*	77.1% *(n=1849)*
age	18-24 years	- *(n=3)*	- *(n=1)*	- *(n=2)*	- *(n=5)*	73.3% *(n=125)*	71.8% *(n=69)*	81.9% *(n=64)*	91.3% *(n=64)*
	25-44 years	43.9% *(n=29)*	38.9% *(n=18)*	- *(n=8)*	53.9% *(n=22)*	75.6% *(n=888)*	68.9% *(n=691)*	75.2% *(n=467)*	76.5% *(n=337)*
	45-64 years	28.9% *(n=51)*	38.3% *(n=43)*	69.9% *(n=38)*	50.2% *(n=84)*	75.3% *(n=1040)*	75.3% *(n=1244)*	72.5% *(n=1303)*	74.5% *(n=1360)*
	65 years and over	59.5% *(n=34)*	54.4% *(n=31)*	45.6% *(n=22)*	53.5% *(n=79)*	86.7% *(n=535)*	85.2% *(n=681)*	83.3% *(n=845)*	84.3% *(n=1258)*
household income	less than $30k	52.0% *(n=22)*	- *(n=6)*	- *(n=4)*	52.3% *(n=22)*	79.1% *(n=496)*	77.8% *(n=426)*	81.2% *(n=401)*	84.2% *(n=422)*
	$30-70k	35.3% *(n=35)*	35.1% *(n=28)*	60.5% *(n=23)*	67.7% *(n=50)*	78.3% *(n=903)*	76.7% *(n=858)*	75.0% *(n=902)*	76.6% *(n=786)*
	$70-100k	23.0% *(n=17)*	20.2% *(n=15)*	47.5% *(n=11)*	42.1% *(n=28)*	73.0% *(n=356)*	72.3% *(n=360)*	71.0% *(n=356)*	75.7% *(n=411)*
	$100k and over	64.7% *(n=13)*	48.4% *(n=20)*	45.9% *(n=26)*	49.7% *(n=45)*	74.9% *(n=344)*	72.6% *(n=437)*	73.0% *(n=559)*	77.3% *(n=646)*
knowledge of English and French	bilingual	46.5% *(n=80)*	40.5% *(n=84)*	54.2% *(n=70)*	51.3% *(n=181)*	72.1% *(n=1386)*	71.5% *(n=1944)*	74.1% *(n=1964)*	76.4% *(n=2293)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=8)*	87.3% *(n=557)*	87.5% *(n=730)*	82.9% *(n=715)*	85.6% *(n=721)*
Total		**41.3%** *(n=117)*	**44.1%** *(n=93)*	**54.2%** *(n=70)*	**51.4%** *(n=190)*	**77.1%** *(n=2588)*	**76.0%** *(n=2685)*	**76.1%** *(n=2679)*	**78.4%** *(n=3019)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

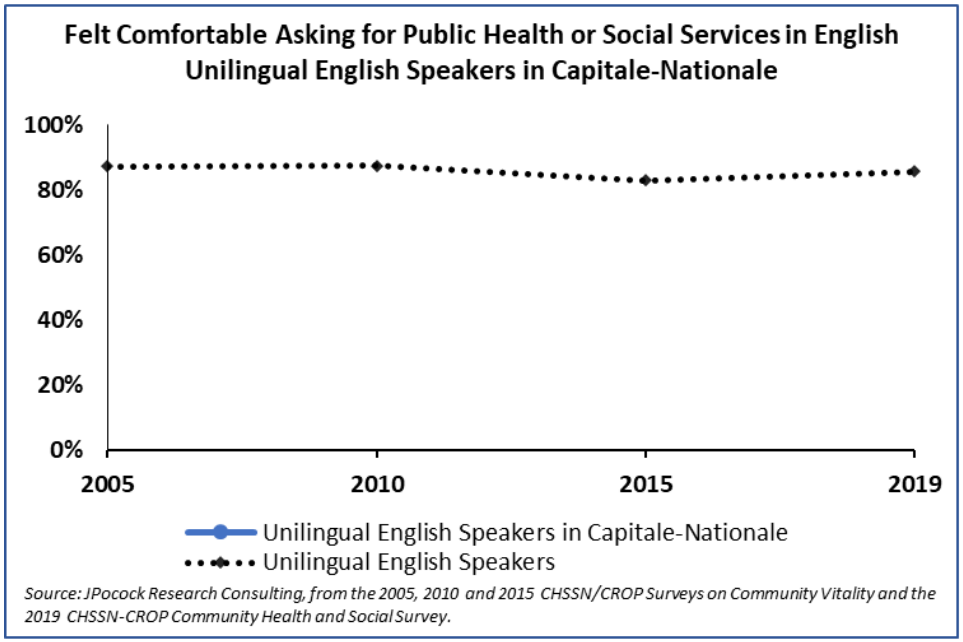
3.13 Comfortable Asking for Health or Social Services in English – Graphs



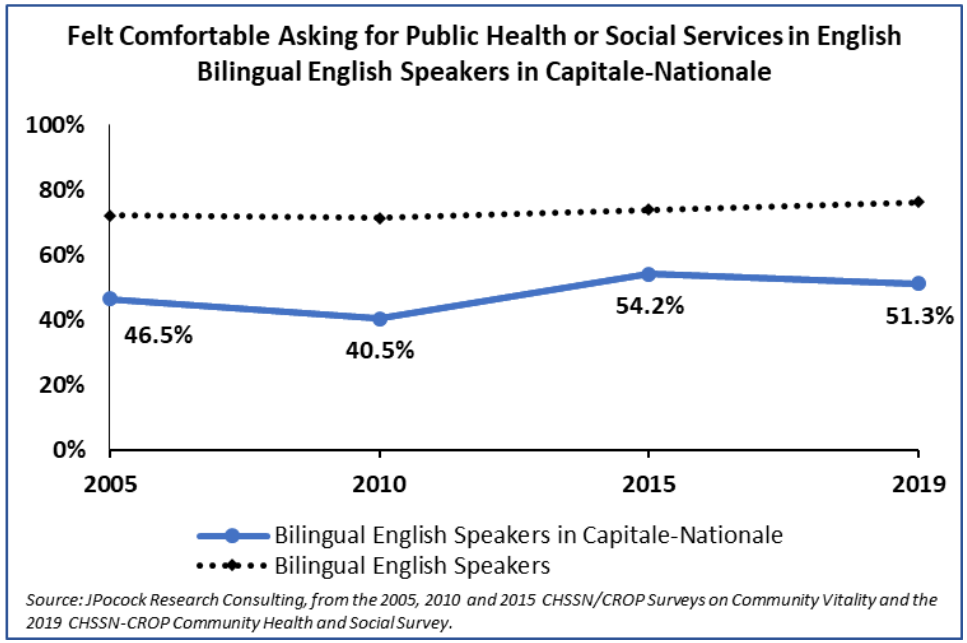
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

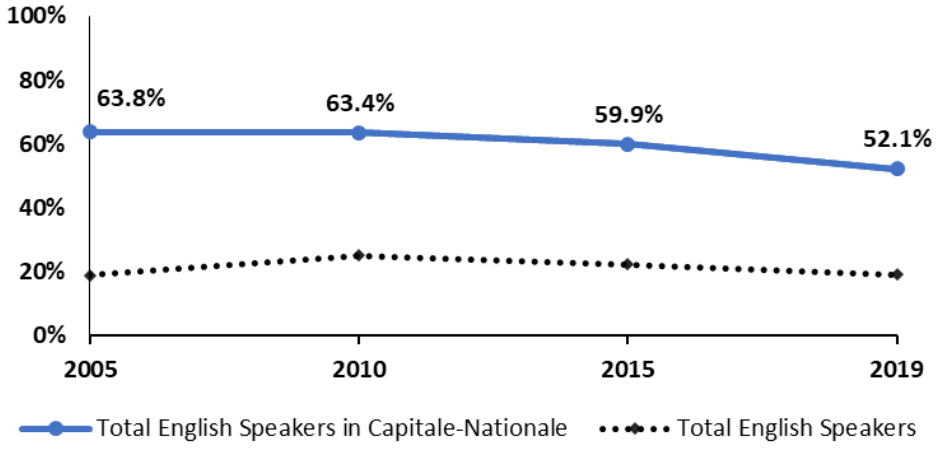
3.14 Knowledge of Local Community Organizations Promoting the Interests of English Speakers

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	52.3% *(n=54)*	47.9% *(n=34)*	55.0% *(n=27)*	44.1% *(n=89)*	19.0% *(n=1085)*	22.6% *(n=1108)*	21.4% *(n=1024)*	16.1% *(n=1164)*
	female	75.5% *(n=65)*	68.4% *(n=59)*	64.2% *(n=42)*	60.5% *(n=105)*	18.6% *(n=1461)*	26.2% *(n=1530)*	23.0% *(n=1580)*	21.6% *(n=1833)*
age	18-24 years	- *(n=3)*	- *(n=2)*	- *(n=2)*	- *(n=4)*	11.5% *(n=120)*	10.4% *(n=68)*	9.2% *(n=60)*	18.9% *(n=61)*
	25-44 years	70.8% *(n=30)*	44.4% *(n=18)*	- *(n=7)*	49.7% *(n=23)*	14.0% *(n=880)*	11.5% *(n=685)*	14.8% *(n=459)*	15.8% *(n=336)*
	45-64 years	53.7% *(n=52)*	63.4% *(n=42)*	59.0% *(n=39)*	61.0% *(n=86)*	21.0% *(n=1033)*	26.1% *(n=1227)*	24.6% *(n=1273)*	16.7% *(n=1349)*
	65 years and over	67.1% *(n=34)*	68.6% *(n=31)*	72.4% *(n=21)*	46.7% *(n=81)*	28.9% *(n=513)*	34.7% *(n=658)*	36.9% *(n=812)*	28.3% *(n=1251)*
household income	less than $30k	44.1% *(n=22)*	- *(n=6)*	- *(n=5)*	46.6% *(n=21)*	14.4% *(n=485)*	30.2% *(n=406)*	29.8% *(n=381)*	22.7% *(n=418)*
	$30-70k	71.1% *(n=36)*	58.0% *(n=28)*	68.6% *(n=23)*	26.0% *(n=52)*	20.2% *(n=890)*	28.2% *(n=844)*	24.4% *(n=883)*	18.6% *(n=787)*
	$70-100k	79.1% *(n=17)*	62.6% *(n=15)*	59.0% *(n=11)*	60.8% *(n=29)*	19.7% *(n=357)*	20.4% *(n=359)*	20.0% *(n=350)*	19.1% *(n=405)*
	$100k and over	65.2% *(n=13)*	72.6% *(n=20)*	47.2% *(n=24)*	79.9% *(n=45)*	17.2% *(n=343)*	22.2% *(n=442)*	16.5% *(n=552)*	18.7% *(n=645)*
knowledge of English and French	bilingual	69.1% *(n=81)*	64.3% *(n=84)*	59.9% *(n=69)*	51.9% *(n=185)*	17.8% *(n=1361)*	24.7% *(n=1928)*	21.7% *(n=1921)*	18.3% *(n=2286)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=8)*	19.8% *(n=545)*	25.6% *(n=699)*	24.0% *(n=683)*	21.3% *(n=706)*
Total		**63.8%** *(n=119)*	**63.4%** *(n=93)*	**59.9%** *(n=69)*	**52.1%** *(n=194)*	**18.8%** *(n=2546)*	**25.0%** *(n=2638)*	**22.2%** *(n=2604)*	**18.9%** *(n=2997)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

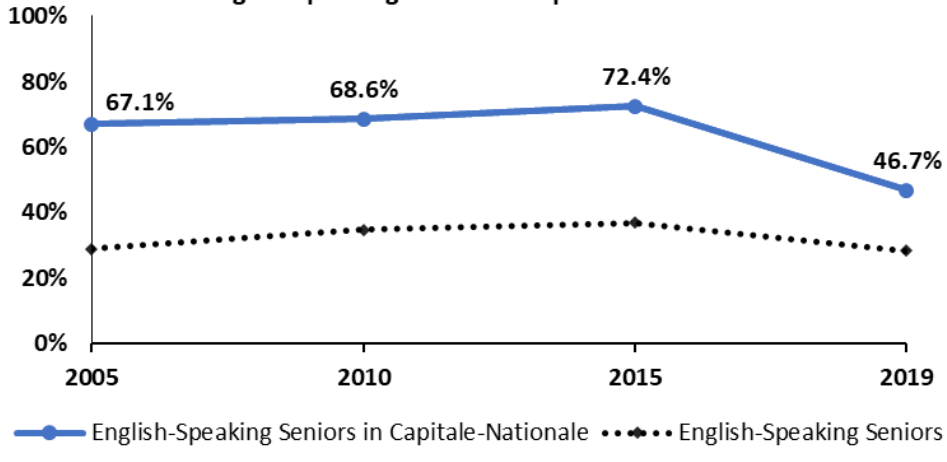
3.14 Knowledge of Local Community Organizations Promoting the Interests of English Speakers – Graphs

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community
Total English Speakers in Capitale-Nationale



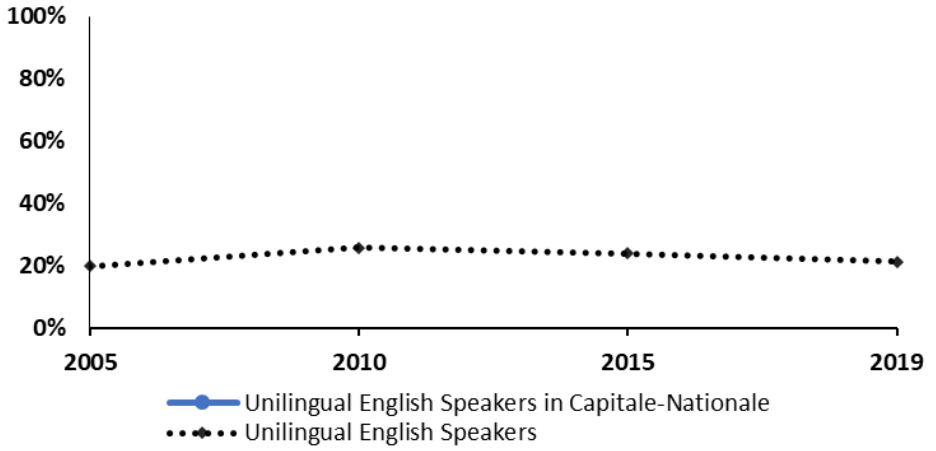
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community
English-Speaking Seniors in Capitale-Nationale



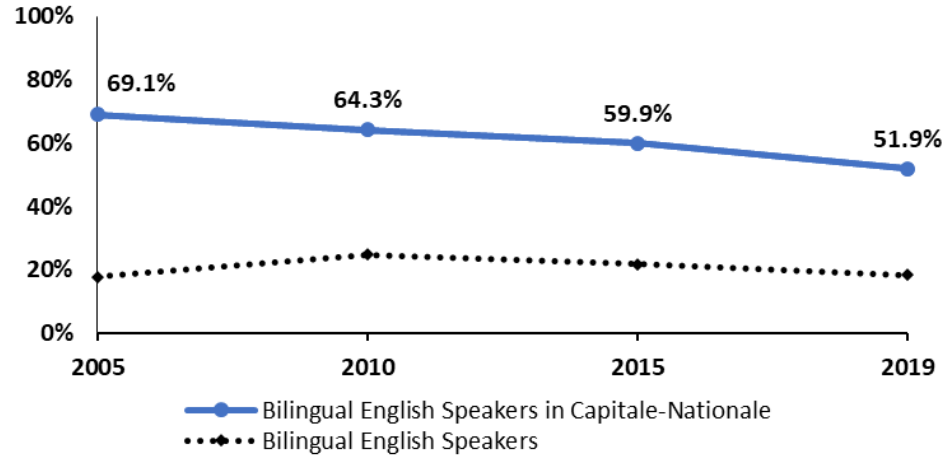
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community
Unilingual English Speakers in Capitale-Nationale



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

Had Knowledge of Local Community Organizations Promoting Interests of the English-speaking Community
Bilingual English Speakers in Capitale-Nationale



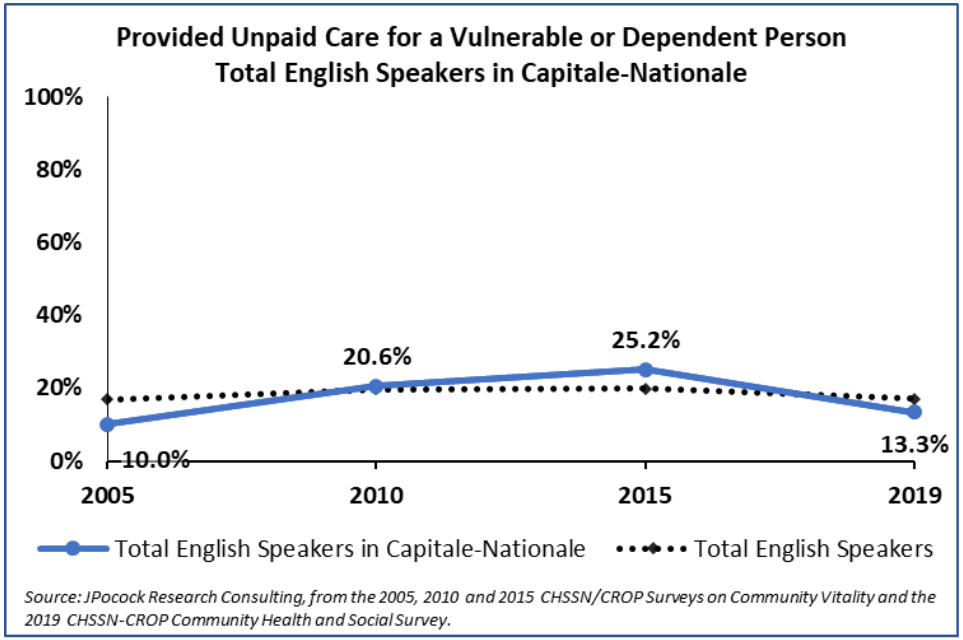
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.15 Provided Unpaid Care for a Vulnerable or Dependent Person

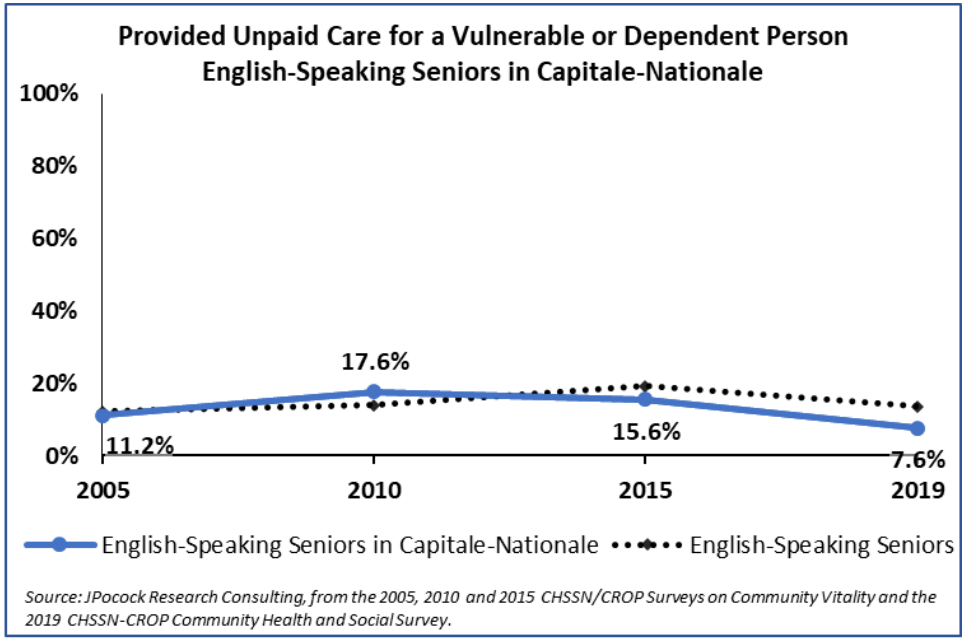
Provided Unpaid Care for a Vulnerable or Dependent Person English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	14.2% *(n=49)*	7.4% *(n=34)*	23.2% *(n=28)*	6.0% *(n=87)*	16.6% *(n=1063)*	16.1% *(n=1106)*	15.0% *(n=1033)*	14.8% *(n=1176)*
	female	5.9% *(n=61)*	24.8% *(n=59)*	27.1% *(n=41)*	20.6% *(n=106)*	17.3% *(n=1449)*	21.5% *(n=1547)*	24.6% *(n=1611)*	19.1% *(n=1863)*
age	18-24 years	- *(n=1)*	- *(n=1)*	- *(n=)*	- *(n=4)*	8.8% *(n=63)*	22.1% *(n=33)*	16.1% *(n=23)*	22.0% *(n=63)*
	25-44 years	12.2% *(n=23)*	0.0% *(n=18)*	- *(n=8)*	16.4% *(n=22)*	13.9% *(n=846)*	13.8% *(n=669)*	16.3% *(n=448)*	15.2% *(n=337)*
	45-64 years	7.6% *(n=52)*	26.0% *(n=43)*	37.3% *(n=39)*	13.4% *(n=86)*	23.1% *(n=1053)*	23.1% *(n=1253)*	23.7% *(n=1308)*	19.6% *(n=1370)*
	65 years and over	11.2% *(n=34)*	17.6% *(n=31)*	15.6% *(n=22)*	7.6% *(n=81)*	12.2% *(n=550)*	13.9% *(n=698)*	19.2% *(n=865)*	13.5% *(n=1269)*
household income	less than $30k	2.0% *(n=16)*	- *(n=6)*	- *(n=5)*	7.4% *(n=21)*	15.2% *(n=465)*	19.6% *(n=415)*	21.9% *(n=395)*	10.4% *(n=422)*
	$30-70k	17.3% *(n=35)*	21.9% *(n=28)*	7.3% *(n=22)*	9.0% *(n=50)*	18.3% *(n=884)*	22.1% *(n=850)*	21.4% *(n=884)*	18.4% *(n=795)*
	$70-100k	3.4% *(n=16)*	32.3% *(n=15)*	- *(n=10)*	19.7% *(n=29)*	16.7% *(n=353)*	21.2% *(n=360)*	22.1% *(n=354)*	12.0% *(n=411)*
	$100k and over	2.2% *(n=13)*	16.4% *(n=20)*	38.1% *(n=26)*	18.0% *(n=45)*	15.6% *(n=336)*	16.6% *(n=440)*	17.3% *(n=555)*	20.9% *(n=649)*
knowledge of English and French	bilingual	11.2% *(n=73)*	22.0% *(n=84)*	25.2% *(n=69)*	13.4% *(n=185)*	17.7% *(n=1317)*	20.2% *(n=1920)*	20.2% *(n=1936)*	18.0% *(n=2314)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=7)*	14.6% *(n=551)*	18.3% *(n=722)*	19.1% *(n=708)*	13.4% *(n=720)*
Total		**10.0%** *(n=110)*	**20.6%** *(n=93)*	**25.2%** *(n=69)*	**13.3%** *(n=193)*	**16.9%** *(n=2512)*	**19.7%** *(n=2653)*	**19.9%** *(n=2644)*	**17.0%** *(n=3039)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

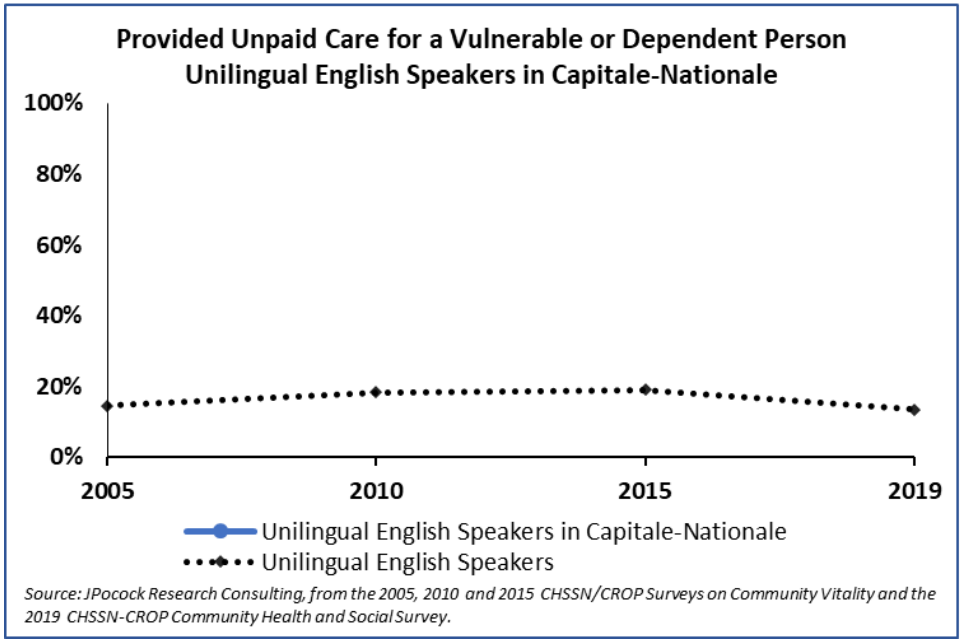
3.15 Provided Unpaid Care for a Vulnerable or Dependent Person – Graphs



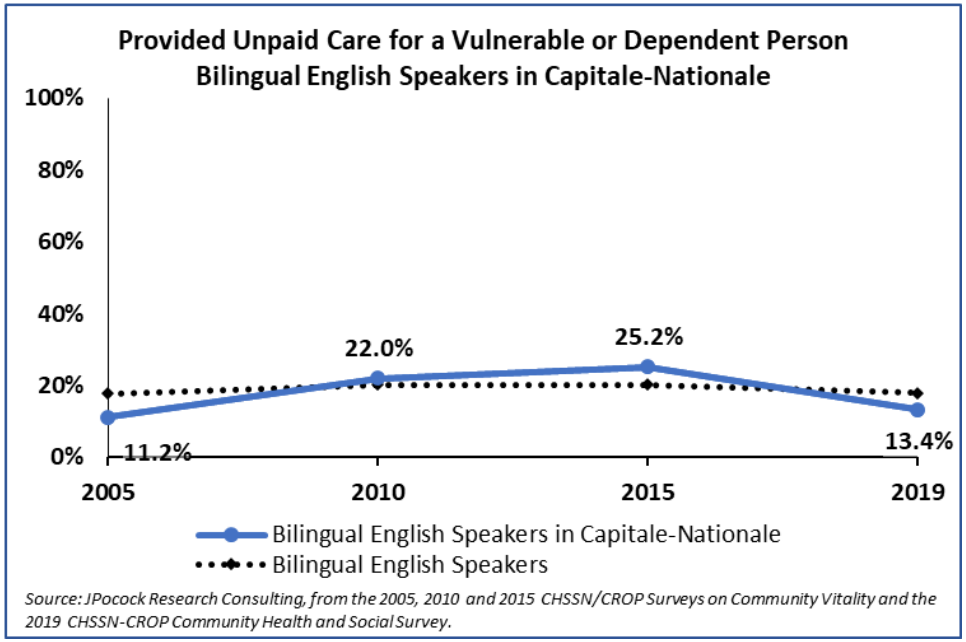
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



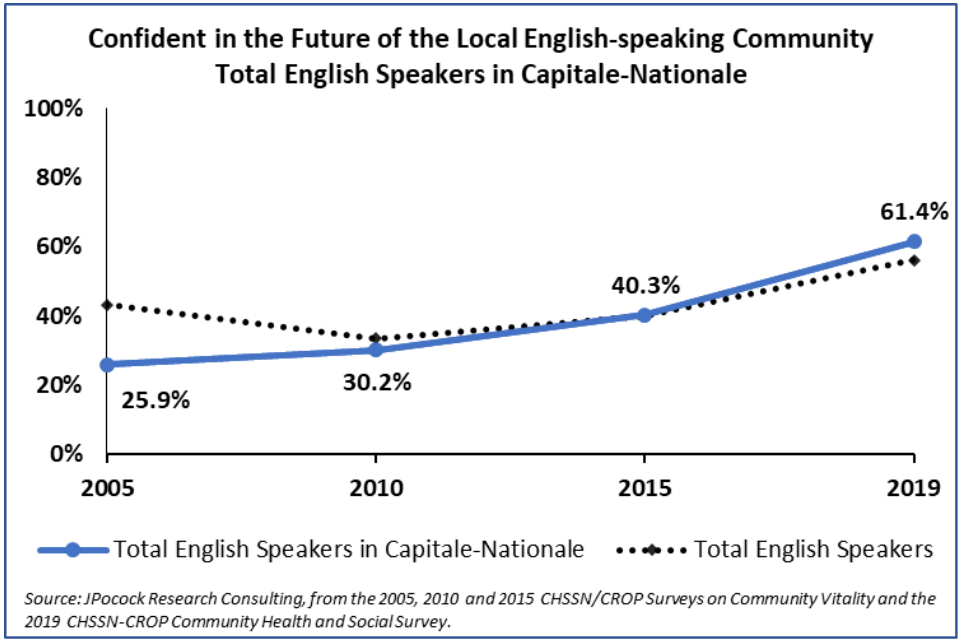
Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

3.16 Confident in the Future of the Local English-Speaking Community

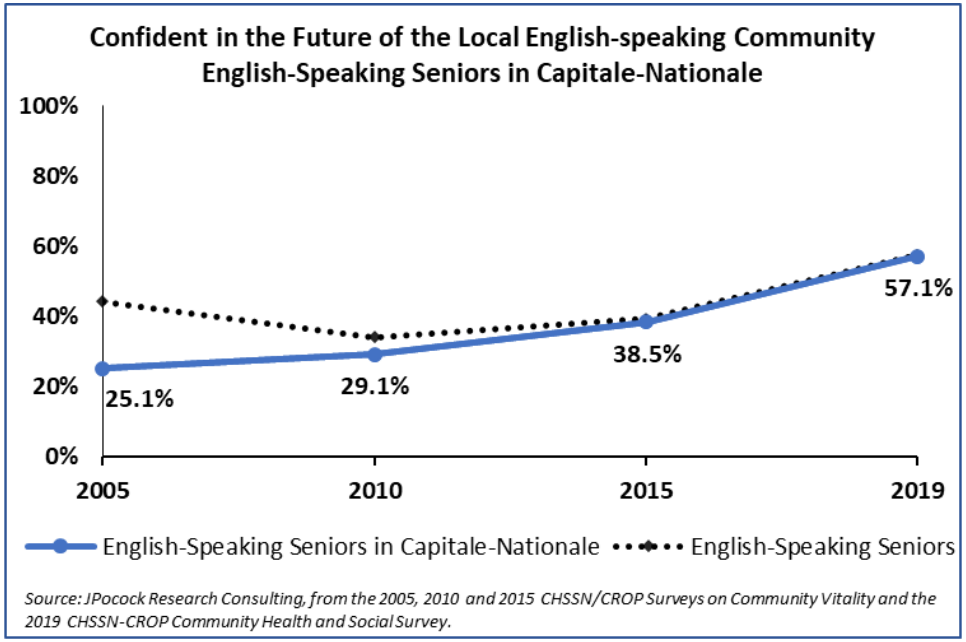
Confident in the Future of the Local English-speaking Community English Speakers of Capitale-Nationale, 2005-2019									
Variable		**English Speakers of Capitale-Nationale**				**Total English Speakers**			
		2005	**2010**	**2015**	**2019**	**2005**	**2010**	**2015**	**2019**
gender	male	24.6% *(n=45)*	32.1% *(n=34)*	54.4% *(n=24)*	64.3% *(n=78)*	47.7% *(n=1047)*	37.2% *(n=1091)*	40.5% *(n=988)*	61.3% *(n=1120)*
	female	27.1% *(n=60)*	29.6% *(n=59)*	25.9% *(n=36)*	58.3% *(n=91)*	38.6% *(n=1413)*	31.6% *(n=1518)*	39.4% *(n=1478)*	51.2% *(n=1764)*
age	18-24 years	- *(n=1)*	- *(n=1)*	- *(n=2)*	- *(n=5)*	52.8% *(n=63)*	51.1% *(n=33)*	64.8% *(n=62)*	73.6% *(n=62)*
	25-44 years	33.0% *(n=21)*	22.2% *(n=18)*	- *(n=7)*	65.6% *(n=20)*	46.4% *(n=840)*	36.5% *(n=661)*	40.7% *(n=433)*	57.4% *(n=318)*
	45-64 years	20.3% *(n=51)*	32.1% *(n=43)*	43.0% *(n=35)*	57.5% *(n=79)*	38.4% *(n=1028)*	32.4% *(n=1240)*	34.7% *(n=1214)*	51.4% *(n=1318)*
	65 years and over	25.1% *(n=32)*	29.1% *(n=31)*	38.5% *(n=16)*	57.1% *(n=65)*	44.1% *(n=529)*	34.1% *(n=675)*	39.3% *(n=757)*	57.4% *(n=1186)*
household income	less than $30k	15.6% *(n=15)*	- *(n=6)*	- *(n=2)*	59.9% *(n=20)*	34.9% *(n=454)*	28.9% *(n=399)*	49.3% *(n=359)*	56.7% *(n=401)*
	$30-70k	24.3% *(n=34)*	27.5% *(n=28)*	47.4% *(n=20)*	52.9% *(n=47)*	45.4% *(n=871)*	32.4% *(n=841)*	41.6% *(n=844)*	53.5% *(n=760)*
	$70-100k	6.0% *(n=16)*	23.3% *(n=15)*	32.9% *(n=11)*	69.6% *(n=26)*	49.5% *(n=351)*	34.9% *(n=357)*	36.0% *(n=343)*	56.7% *(n=394)*
	$100k and over	45.0% *(n=12)*	34.9% *(n=20)*	47.0% *(n=22)*	74.9% *(n=40)*	42.4% *(n=334)*	38.5% *(n=436)*	35.0% *(n=519)*	58.2% *(n=630)*
knowledge of English and French	bilingual	23.7% *(n=70)*	27.9% *(n=84)*	40.3% *(n=60)*	62.2% *(n=160)*	46.1% *(n=1299)*	33.0% *(n=1887)*	40.4% *(n=1821)*	56.1% *(n=2200)*
	unilingual English	- *(n=9)*	- *(n=9)*	- *(n=)*	- *(n=9)*	36.7% *(n=529)*	34.6% *(n=711)*	38.6% *(n=645)*	56.4% *(n=680)*
Total		**25.9%** *(n=105)*	**30.2%** *(n=93)*	**40.3%** *(n=60)*	**61.4%** *(n=169)*	**43.2%** *(n=2460)*	**33.4%** *(n=2609)*	**40.0%** *(n=2466)*	**56.1%** *(n=2884)*

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey. In this table, (n=) indicates the total count of respondents who answered a given question while the percentage indicates the weighted proportion of those respondents who answered postively.

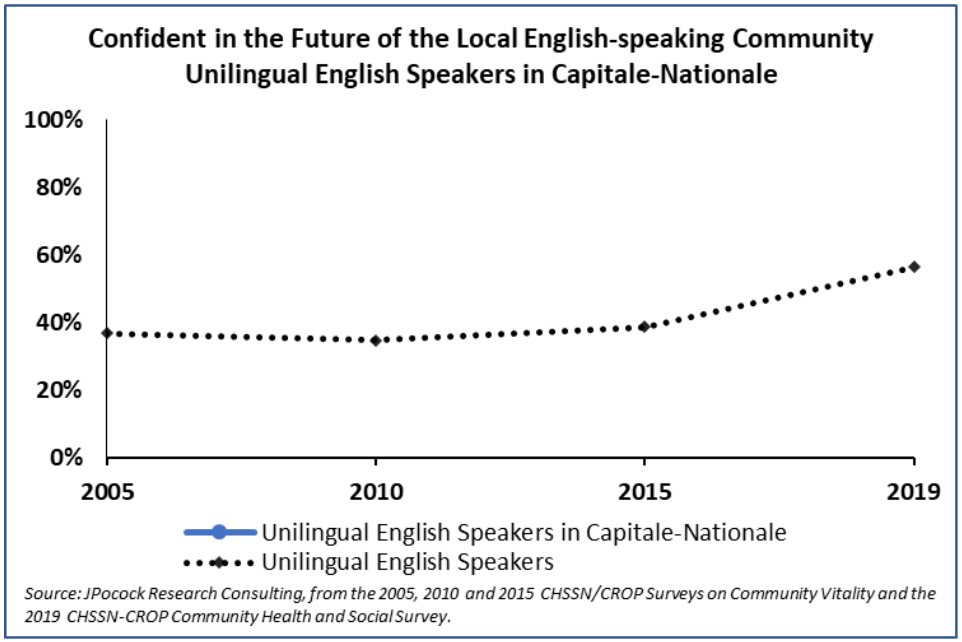
3.16 Confident in Future of Local English-Speaking Community – Graphs



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.



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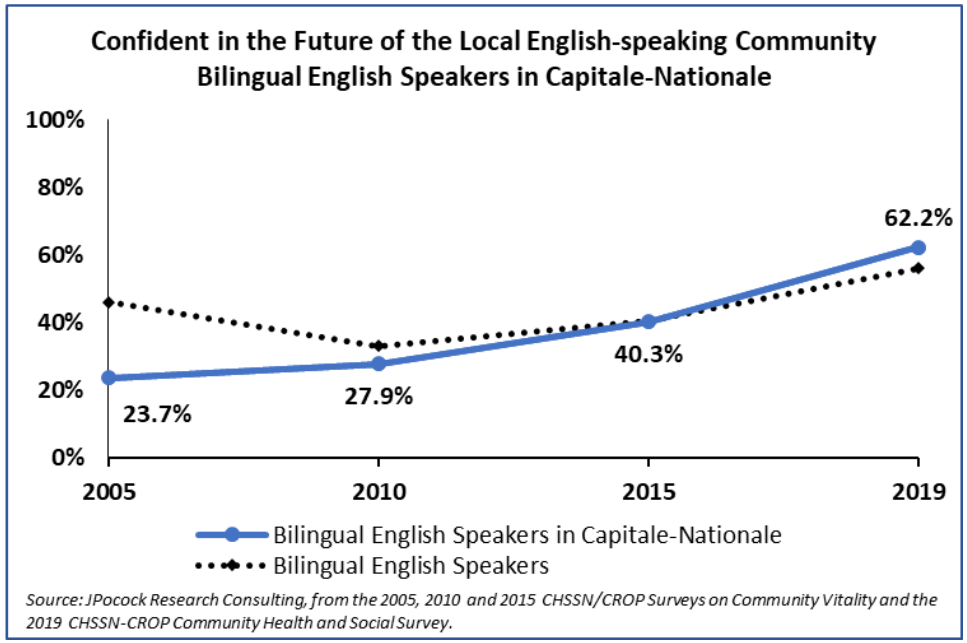

Source: JPocock Research Consulting, from the 2005, 2010 and 2015 CHSSN/CROP Surveys on Community Vitality and the 2019 CHSSN-CROP Community Health and Social Survey.

4 Appendix 1

4.1 Survey Questions 2019

2.6 & 3.1 Satisfaction with the Availability of Local Health and Social Services in English

On a scale from 1 to 5, where 1 means not satisfied at all and 5 means totally satisfied, how satisfied are you with the availability of health and social services in English in your region?

3.2.1 Used the Services of a Doctor in a Private Office or Clinic in the Past Twelve Months

Within the last twelve months, in your region, have you used the services of a doctor in a private office or clinic either for yourself or to help another person?

3.2.2 Served in English by a Doctor in a Private Office or Clinic

Were you or the person you helped served in English by the doctor you saw at a private office or clinic?

3.2.3 Felt Service by a Doctor in a Private Office or Clinic in English was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or would it have been acceptable to receive the service in French?

3.3.1 Used the Services of a CLSC in the Past Twelve Months

Within the last twelve months, in your region, have you used the services of a CLSC, other than Info Santé or Info Social line either for yourself or to help another person?

3.3.2 Served in English at a CLSC

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)?

3.3.3 Felt Service at CLSCs in English was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

3.4.1 Used the Services of Info Santé in the Past Twelve Months

Within the last twelve months, in your region, have you used the services of Info Santé or Info Social either for yourself or to help another person?

3.4.2 Served in English by Info Santé

Were you served in English by the person you spoke to at Info Santé or Info Social?

3.4.3 Felt Service by Info Santé in English was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

3.5.1 Used the Services of a Hospital Emergency Room or Out-Patient Clinic in the Past Twelve Months

Within the last twelve months, in your region, have you used the services of a hospital emergency room or out-patient clinic either for yourself or to help another person?

3.5.2 Served in English at a Hospital Emergency Room or Out-Patient Clinic

Were you or the person you helped served in English at the hospital emergency room or out-patient clinic?

3.5.3 Felt Service at a Hospital Emergency Room or Out-Patient Clinic in English was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

3.6.1 Used the Services of a Hospital Requiring an Overnight Stay in the Past Twelve Months

Within the last twelve months, in your region, have you used a hospital service requiring at least one overnight stay either for yourself or to help another person? (IF YES:) THE LAST TIME IT HAPPENED, was it for yourself or to help another person?

3.6.2 Served in English During a Hospital Service Requiring an Overnight Stay

Were you served in English at the hospital when you or the person you helped stayed overnight for at least one night?

3.6.3 Felt Service in English During Overnight Stay at a Hospital was Very Important

Considering the situation, do you feel it was VERY IMPORTANT to receive the service in English or was it acceptable to receive the service in French?

3.7 Used Health and Social Services from a Public Institution in Another Region in the Past Twelve Months

Within the last twelve months, have you used (either for yourself or to help another person), health and social services from a public institution (CLSC, hospital, long-term care facility) in ANOTHER REGION?

3.8.1 Expected to Require a Public Long-Term Care Institution in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require a public long-term care institution for seniors?

3.8.2 Felt Service in English at a Public Long-Term Care Institution was Very Important

Do you feel it would be VERY IMPORTANT to receive these services in English or would it be acceptable to receive the service in French?

3.9.1 Expected to Require a Public Homecare Program in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require a public homecare program for seniors?

3.10.1 Expected to Require a Private Residence or Nursing Home in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require a private residence or private nursing home for seniors?

3.11.1 Expected to Require Private Nursing Services at Home or Private Homecare in the Next Five Years

Do you expect that within the next five years, you or a person you know or care for will require private nursing services at home or private homecare services for seniors?

3.12.1 Received Information in English Regarding Public Health and Social Services

In the last two years, have you received information about services in English that are provided by the public health and social services institutions in your region?

3.12.2 Received Information in English Regarding Public Health Promotion or Prevention Program from Public Authorities

In the last two years, have you received information on a public health promotion or prevention program in English from public health and social services institutions or public health authorities in your region?

3.12.3 Received Information in English Regarding Public Health Promotion or Prevention Program from Community Organizations

In the last two years, have you received information on a public health promotion or prevention program in English from a community organization in your region?

3.12.4 Received Information in English Regarding Public Health Promotion or Prevention Program from Schools

In the last two years, have you received information on a public health promotion or prevention program in English from schools in your region?

3.13 Comfortable Asking for Health or Social Services in English

When you require the service of a public health or social services institution, do you feel comfortable asking for the service in English?

3.14 Knowledge of Local Community Organizations Promoting the Interests of English Speakers

Do you know about the activities of a community organization in your region promoting the interests of the English-speaking community in health and social services?

3.15 Provided Unpaid Care for a Vulnerable or Dependent Person

Do you provide (unpaid) care for a vulnerable or dependent person?

3.16 Confident in the Future of the Local English-Speaking Community

Are you confident about the future of the English-speaking community in your region?