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### **Context, Objective and Methodology 1/2**

#### Context and objective

The CHSSN (Community Health and Social Services Network) was created in 2000 to support English-speaking communities in the province of Quebec in their efforts to redress health-status inequalities and promote community vitality.

The CHSSN conducts major longitudinal surveys of the English-population in selected regions of Quebec. This survey has been conducted by CROP in 2005, 2010, 2015 and 2019, and the CHSSN wishes to conduct a new wave in 2023.

#### Data collection

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

In total, 4,318 respondents completed the questionnaire in English and 1,000, in French. Three fieldworks were conducted in parallel on the web.

This report also presents the results of a telephone survey conducted by CROP for the CHSSN in 2019.

For the 2019 English study, a total of 3,133 English-speaking and 1,000 French-speaking Quebeckers aged of 18 years old and over were randomly selected for interviews over the telephone.

	20223			2019	
TARGET	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS
COLLECTION METHOD	Web panel	Web panel	Web link distributed via CHSSN partners	Telephone interview	Telephone interview
COLLECTION DATES	March 22 - 30	Mar 15 – April 17	March 22 - April 17	April 9 – May 26	March 21 – June 16
NUMBER OF RESPONDENTS (n)	1,000	3,500	818	1,000	3,133

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### Context, Objective and Methodology 2/2

#### Weighting and data processing

For 2023, data were weighted based on region, age and gender, using data from the Statistics Canada 2021 Census. All the survey data collected from English-speakers were merged: the data from the survey's web link via CHSSN partners (n=818) with the main survey data via web panel (n=3,500).

For 2019, data was weighted according to region, age and gender using data from the Statistics Canada 2016 Census.

#### Data comparison

Due to the difference between the two data collection methods (telephone survey in 2019 and web survey in 2023), the significant differences can not be presented.

Note, too, that the choice "do not know / refusal" was available for all the questions in 2019, which was not the case in 2023. Therefore, this choice (do not know / refusal) has been excluded from our comparative analysis. Certain other changes were made due to the change in collection method (for example, some open questions were closed and an "other, specify" choice was added to some questions). The results of questions where the methodology has changed significantly cannot be compared.

#### How to read the data

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



# Executive Summary 1/3 The evolution in the access to services and the satisfaction of Anglophones

#### Access to a family doctor is down slightly.

- Access to a family doctor fell by 9 percentage points between 2019 (83%) and 2023 (74%).
  - However, those who have access to a family doctor are more likely to go to a clinic, GMF or CLSC (87% in 2023 vs. 82% in 2019), whereas the number of those who go private (9%) have declined since 2019 (17%).
- As was the case in 2019 (58%), the majority of those <u>without</u> a family doctor go to a walk-in clinic for medical care (2023: 53%). The use of a hospital Emergency Room (ER) by those without a family doctor remains relatively high (27% in 2023 vs. 30% in 2019).
- For those with a family doctor, the wait time to see their family doctor in an emergency has not changed much in 4 years.

#### Anglophones made more use of other health services.

- In general, more Anglophones took advantage of the following medical services in 2023 than they did in 2019:
  - 63% were referred\* by a doctor for test procedures, compared to 53% in 2019.
  - 52% were referred\* by a medical specialist for follow-up, compared to 44% in 2019.
  - 48% used\* the services of a CLSC within the last 12 months (33% in 2019).
  - 41% used\* the services of Info Santé or Info Social, which was twice as high as in 2019 (20%).
  - 37% had\* a medical procedure in a hospital within the last year (26% in 2019).
  - 29% used\* the services of a health / social work professional for mental health problems, compared to 13% in 2019.
  - 27% used\* a hospital service requiring at least one overnight stay, compared to 15% in 2019.
- The usage rate\* for a hospital ER or out-patient clinic (43%) is similar to that of 2019 (40%).

#### Satisfaction with the <u>availability</u> of local health and social services in English is similar to 2019.

- Satisfaction with the availability of health and social services in English in their region is generally unchanged. Note, however, that those who are the most satisfied (5/5) are slightly more numerous in 2023 (27%) than in 2019 (23%).

<sup>\*</sup> The questions are about "you or another person you were helping."

# Executive Summary 2/3 The evolution in the satisfaction with and access to services in English\*

### Satisfaction with wait times remains high and has stayed quite stable since 2019\*.

- Satisfaction with wait times (% very good + good) has remained unchanged for:
  - The wait time for a procedure (a medical procedure in a hospital) (75%, unchanged since in 2019).
- The results are slightly lower (% very good + good) for:
  - The wait time for an appointment with their family doctor. In 2023, 71% consider the wait time to be good or very good, compared to 79% in 2019.
  - An appointment with a medical specialist (follow-up) (2023: 62% vs. 66% in 2019).
- The good news is that there has also been a slight improvement (% very good + good) in:
  - The follow-up after a medical procedure (85% in 2023 vs. 81% in 2019).
  - The wait time for service at a CLSC (79% in 2023 vs. 75% in 2019).

## Overall, in 2023, Anglophones seem to have accessed health and social services in English more easily than they did in 2019.

- Note that more Anglophones accessed the following services in English:
  - When staying in hospital overnight (81% were served in English in 2023 compared to 68% in 2019);
  - At a hospital ER or out-patent clinic (73% were served in English in 2023 compared to 69% in 2019);
  - When they contacted Info Santé or Info Social (68% were served in English in 2023 compared to 59% in 2019);
  - At their most recent visit to a CLSC (67% were served in English in 2023 compared to 55% in 2019);
- The access to care in English is similar to what was observed in in 2019 when visiting a doctor in a private office or clinic (82% were served in English in 2023 compared to 80% in 2019) or at an appointment for a mental health problem (84% were served in English in 2023 compared to 83% in 2019).

<sup>\*</sup> The questions are about "you or another person you were helping."

# Executive Summary 3/3 The evolution in the access to services in English\*

### When it comes to healthcare and social services, being served in English is still important for a large portion of Anglophones.

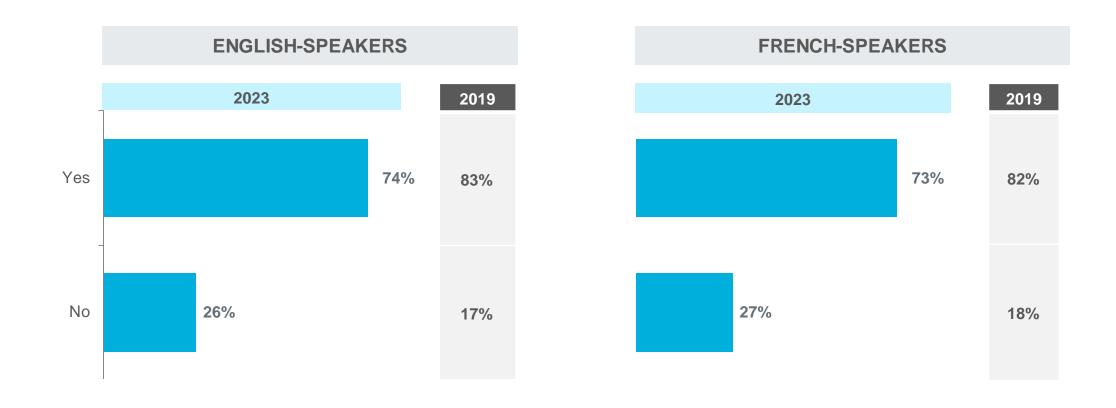
- Of the Anglophones who were served in English when receiving healthcare, the importance of being served in English (% it was very important to have received the service in English) is very high. The results are similar to or slightly higher than those of 2019:
  - When seeing a professional for mental health issues (2023: 91% / 2019: 86%);
  - When staying overnight at a hospital (2023: 89% / 2019: 87%);
  - When using Info Santé or Info Social (2023: 88% / 2019: 88%);
  - At an ER or out-patient clinic (2023: 87% / 2019: 82%);
  - When seeing a doctor in a private office or clinic (2023: 84% / 2019: 77%);
  - At a CLSC (2023: 82% / 2019: 80%).
- Being served in English is less important for Anglophones who were **NOT** served in English when they used health care services. Depending on the type of service, between 40% and 65% said that it would have been important to be served in English, which was <a href="https://example.com/hittle/pending-nc/4">https://example.com/hittle/pending-nc/4</a>
  - At a CLSC, 45% said it would have been important to be served in English, compared to 34% in 2019.
  - The percentage of Anglophones who were not served in English but who believe that it would have been important to have been served that way jumped between 2019 and 2023 for the following:
    - When staying overnight at a hospital (2023: 65% / 2019: 47%);
    - At an ER or out-patient clinic (2023: 56% / 2019: 42%);
    - When using Info Santé or Info Social (2023: 52% / 2019: 28%);
    - Seeing a professional for mental health issues (2023: 49% / 2019: 21%).
  - Of those who saw a doctor in a private office or clinic, 40% said that it would have been very important to be served in English. The results were similar in 2019 (35%).
- Finally, we also asked all the Anglophones how important it is to them to have access to services in English if they need help for a mental health issue. Again, this year, a large number feel that it would be very important (72%) to be served in English, a lower percentage than in 2019 (82%).

<sup>\*</sup> The questions are about "you or another person you were helping."



### Access to a family doctor (GP)

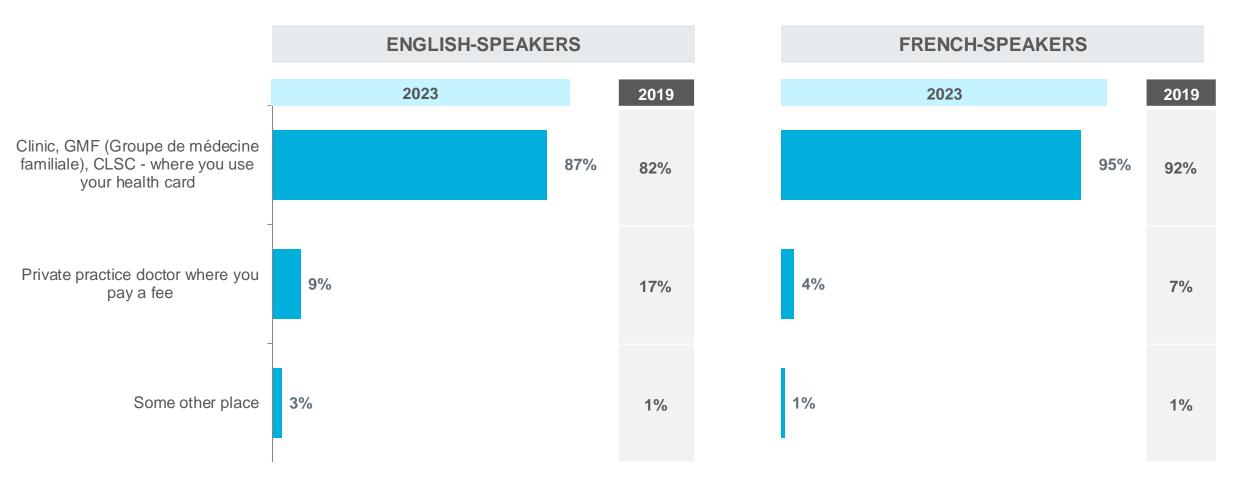
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,130/ French, n=999



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Type of practice among family doctors

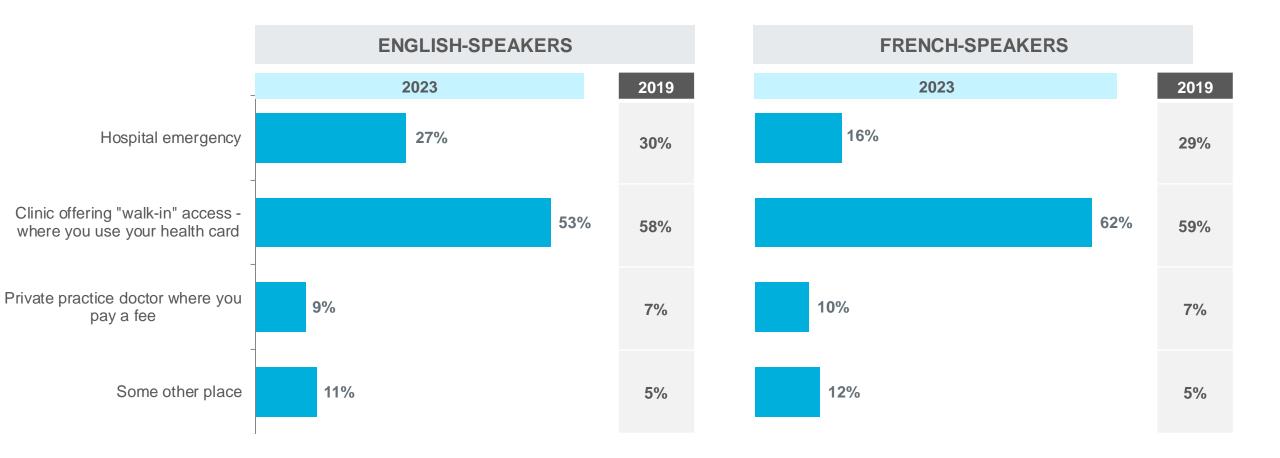
Base 2023: respondents with a family doctor, English, n=3,181/ French, n= 732
Base 2019\*: respondents with a family doctor *excluding those who don't know / refuse to answer*, English, n=2,657/ French, n= 863



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Access to a doctor for those without a family doctor

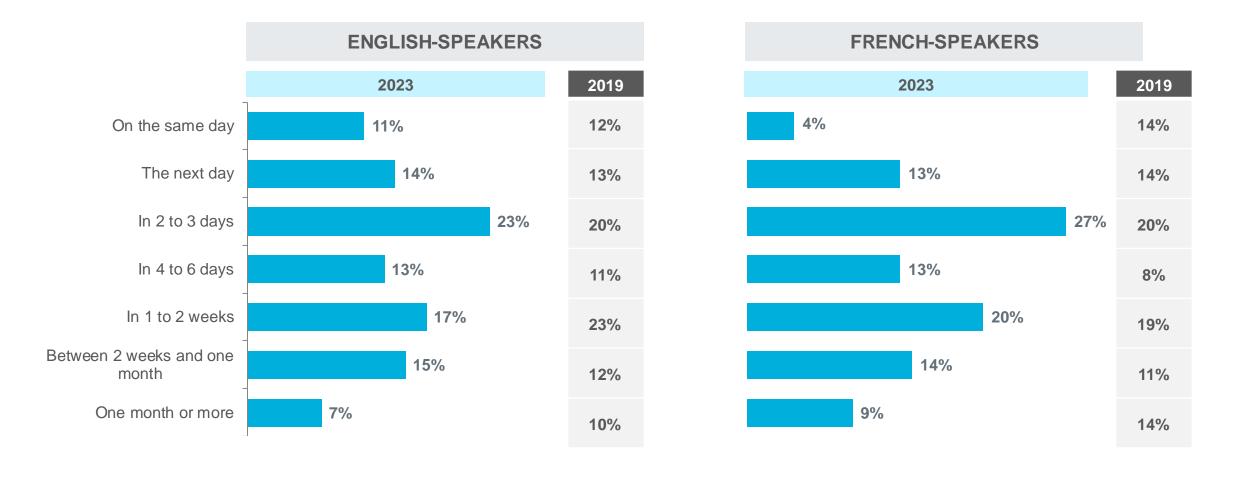
Base 2023: respondents without a family doctor, English, n=1,137 / French, n=268
Base 2019\*: respondents without a family doctor *excluding those who don't know / refuse to answer*, English, n=437 / French, n= 129



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Wait time for appointment with family doctor when needing immediate care

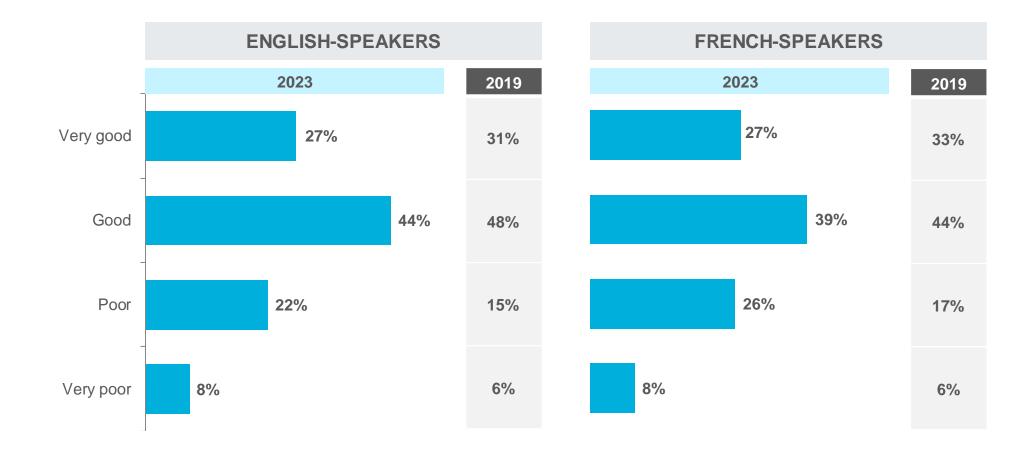
Base 2023: respondents with a family doctor, English, n=3,181 / French, n=732 Base 2019\*: respondents with a family doctor excluding those who don't know / refuse to answer, English, n=2,414 / French, n=782



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Appreciation of wait times for appointments with family doctor

Base 2023: respondents with a family doctor, English, n=3,181 / French, n= 732
Base 2019\*: respondents with a family doctor excluding those who don't know / refuse to answer, English, n=2,524/ French, n=809

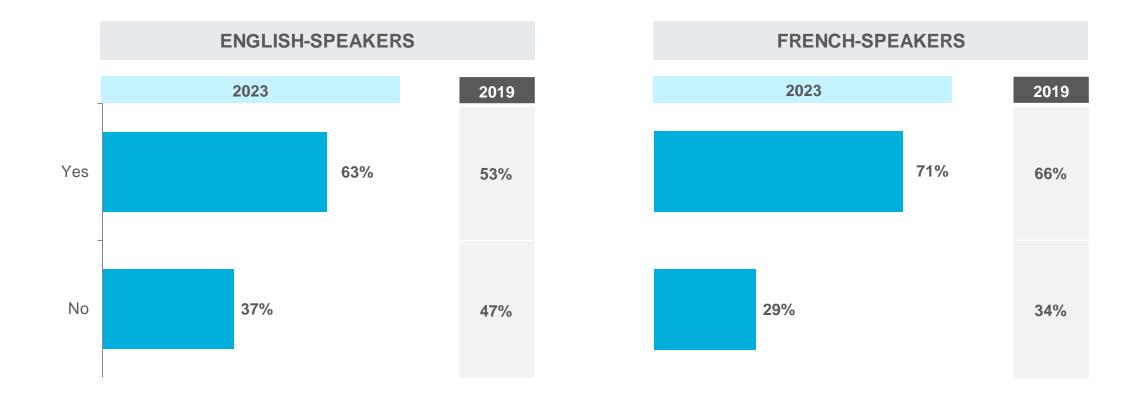


<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



# Referred for test procedures by a doctor in the previous year

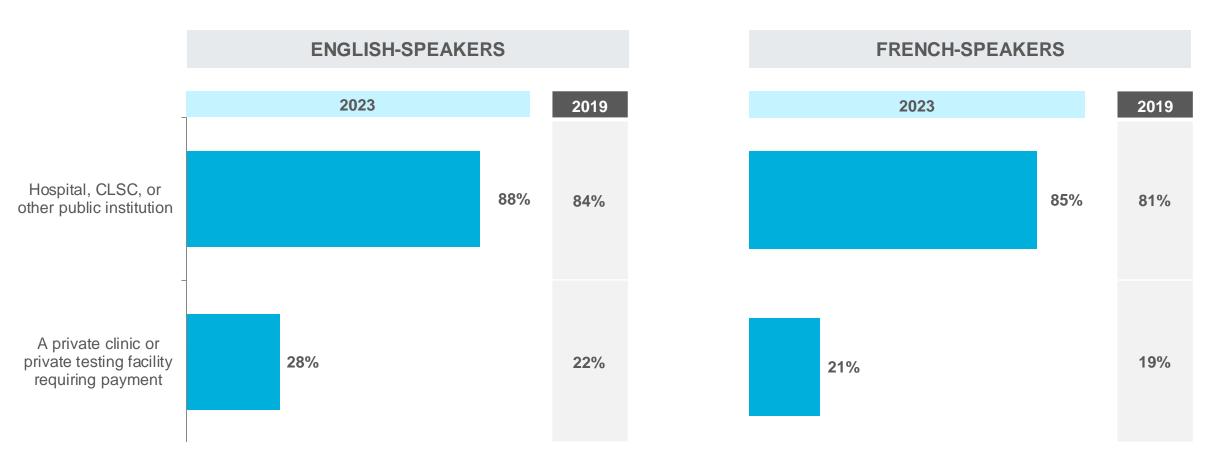
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents, excluding those who don't know / refuse to answer, English, n=3,104/ French, n=997



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Type of facility referred to for test procedures

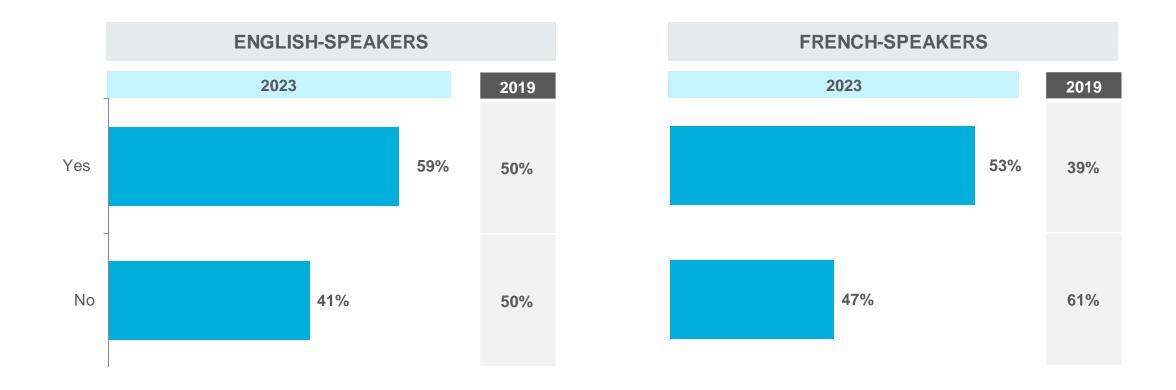
Base 2023: respondents who have been referred for test, English, n=2,778/ French, n= 716
Base 2019\*: respondents who have been referred for test, excluding those who don't know / refuse to answer English, n=1,917/ French, n= 669



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Given a choice of facility for test procedures

Base 2023: respondents who have been referred for test, English, n=2,778/ French, n=716
Base 2019\*: respondents who have been referred for test *excluding those who don't know/refuse to answer*,
English, n=1,908/ French, n=677



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

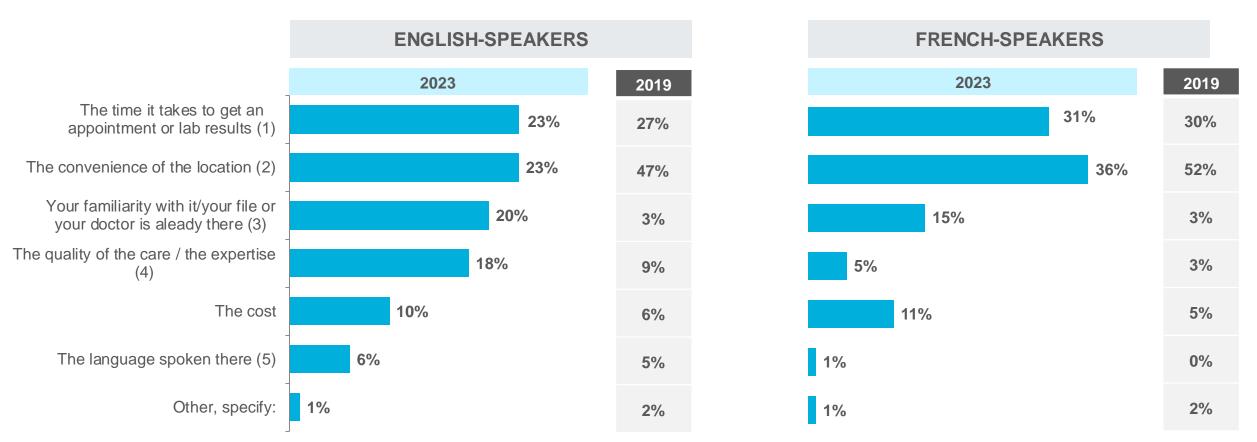
### Main reason for choice of facility

Base 2023: respondents who were given the choice (facility for test procedures), English, n=1,598/

French, n= 386

Base 2019\*: respondents who were given the choice (facility for test procedures) test excluding those

who don't know / refuse to answer, English, n=884/ French, n= 266



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

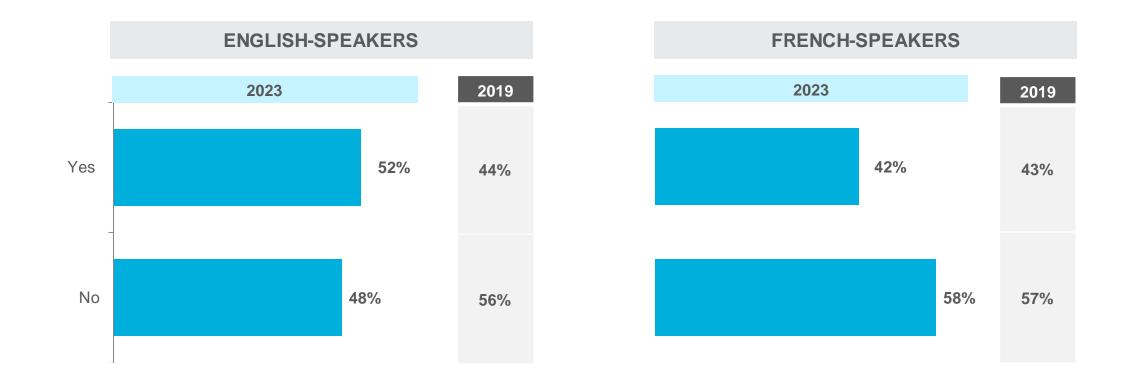
<sup>-</sup> Some choices have been slightly modified: (1) Wait times for appointments or results / (2) geographic convenience / (5) language.

<sup>-</sup> These choices were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: (3) « your familiarity/your file or your doctor is already there » and (4) « quality of care / expertise »<sup>5</sup>. Due to the change in collection method, the results are not comparable.



### Referred by a doctor to medical specialist for a followup within the previous year

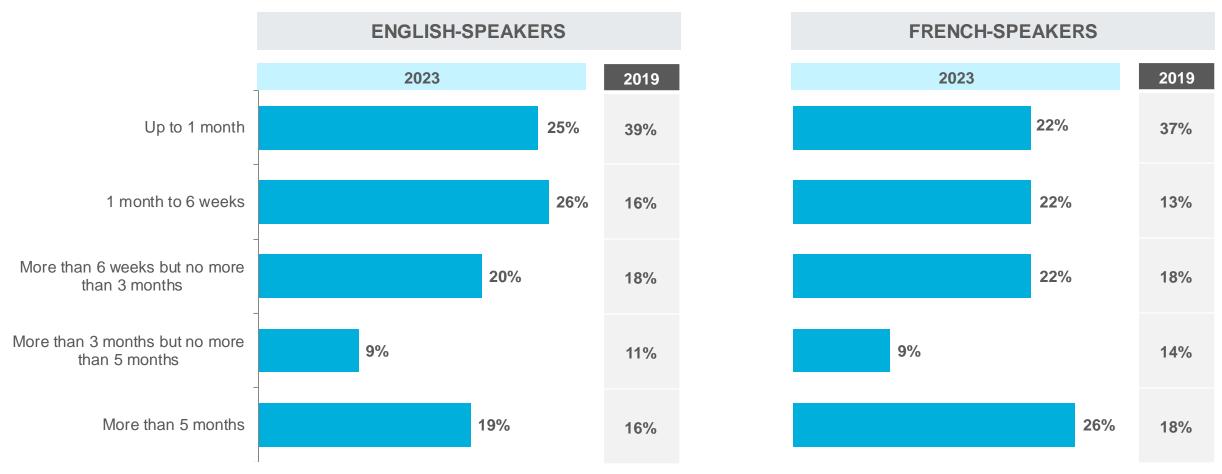
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,109/ French, n=996



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Wait time for follow-up with specialist

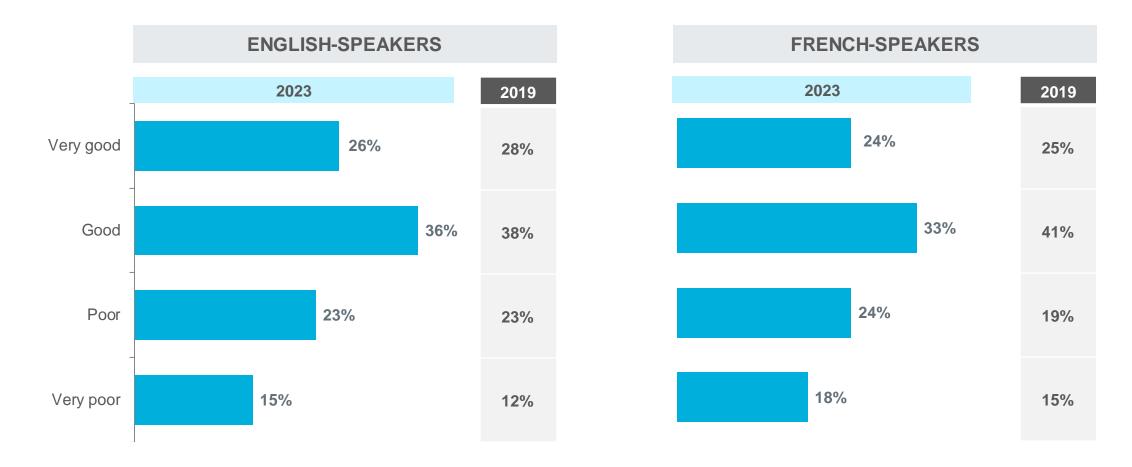
Base 2023: respondents who have been referred to specialist, English, n=2,299 / French, n= 430 Base 2019\*: respondents who have been referred to specialist *excluding those who don't know / refuse to answer*, English, n=1,446 / French, n= 441



<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Appreciation of wait times for follow-up with a specialist

Base 2023: respondents who have been referred to specialist, English, n=2,299/ French, n= 430 Base 2019\*: respondents who have been referred to specialist *excluding those who don't know / refuse to answer*, English, n=1,465/ French, n= 453

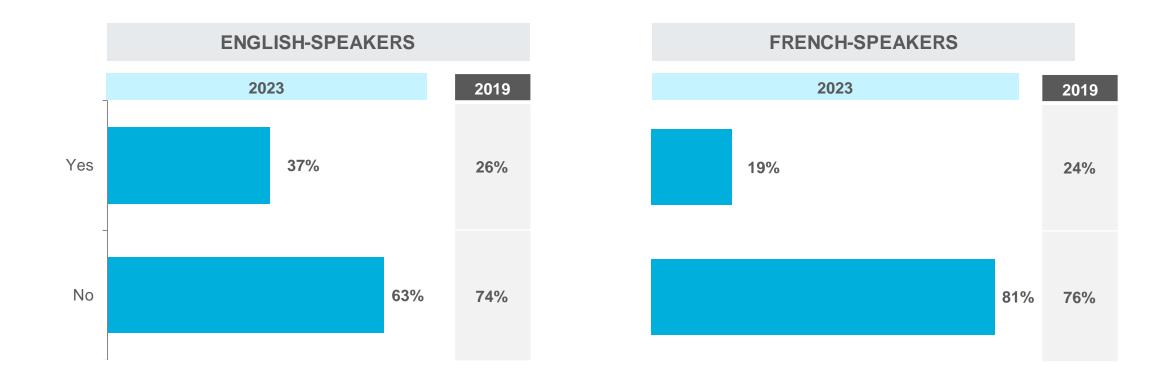


<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



# Underwent a medical procedure in a hospital in the previous year

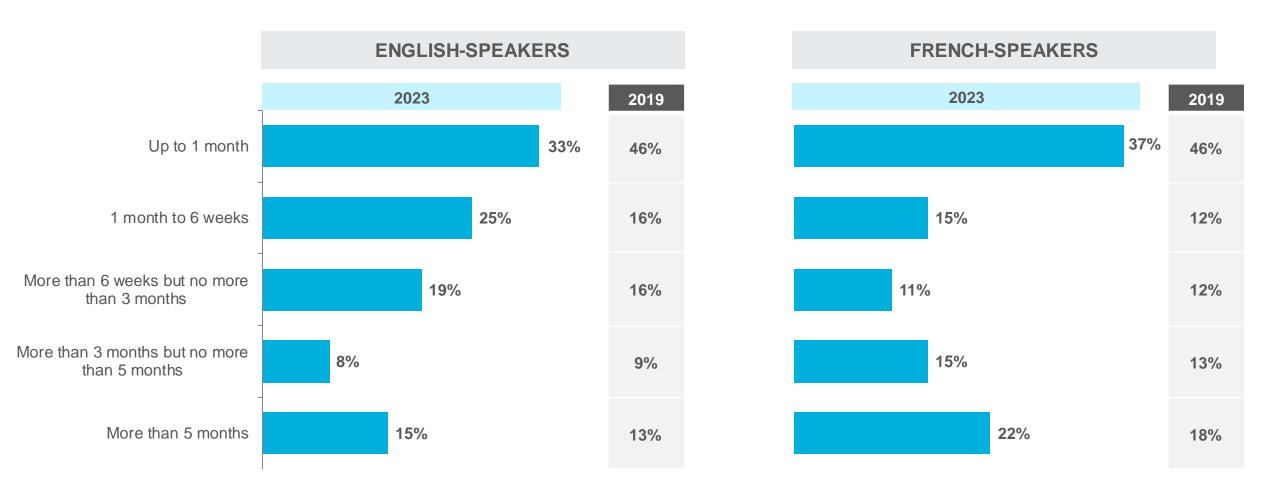
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,112/ French, n=998



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Wait time for medical procedure

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184 Base 2019\*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=872/ French, n= 233

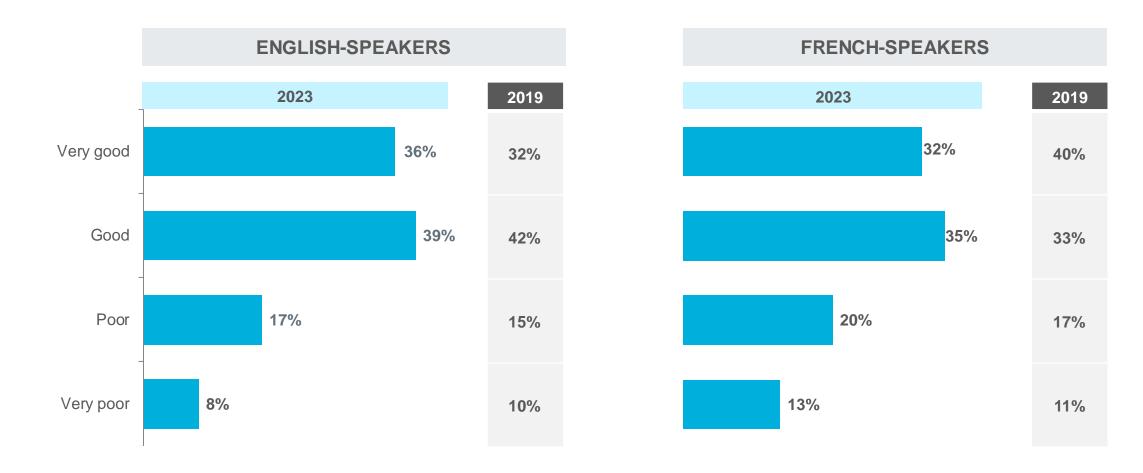


\*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Q18A. Thinking of the last medical procedure (in a hospital)... From the time you were told you or the person you helped needed a medical procedure to the time of the procedure, 27 how long did you wait?

### Appreciation of wait time for medical procedure

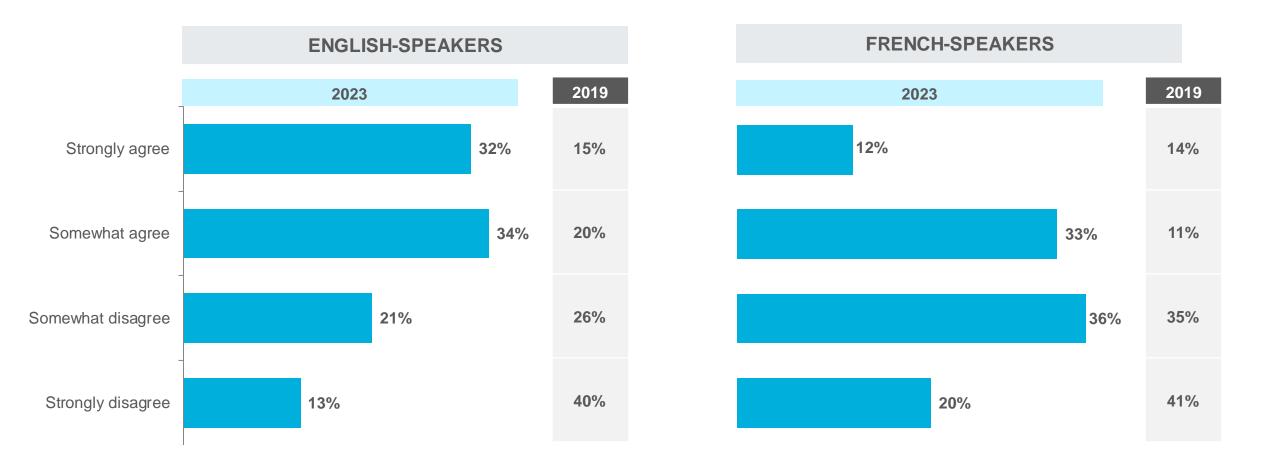
Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184 Base 2019\*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=901 / French, n= 238



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184 Base 2019\*: respondents who have been referred for a medical procedure *excluding those who don't know* / *refuse to answer*, English, n=884 / French, n= 225

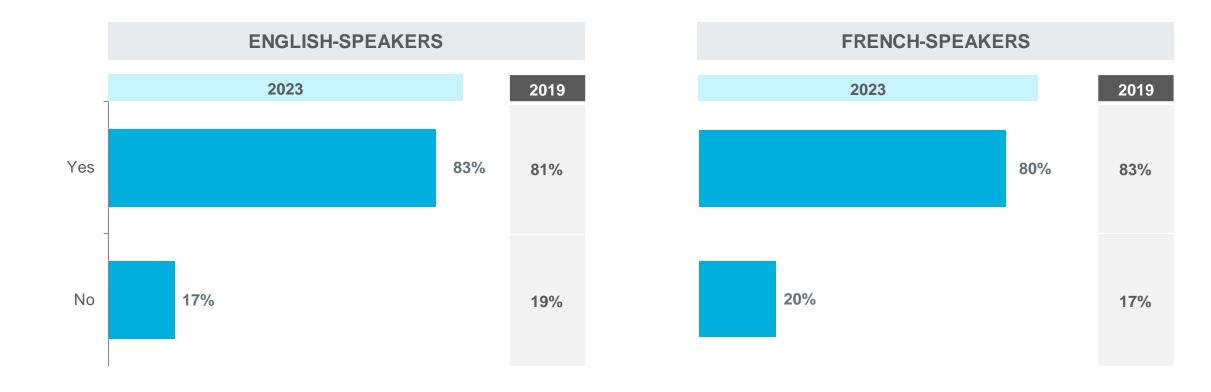


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



### Required patient follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure, English, n=1,614 / French, n= 184 Base 2019\*: respondents who have been referred for a medical procedure *excluding those who don't know / refuse to answer*, English, n=909 / French, n= 238

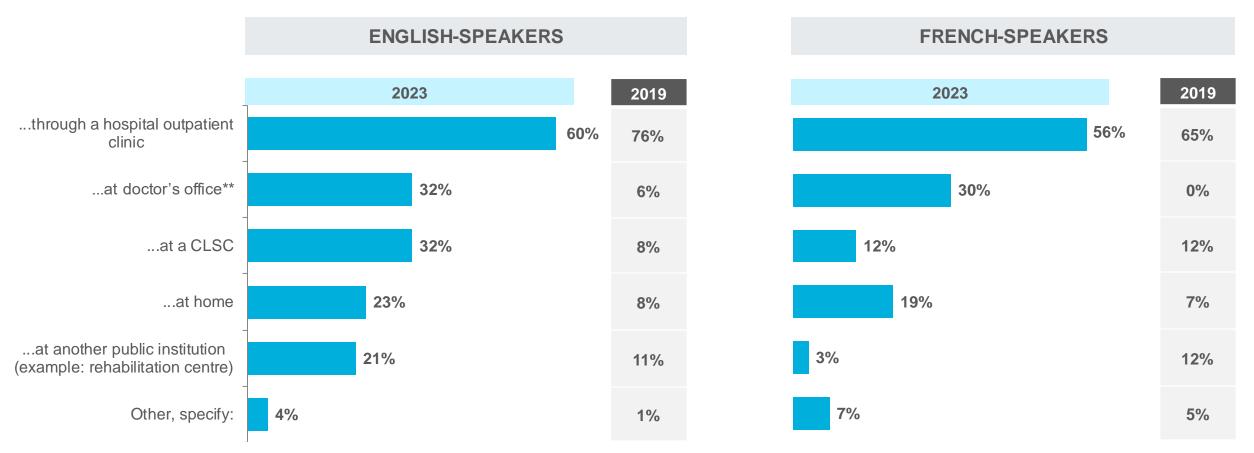


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Type of facility for follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343/ French, n=148

Base 2019\*: respondents who have been referred for a medical procedure and required a follow-up excluding those who don't know / refuse to answer, English, n=732/ French, n= 195



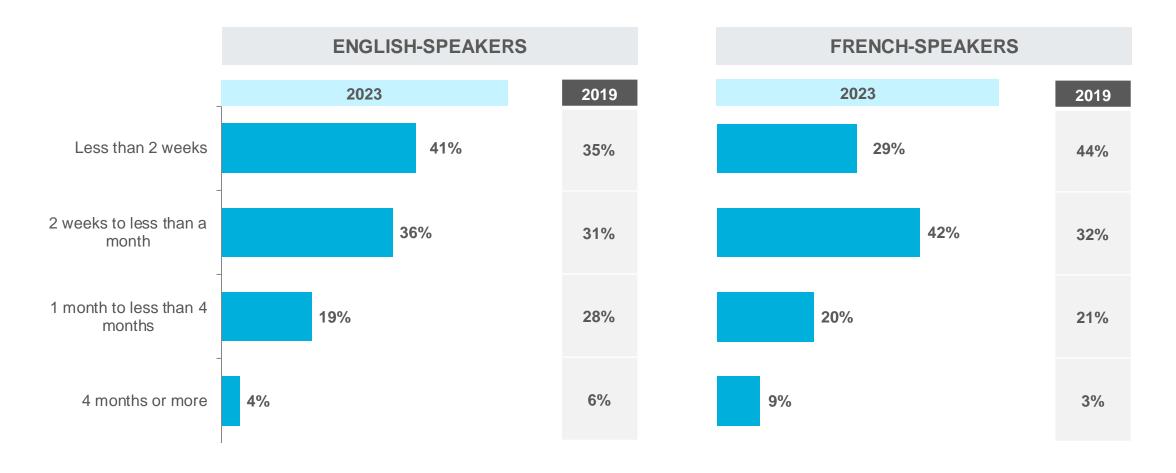
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

<sup>\*\*</sup> This choice was not presented in 2019; it was introduced in 2023 based on a notable number of respondents referencing it in the 'other specify' section. Due to the change in collection method, the results are not comparable.

### Wait time for patient follow-up after medical procedure

Base 2023: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343/ French, n=148

Base 2019\*: respondents who have been referred for a medical procedure and required a follow-up excluding those who don't know / refuse to answer, English, n=710/ French, n= 189

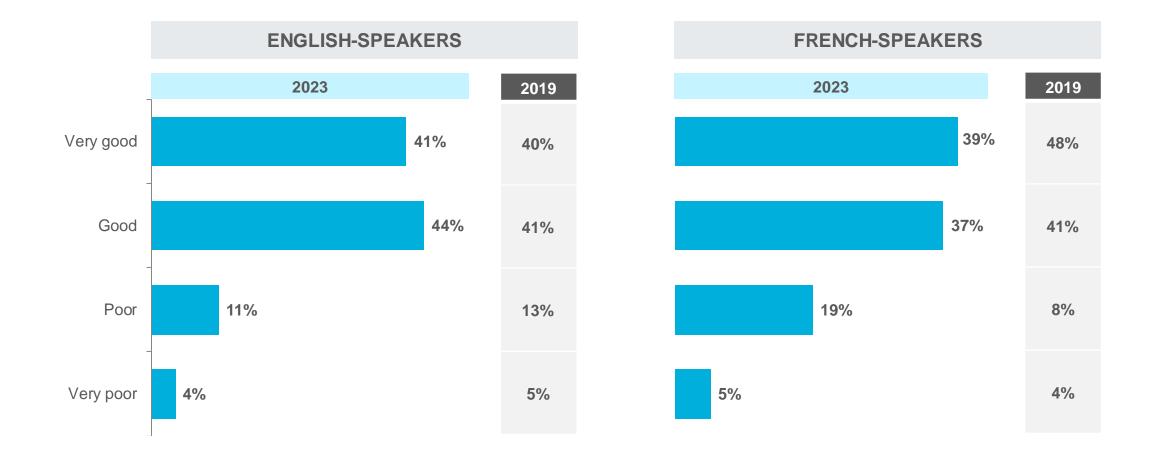


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: respondents who have been referred for a medical procedure and required a follow-up, English, n=1,343/ French, n= 148

Base 2019\*: respondents who have been referred for a medical procedure and required a follow-up excluding those who don't know / refuse to answer, English, n=714/ French, n= 189

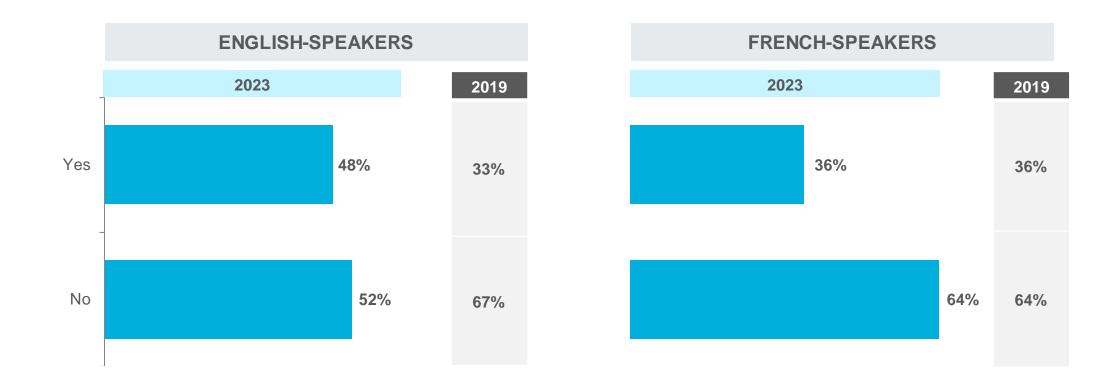


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



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

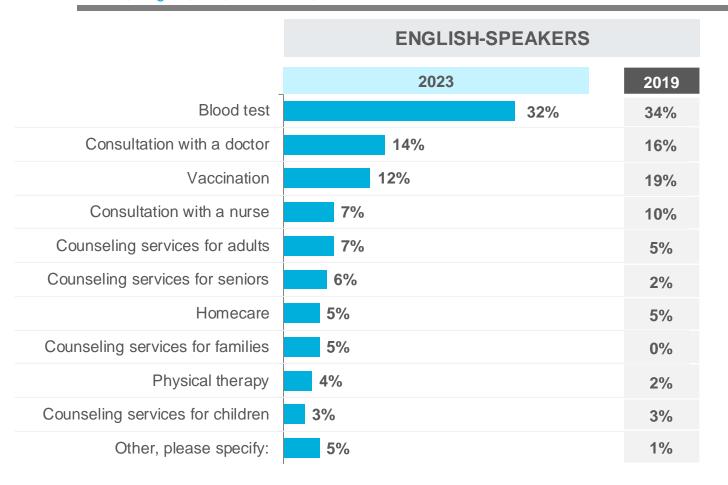
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,114/ French, n=998

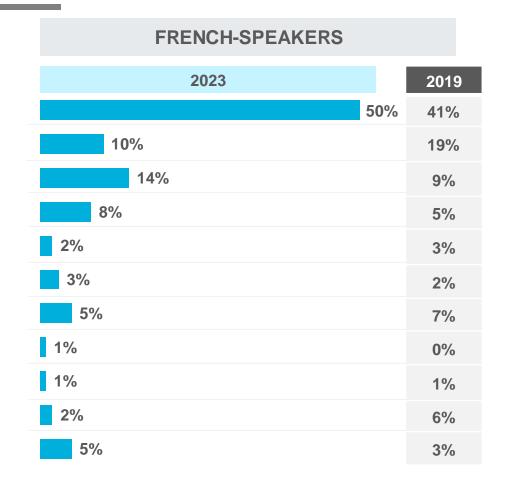


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# CLSC service accessed within the previous year, among Anglophones

Base 2023: respondents who have used the CLSC services, English, n=2,110/ French, n=364
Base 2019\*: respondents who have used the CLSC services excluding those who don't know/refuse to answer, English, n=1,116/ French, n=361



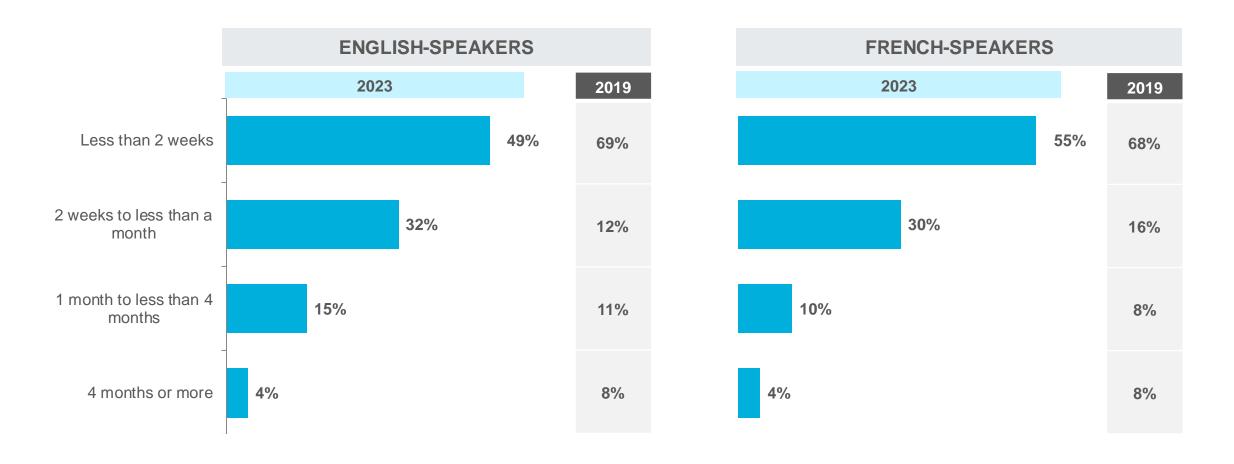


<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

<sup>-</sup> Choices have not been presented to respondents in 2019 (telephone survey), whereas they were in 2023 (online survey).

### Wait time for CLSC service

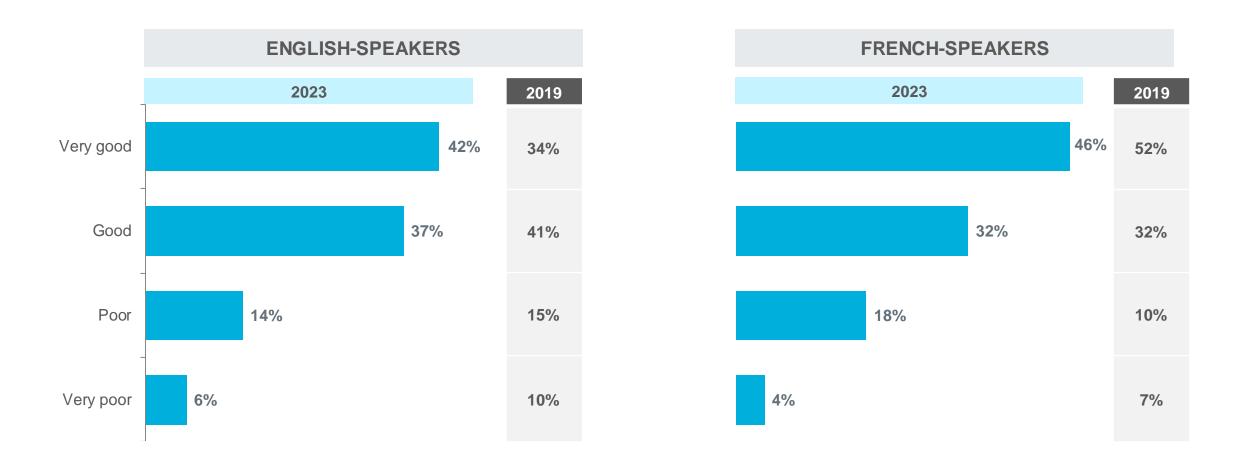
Base 2023: respondents who have used the CLSC services, English, n=2,110/ French, n=364
Base 2019\*: respondents who have used the CLSC services excluding those who don't know/refuse to answer, English, n=1,056/ French, n=330



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### **Appreciation of wait time for CLSC service**

Base 2023: respondents who have used the CLSC services, English, n=2,110/ French, n=364
Base 2019\*: respondents who have used the CLSC services excluding those who don't know/refuse to answer, English, n=1,089/ French, n=347

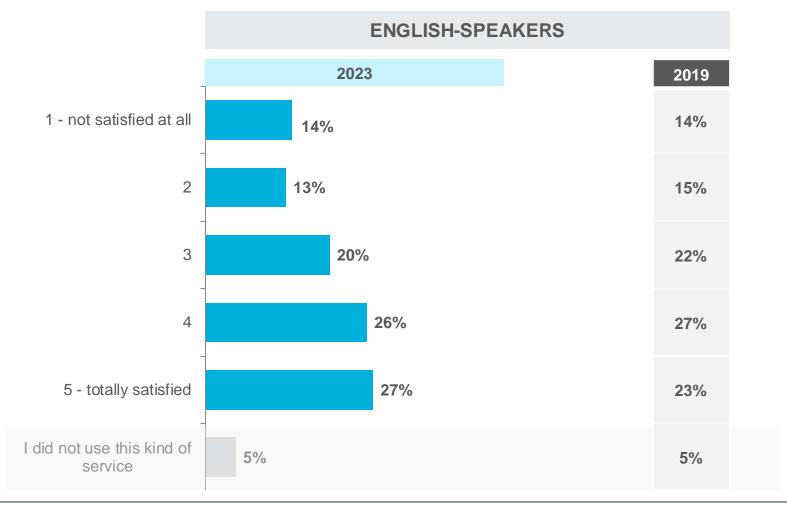


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



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

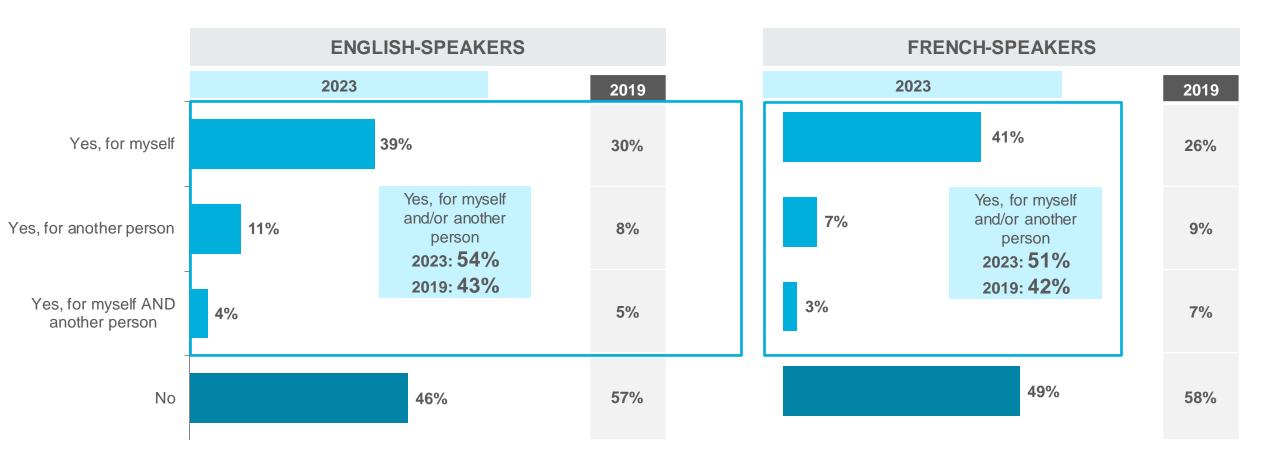
Base 2023: total English respondents, n=4,318 /excluding I didn't use this kind of service, n=4,084 Base 2019: total English respondents, n=3,037 /excluding I didn't use this kind of service, n=2,819



# Language of Service in a Private Office or Clinic life to ideas

# Visited a doctor in a private office or clinic within the previous year\*\*

Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*\*: total respondents excluding those who don't know / refuse to answer, English, n=3,118 / French, n=998

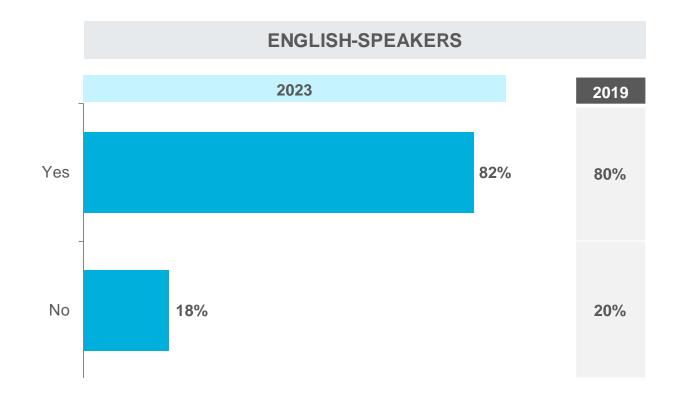


<sup>\*</sup> The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023. (yes / no) and then, for myself, for another person or both.

<sup>\*\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Served in English when visiting a doctor in a private office or clinic

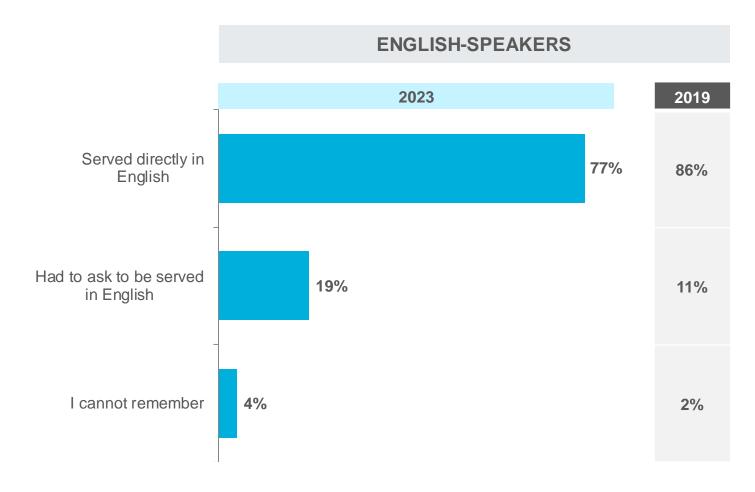
Base 2023: English respondents who have used service of private office/clinic, n=2,352
Base 2019\*: English respondents who have used service of private office/clinic excluding those who don't know / refuse to answer, n=1,426



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

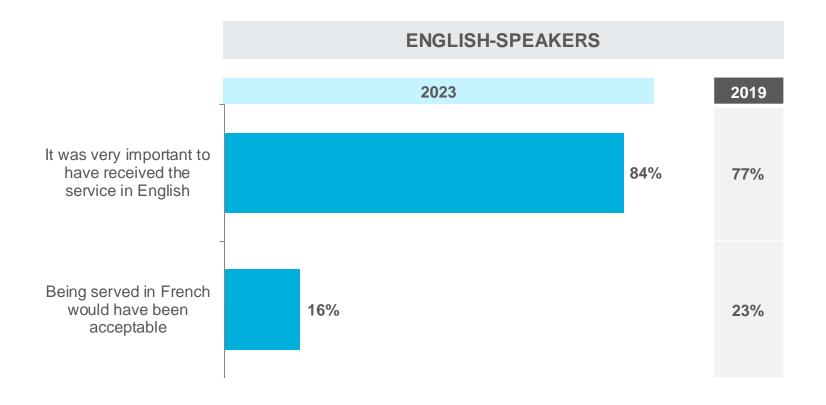
Base 2023: English respondents who have been served in English in a private office/clinic, n=1,899 Base 2019\*: English respondents who have been served in English in a private office/clinic of private office/clinic excluding those who don't know / refuse to answer, n=1,144



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

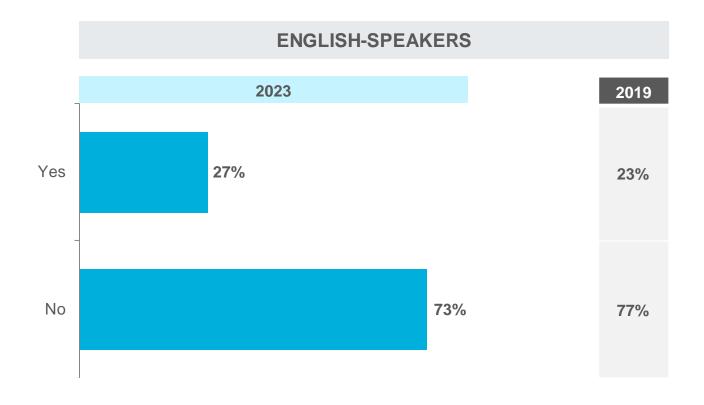
Base 2023: English respondents who have been served in English in a private office/clinic, n=1,899 Base 2019\*: English respondents who have been served in English in a private office/clinic excluding those who don't know / refuse to answer, n=1,150



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

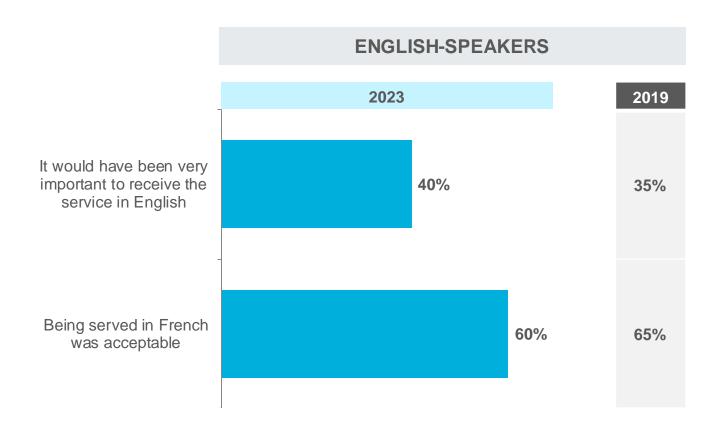
Base 2023: English respondents who have NOT been served in English in a private office/clinic, n=453 Base 2019\*: English respondents who have NOT been served in English in a private office/clinic excluding those who don't know / refuse to answer, n=268



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Importance of English services among those not served in English when visiting a doctor in a private office or clinic Base 2023: English respondents who have NOT been served in English in a private office/clinic, n=453 Base 2019\*: English respondents who have NOT been served in English in a private office/clinic excluding

those who don't know / refuse to answer. n=263

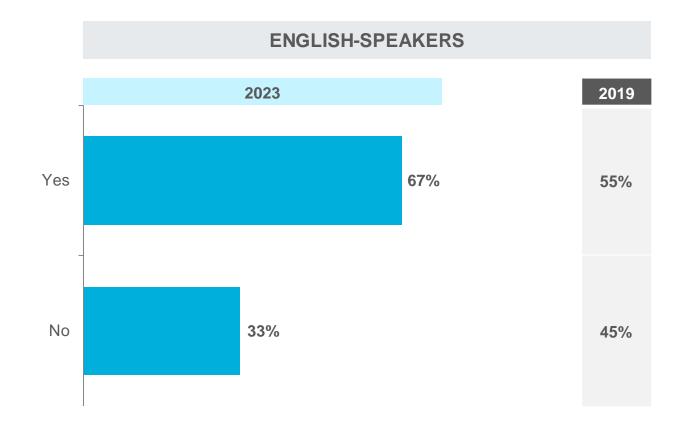


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



### **Served in English at a CLSC**

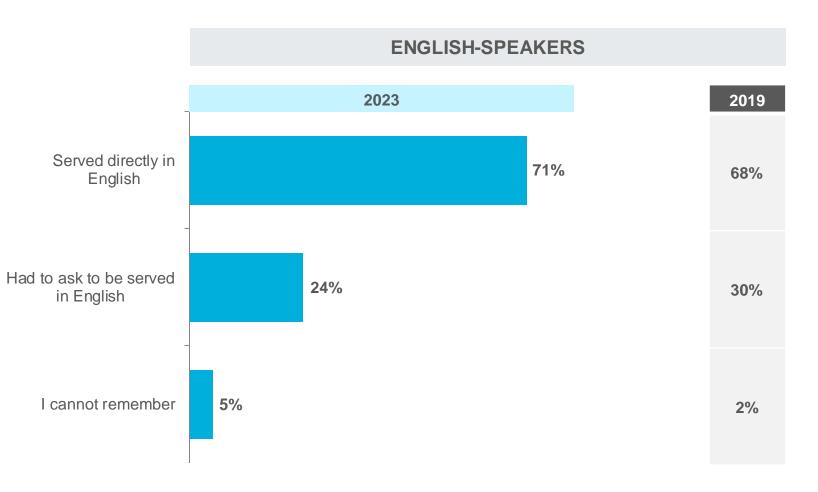
Base 2023: English respondents who have used the CLSC services, n=2,110
Base 2019\*: English respondents who have used the CLSC services excluding those who don't know / refuse to answer, n=1,091



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

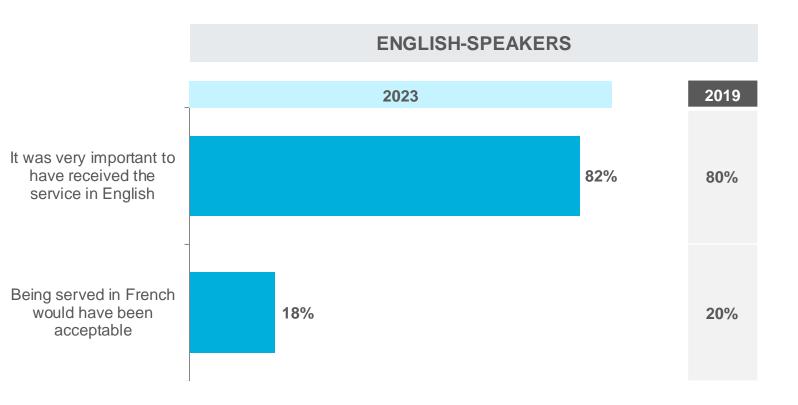
Base 2023: English respondents who have been served in English in a CLSC, n=1,405
Base 2019\*: English respondents who have been served in English in a CLSC *excluding those who don't know / refuse to answer*, n=597



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Perceived importance of being served in English at a CLSC

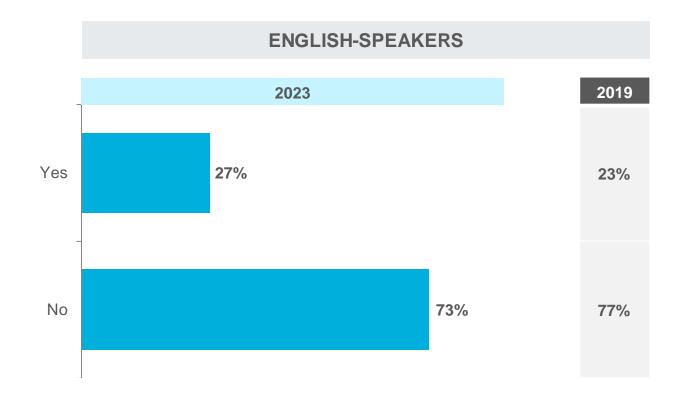
Base 2023: English respondents who have been served in English in a CLSC, n=1,405
Base 2019\*: English respondents who have been served in English in a CLSC excluding those who don't know / refuse to answer, n=600



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

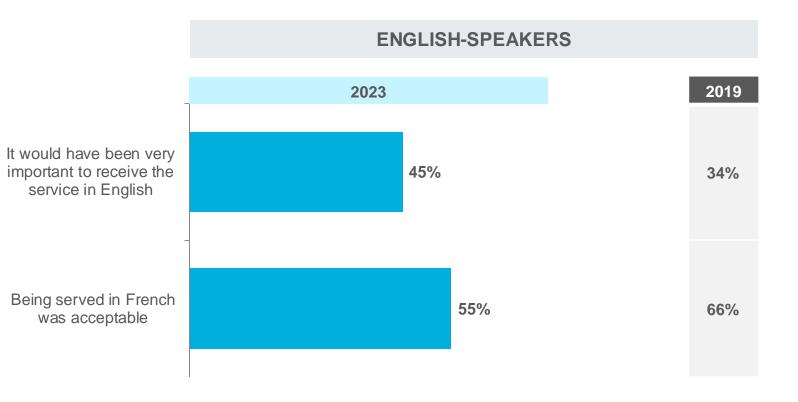
Base 2023: English respondents who have NOT been served in English in a CLSC, n=705
Base 2019\*: English respondents who have NOT been served in English in a CLSC excluding those who don't know / refuse to answer, n=470



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

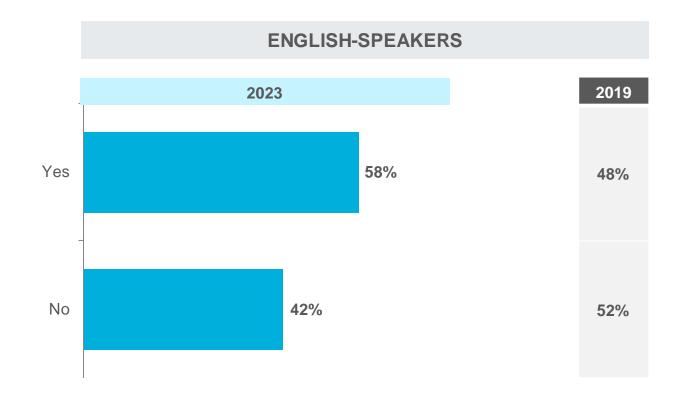
Base 2023: English respondents who have NOT been served in English in a CLSC, n=705 Base 2019\*: English respondents who have NOT been served in English in a CLSC excluding those who don't know / refuse to answer, n=474



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Receptionist at CLSC spoke English

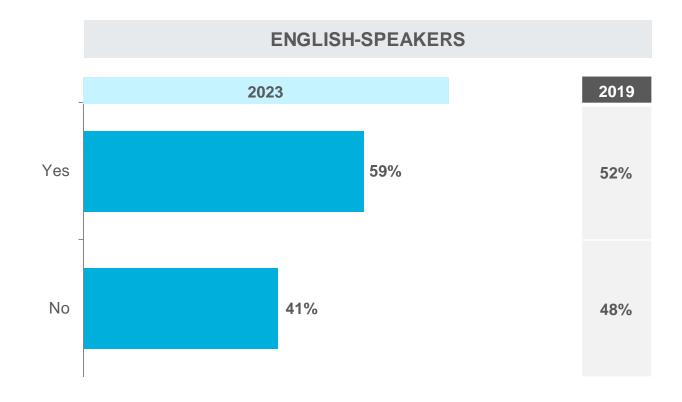
Base 2023: English respondents who have used the CLSC services, n=2,110
Base 2019\*: English respondents who have used the CLSC services excluding those who don't know / refuse to answer, n=1,062



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Information forms at CLSC in English

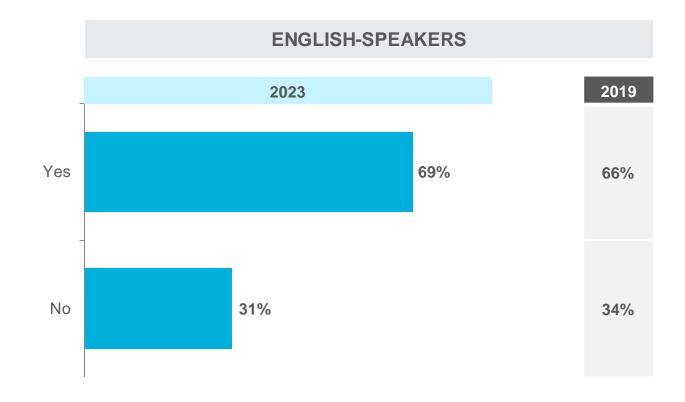
Base 2023: English respondents who have used the CLSC services, n=2,110
Base 2019\*: English respondents who have used the CLSC services excluding those who don't know / refuse to answer, n=924



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Health or social services professional at CLSC spoke English

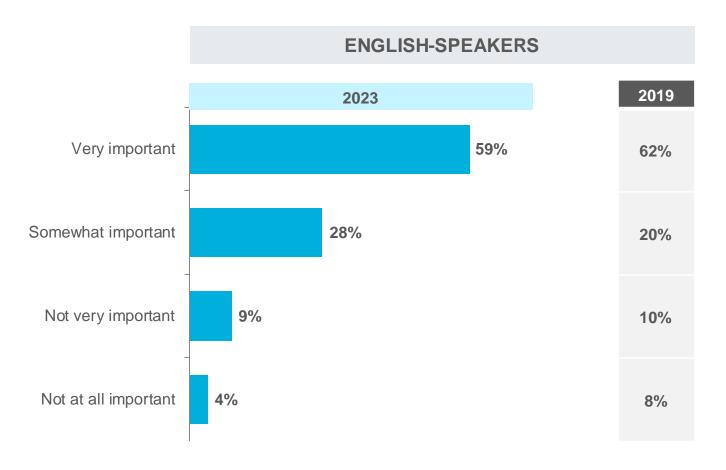
Base 2023: English respondents who have used the CLSC services, n=2,110
Base 2019\*: English respondents who have used the CLSC services excluding those who don't know / refuse to answer, n=1,082



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Importance of health or social services professional speaking English

Base 2023: English respondents who have used the CLSC services, n=2,110
Base 2019\*: English respondents who have used the CLSC services excluding those who don't know / refuse to answer, n=1,109

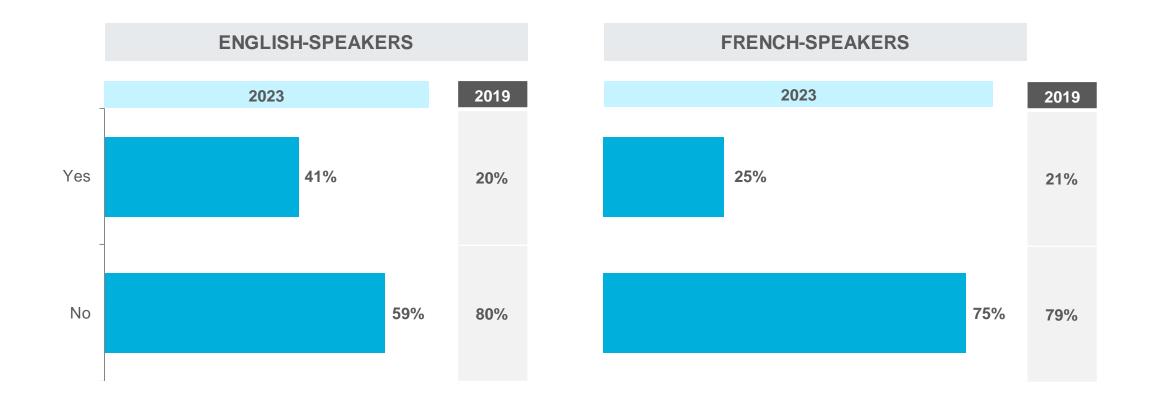


<sup>\*</sup> The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



### Used the services of Info Santé or Info Social\*

Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,076/ French, n=992

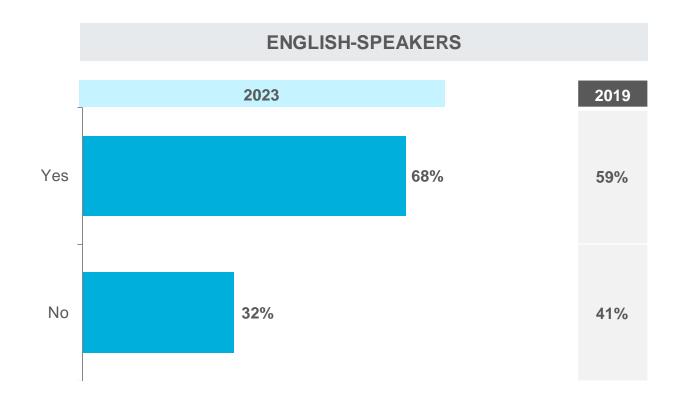


<sup>\*</sup> The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023: "yes/ no" and then, for myself, for another person or both.

<sup>\*\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

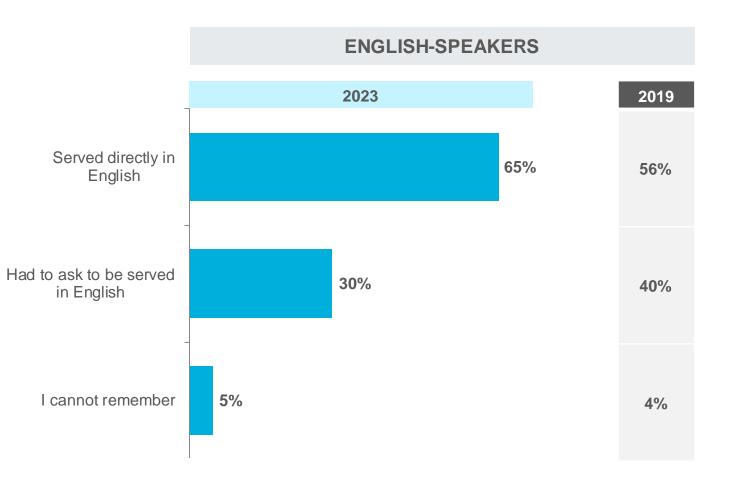
Base 2023: English respondents who have used service of Info Santé or Info Social, n=1,791 Base 2019\*: English respondents who have used service of Info Santé or Info Social excluding those who don't know / refuse to answer, n=522



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

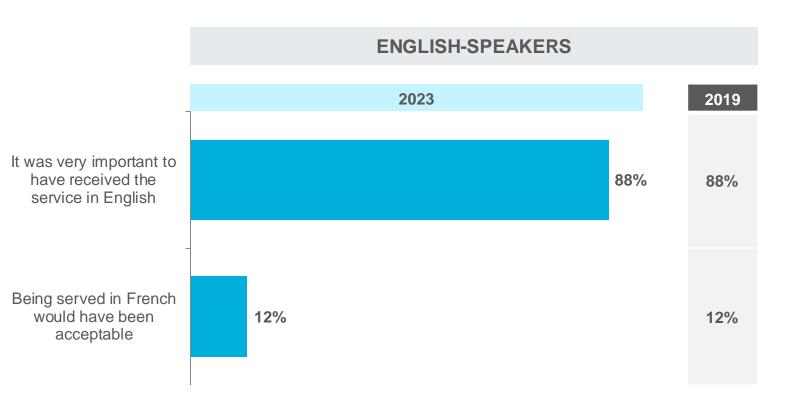
Base 2023: English respondents who have been served in English by Info Santé or Info Social, n=1,221 Base 2019\*: English respondents who have been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=301



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

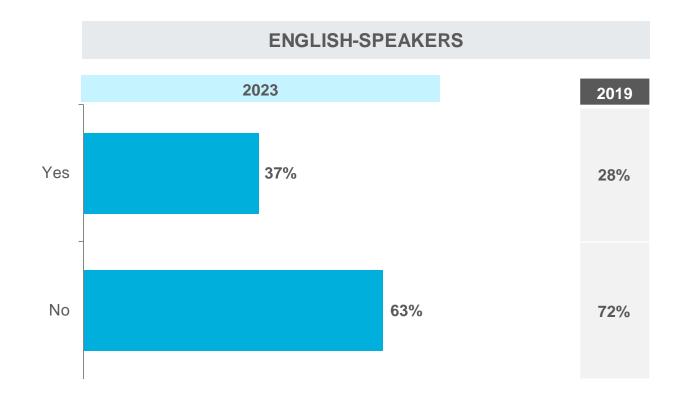
Base 2023: English respondents who have been served in English by Info Santé or Info Social, n=1,221 Base 2019\*: English respondents who have been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=304



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

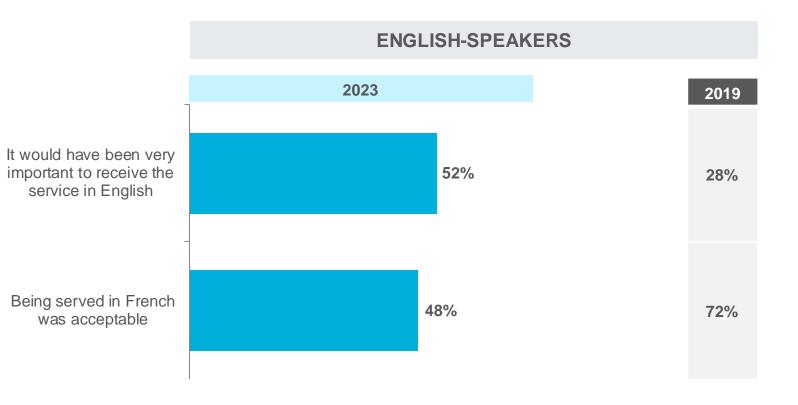
Base 2023: English respondents who have NOT been served in English by Info Santé or Info Social, n=570 Base 2019\*: English respondents who have NOT been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=209



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Importance of English services from Info Santé or Info

**Social among those not served in English**Base 2023: English respondents who have NOT been served in English by Info Santé or Info Social, n=570
Base 2019\*: English respondents who have NOT been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=214

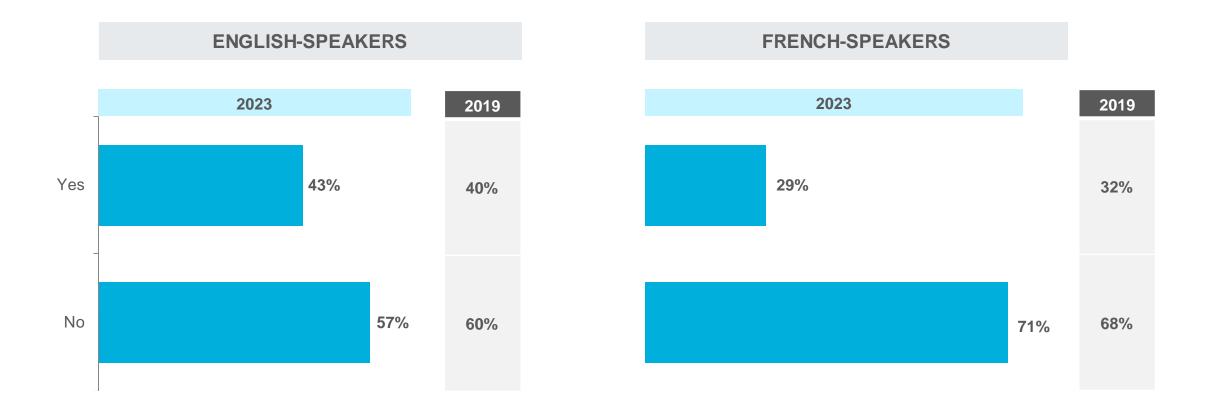


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



# Used the services of a hospital emergency room or outpatient clinic\*

Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,115/ French, n=995

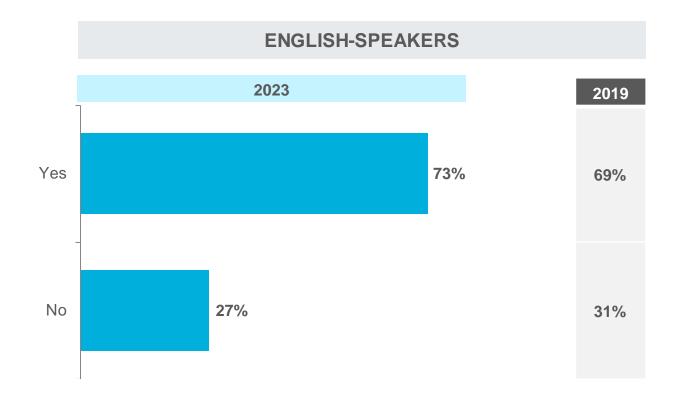


<sup>\*</sup> The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023 (yes / no) and then, for myself, for another person or both.

<sup>\*\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### Served in English at the ER or out-patient clinic

Base 2023: English respondents who have used an emergency room or out-patient clinic, n=1,907 Base 2019\*: English respondents who have used an emergency room or out-patient clinic excluding those who don't know / refuse to answer, n=1,220

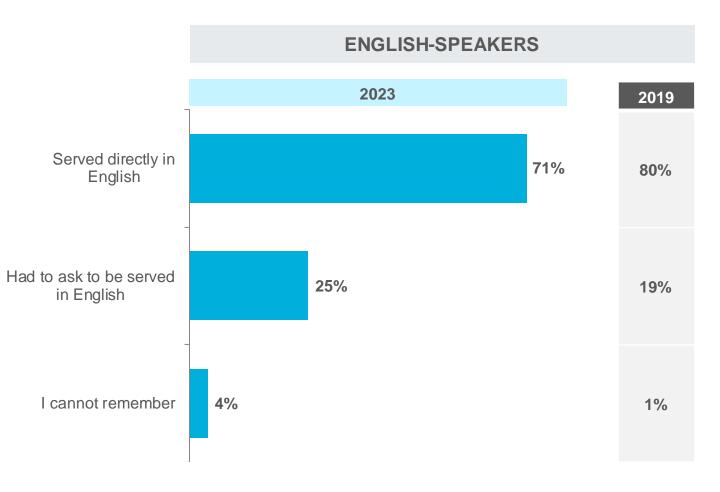


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have been served in English during recent visit to an emergency room or out-patient clinic, n=1,362

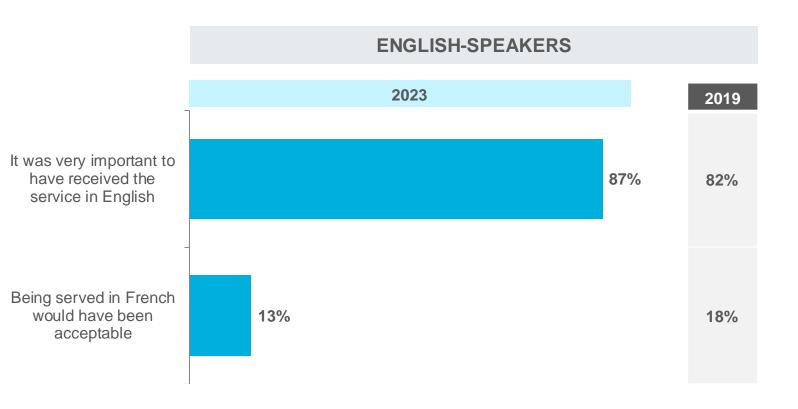
Base 2019\*: English respondents who have been served in English during recent visit to an emergency room or out-patient clinic excluding those who don't know / refuse to answer, n=821



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

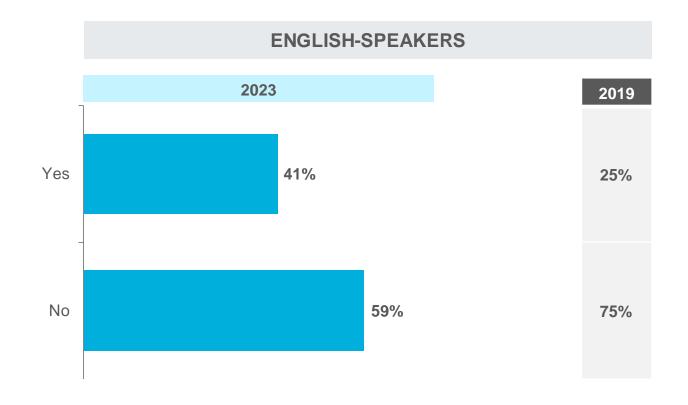
Base 2023: English respondents who have been served in English at the ER or Out-patient Clinic, n=1,362 Base 2019\*: English respondents who have been served in English at the ER or Out-patient Clinic excluding those who don't know / refuse to answer, n=828



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

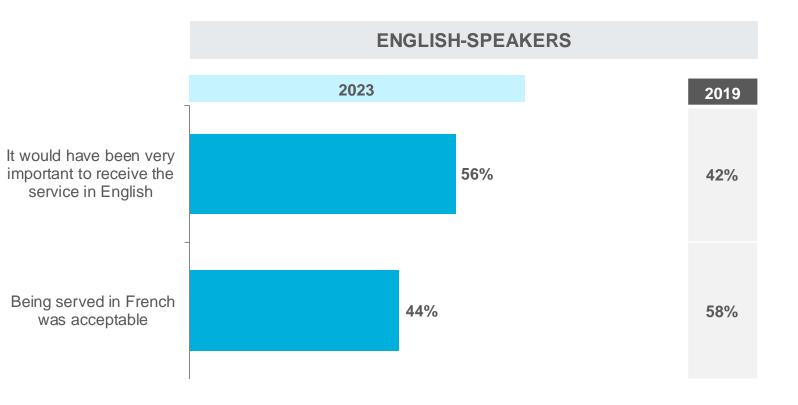
Base 2023: English respondents who have NOT been served in English at the ER or Out-patient Clinic, n=545 Base 2019\*: English respondents who have NOT been served in English at the ER or Out-patient Clinic excluding those who don't know / refuse to answer, n=385



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

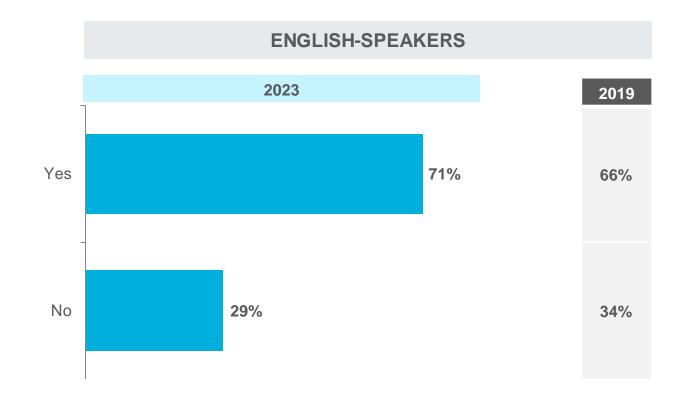
# Importance of English services at the ER or out-

patient clinic among those not served in English
Base 2023: English respondents who have NOT been served in English by Info Santé or Info Social, n=545
Base 2019\*: English respondents who have NOT been served in English by Info Santé or Info Social excluding those who don't know / refuse to answer, n=376



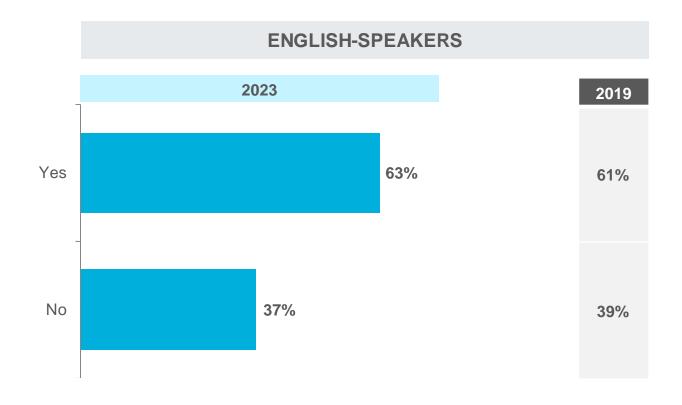
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



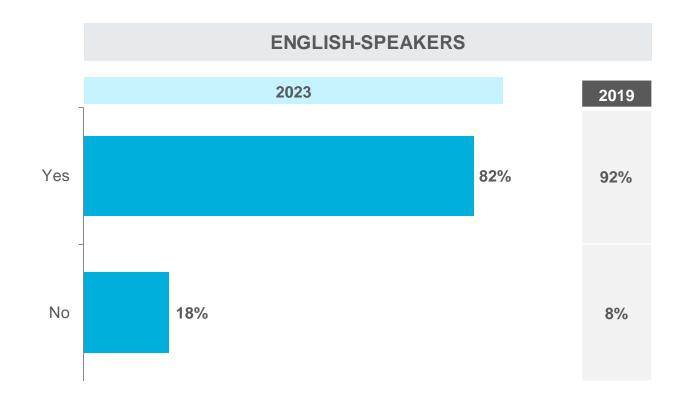
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



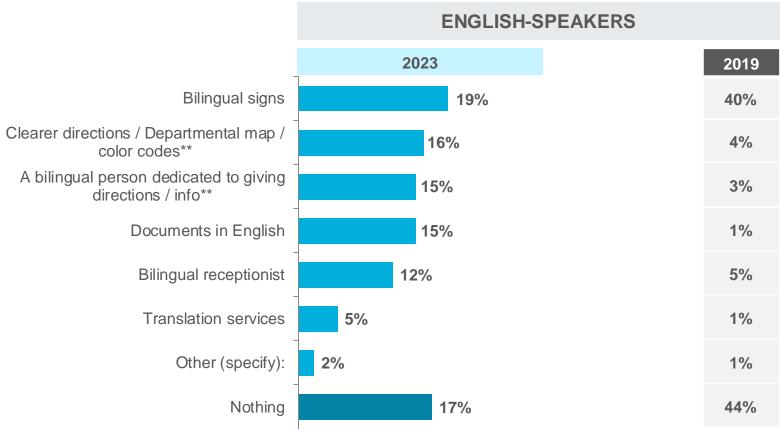
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

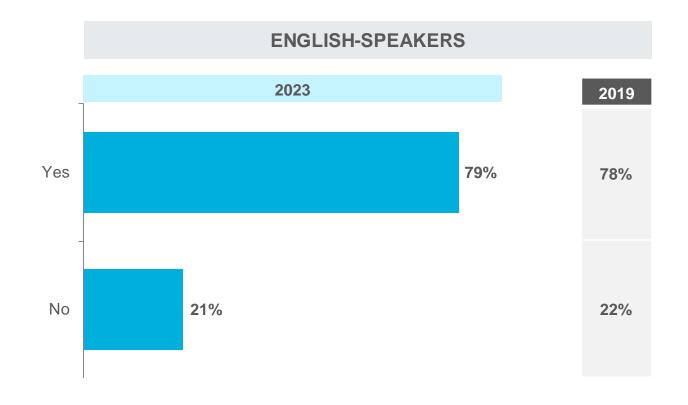


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

<sup>\*\*</sup> These factors were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « Clearer directions/departmental map/color codes », « a bilingual person dedicated to giving directions / info ».

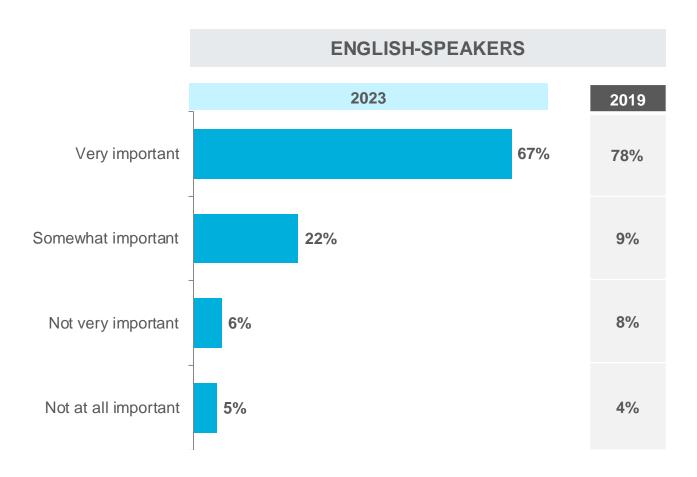
In 2019, the question was asked without choices (telephone survey), whereas respondents were provided with choices in 2023 (online survey). Due to the change in collection method, the results are not comparable.

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



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

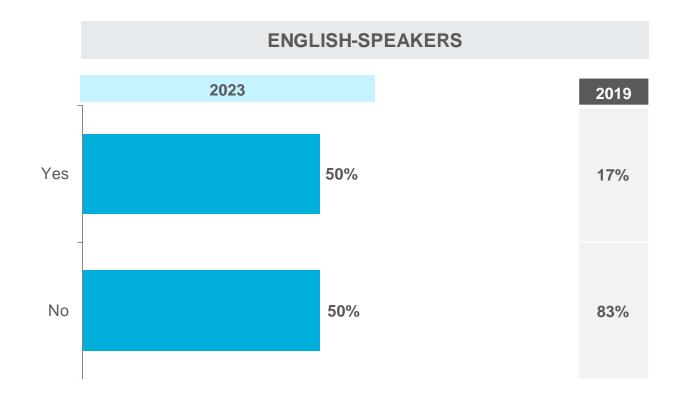


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have used an emergency room or out-patient clinic (n=1,907), excluding those who don't know (23%), n=1,482

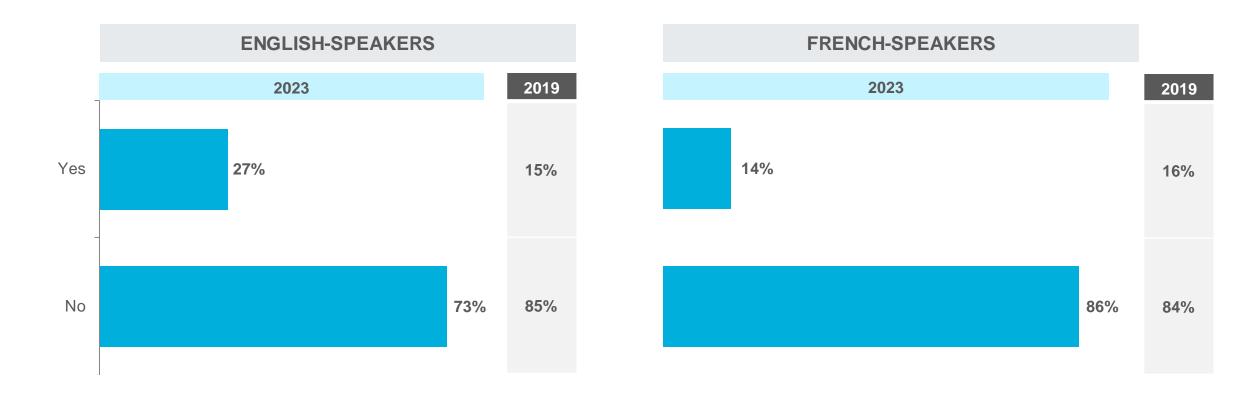
Base 2019: English respondents who have used an emergency room or out-patient clinic (n=1,248), excluding those who don't know, n=1,144





#### Have stayed overnight at a hospital\*

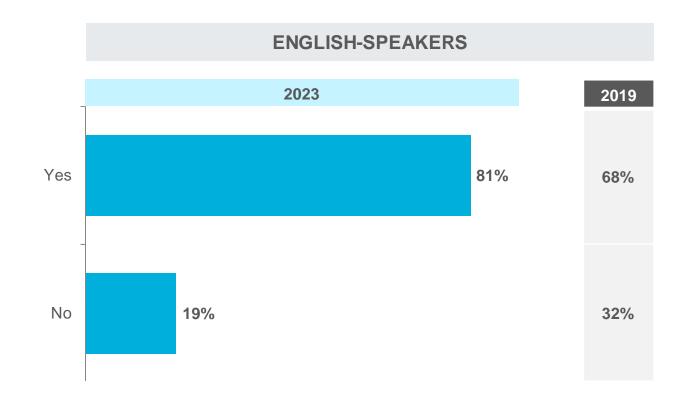
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*\*: total respondents excluding those who don't know / refuse to answer, English, n=3,127/ French, n=999



<sup>\*</sup> The question was slightly different in 2019. The choices offered were: Yes, for myself. Yes, for another person. Both, myself and another person. No. / This question was asked in two parts in 2023 (yes / no) and then, for myself, for another person or both.

<sup>\*\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

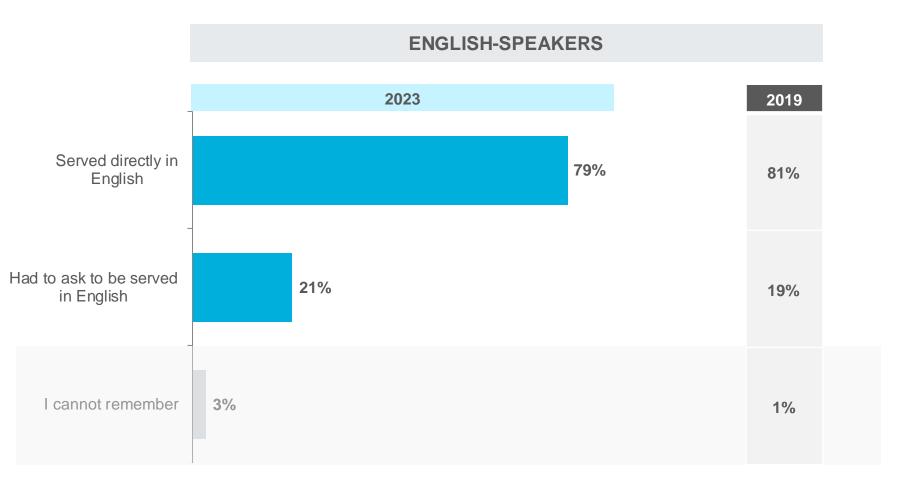


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have been served in English during overnight stay at a hospital (n=949), excluding those who don't remember (3%), n=918

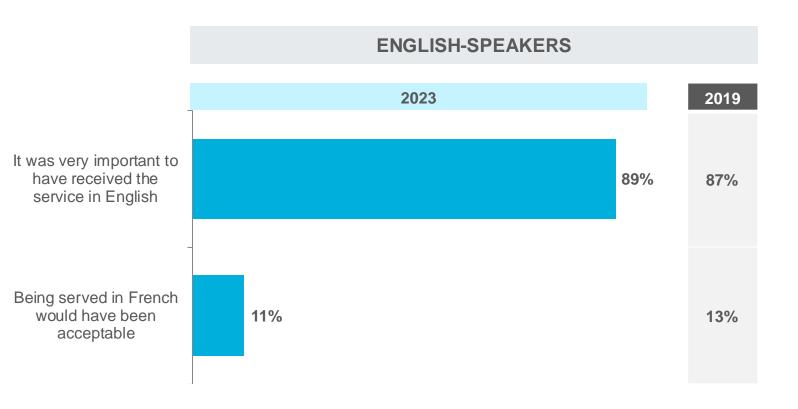
Base 2019\*: English respondents who have been served in English during overnight stay at a hospital excluding those who don't know / refuse to answer (n=372), excluding those who don't remember, n=367



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have been served in English during overnight stay at a hospital, n=949 Base 2019\*: English respondents who have been served in English during overnight stay at a hospital excluding those who don't know / refuse to answer, n=378

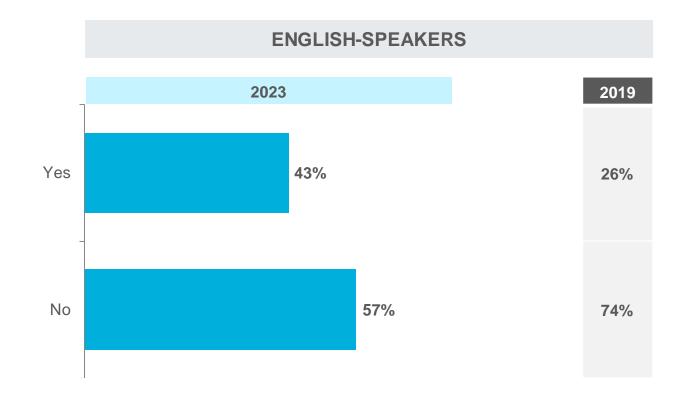


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have NOT been served in English during the overstay at the hospital, n=245

Base 2019\*: English respondents who have NOT been served in English during the overstay at the hospital excluding those who don't know / refuse to answer, n=167

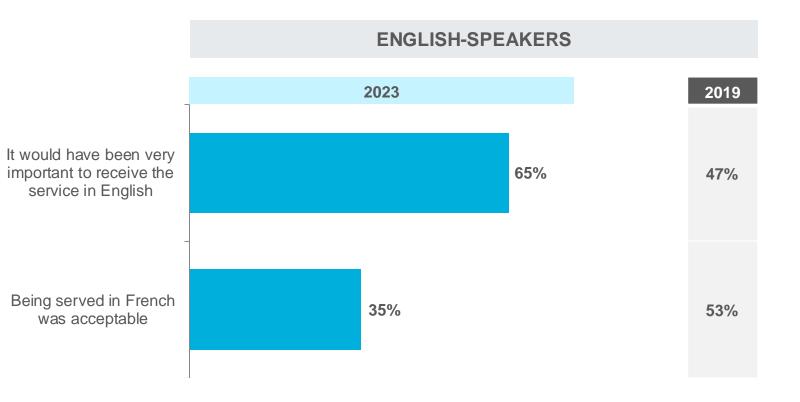


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

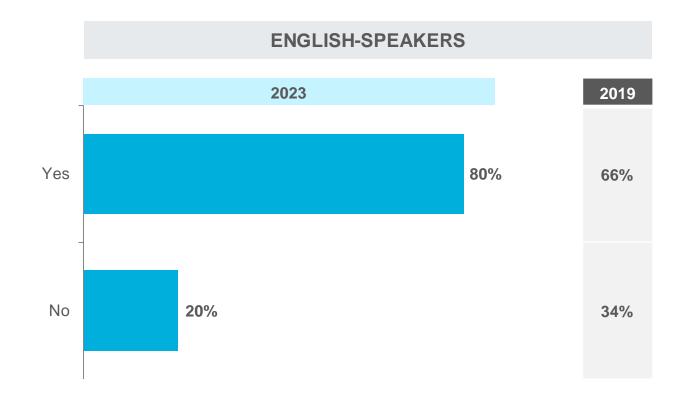
Base 2023: English respondents who have NOT been served in English during the overstay at the hospital, n=245

Base 2019\*: English respondents who have NOT been served in English during the overstay at the hospital excluding those who don't know / refuse to answer, n=166



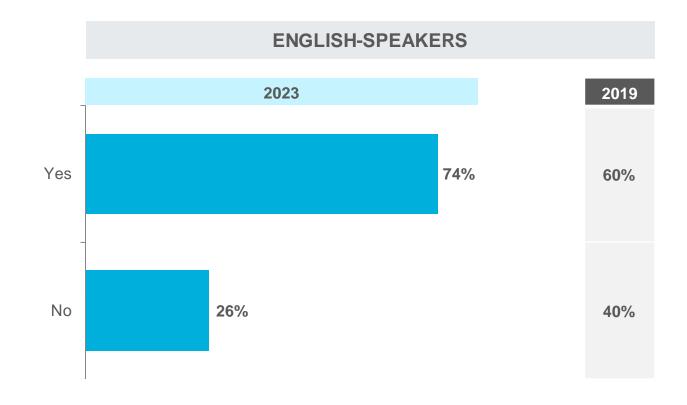
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



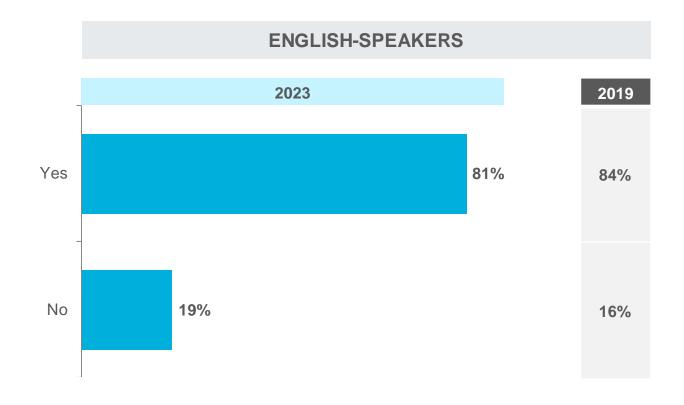
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



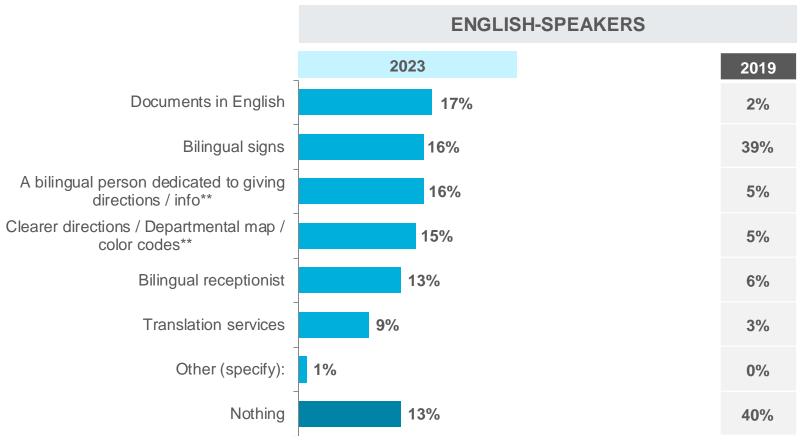
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

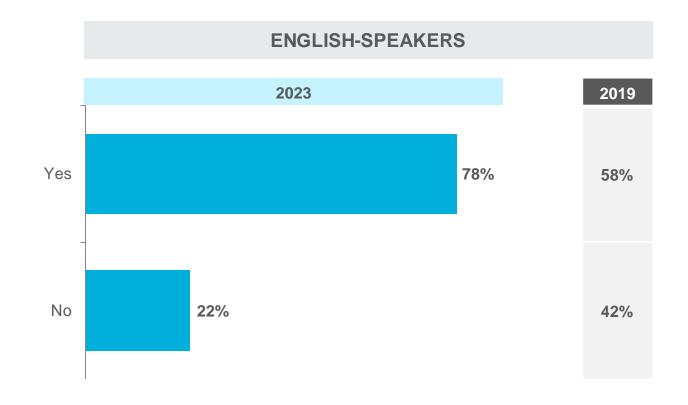


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

<sup>\*\*</sup> These factors were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « Clearer directions/departmental map/ color codes », « a bilingual person dedicated to giving directions/info ».

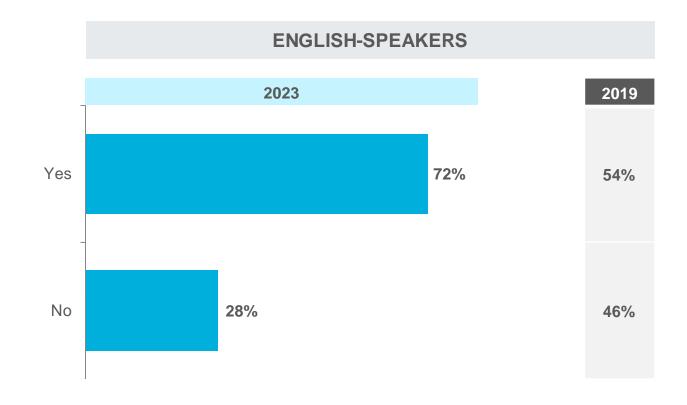
In 2019, the question was asked without choices (telephone survey), whereas respondents were provided with choices in 2023 (online survey). Due to the change in collection method, the results are not comparable.

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



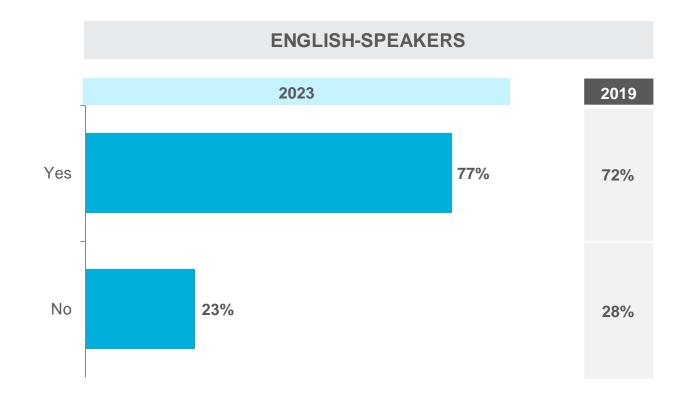
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



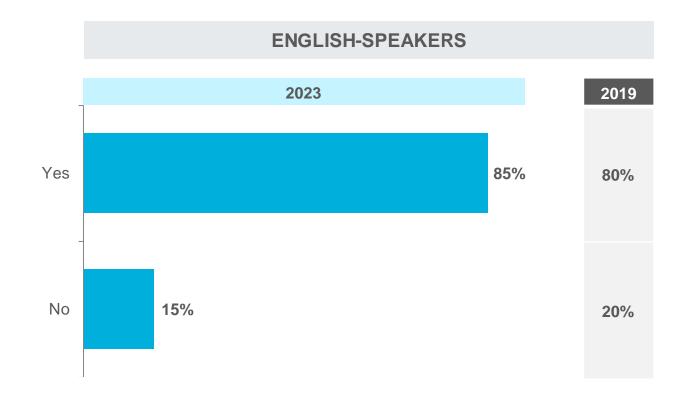
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

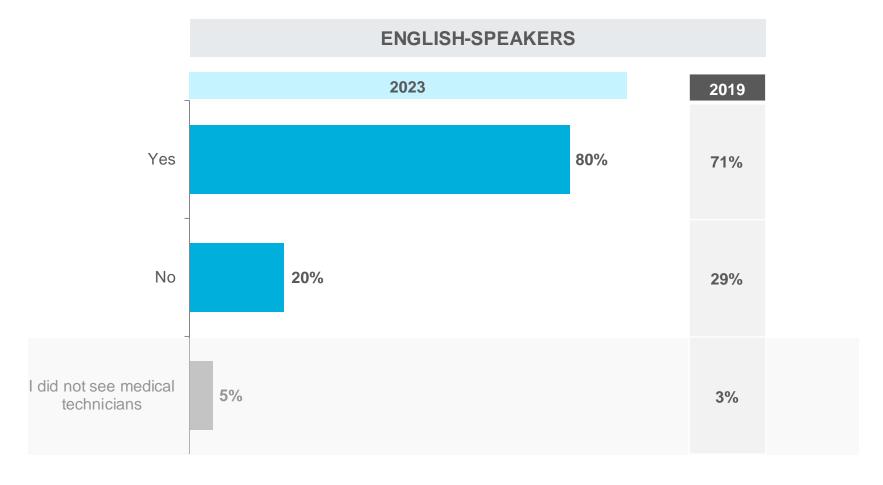


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194 / excluding I did not see medical technicians, n=1,126

Base 2019\*: English respondents who required an overnight stay at a hospital excluding those who don't know / refuse to answer (n=538) / excluding I did not see medical technicians, n=517

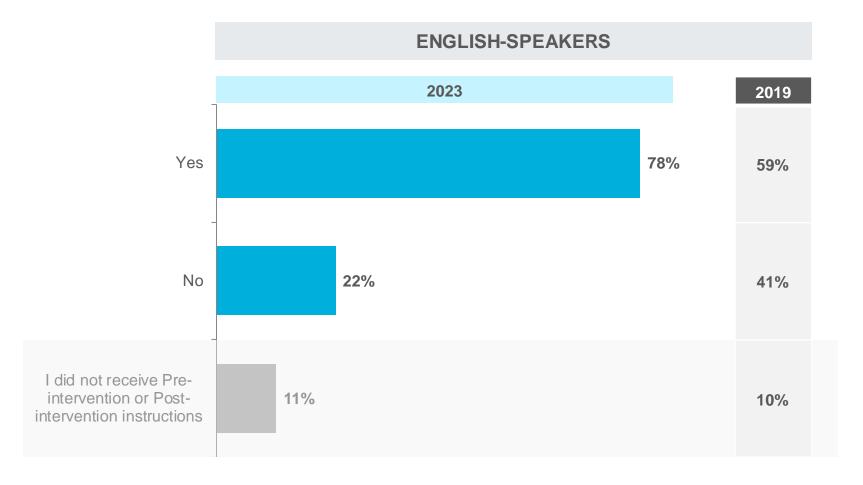


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who required an overnight stay at a hospital, n=1,194 / excluding I did not receive Pre-intervention or Post-intervention instructions, n=1,069

Base 2019\*: English respondents who required an overnight stay at a hospital excluding those who don't know / refuse to answer, n=516 / excluding I did not receive Pre-intervention or Post-intervention instructions, n=479

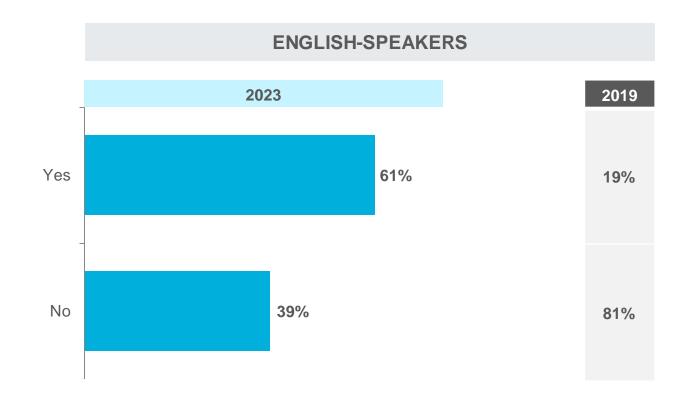


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

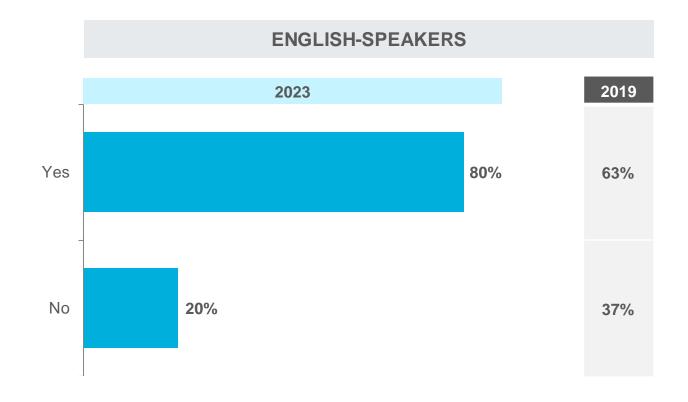
## Translation services offered during overnight stay at a hospital?

Base 2023: English respondents who required an overnight stay at a hospital (n=1,194), excluding I don't know (15%), n=1,019

Base 2019: English respondents who required an overnight stay at a hospital excluding I don't know, n=495



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

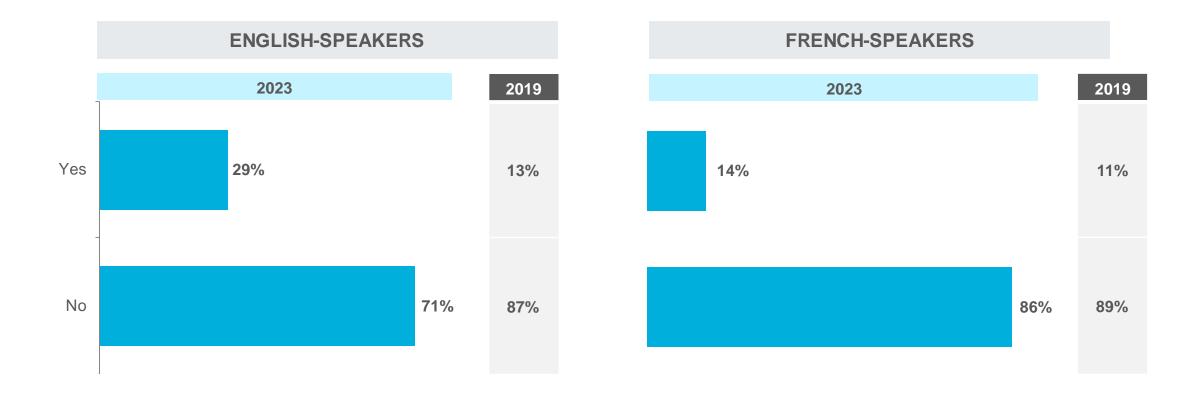


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



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

Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents excluding those who don't know / refuse to answer, English, n=3,126/ French, n=998

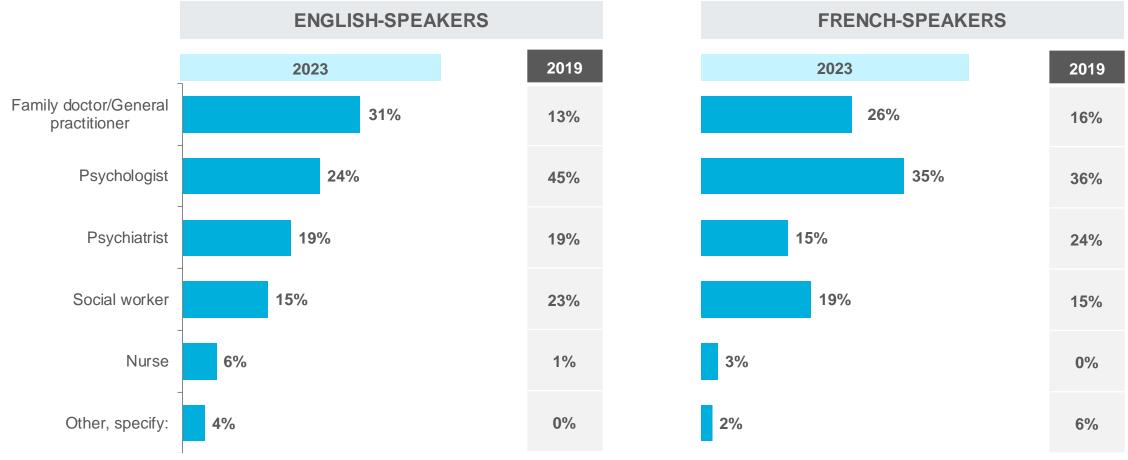


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

#### Type of professional consulted concerning mental health\*

Base 2023: respondents who used the services of a professional regarding mental health, English, n=1,291 / French, n= 142

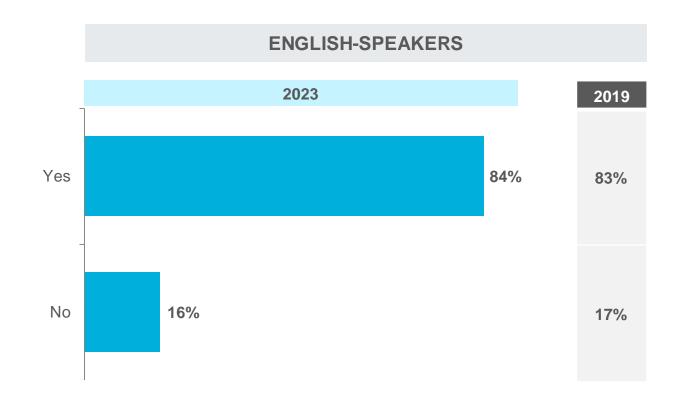
Base 2019\*\*: respondents who used the services of a professional regarding mental health *excluding those who don't know / refuse to answer*, English, n=299 / French, n= 86



<sup>\*</sup>The question was slightly reformulated. In 2019, it was: "What type of health professional did you consult most frequently for yourself or to help another person?" \*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who used the services of a professional regarding mental health, n=1,291 Base 2019\*: English respondents who used the services of a professional regarding mental health *excluding* those who don't know / refuse to answer, n=296

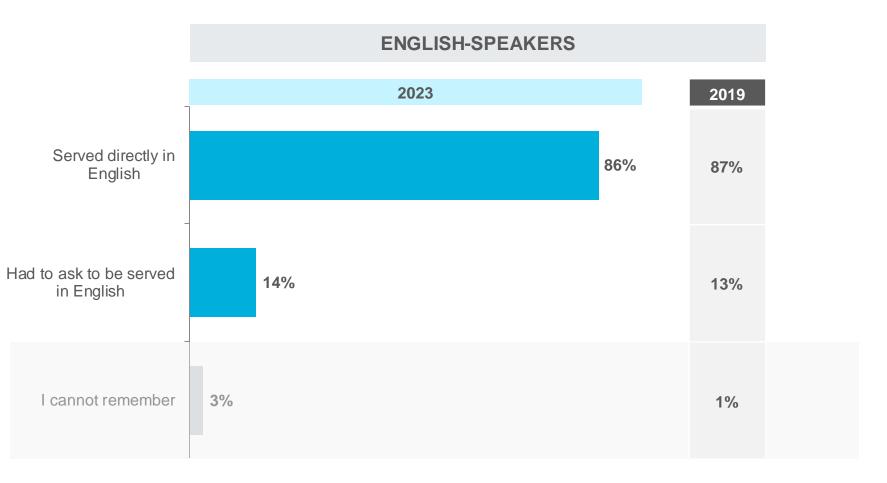


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have been served in English using the services of a professional regarding mental health (n=1,073), excluding those who don't remember (3%), n=1,042

Base 2019\*: English respondents who have been served in English using the services of a professional regarding mental health excluding those who don't know/refuse to answer (n=232), excluding those who don't remember, n=228

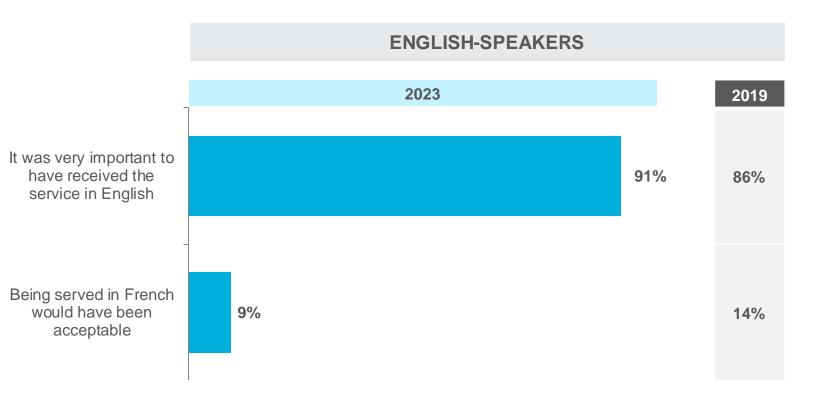


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023 English respondents who have been served in English using the services of a professional regarding mental health, n=1,073

Base 2019\*: English respondents who have been served in English using the services of a professional regarding mental health *excluding those who don't know / refuse to answer*, n=232

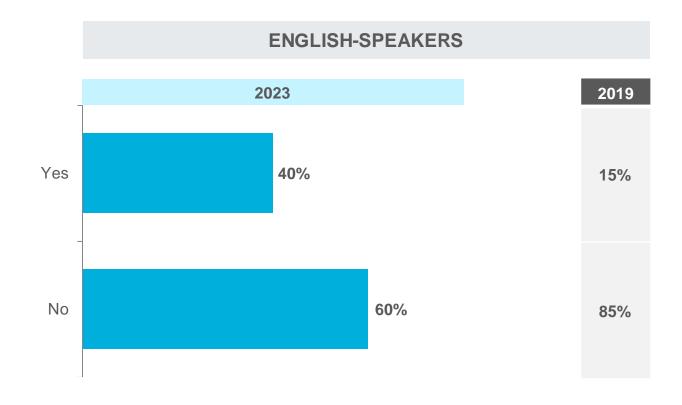


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=218

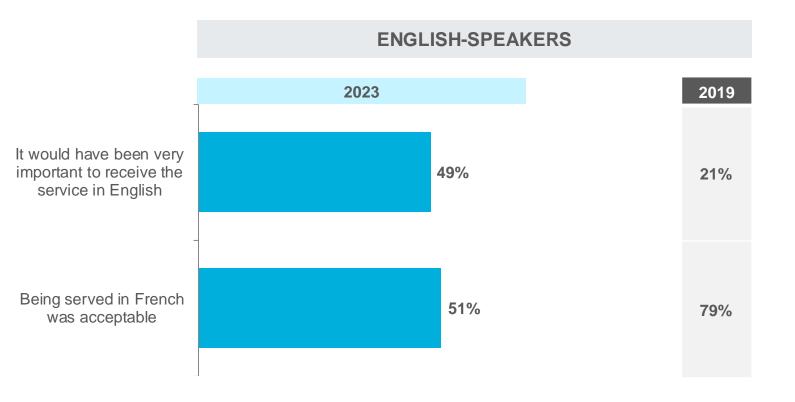
Base 2019: English respondents who have NOT been served in English using the services of a professional regarding mental health, n=63



# Importance of being served in English by mental health professional among those not served in English Base 2023: English respondents who have NOT been served in English using the services of a professional

regarding mental health, n=218
Base 2019: English respondents who have NOT been served in English using the services of a professional

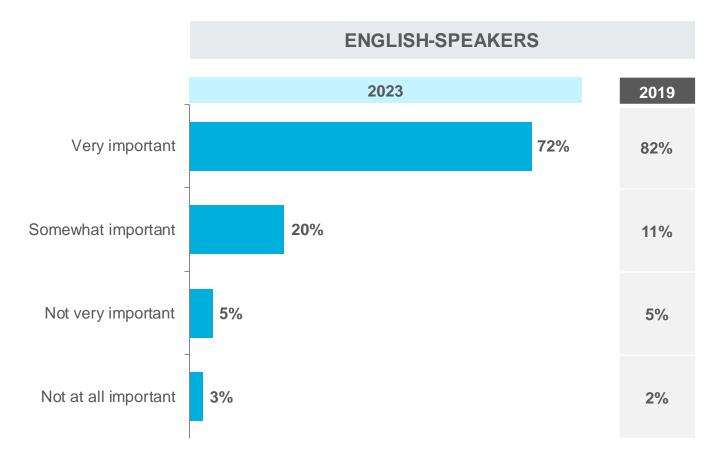
regarding mental health, n=63



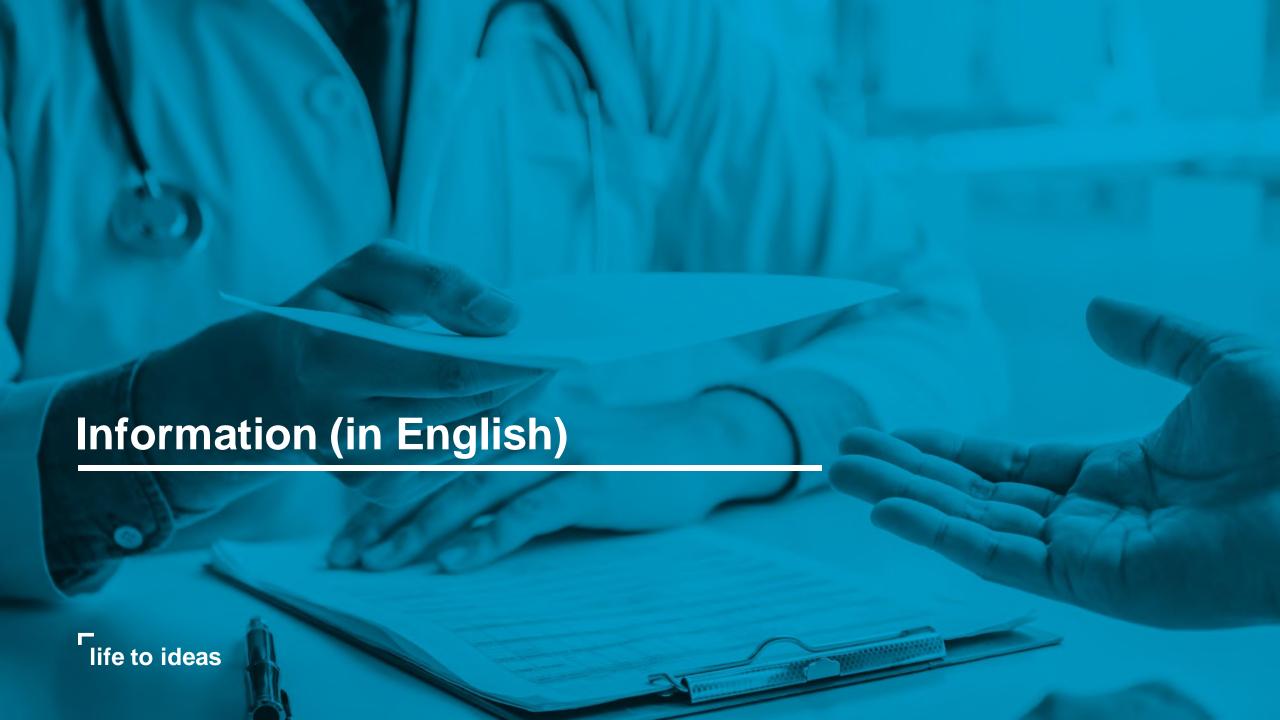
## Importance of mental health services being provided in English

Base 2023: total English respondents, n=4,318

Base 2019\*: total English respondents excluding those who don't know / refuse to answer, n=3,100

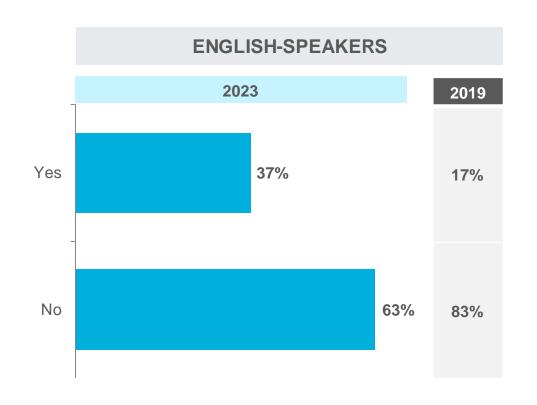


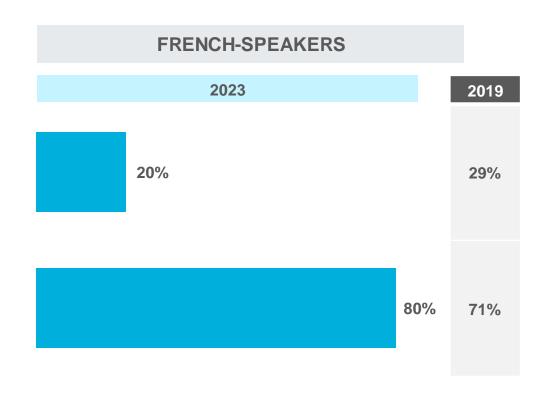
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



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

Base 2023: total respondents, English, n=4,318 / French, n=1,000 Base 2019\*: total respondents excluding those who don't know / refuse to answer, English, n=2,955 / French, n=963



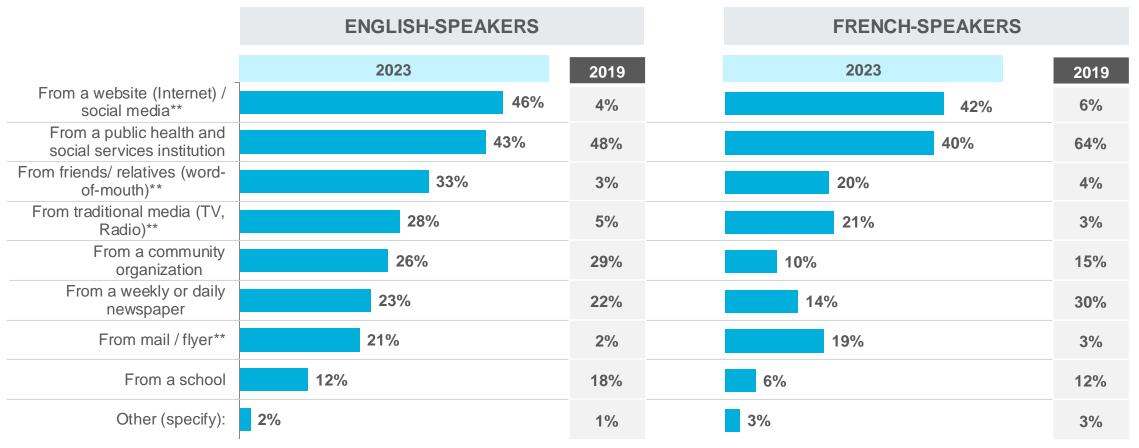


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: respondents who received information about public health and social service institutions, English, n=1,625 / French, n= 208

Base 2019\*: respondents who received information about public health and social service institutions excluding those who don't know / refuse to answer. English, n=470 / French, n= 249



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

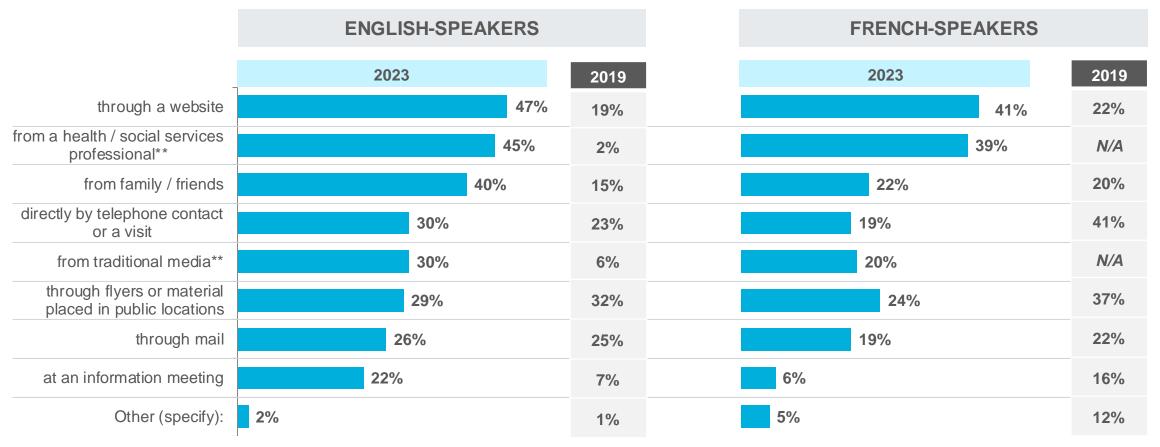
Due to the change in collection method, the results are not comparable.

<sup>\*\*</sup> These sources were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « From a website/social media», « from friend/relatives», « from traditional media» and « from mail/flyer ».

# Public health and social services information provider

Base 2023: respondents who received information about public health and social service institutions, English, n=1,625 / French, n= 208

Base 2019\*: respondents who received information about public health and social service institutions excluding those who don't know/refuse to answer, English, n=482 / French, n= 255



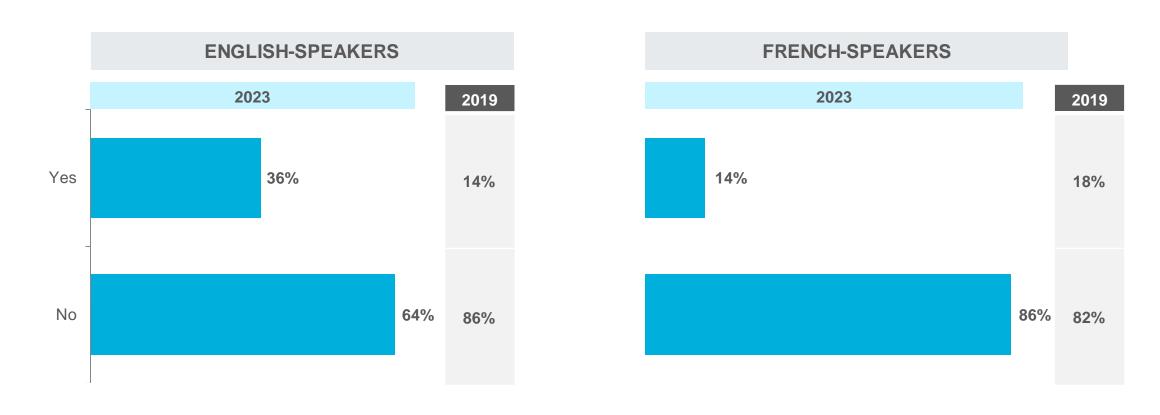
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Due to the change in collection method, the results are not comparable.

<sup>\*\*</sup> These providers were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section: « From a health/social services professional», « from traditional media ».

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

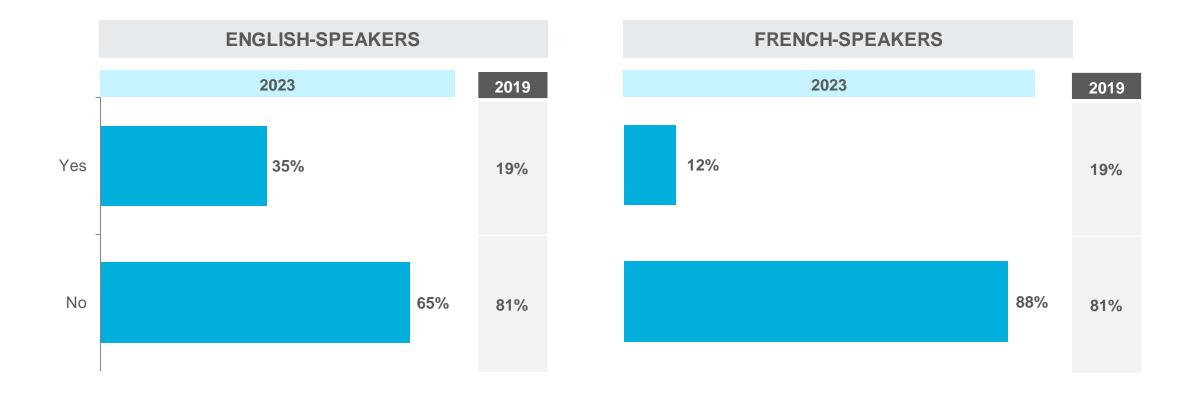
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents excluding those who don't know / refuse to answer, English, n=2,969/ French, n=964



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

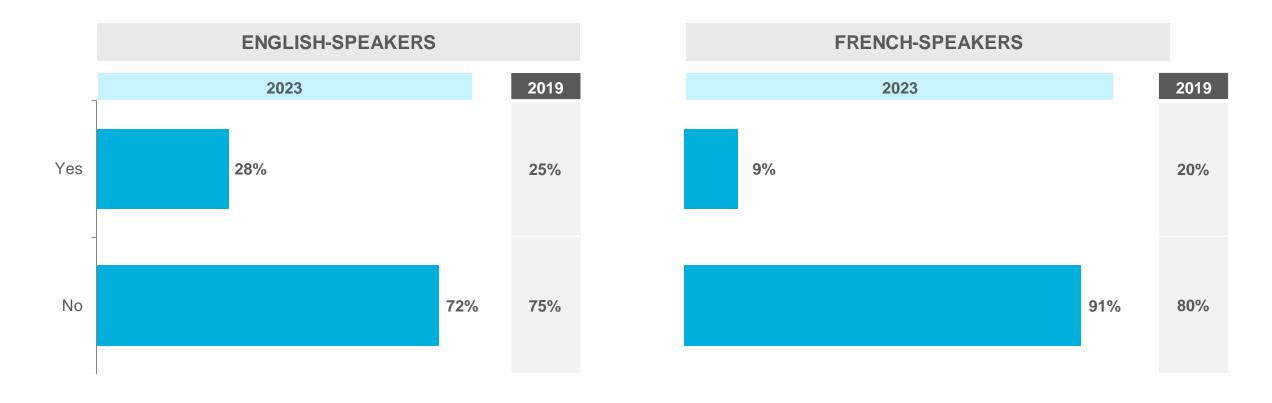
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=2,988/ French, n=975



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,040/ French, n=990

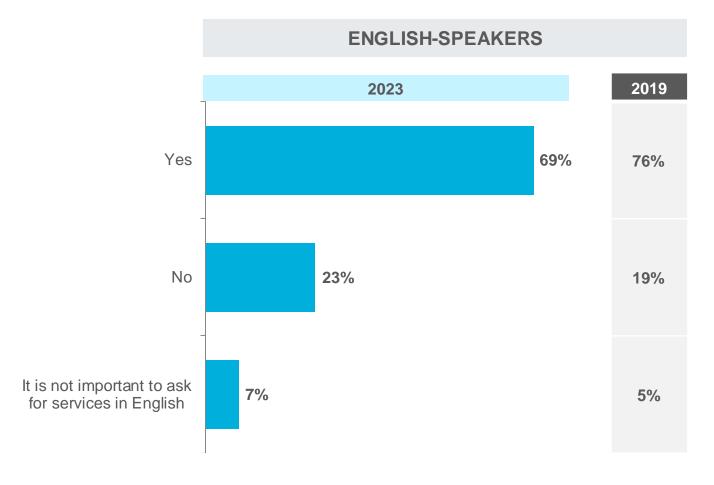


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



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

Base 2023: total English respondents, n=4,318

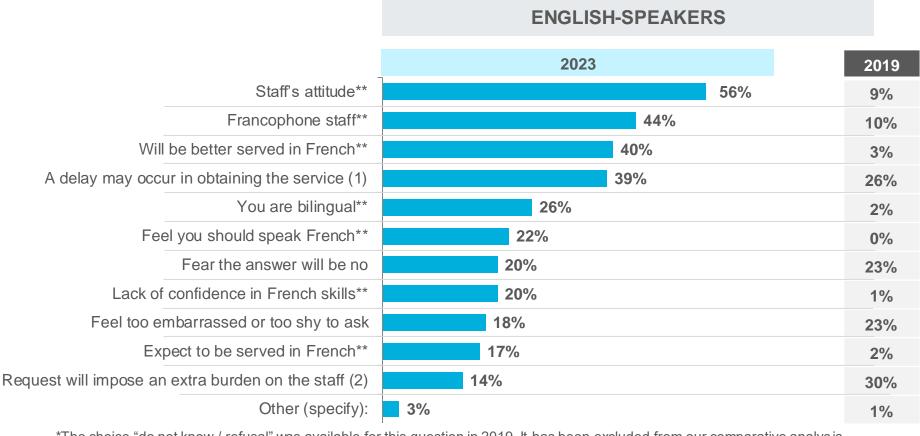


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: English respondents who did not feel comfortable asking for public health or social services in English, n=1,056

Base 2019\*: English respondents who did not feel comfortable asking for public health or social services in English excluding those who don't know / refuse to answer, n=543



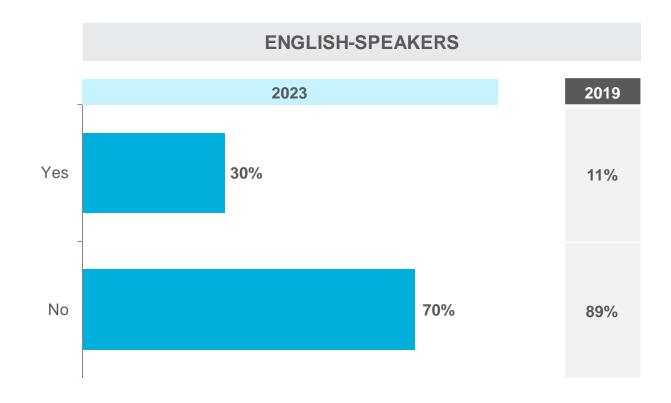
<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Due to the change in collection method, the results are not comparable.

<sup>\*\*</sup> These choices were not presented in 2019; they were introduced in 2023 based on a notable number of respondents referencing them in the 'other specify' section. The following options have been slightly modified. In 2019, they were presented as: (1) Your request might delay getting the service? (2) Your request might put an extra burden on the service provider?.

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

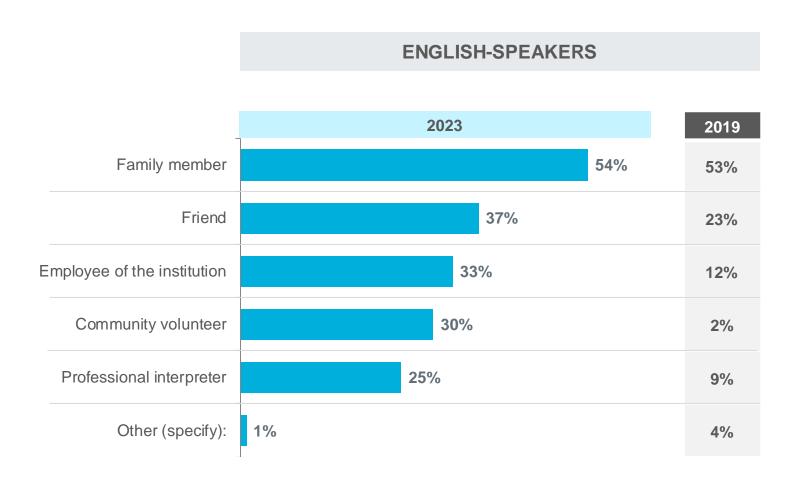
Base 2023: total English respondents, n=4,318



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

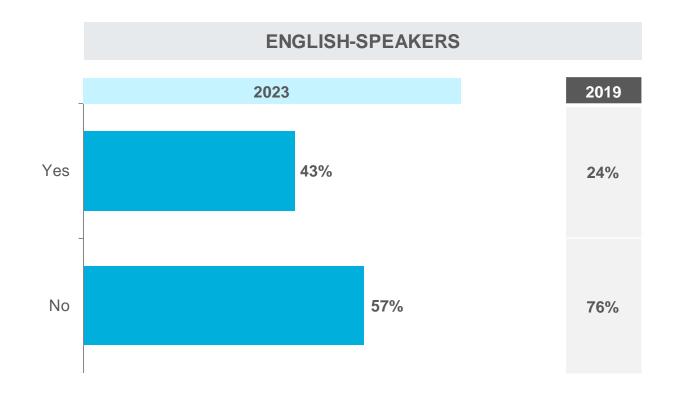
Base 2023: English respondents who used assistance of another person to communicate, n=1,368 Base 2019\*: English respondents who used assistance of another person to communicate *excluding* those who don't know / refuse to answer, n=344



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

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

Base 2023: total English respondents, n=4,318

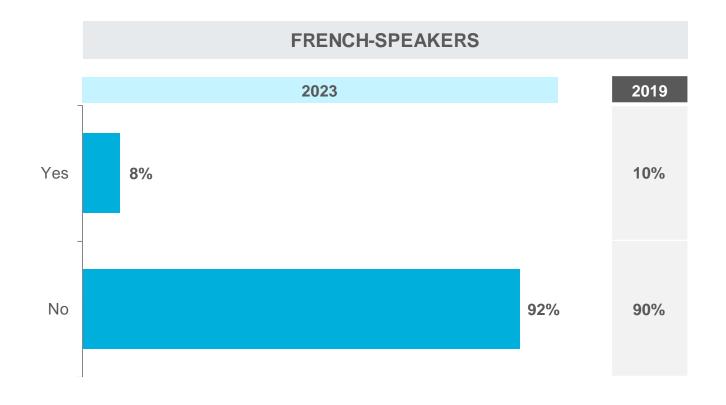


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



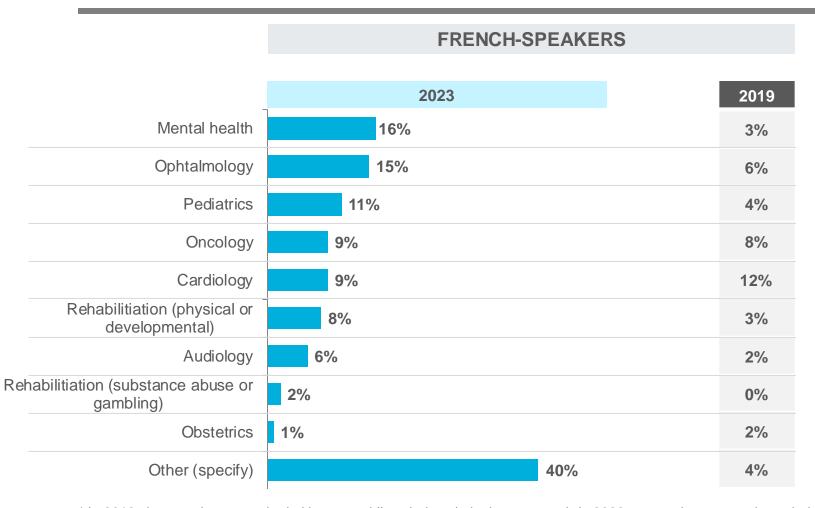
### Use of health services in another region

Base 2023: total French respondents, n=1,000



#### Types of health services received (in another region)\*

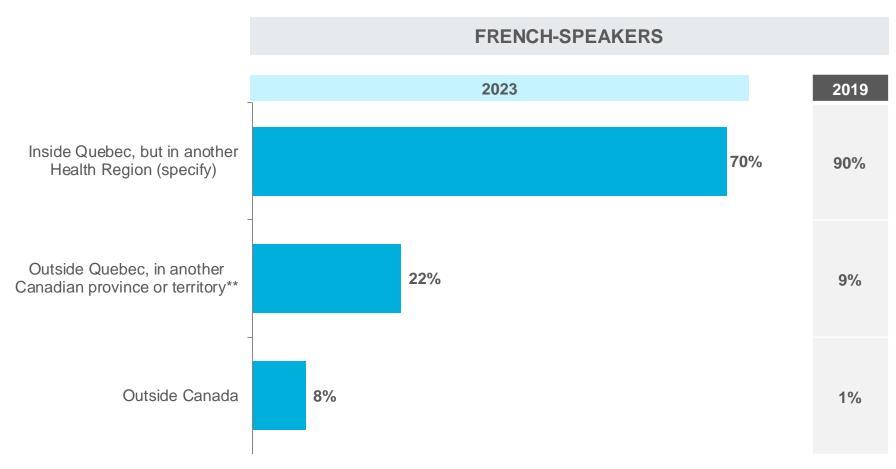
Base 2023: French respondents who used services in another region, n=79 Base 2019: French respondents who used services in another region, n=105



<sup>\*</sup> In 2019, the question was asked without providing choices (telephone survey). In 2023, respondents were given choices (online survey). Due to the change in collection method, the results are not comparable.

#### Region where health services were received

Base 2023: French respondents who used services in another region, n=79
Base 2019\*: French respondents who used services in another region excluding those who don't know / refuse to answer, n=106

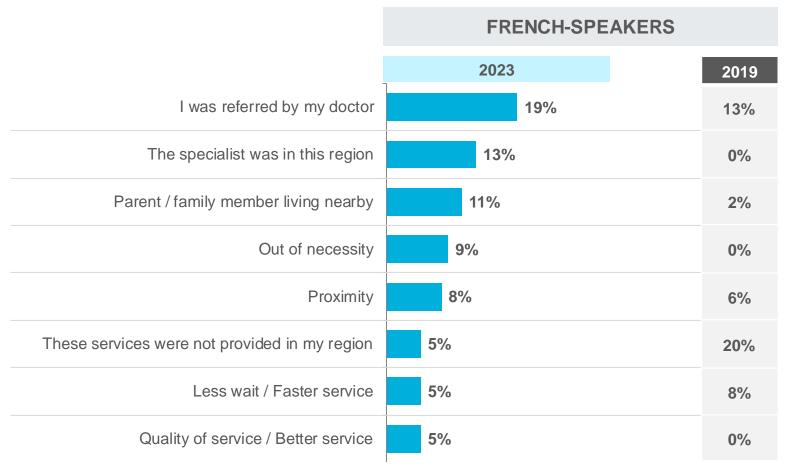


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

<sup>\*\*</sup> This choice was modified in 2023. It was "inside Canada" in 2019.

## Reasons for using health services in another region (1/2)\*

Base 2023: French respondents who used services in another region, n=79
Base 2019\*\*: French respondents who used services in another region excluding those who don't know / refuse to answer, n=98



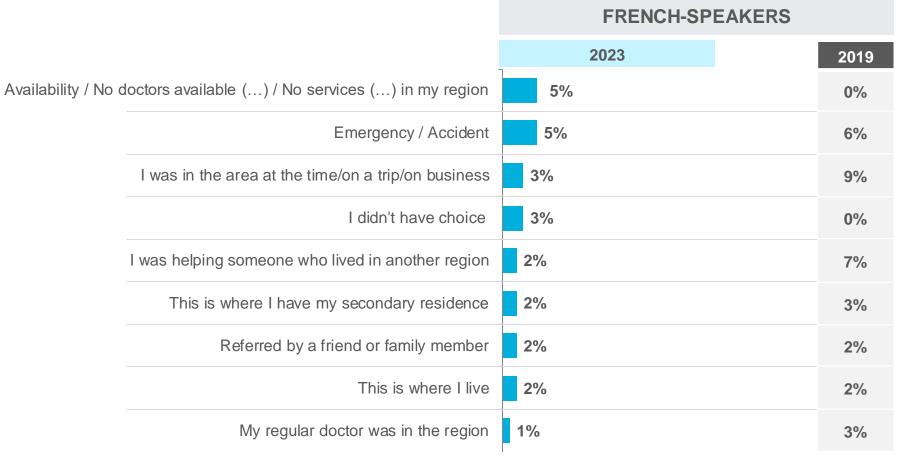
<sup>\*</sup>In 2019, the question was asked without providing choices (telephone survey). In 2023, respondents were given choices (online survey).

\*\*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Due to the change in collection method, the results are not comparable.

## Reasons for using health services in another region (2/2)\*

Base 2023: French respondents who used services in another region, n=79
Base 2019\*\*: French respondents who used services in another region excluding those who don't know / refuse to answer, n=98



<sup>\*</sup>In 2019, the question was asked without providing choices (telephone survey). In 2023, respondents were given choices (online survey).

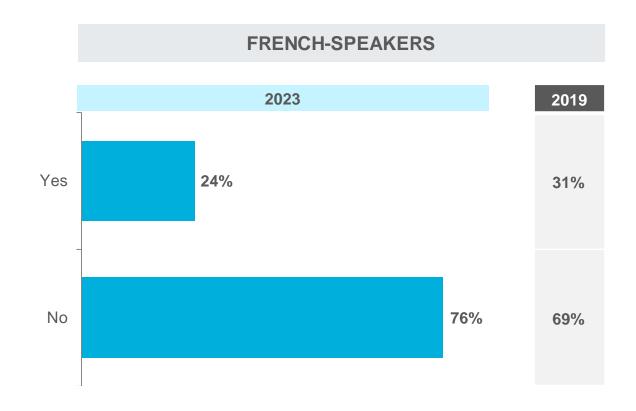
\*\*The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

Due to the change in collection method, the results are not comparable.



# Expected to require a public long-term care institution for seniors in the next five years

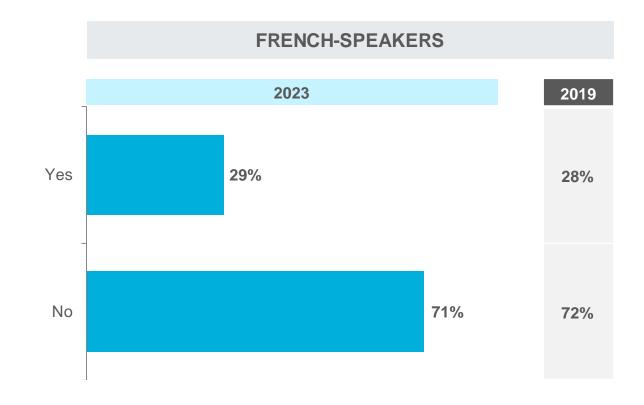
Base 2023: total French respondents, n=1,000



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

### **Expected to require a public homecare program for** seniors in the next five years

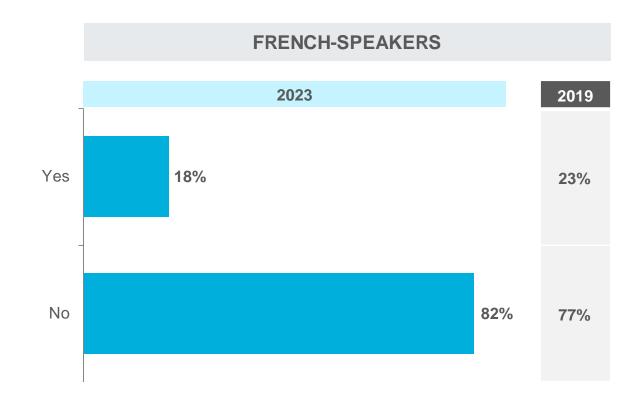
Base 2023: total French respondents, n=1,000



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analys is.

# Expected to require a private residence or nursing home for seniors in the next five years

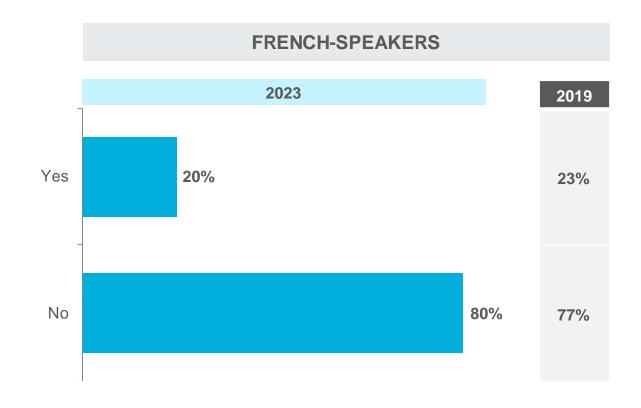
Base 2023: total French respondents, n=1,000



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

# Expected to require private nursing services at home or private homecare for seniors in the next five years

Base 2023: total French respondents, n=1,000

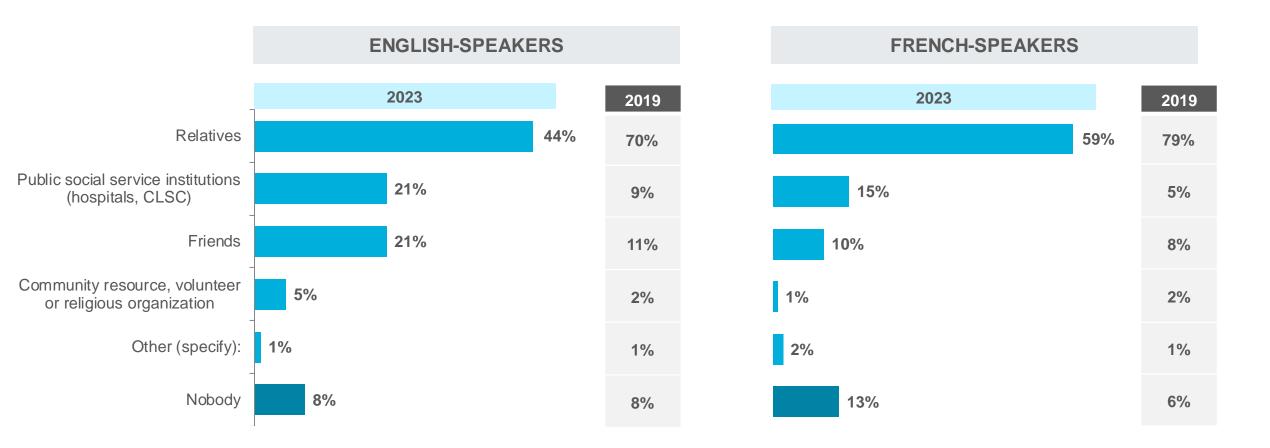


<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



#### Source of support if ill

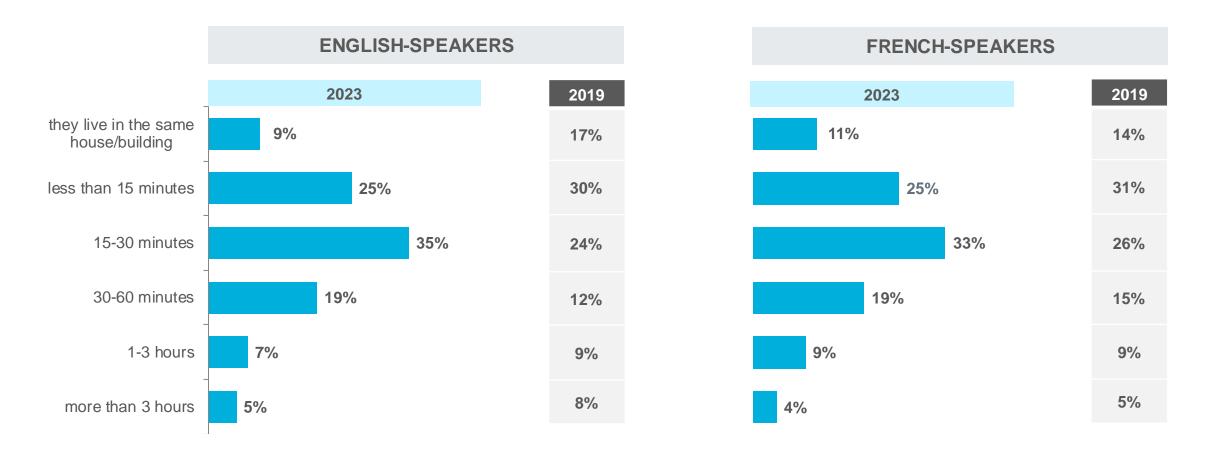
Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=3,055/French, n=985



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.

#### Distance from relatives who can provide support

Base 2023: total respondents, English, n=4,318 / French, n= 1,000
Base 2019\*: total respondents *excluding those who don't know / refuse to answer*, English, n=2,989/French, n=972



<sup>\*</sup>The choice "do not know / refusal" was available for this question in 2019. It has been excluded from our comparative analysis.



### **Sociodemographical Data 1/4**

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019\*: total respondents excluding refusal, English, n=3,067-3,133/ French, n=986-1,000

		2023		2019*		
(%)		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS	
	n=	4,318	1,000	3,067 to 3,133	986 to 1,000	
GENDER	Male	49	50	50	49	
	Female	51	50	50	51	
AGE	18-24 years	5	6	12	11	
	25-34 years	20	17	18	16	
	35-44 years	19	18	18	17	
	45-54 years	12	11	17	17	
	55-64 years	19	21	16	18	
	65 years and more	26	28	19	22	
EDUCATION	High school or less	29	34	30	33	
	College/cegep	28	33	29	28	
	University	42	33	41	38	

\*Excluding refusal

### Sociodemographical Data 2/4

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019\*: total respondents excluding refusal, English, n=3,067-3,133/ French, n=986-1,000

		2023		2019*		
(%)		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKERS	FRENCH-SPEAKERS	
	n=	4,318	1,000	3,067 to 3,133	986 to 1,000	
	Married	51	31	49	37	
	Living as a couple	15	28	9	26	
MARITAL	Single	22	28	30	22	
STATUS	Widowed	5	5	6	6	
	Separated	2	2	2	2	
	Divorced	6	7	4	7	
	-\$30K	10	13	11	13	
	\$30-70K	29	36	23	28	
INCOME	\$70-100K	25	17	14	17	
	\$100K and over	26	24	25	27	
	I prefer not to answer	10	10	28	15	

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### **Sociodemographical Data 3/4**

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019\*: total respondents excluding refusal, English, n=3,067-3,133/ French, n=986-1,000

		2023			2019*		
(%)		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	ENGLISH-SPEAKE	RS FRENCH-SPEAKERS		
	n=	4,318	1,000	3,067 to 3,133	986 to 1,000		
WORK SITUATION	Working full-time	52	44	49	50		
	Working part-time	9	8	9	10		
	Unemployed/lookin g for a job	3	1	3	2		
	Staying at home full-time	4	5	7	7		
	Retired	28	37	22	26		
	Student	3	4	9	5		
COUNTRY/ PROVINCE OF BIRTH	In Quebec	67	91	64	90		
	In another Canadian province or territory		2	11	2		
	Outside Canada	19	7	24	8		

\*Excluding refusal

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### **Sociodemographical Data 4/4**

Base 2023: total respondents, English, n=4,318 / French, n= 1,000

Base 2019\*: total respondents excluding refusal, English, n=3,067-3,133/ French, n=986-1,000

		2023			2019*		
(%)		ENGLISH-SPEAKERS	FRENCH-SPEAKERS		ENGLISH-SPEAKERS	FRENCH-SPEAKERS	
	n=	4,318	1,000		3,067 to 3,133	986 to 1,000	
CHILDREN AND TEENEGERS LIVING IN THE HOUSEHOLD	None	66	80		64	66	
	1	18	10		13	13	
	2	12	7		16	15	
	3+	3	3		8	7	
	2+	15	10		23	22	
ADULTS LIVING IN THE HOUSEHOLD	1	24	31		21	27	
	2	55	56		49	52	
	3+	21	13		31	22	

\*Excluding refusal

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