



CHSSN Community Vitality Survey 2010

Preliminary report
presented to :



April 2010



Context and methodology

- CROP Inc. was commissioned by the CHSSN to conduct a study among Anglophone and Francophone communities in Quebec
 - The current study replicates a previous study done by CROP in 2000 and again in 2005 for the CHSSN
 - A few modifications were done to the questionnaire to reflect the changing reality of English communities in Quebec, but the core of the study has remained unchanged.
- More specifically, the study aims to collect the opinions, perceptions and expectations of a representative sample of English-speaking Quebeckers in each administrative region of Quebec on a variety of issues including health and social services, education, manpower development, culture and communications
- Complementing this study is a survey done among a representative sample of Francophone Quebeckers on the same issues (results not presented here)

- For the English study, a total of 3,195 English-speaking Quebeckers aged 18 and over were interviewed over the phone between February 9th, 2010 and March 31st, 2010.
 - A sample size of n=3,195 has a margin of error of 1.7 point, 19 times out of 20.
 - Data was weighted using data from the 2006 census according to:
 - Region (the province was divided in 15 different regions), the relative concentration of Anglophones (each region was subdivided in either 2 or 3 subregions according to the relative concentration of Anglophones—low, medium or high concentration ; Montreal was divided in three subregions: West, Centre and East), gender and age
- For the French study, a total of 1,001 French-speaking Quebeckers aged 18 and over were interviewed over the phone between March 15th and 31st, 2010.
 - A sample size of n=1,001 has a margin of error of 3.1 points, 19 times out of 20.
 - Data was weighted according to region, age and gender using data from the 2006 census.
- *Note 1: Graphs may not always total 100% due to rounding values (sums are added before rounding numbers)*
- *Note 2: Statistical differences are shown in tables in **red and bold** for numbers that are larger (at the 99% confidence level), and in **blue in bold** for lower numbers (at the 99% confidence level)*
- *Note 3: The region North Shore also includes Northern Quebec.*

Respondent Repartition and Weight per Region

- The data for the English survey was **weighted** according to region, sex and age to ensure that they represent the current demographics.

		N	Unweighted data %	Weighted data %
AGE	18-34	343	11	27
	35-54	1373	43	42
	55 or over	1479	46	31
SEX	Male	1317	41	50
	Female	1878	59	50
REGION	Montreal-West	382	12	12
	Montreal-Center	372	12	29
	Montreal-East	277	9	19
	Abitibi	91	3	1
	North Shore	118	4	2
	Laval	270	8	7
	Monteregie	519	16	14
	Outaouais	222	7	6
	Estrie	297	9	2
	Gaspesie	199	6	1
	Lanaudiere	80	3	1
	Laurentians	167	5	3
	Saguenay/Lac Saint-Jean	13	0	0
Quebec/Chaudiere-Appalaches/Lower St-Lawrence	142	4	2	
Center of Quebec/Mauricie	46	1	0	

SOCIO-DEMOGRAPHIC PROFILE		Total QUEBEC ANGLOPHONES n=3,195 %
AGE		
	18-24	8
	25-34	20
	35-44	18
	45-54	24
	55-64	14
	65 or over	17
SEX		
	Male	50
	Female	50
MARITAL STATUS		
	Married	52
	Living as a couple	10
	Single	24
	Other	14

		Total QUEBEC ANGLOPHONES n=3,195 %
OCCUPATION	Working full time	52
	Working part time	9
	Unemployed	7
	At home	6
	Retired	19
	Student	7
HOUSEHOLD INCOME	Less than \$20, 000	6
	\$20,000 to \$39, 999	17
	\$40, 000 to \$59,999	16
	\$60,000 to \$79,999	13
	\$80,000 to \$99,999	9
	\$100,000 to \$149,999	11
	\$150,000 or more	7
	DKN/Refusal	23

		Total QUEBEC ANGLOPHONES n=3,195 %
EDUCATION	Some high school or less	6
	Completed high school	20
	Some college	6
	Completed college	20
	Some university	6
	Completed university	30
	Some or completed post-graduate	12
	Refusal	1

Household Income by Region

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
Less than \$20,000	6	4	6	7	7	30	3	5	3	12	12	2	7	0	2	7
\$20,000 to \$39,999	17	14	16	19	20	9	18	16	13	27	22	24	17	8	13	19
\$40,000 to \$59,999	16	11	15	19	14	28	14	15	15	18	31	11	10	15	12	16
\$60,000 to \$79,999	13	11	11	16	19	5	12	12	12	11	10	12	18	14	23	13
\$80,000 to \$99,999	9	9	7	9	10	0	11	12	12	4	2	3	10	0	8	5
\$100,000 to \$149,999	11	14	11	7	12	25	8	11	15	7	5	20	12	14	19	8
\$150,000 and over	7	10	8	3	3	0	6	7	6	3	2	3	5	7	5	8
DKN/Refusal	23	26	25	19	17	2	27	23	24	18	17	24	21	40	18	24

		Total QUEBEC ANGLOPHONES n=1,809* %			Total QUEBEC ANGLOPHONES n=1,809* %
MAIN OCCUPATION			WORKING FOR...		
	Professional	35		Themselves	18
	Office worker	23		A private business	46
	Technician/Semi-professional	10		In the public	30
	Tradesman	10		In the semi-public sector	4
	Administrator/Owner of a small business	9		Other	1
	Administrator/Owner of a large business	6		Refusal	1
	Unskilled worker	3			
	Farmer/Fisherman	1			
	Other	1			
	Refusal	3			

	Total QUEBEC ANGLOPHONES n=3,195 %
CHILDREN LIVING AT HOME	
None	61
1 child	15
2 children	18
3 children	5
4 children or more	1
ADULTS LIVING AT HOME	
1 adult	20
2 adults	57
3 adult or more	22
Refusal	1

		Total QUEBEC ANGLOPHONES n=3,195 %
RELIGIOUS AFFILIATION		
	Christian Catholic	32
	Christian Protestant	9
	Anglican	5
	Protestant	5
	Jewish	4
	Roman Catholic	3
	Islam	3
	Christian Orthodox	2
	Greek Orthodox	2
	Hindu	2
	No religious affiliation	20
	Other affiliations	6
	DKN	3
	Refusal	3

		Total QUEBEC ANGLOPHONES n=3,195 %
MOTHER TONGUE		
	English	65
	French	0
	Both English and French	2
	Other	33
LANGUAGE AT HOME		
	English	80
	French	3
	Both English and French	4
	Other	11
CONVERSATION FRENCH		
	Yes	75
	No	25
CONVERSATION ENGLISH*		
	Yes	100
	No	0

Among those who are married or living as a couple		Total QUEBEC ANGLOPHONES n=2,104 %
SPOUSE'S MOTHER TONGUE		
	English	43
	French	22
	Both English and French	1
	Other	31

Among workers and students		Total QUEBEC ANGLOPHONES n=2,056 %
LANGUAGE AT WORK		
	English	61
	French	16
	Both English and French	21
	Refusal	1

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
MOTHER TONGUE																
English	65	71	63	46	89	75	40	78	87	92	96	70	78	83	91	93
French	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Both English and French	2	2	1	3	9	0	0	5	2	2	1	10	4	17	6	5
Other	31	25	33	48	1	0	58	15	9	4	2	18	16	0	2	2
CONVERSATIONAL FRENCH																
Yes	75	81	70	87	68	32	72	76	53	76	70	93	81	92	92	92
LANGUAGE AT HOME																
English	80	85	83	69	79	70	79	84	90	86	81	61	83	61	62	64
French	3	0	0	6	15	4	2	3	2	7	6	31	8	17	19	20
Both English and French	4	2	1	8	4	0	3	5	5	5	13	8	5	23	18	16
Other	11	12	15	16	0	25	16	7	3	1	0	0	4	0	1	0

Spouse's Mother Tongue

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaudi/Loewer St-Lawrence	Center of Qc/Mauricie
n	2,104	259	187	171	58	84	197	371	150	190	118	56	119	7	102	35
SPOUSE'S MOTHER TONGUE																
English	43	58	41	21	45	55	29	53	67	66	60	25	36	16	27	26
French	22	17	14	25	49	7	9	24	22	28	36	55	42	84	68	74
Both English and French	1	0	1	1	0	0	1	1	2	2	0	2	0	0	4	0
Other	31	26	42	55	6	38	60	21	8	4	4	18	22	0	1	0

Language Used with Spouse

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	1,035	107	98	139	32	10	149	164	50	56	33	37	57	6	72	25	
LANGUAGE USED WITH SPOUSE																	
English all the time	31	37	30	27	33	2	49	28	37	25	31	28	40	53	18	25	
English most of the time	28	30	28	32	27	0	21	35	31	25	37	20	21	47	18	11	
English and French equally	8	7	6	8	15	1	2	10	18	19	15	13	12	0	21	19	
French most of the time	6	4	1	7	13	15	4	6	6	7	10	19	16	0	20	33	
French all the time	4	4	0	7	12	0	0	2	1	20	7	16	4	0	22	11	
Other languages	22	19	34	19	0	83	24	18	8	5	0	3	7	0	0	0	

Language Used at Work or in School

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Montregie	Outaouais	Estrie	Gaspezie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,056	260	237	219	59	98	195	314	143	156	120	45	90	8	82	30
LANGUAGE USED AT WORK/SCHOOL																
English	61	62	67	54	56	92	56	59	85	54	44	25	55	14	34	44
French	16	12	12	17	23	7	17	21	3	32	40	51	23	75	48	33
Both English and French	21	25	20	26	19	1	26	19	12	14	14	21	21	12	18	22
Other	0	1	0	1	2	0	0	0	0	0	0	2	1	0	0	0
Refusal	1	0	0	2	0	0	0	0	0	1	1	0	0	0	0	0

Linguistic Community

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag/Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
LINGUISTIC COMMUNITY																
Anglophone	65	74	73	53	48	44	70	66	67	59	61	31	49	38	44	50
Francophone	2	1	1	2	12	0	2	1	1	3	3	19	3	8	6	0
Both	30	24	20	41	37	26	26	32	30	38	31	45	45	46	47	50
Neither	4	1	5	4	3	30	2	2	1	0	4	4	3	7	2	0

Country of Origin

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
COUNTRY OF ORIGIN																	
Canada	69	70	57	63	93	96	62	78	81	93	95	95	84	77	87	86	
Outside of Canada	31	30	43	37	7	4	38	22	19	7	5	5	16	23	13	14	

Canadian Province of Origin

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,472	264	218	177	85	117	174	407	189	270	191	72	138	10	119	41
PROVINCE OF ORIGIN																
Quebec	79	82	80	82	59	72	94	83	41	86	84	81	76	42	67	71
New Brunswick	1	1	0	1	1	0	2	2	3	2	7	3	0	11	1	0
Nova Scotia	2	1	2	2	1	0	1	2	3	0	0	2	1	9	1	0
Newfoundland and Labrador	2	0	0	0	1	28	0	1	4	1	0	0	0	0	2	0
Ontario	12	11	11	11	39	0	3	8	39	8	4	4	21	29	18	19
Manitoba	1	1	0	0	0	0	0	2	1	1	0	7	1	0	1	3
Saskatchewan	1	0	0	1	0	0	0	0	3	0	2	0	0	0	3	4
Alberta	1	1	4	0	0	0	0	0	3	2	3	0	1	9	1	3
British Columbia	2	1	2	3	0	0	0	1	3	1	0	2	0	0	4	0

Feeling Being Part of a Cultural Community

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
FEELING OF BEING PART OF A CULTURAL COMMUNITY																
Yes	48	40	53	58	36	34	68	39	34	33	37	31	37	15	37	42
No	51	58	46	42	57	65	30	59	63	63	60	69	62	77	62	56
DKN/Refusal	1	2	1	0	6	0	2	2	3	4	3	0	2	7	0	2

Cultural Community Which Feels Belonging to

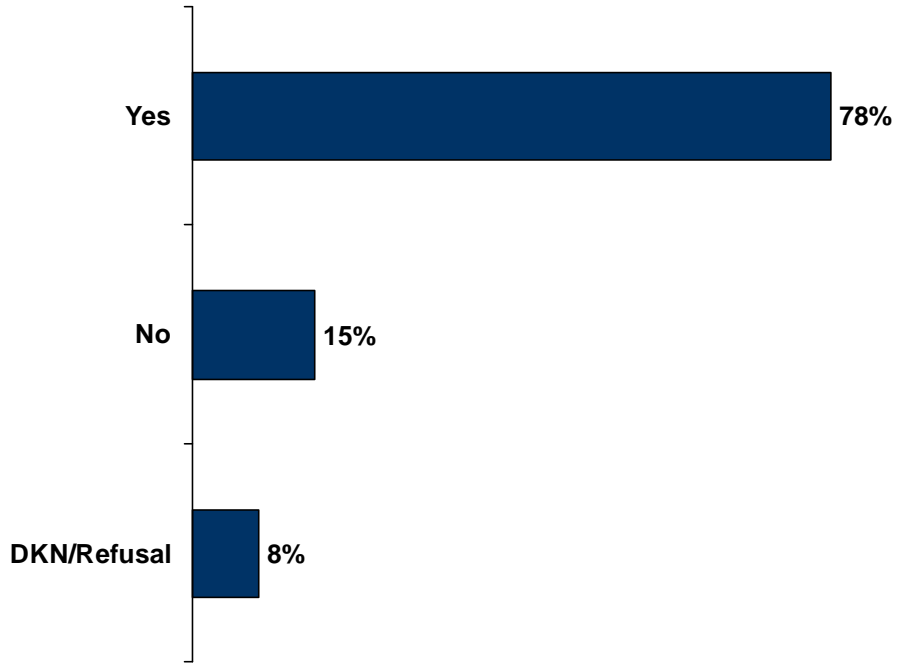
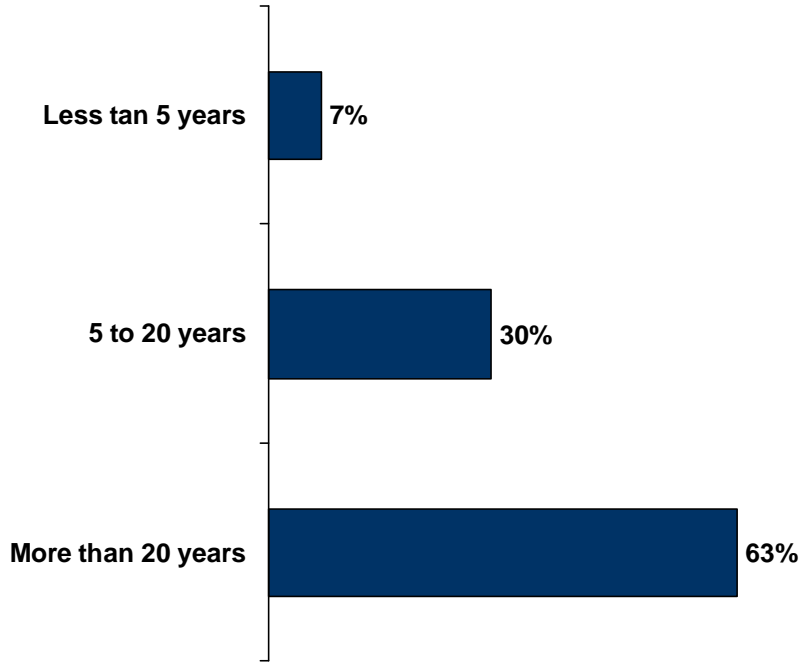
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,389	159	188	159	33	50	185	191	78	93	74	32	66	2	60	19
FEELING OF BEING PART OF A CULTURAL COMMUNITY																
Italian	18	11	10	43	0	0	22	9	0	0	0	41	6	0	0	0
Anglophones	12	14	8	4	26	4	6	25	15	33	32	44	28	0	28	46
Jewish	6	8	13	2	0	0	5	0	0	1	0	0	1	0	0	0
Other group from Eastern Europe	6	8	10	3	0	1	7	1	9	0	5	1	4	0	17	0
South Asian	6	13	7	5	0	0	1	9	2	0	0	0	0	0	0	0
Greek	5	1	1	3	0	0	30	6	0	0	0	0	1	0	0	0
Canadian	4	4	3	4	2	2	3	5	10	5	3	2	12	0	9	6
Native	3	0	2	1	19	89	0	1	4	0	13	0	1	0	0	2
Caribbean	3	3	5	2	0	0	3	1	6	0	0	0	0	0	0	0
Québécois	3	6	4	1	4	0	0	4	6	10	6	6	12	0	3	6
Other	28	28	31	29	37	1	16	28	37	38	21	4	31	100	40	42
DKN/Refusal	6	4	8	3	12	3	4	10	11	12	19	1	4	0	4	0



Stability in the region

Years lived in current region

Will still be living in the same municipality five years from now

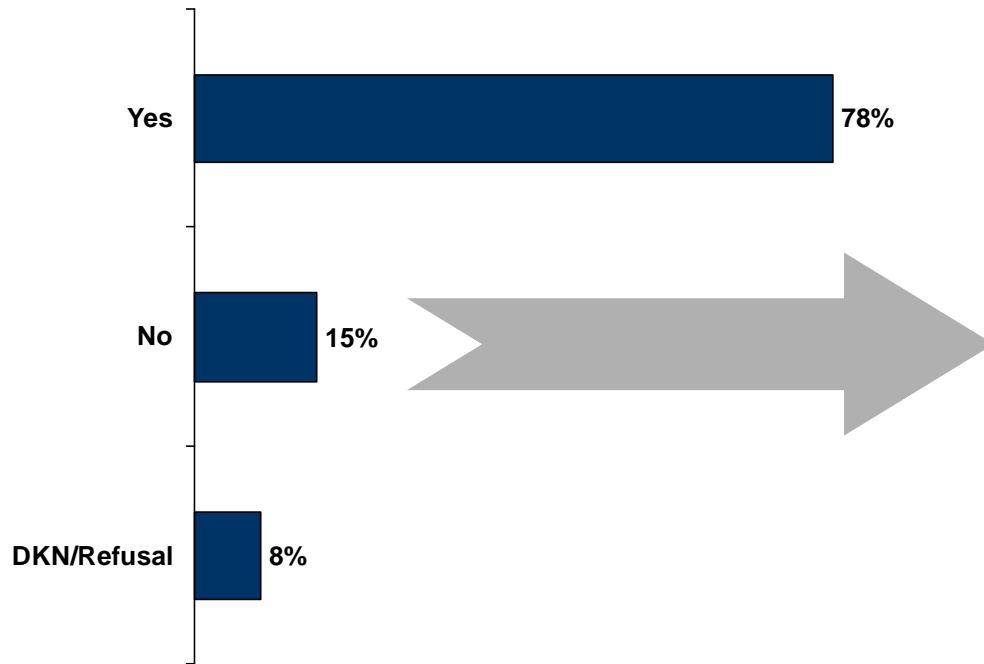


■ Total

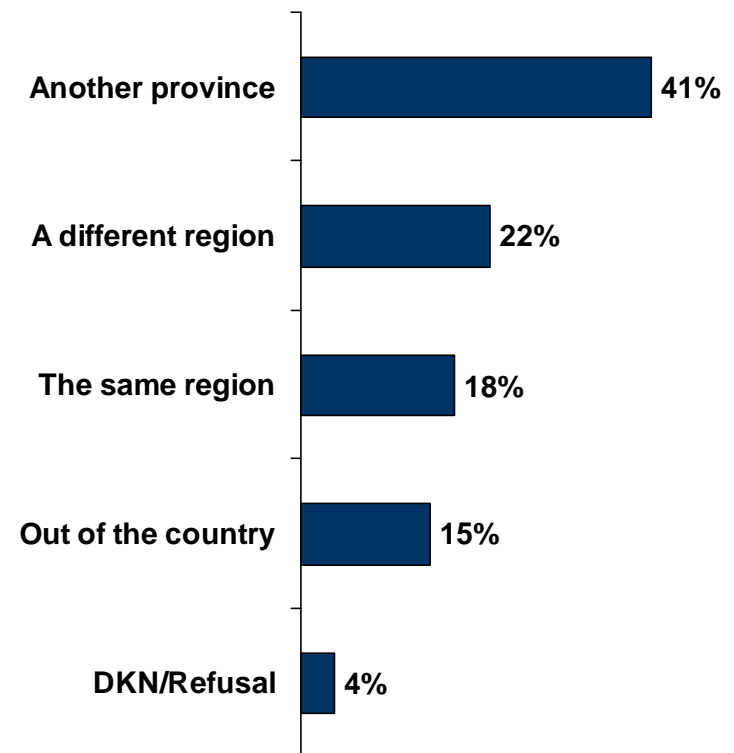
Years Lived in the Current Region and Will Live in the Same Municipality Five Years from Now

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
YEARS LIVED IN THE CURRENT REGION																	
Less than 5 years	7	1	11	7	5	0	8	8	7	5	2	7	7	38	6	6	
5 to 20 years	30	22	30	23	18	30	41	35	39	18	13	46	36	24	29	30	
More than 20 years	63	77	59	70	77	70	51	56	54	76	84	47	57	38	66	60	
WILL LIVE IN THE SAME MUNICIPALITY																	
Yes	78	73	71	77	85	98	84	79	83	88	92	87	89	61	83	73	
No	15	17	19	16	10	1	10	12	13	5	4	10	8	31	14	16	
DKN/Refusal	8	10	10	7	5	1	6	9	4	7	4	3	3	8	4	11	

Will Still Be Living in the Same Municipality Five Years from Now



Will Be Living...

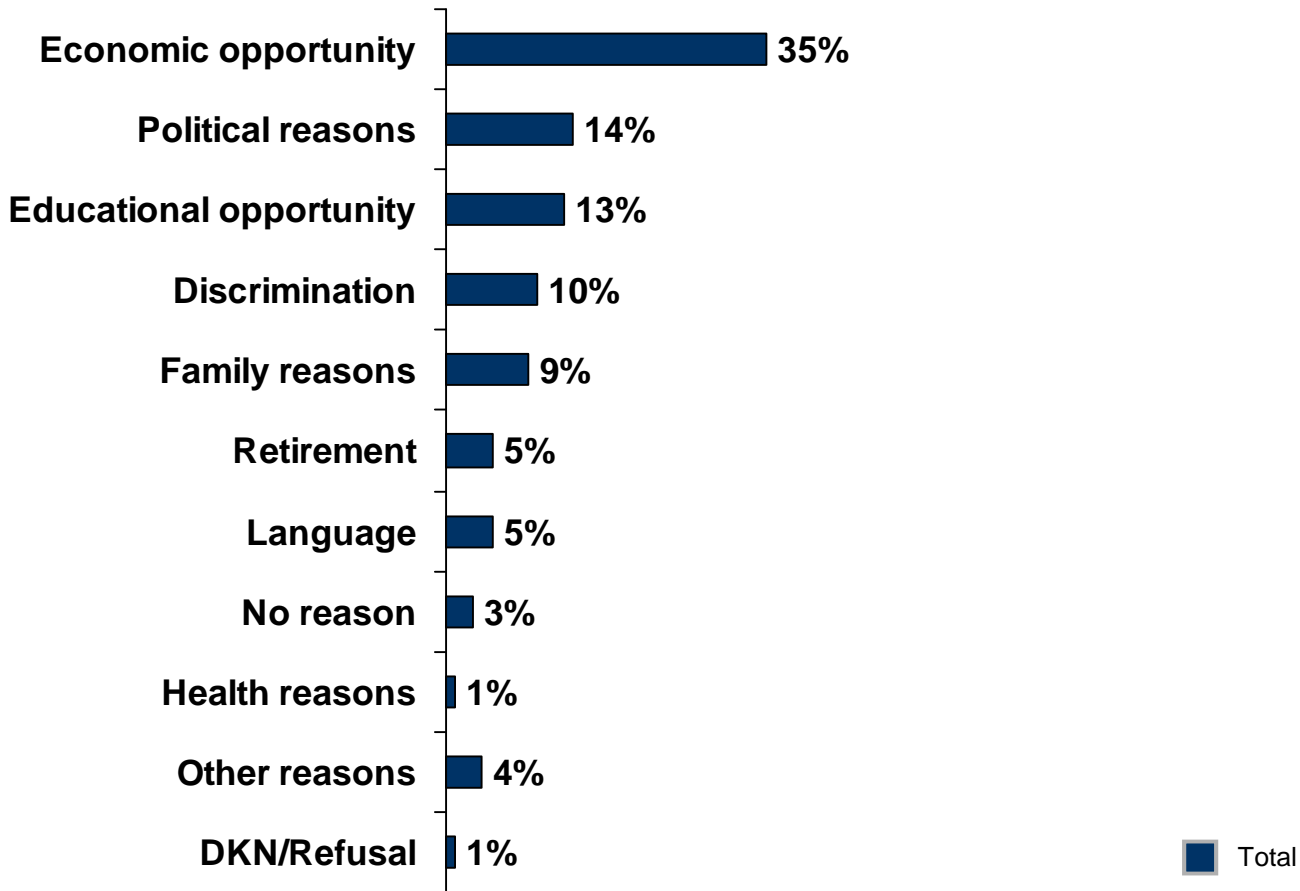


■ Total

Possible Destination for Moving in the Next Five Years

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	330	49	51	43	8	5	28	56	25	17	7	6	13	4	13	5	
POSSIBLE DESTINATION FOR MOVING																	
The same region	18	18	20	21	16	0	17	17	6	23	2	6	6	0	0	0	
A different region	22	8	14	38	22	57	39	20	19	23	12	0	45	27	40	100	
In another province	41	56	40	26	55	0	19	54	60	54	86	78	16	73	32	0	
Out of the country	15	7	25	14	0	27	11	4	11	0	0	15	19	0	13	0	
DKN/Refusal	4	11	1	0	7	16	14	5	4	0	0	0	15	0	15	0	

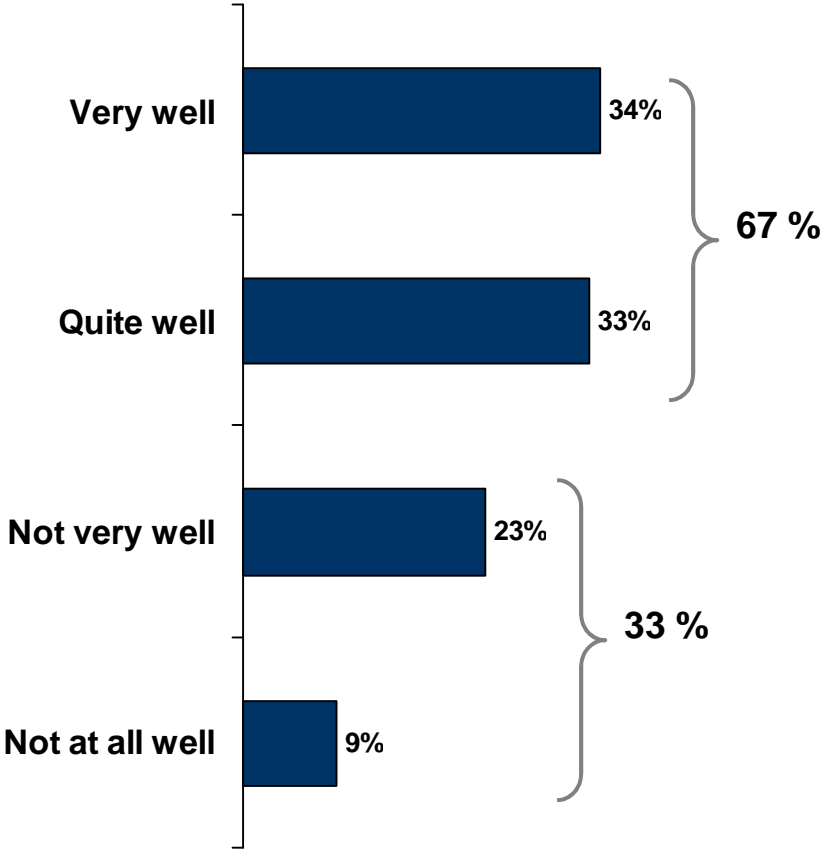
Reasons for Leaving the Province of Quebec Within the Next Five Years



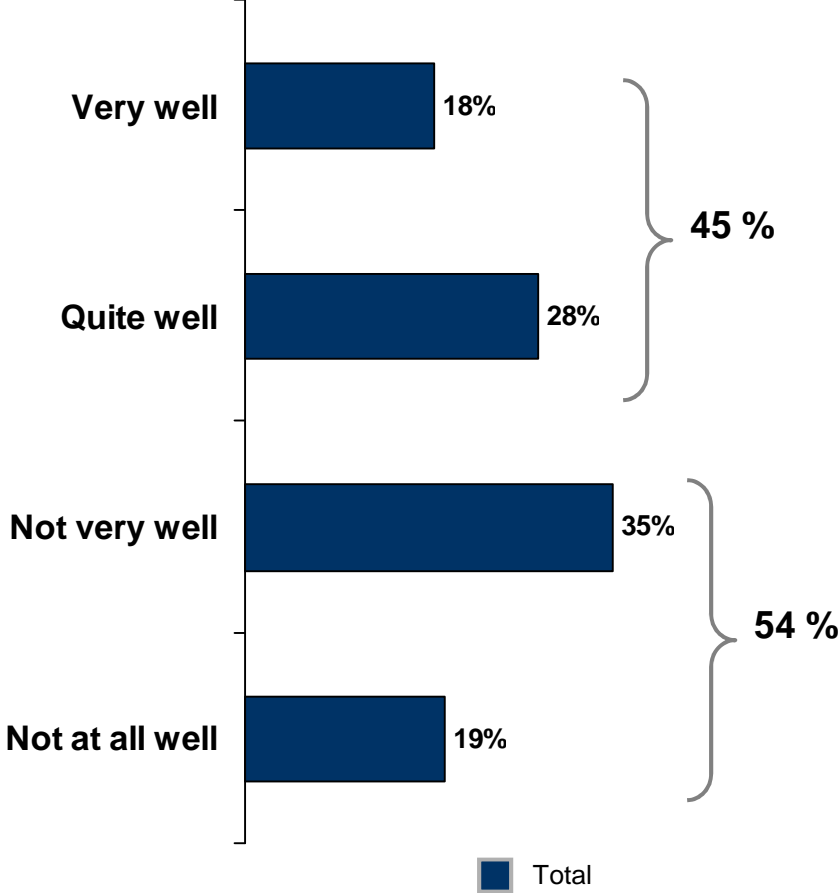


Linguistic capabilities

Ability for Anglophones to READ in French



Ability for Anglophones to WRITE in French



Literacy in the Other Official Language

Ability to READ in French

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
ABILITY TO READ IN FRENCH																
Very well	34	34	28	45	30	1	37	35	21	32	37	62	27	37	54	61
Quite well	33	39	33	35	26	1	30	34	31	34	23	24	43	32	30	17
TOTAL WELL	67	73	61	81	56	2	68	69	51	66	61	86	70	69	84	78
Not very well	23	21	29	14	29	59	21	23	27	24	20	10	23	31	13	17
Not well at all	9	6	10	6	14	38	11	8	20	10	18	4	5	0	3	5
TOTAL NOT WELL	32	27	39	19	43	98	32	30	47	34	39	14	27	31	16	22

Literacy in the Other Official Language

Ability to WRITE in French

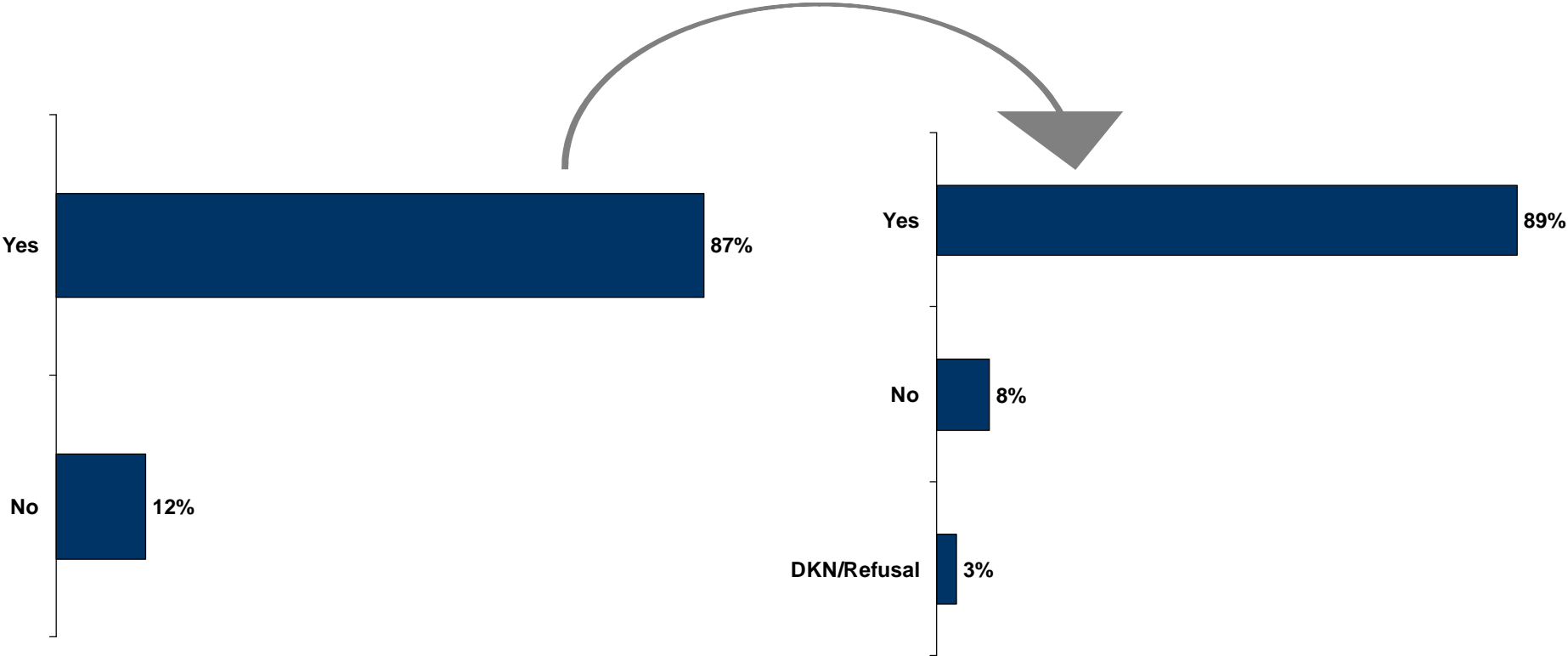
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
ABILITY TO WRITE IN FRENCH																
Very well	18	13	16	24	19	5	21	18	13	13	18	39	13	8	31	42
Quite well	28	29	24	36	15	1	32	28	18	25	30	24	25	31	40	20
TOTAL WELL	46	42	40	60	35	6	54	46	31	38	48	63	38	39	72	61
Not very well	35	44	37	28	37	54	22	35	41	42	24	30	46	38	17	28
Not well at all	19	14	23	12	25	40	24	18	27	20	28	7	16	23	10	11
TOTAL NOT WELL	54	58	60	39	62	94	46	53	68	62	51	37	62	61	27	39



Use of technologies

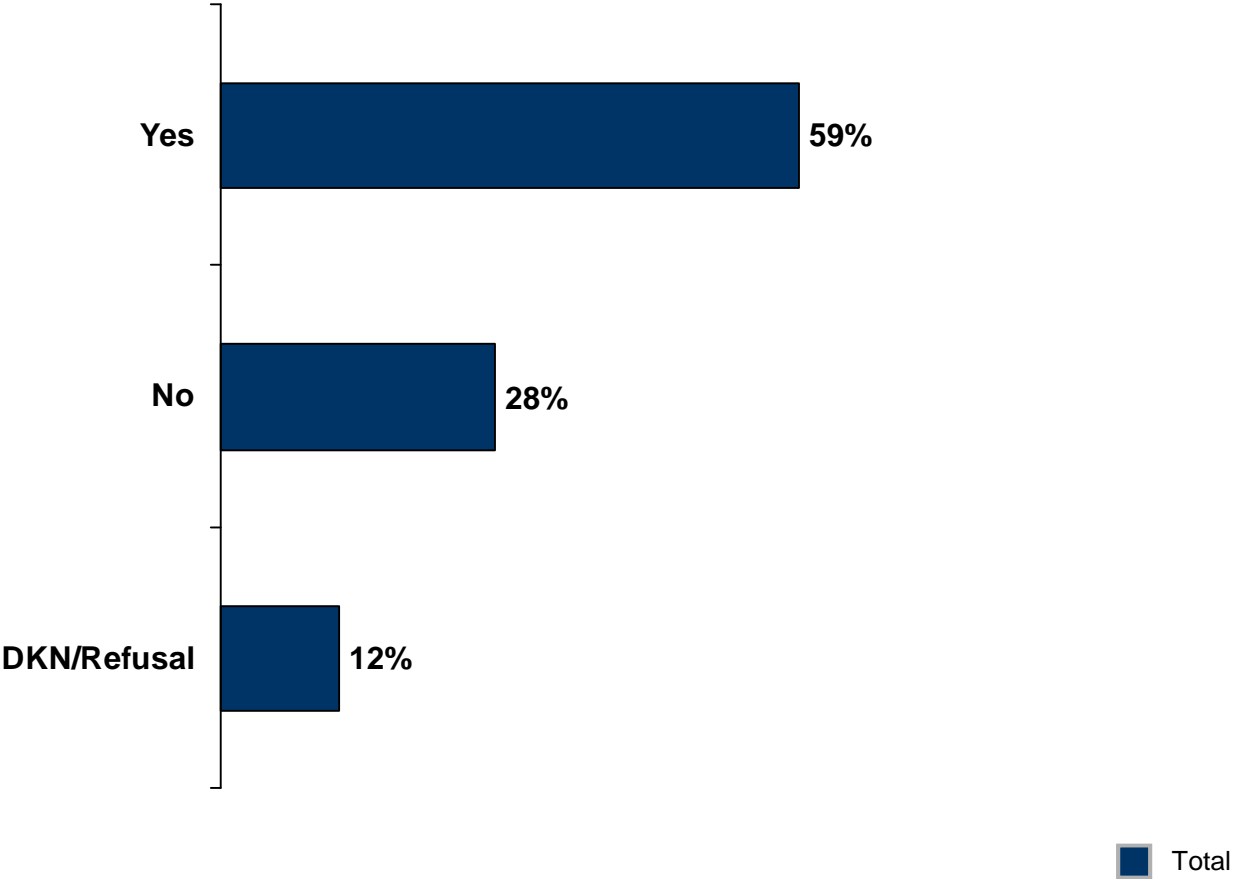
Access to the Internet at Home

High Speed Internet Connection



■ Total

Availability of High Speed Internet in the Area

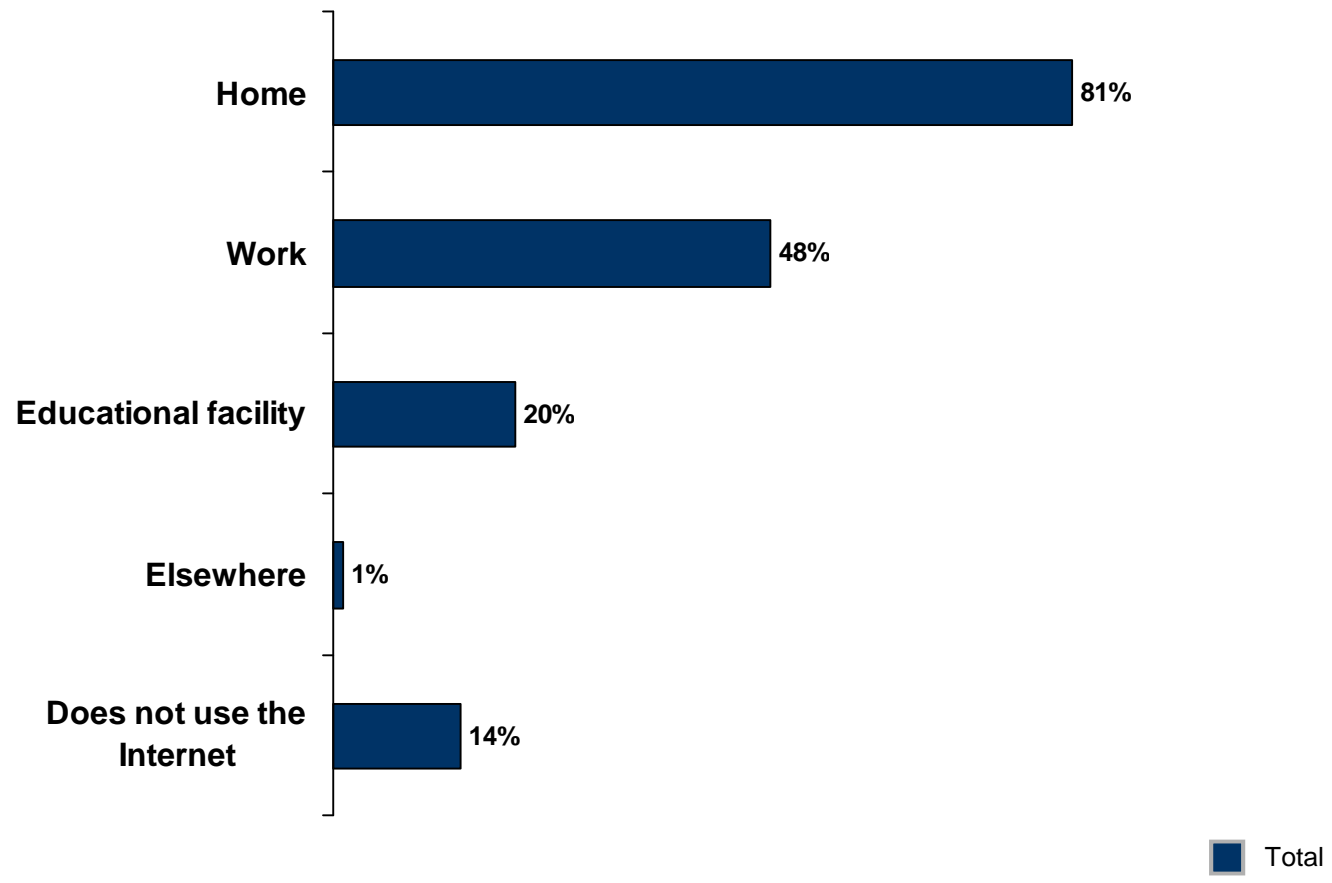


Internet Connection at Home

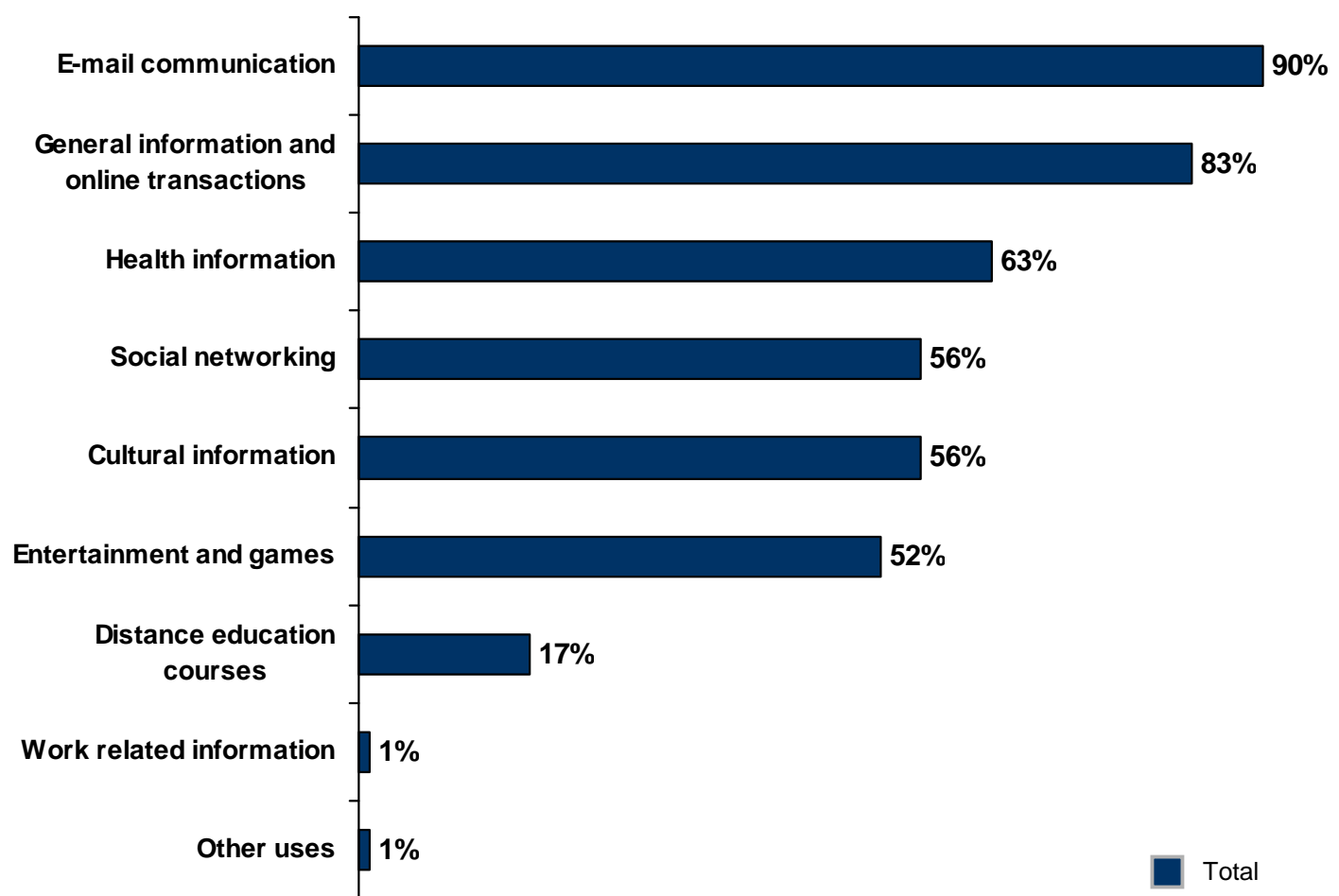
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag/Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
INTERNET CONNECTION AT HOME																
Yes	87	93	87	86	74	88	83	91	90	75	76	87	85	83	88	80
HIGH SPEED CONNECTION AT HOME																
n	2,623	350	297	237	68	86	237	454	188	203	149	61	130	11	117	35
Yes	89	95	92	91	86	66	88	87	85	70	83	67	74	91	81	74
AVAILABILITY OF HIGH SPEED INTERNET IN THE AREA																
n	1,034	53	102	64	32	85	58	146	67	154	84	37	74	3	53	22
Yes	59	64	65	74	53	19	72	50	49	51	51	33	50	65	57	50

Q12. Do you currently have access to the Internet at home? Quebec Anglophones (n= 3,195)
 Q12b. Is this a high speed connection? Among those who have an Internet connection at home (n=2,623)
 Q13. Is this high speed Internet available in your area? Among those who do not have an Internet connection or a high speed Internet connection at home (n=1,034)

Location Where Internet is Personally used

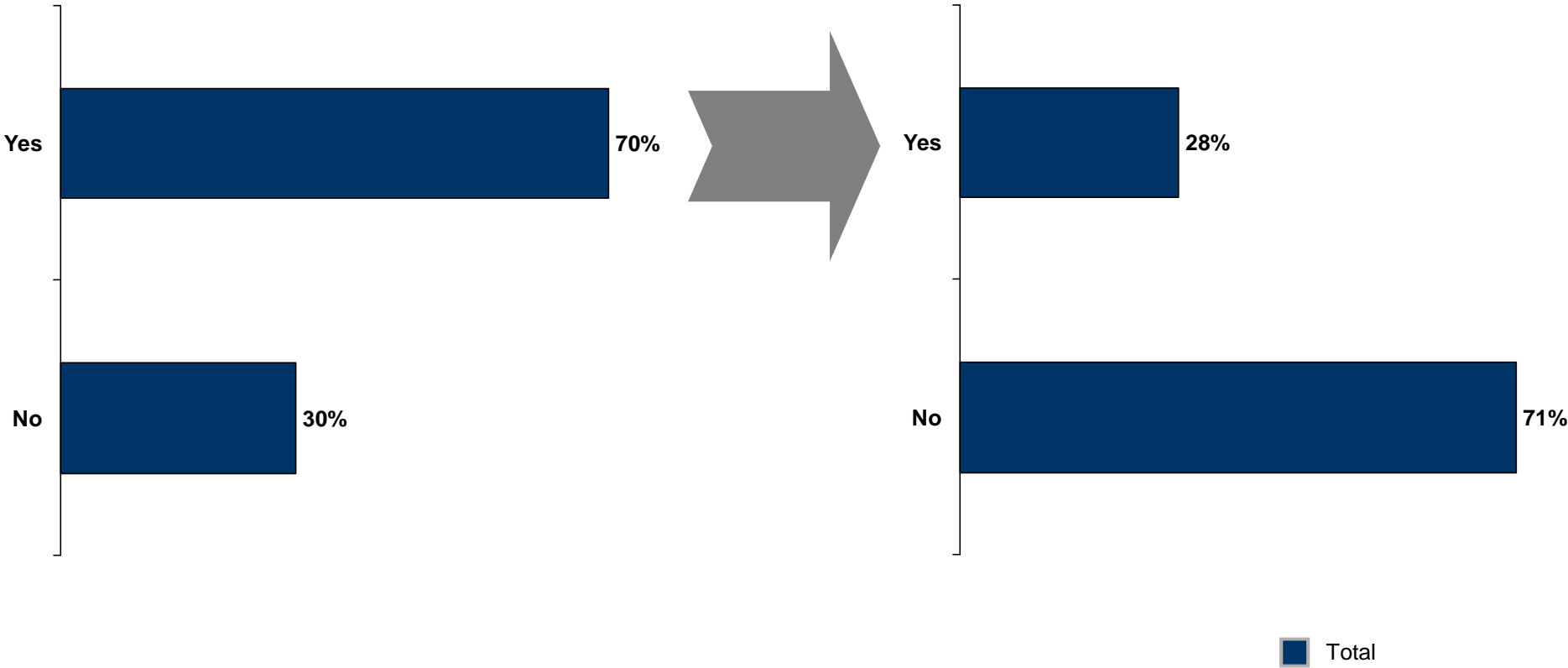


Personal Use of Internet



Cell Phone Ownership

Smartphone Ownership



Cell Phone and Smartphone Ownership

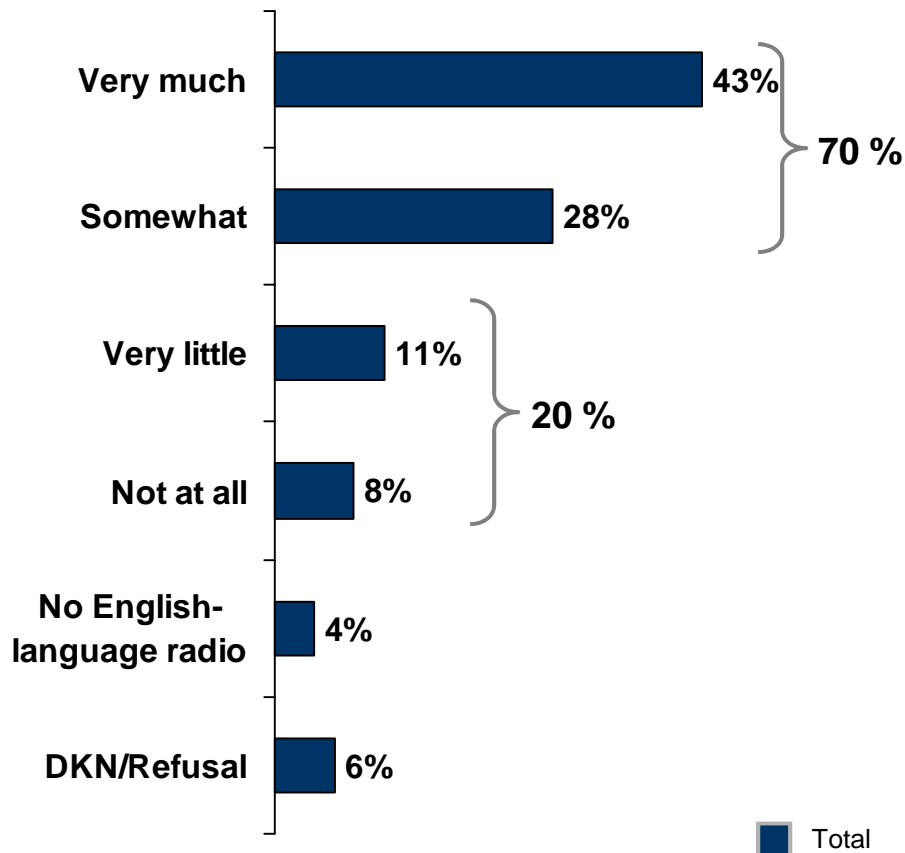
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
CELL PHONE OWNERSHIP																	
Yes	70	79	65	68	56	59	79	78	68	64	59	61	64	77	61	52	
SMARTPHONE OWNERSHIP																	
n	2,083	296	234	184	50	42	215	372	140	173	117	48	98	10	81	23	
Yes	28	33	30	33	10	1	30	26	20	12	12	30	20	40	22	34	



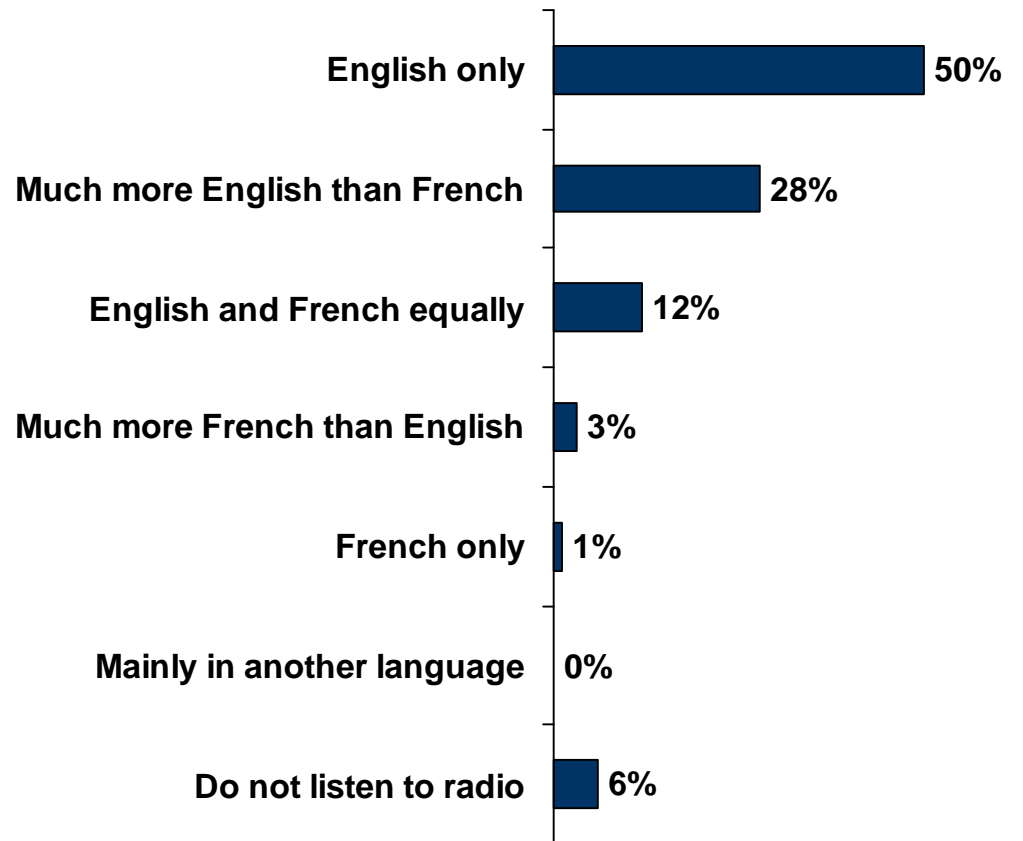
Local community presence in English media

Radio

Represented in English radio



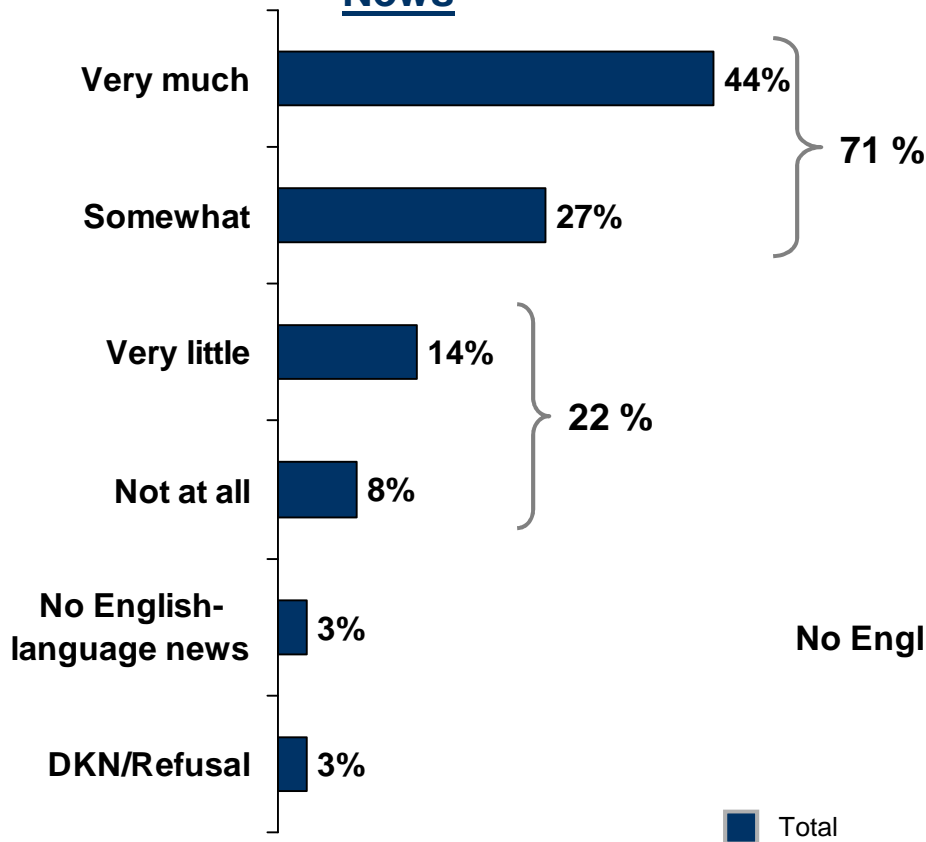
Language in Which Radio Is Listened to



TV

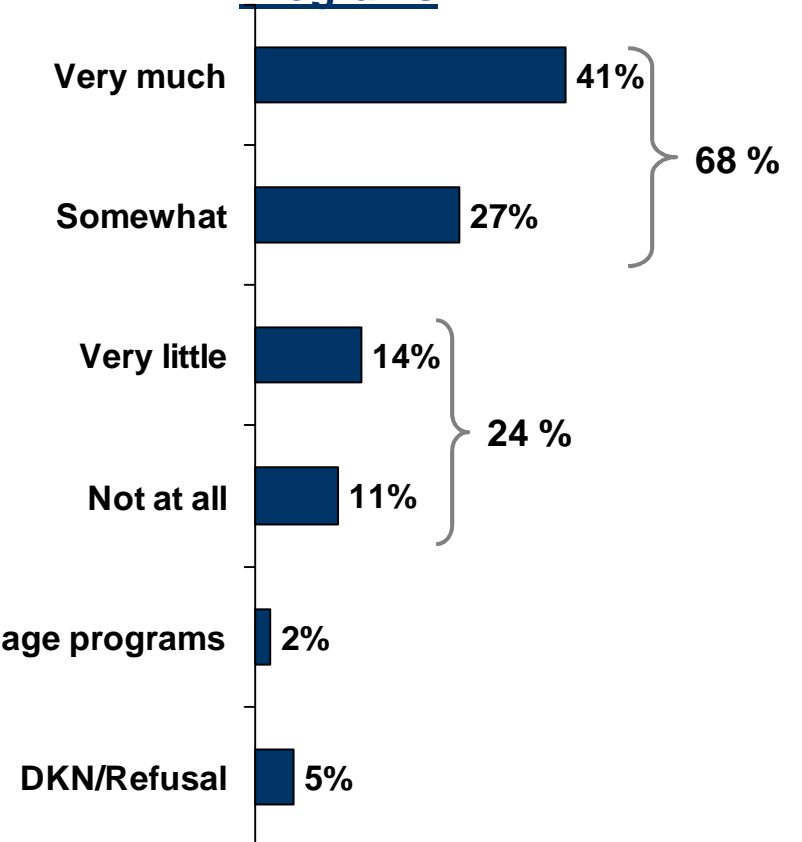
Represented in English Television

News

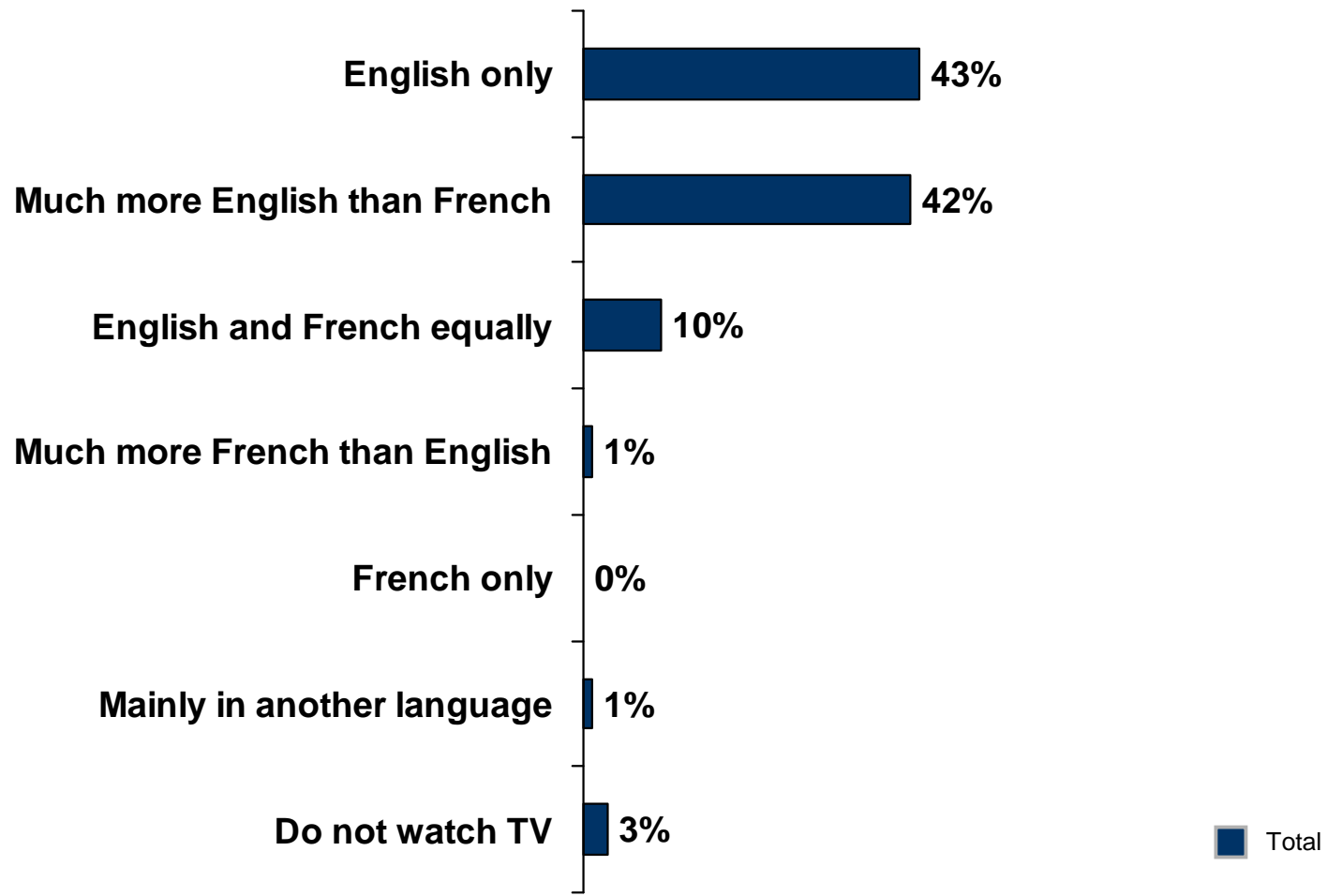


Represented in English Television

Programs

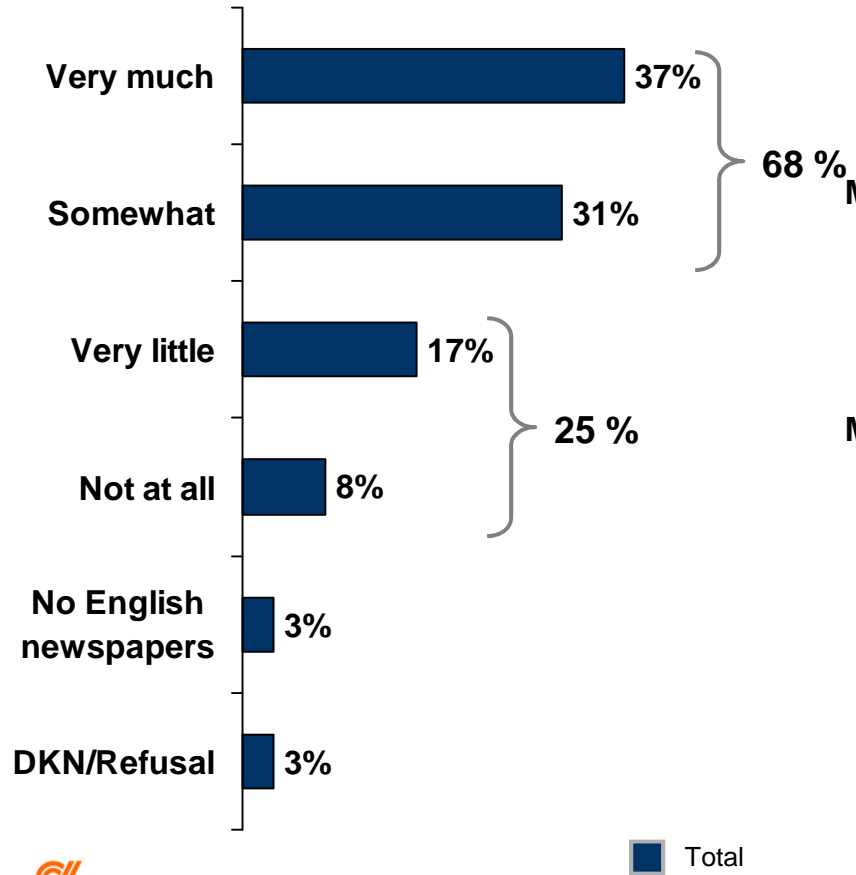


Language in Which Television Is Watched

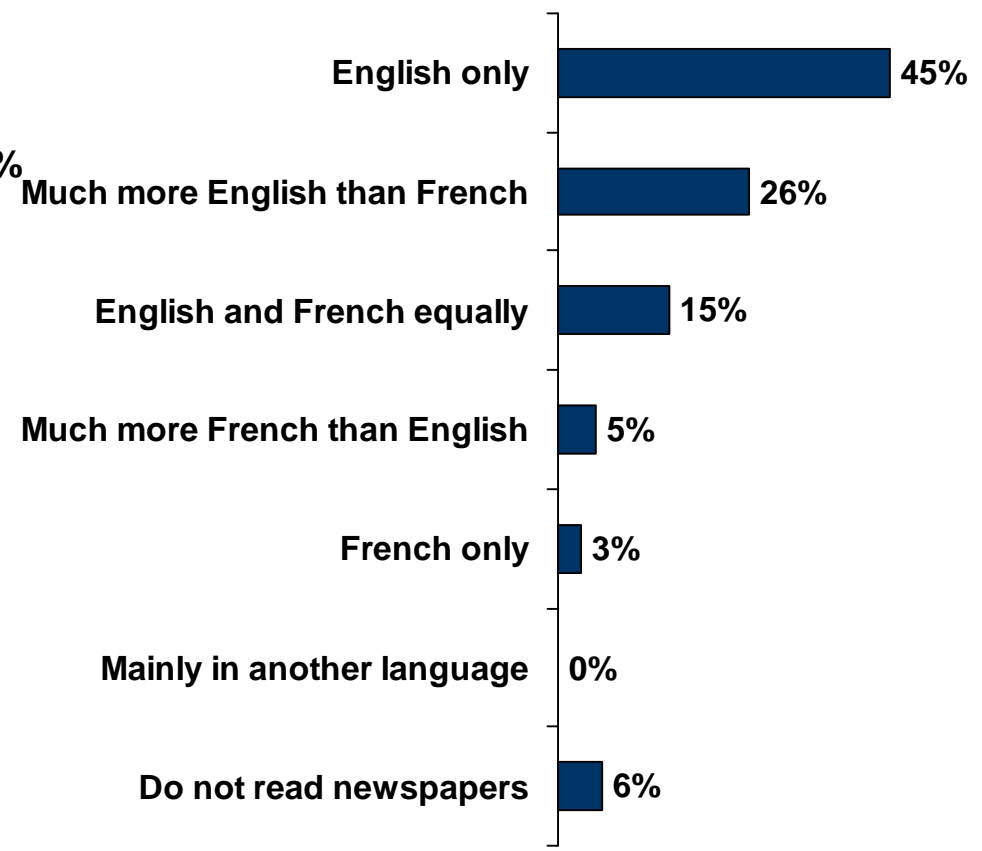


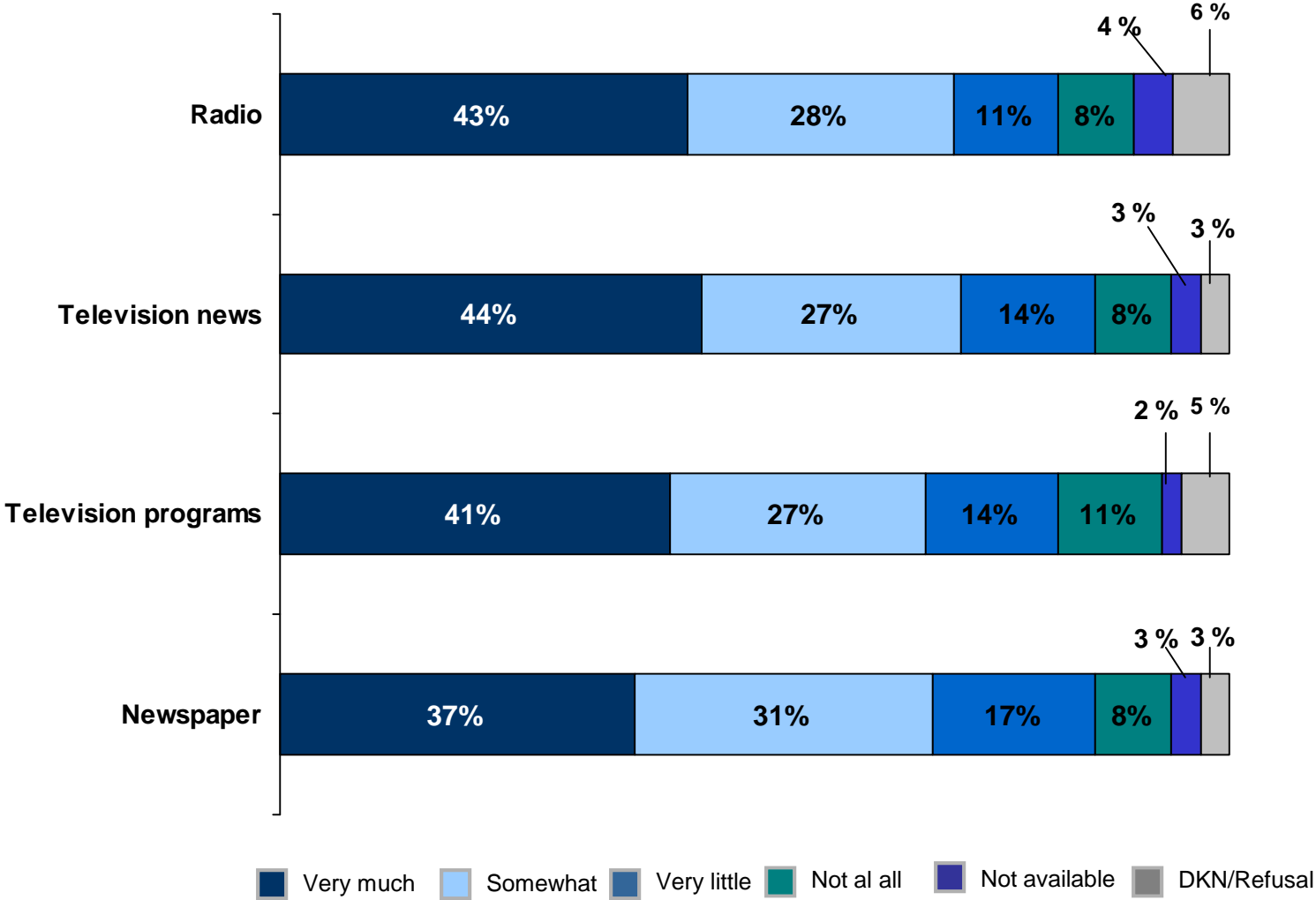
Newspapers

Represented in English Newspapers



Language in Which Newspapers Are Read





Local Community represented in English Media

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
RADIO																
Very much/Somewhat	70	85	78	70	35	48	70	65	62	59	47	44	51	23	41	32
Very little/Not at all	20	9	10	20	52	26	23	23	33	33	51	49	39	77	49	63
Not available	4	3	7	4	6	0	2	4	1	5	1	5	6	0	5	1
NEWSPAPER																
Very much/Somewhat	68	85	75	59	41	32	70	68	69	68	60	39	62	14	29	23
Very little/Not at all	25	10	18	33	50	66	21	25	26	29	39	56	33	62	63	64
Not available	3	1	4	4	6	2	4	3	2	2	2	4	2	24	6	10
CROP																46

Access to entertainment

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
THEATRE PRODUCTION OR OTHER PERFORMING ARTS																
Large urban centers	36	40	31	33	31	33	35	40	45	21	27	61	46	21	37	43
Locally	30	36	39	37	14	1	22	20	23	37	21	8	12	15	22	7
Nearby community	19	21	16	15	38	1	18	25	36	32	17	27	22	7	12	13
Seasonal festivals	14	19	16	15	8	1	7	10	12	9	11	16	9	7	15	0
Watch them online	6	7	8	8	2	1	6	2	2	3	10	2	1	23	4	5
Other locations	1	0	2	0	1	0	1	1	1	1	1	0	0	0	2	0
Do not attend	27	22	24	29	28	61	33	27	16	24	30	23	27	46	33	37

Access to entertainment

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
MUSIC CONCERTS																
Large urban centers	42	47	34	41	37	33	42	54	43	37	39	55	50	31	39	43
Locally	30	33	40	38	21	2	19	19	21	24	14	7	14	15	36	10
Nearby community	18	20	13	15	29	1	20	26	32	19	9	24	16	7	16	19
Seasonal festivals	18	21	20	22	17	1	13	16	16	15	22	11	10	23	25	5
Watch them online	9	12	8	13	5	1	9	9	5	7	8	7	2	24	5	8
Watch them on TV	1	0	1	1	1	0	1	0	0	0	3	2	0	0	0	0
Do not attend	22	17	25	18	22	64	25	19	16	25	33	26	28	30	21	28

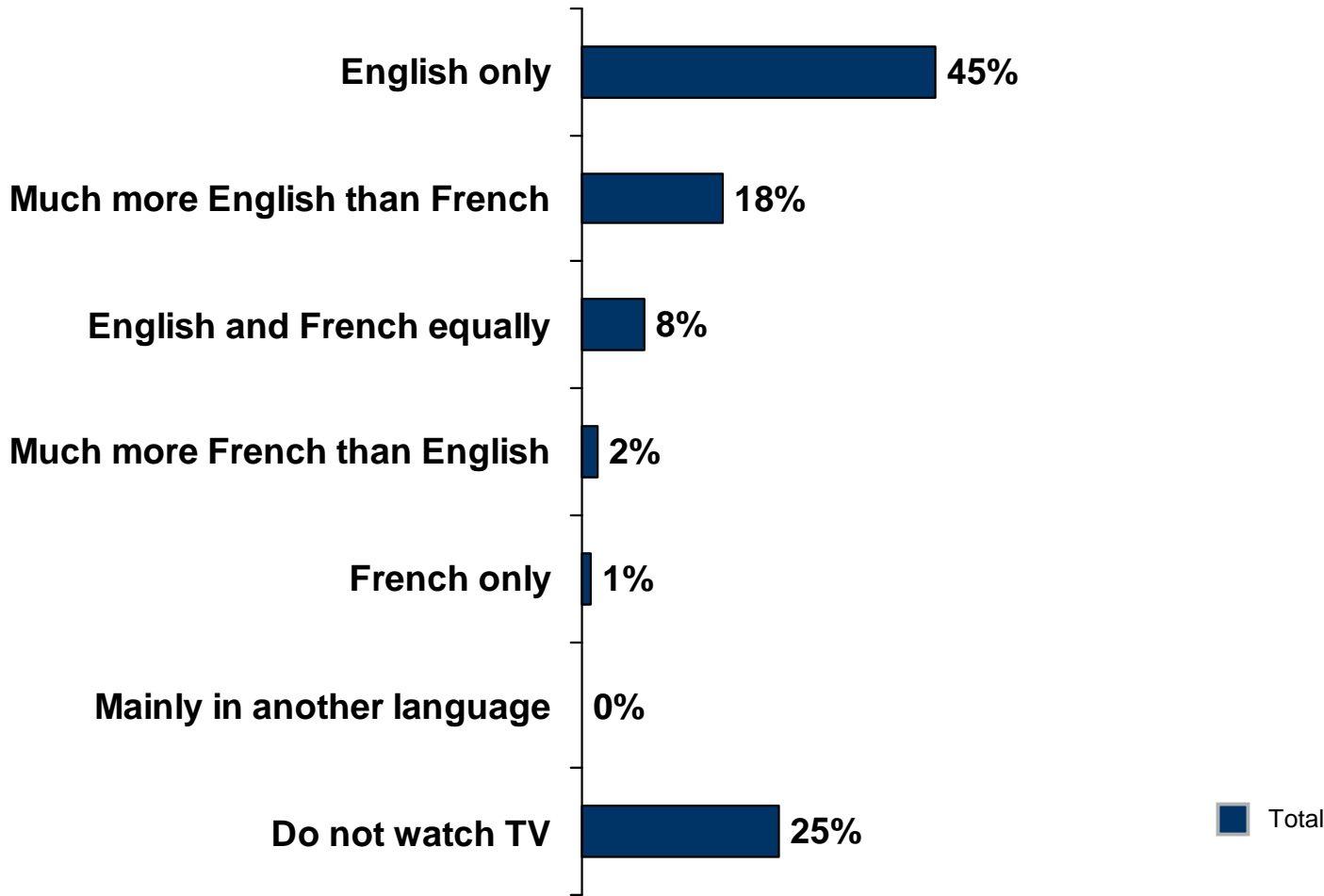
Access to entertainment

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
BOOKS																
Locally	51	67	55	54	23	33	50	48	47	33	16	24	30	24	46	25
Local public library	39	47	48	37	29	4	21	41	36	29	34	20	31	8	30	17
Order them on-line	26	23	28	30	26	8	22	24	20	24	30	21	27	61	39	29
Order them by mail	11	8	12	10	14	8	11	13	8	17	23	18	8	7	12	23
Download them from Internet	8	7	11	8	4	25	4	6	5	3	4	2	3	7	6	2
Bookstores	5	6	4	4	2	1	6	3	8	4	2	14	11	15	6	0
Large urban centers	4	0	0	1	9	25	6	7	7	9	6	13	10	24	6	21
Do not try to obtain books	5	3	4	6	9	1	9	4	6	10	8	15	7	8	7	8
Other locations	5	2	3	1	17	5	3	5	9	11	13	20	5	7	5	5
																50

Access to entertainment

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
RECENTLY RELEASED MOVIES																
Local theatre	58	76	60	63	21	5	73	53	54	35	21	11	35	38	30	7
Theatre in large urban center	26	19	27	26	29	1	19	34	34	25	19	46	32	15	21	52
Download them from TV service provider	14	13	14	13	16	34	12	13	12	14	23	23	8	0	19	14
Download them from Internet	10	7	14	11	5	27	5	8	7	5	7	2	3	7	12	7
Rent them at local video store	7	8	5	7	16	1	7	8	10	7	13	9	12	15	11	7
Do not access movies	9	6	9	9	12	29	6	8	6	18	15	9	15	15	21	14
Other locations	5	1	3	6	22	4	3	6	9	12	12	5	11	22	10	6

Language in Which Theatre Productions or Other Performing Arts Are Attended

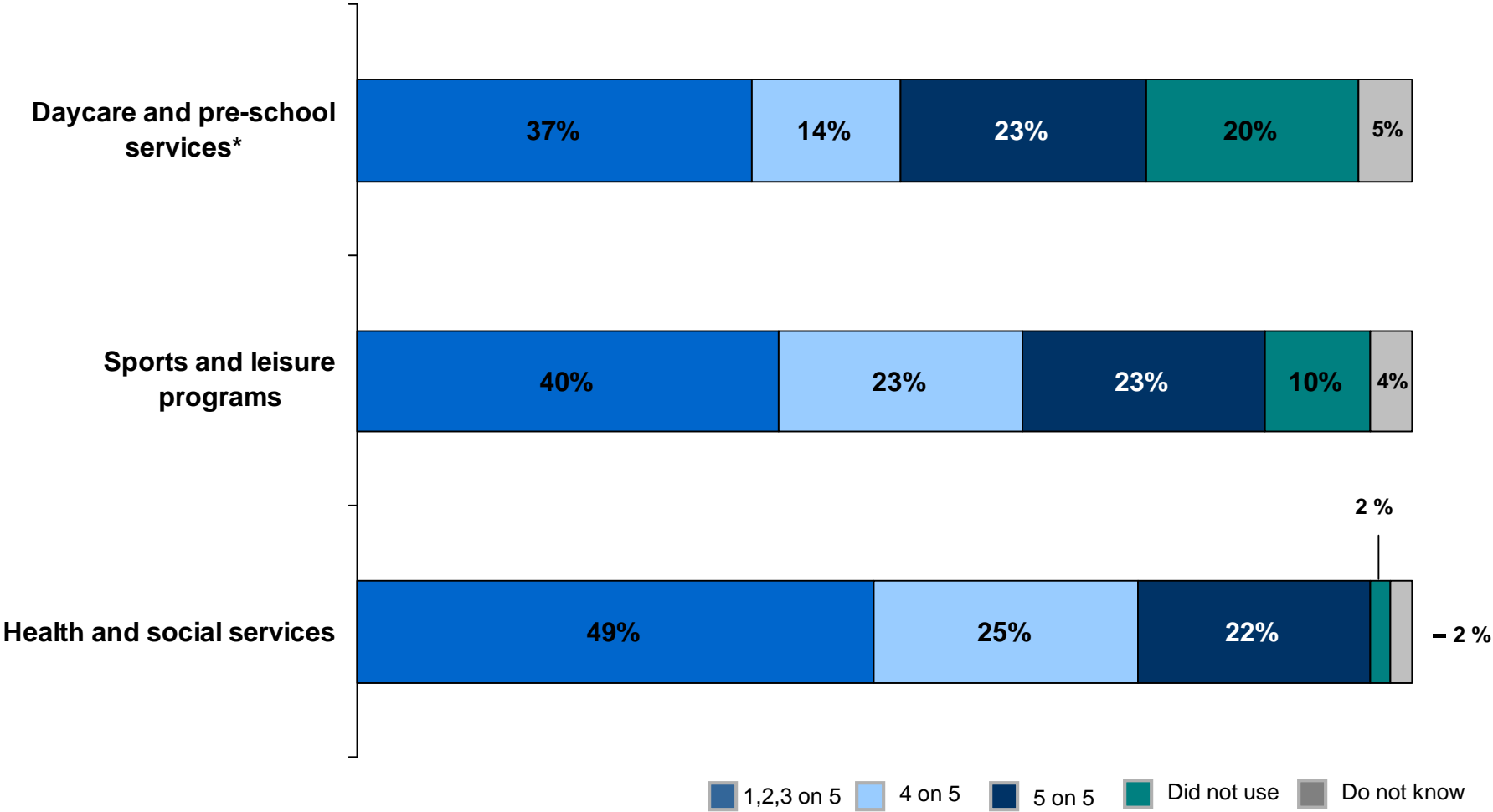




Satisfaction with availability of services in English

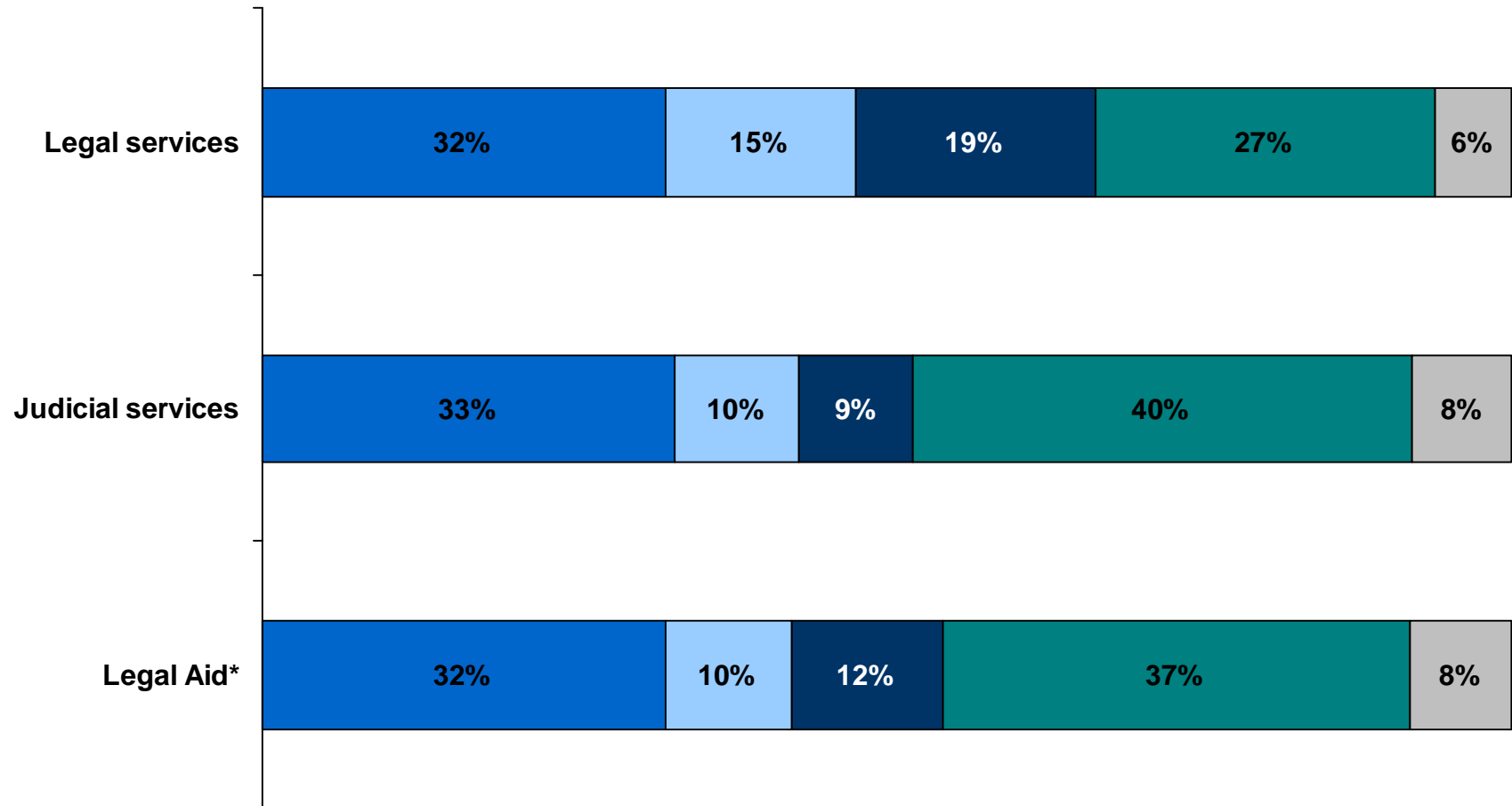
Satisfaction with availability of services in English

Total



Satisfaction with availability of services in English

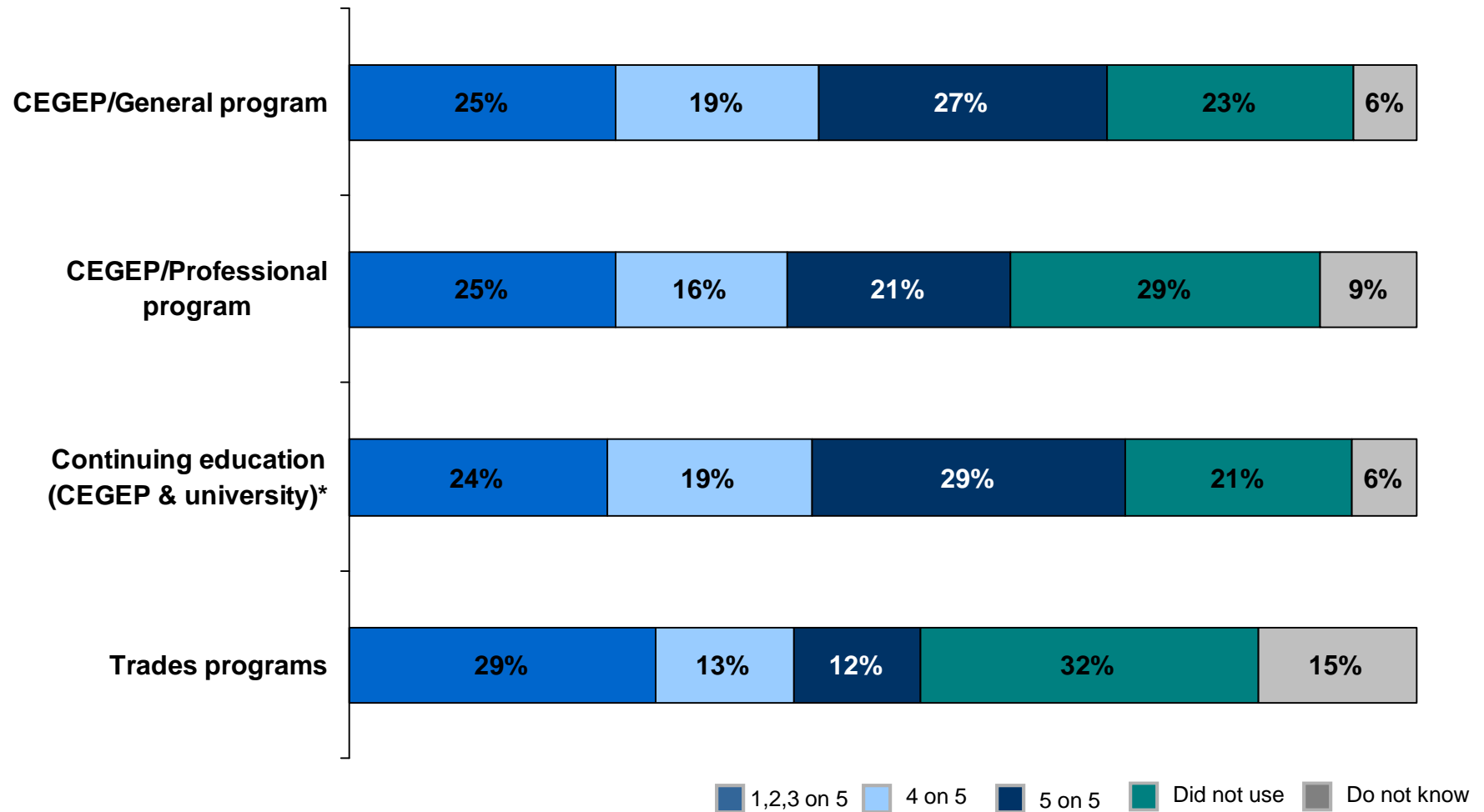
Total



■ 1,2,3 on 5 ■ 4 on 5 ■ 5 on 5 ■ Did not use ■ Do not know

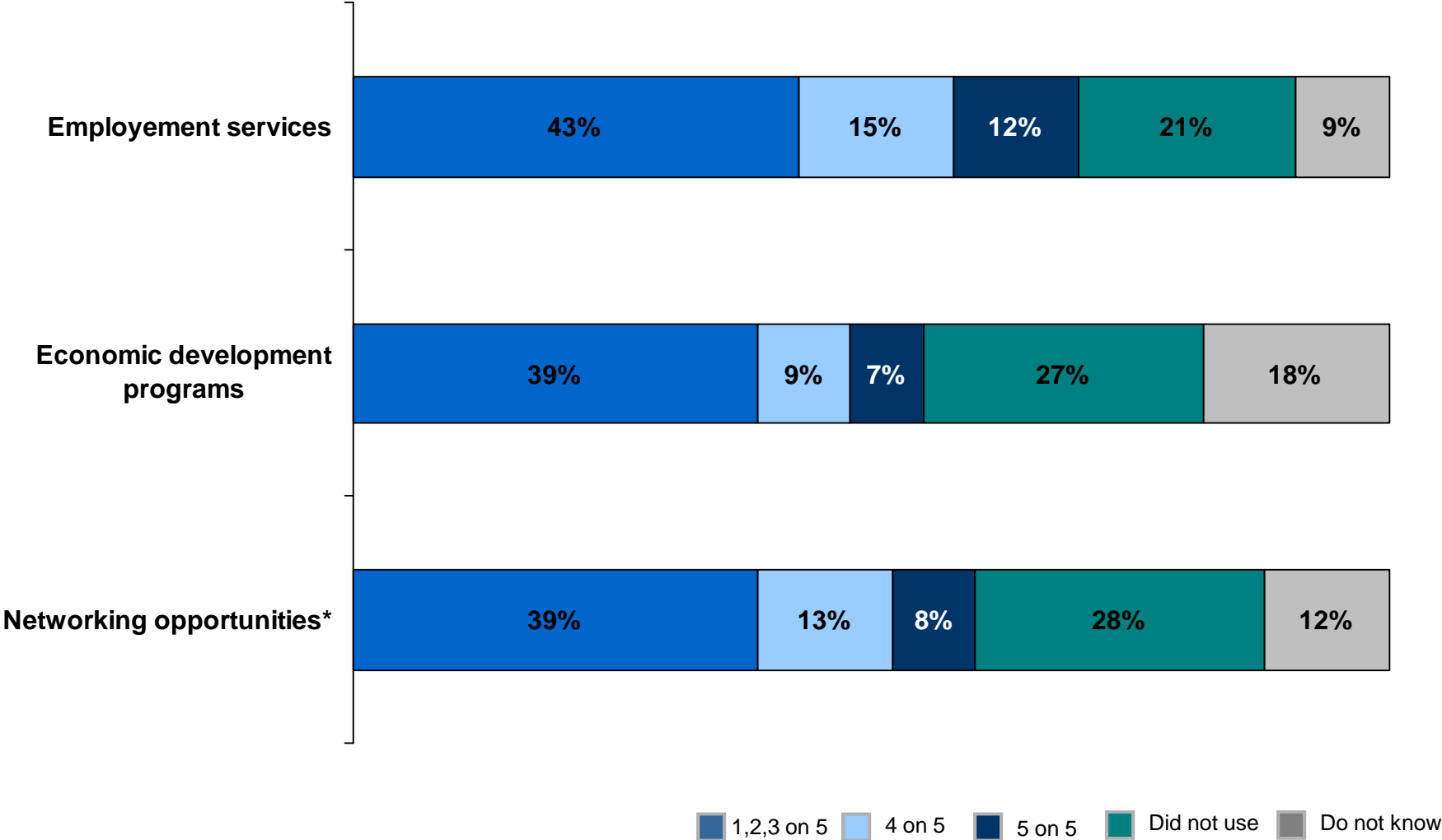
Satisfaction with availability of services in English

Total



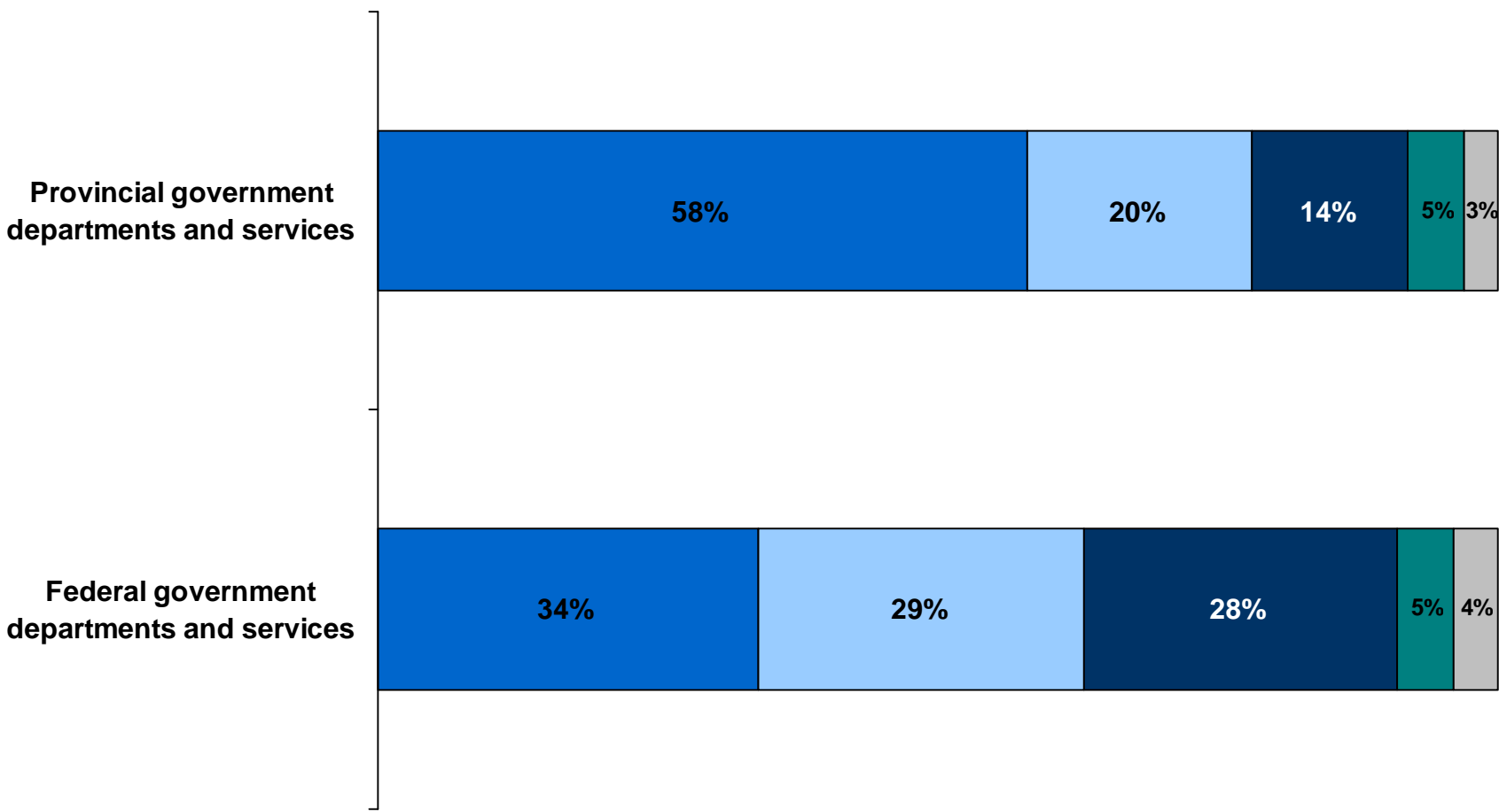
Satisfaction with availability of services in English

Total



Satisfaction with availability of services in English

Total



■ 1,2,3 on 5
 ■ 4 on 5
 ■ 5 on 5
 ■ Did not use
 ■ Do not know



Satisfaction with Availability of Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag/Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
SPORTS AND LEISURE																
5 on 5	23	36	28	17	24	34	16	17	25	17	11	9	16	15	10	1
4 on 5	23	28	27	22	17	52	16	19	12	14	12	14	18	15	12	13
1,2,3 on 5	40	29	28	45	37	13	51	51	46	54	65	63	47	23	63	72
HEALTH AND SOCIAL SERVICES																
5 on 5	22	27	29	16	36	59	15	17	20	17	12	11	12	24	6	3
4 on 5	25	32	30	19	22	29	19	25	22	21	25	8	14	15	21	8
1,2,3 on 5	49	38	39	58	37	13	61	55	56	58	60	69	69	45	68	83
DAYCARE/PRE-SCHOOL SERVICES																
n	1,085	141	110	105	26	43	138	181	67	78	48	25	51	5	54	13
5 on 5	23	29	29	18	34	6	19	21	33	24	22	0	7	42	19	21
4 on 5	14	19	12	14	24	2	15	16	14	14	20	16	17	0	10	0
1,2,3 on 5	37	27	32	47	19	80	42	34	27	48	34	43	47	21	51	61



Satisfaction with Availability of Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
LEGAL SERVICES																
5 on 5	19	20	21	18	21	51	13	18	23	17	19	4	14	15	5	12
4 on 5	15	21	14	13	20	6	13	18	21	18	17	10	12	7	18	9
1,2,3 on 5	32	28	26	34	38	31	36	30	35	41	49	51	44	31	49	49
JUDICIAL SERVICES																
5 on 5	9	11	10	9	8	26	7	7	9	8	9	4	3	15	2	5
4 on 5	10	12	11	9	8	1	7	9	11	10	9	9	7	7	7	15
1,2,3 on 5	33	33	30	36	36	40	35	29	32	37	49	38	30	46	39	43
LEGAL AID																
n	2,240	254	234	177	73	90	172	351	177	221	167	58	124	7	102	33
5 on 5	12	9	15	14	9	29	8	7	9	9	19	5	4	16	4	4
4 on 5	10	12	12	10	9	7	8	8	11	13	13	11	9	27	3	8
1,2,3 on 5	32	35	29	40	30	35	38	26	22	34	38	55	23	0	46	48
																60





Satisfaction with Availability of Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,283	282	261	235	67	102	221	355	149	184	130	54	107	10	93	33
CEGEP/GENERAL PROGRAM																
5 on 5	27	40	32	27	6	1	18	25	20	25	22	7	7	11	15	4
4 on 5	19	29	21	18	9	1	16	20	9	22	24	8	12	0	21	9
1,2,3 on 5	25	15	17	25	36	50	38	27	25	26	40	46	45	71	34	67
CEGEP/PROFESSIONAL PROGRAM																
5 on 5	21	28	24	25	6	0	11	22	7	18	19	4	4	11	6	4
4 on 5	16	26	15	17	6	2	13	14	13	16	18	0	17	0	15	5
1,2,3 on 5	25	17	18	22	37	49	41	26	26	35	47	54	45	71	36	63



Satisfaction with Availability of Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,283	282	261	235	67	102	221	355	149	184	130	54	107	10	93	33
TRADES PROGRAMS																
5 on 5	12	16	11	12	6	8	7	17	9	9	11	2	6	0	3	4
4 on 5	13	16	12	15	6	38	7	10	8	14	33	8	3	0	6	0
1,2,3 on 5	29	23	23	26	49	50	37	26	34	46	46	44	51	71	46	70
CONTINUING EDUCATION																
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
5 on 5	29	39	37	34	10	5	18	25	13	26	17	2	9	0	5	9
4 on 5	19	26	22	20	8	7	12	20	10	21	25	7	12	7	13	11
1,2,3 on 5	24	15	16	19	45	84	36	25	33	24	43	42	48	79	53	52



Satisfaction with Availability of Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,283	282	261	235	67	102	221	355	149	184	130	54	107	10	93	33
EMPLOYMENT SERVICES																
5 on 5	12	14	12	11	13	75	12	9	10	8	24	4	6	20	11	4
4 on 5	15	21	15	15	7	10	17	13	14	13	33	2	7	0	15	16
1,2,3 on 5	43	35	43	47	51	13	43	47	34	54	37	58	47	42	52	46
ECONOMIC DEVELOPMENT PROGRAMS																
5 on 5	7	4	8	7	10	74	5	3	3	2	5	4	1	0	5	0
4 on 5	9	9	11	10	7	2	6	9	9	9	25	0	4	11	5	3
1,2,3 on 5	39	39	34	42	48	15	45	41	36	55	55	41	46	51	48	56
NETWORKING OPPORTUNITIES																
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
5 on 5	8	12	10	8	6	1	6	5	3	5	3	3	2	23	8	5
4 on 5	13	13	14	17	8	11	9	11	10	9	12	2	8	8	13	6
1,2,3 on 5	39	37	38	39	49	56	41	36	36	47	59	59	43	39	44	51



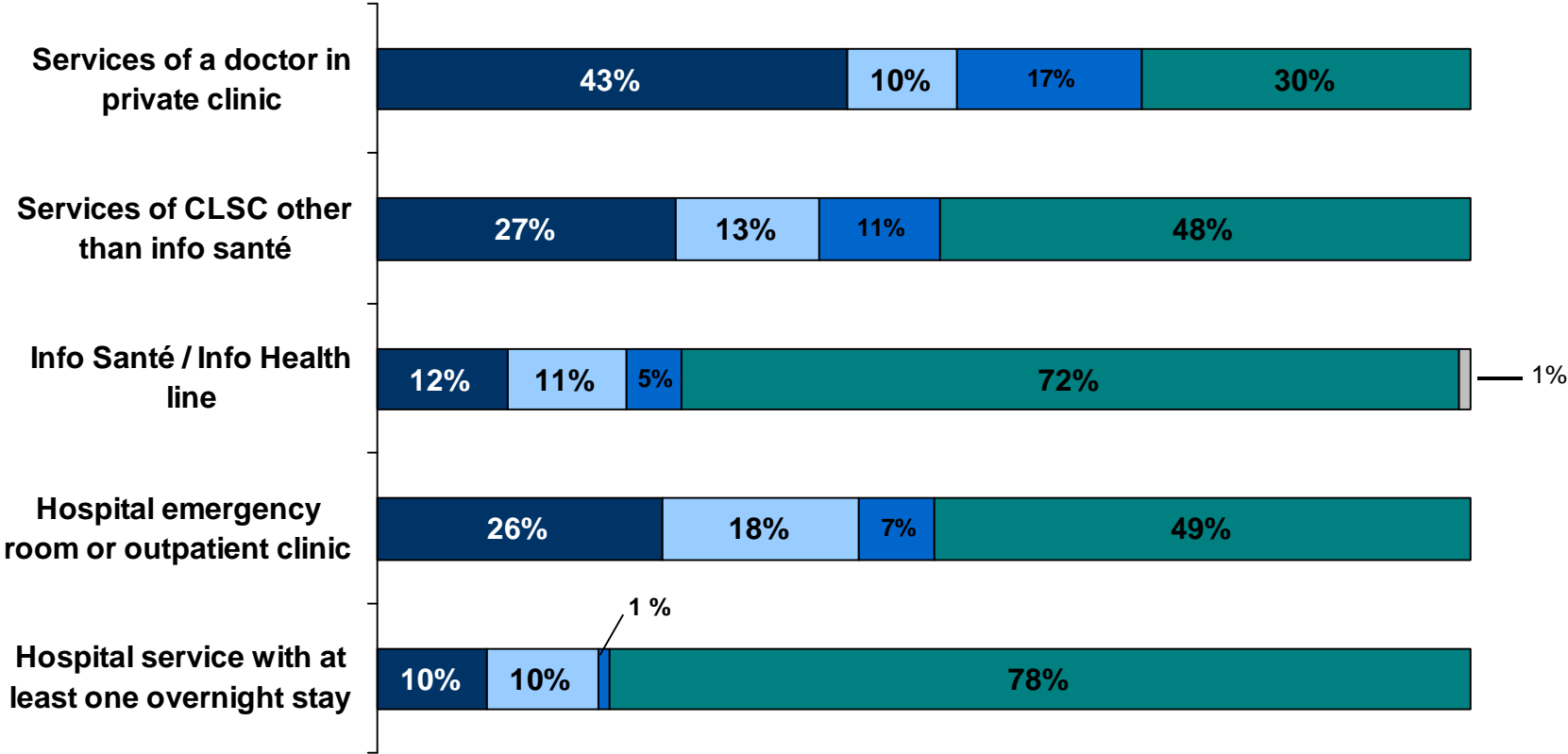
Satisfaction with Availability of Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
PROVINCIAL GOVERNMENT SERVICES																
5 on 5	14	14	17	9	14	26	10	13	15	10	14	14	8	31	11	14
4 on 5	20	18	21	23	14	2	20	23	19	21	22	5	15	7	15	11
1,2,3 on 5	58	62	54	57	58	71	59	55	60	62	58	54	65	54	67	66
FEDERAL GOVERNMENT SERVICES																
5 on 5	28	30	32	23	19	27	24	26	34	23	23	16	20	31	23	27
4 on 5	29	33	30	32	23	3	32	28	29	28	35	9	20	23	33	28
1,2,3 on 5	34	31	30	36	41	64	36	36	30	42	37	43	45	31	38	36



Usage of Health Services

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
GENERAL STATE OF HEALTH COMPARED TO PEOPLE OF THE SAME AGE																	
Excellent	27	33	25	24	26	32	26	29	24	25	18	26	24	45	39	21	
Very good	38	38	40	37	38	33	36	38	39	31	39	46	39	38	31	37	
Good	20	18	22	21	16	3	18	18	16	27	20	18	20	8	16	27	
Average	12	8	10	14	16	32	18	11	16	14	11	9	14	8	9	9	
Bad	3	2	2	2	4	0	2	2	4	4	9	2	3	0	5	6	
DKN/Refusal	1	1	0	1	0	0	0	2	2	0	2	0	1	0	0	0	



For self
 To help another person
 Both
 No
 Do not know /Refusal

Usage of Health Services

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
USED FOLLOWING SERVICES IN LAST 12 MONTHS FOR SELF AND/OR TO HELP SOMEONE ELSE																	
Private office or clinic	70	76	71	68	71	62	70	68	68	76	76	65	63	54	70	73	
CLSC	51	44	53	58	59	10	45	58	50	54	61	57	42	24	41	50	
Info Santé or Info Health line	27	25	28	31	21	2	26	27	26	28	25	35	24	8	30	23	
Hospital emergency room or out-patient clinic	51	52	51	54	67	59	50	45	53	58	67	40	50	31	64	49	
Hospital with at least one overnight stay	22	26	25	24	15	7	22	18	13	24	28	15	17	17	26	36	

Usage of Health Services

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Loewer St-Lawrence	Center of Qc/Mauricie	
ENGLISH AS LANGUAGE OF SERVICE AMONG THE USERS																	
Private office or clinic	80	97	91	64	75	99	73	78	88	76	71	26	74	16	31	39	
CLSC	56	74	75	31	71	53	41	51	70	62	73	24	35	35	10	18	
Info Santé or Info Health line	59	64	81	40	29	76	57	50	74	39	53	20	37	100	33	13	
Hospital emergency room or out-patient clinic	68	83	84	48	76	92	53	73	76	52	57	11	46	23	22	30	
Hospital with at least one overnight stay	71	85	81	61	66	27	63	73	83	54	65	4	41	50	13	34	

Usage of Health Services

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
VERY IMPORTANT TO BE SERVED IN ENGLISH CONSIDERING THE SITUATION																
Private office or clinic	81	79	83	67	88	100	78	87	87	84	97	80	77	100	85	56
CLSC	77	76	79	57	84	93	72	81	90	79	87	83	83	100	58	42
Info Santé or Info Health line	81	93	78	62	88	87	92	92	89	92	99	68	93	100	71	100
Hospital emergency room or out-patient clinic	86	86	87	81	77	99	85	89	91	83	93	95	84	0	90	53
Hospital with at least one overnight stay	85	92	90	64	92	94	83	88	92	88	98	82	77	100	59	44

Among all respondents	Total Anglophones (n=3,195) %	Montreal West (n=382) %	Montreal Centre (n=372) %	Montreal East (n=277) %	Rest of Quebec (n=2,164) %	Total Anglophones 2005 (n=3,129) %
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?						
Yes, for myself	43	47	45	45	40	41
Yes, for another person	10	10	9	10	10	10
Yes, for myself and for another person	17	19	17	12	18	14
No/Does not know	30	24	29	31	31	33
Among respondents who have used the services for themselves or for another person	(n=2,325) %	(n=304) %	(n=276) %	(n=277) %	(n=1,550) %	(n=2,022) %
Were you served in English by the doctor you saw?						
Yes	80	97	91	64	75	86
No	18	2	7	35	24	14
Does not know/refusal	1	0	3	1	1	0
Among respondents who have used the services for themselves or for another person AND who were served in English	(n=1,857) %	(n=296) %	(n=254) %	(n=127) %	(n=1,180) %	(n=1,655) %
Were you served directly in English or did you or the person you helped have to ask for service in English?						
Served directly in English	87	88	91	81	85	86
Had to ask	12	11	9	15	13	13
Cannot remember/Does not know	2	2	0	4	2	2
Considering the situation, do you feel it was very important to receive the service in English or would it have been acceptable to receive it in French?						
It was very important to receive the service in English	81	79	83	67	85	82
Service in French would have been acceptable	18	19	17	32	14	17
Does not know/refusal	1	2	0	1	1	1
Among respondents who have used the services for themselves or for another person AND who were not served in English	(n=448) %	(n=7) %	(n=18) %	(n=66) %	(n=357) %	(n=350) %
Did you or the person you helped ask for service in English?						
Yes	18	20	29	17	16	16
No	81	80	71	82	83	82
Does not know	1	0	0	1	1	2
Among respondents who have used the services for themselves or for another person AND who were not or cannot remember served if they were served in English	(n=468) %	(n=8) %	(n=22) %	(n=68) %	(n=370) %	(n=350) %
Considering the situation, do you feel it would have been very important to receive the service in English or was receiving it in French acceptable?						
It was very important to receive the service in English	36	25	43	42	30	32
Service in French was acceptable	62	75	48	58	68	65
Does not know	2	0	9	0	2	2

Among all respondents	Total Anglophones (n=3,195) %	Montreal West (n=382) %	Montreal Centre (n=372) %	Montreal East (n=277) %	Rest of Quebec (n=2,164) %	Total Anglophones 2005 (n=3,129) %
Within the last twelve months, in your region, have you used the services of a CLSC, other than Info Santé or Info Health line, either for yourself or to help another person?						
Yes, for myself	27	23	25	36	26	23
Yes, for another person	13	11	15	13	13	15
Yes, for myself and for another person	11	10	12	10	10	7
No/Does not know	48	56	47	42	50	54
Among respondents who have used the services for themselves or for another person	(n=1,676) %	(n=178) %	(n=196) %	(n=156) %	(n=1,146) %	(n=1,471) %
Were you served in English at the CLSC?						
Yes	56	74	75	31	50	65
No	41	24	22	67	47	32
Does not know/refusal	3	2	3	2	3	2
Among respondents who have used the services for themselves or for another person AND who were served in English	(n=1,015) %	(n=140) %	(n=152) %	(n=48) %	(n=675) %	(n=956) %
Were you served directly in English or did you or the person you helped have to ask for service in English?						
Served directly in English	64	69	63	40	71	72
Had to ask	29	26	29	47	25	24
Cannot remember/Does not know	6	6	8	12	4	3
Considering the situation, do you feel it was very important to receive the service in English or would it have been acceptable to receive it in French?						
It was very important to receive the service in English	77	76	79	57	82	82
Service in French would have been acceptable	22	20	21	39	17	17
Does not know	1	4	0	4	1	1
Among respondents who have used the services for themselves or for another person AND who were not served in English	(n=619) %	(n=35) %	(n=39) %	(n=105) %	(n=440) %	(n=483) %
Did you or the person you helped ask for service in English?						
Yes	20	25	29	18	17	23
No	80	75	71	82	82	76
Does not know	0	0	0	0	1	1
Among respondents who have used the services for themselves or for another person AND who were not served or cannot remember if they were served in English	(n=661) %	(n=38) %	(n=44) %	(n=108) %	(n=471) %	(n=483) %
Considering the situation, do you feel it would have been very important to receive the service in English or was receiving it in French acceptable?						
It was very important to receive the service in English	36	43	48	35	31	40
Service in French was acceptable	63	55	52	64	68	58
Does not know	1	2	0	1	1	2

Among all respondents	Total Anglophones (n=3,195) %	Montreal West (n=382) %	Montreal Centre (n=372) %	Montreal East (n=277) %	Rest of Quebec (n=2,164) %	Total Anglophones 2005 (n=3,129) %
Within the last twelve months, in your region, have you used the services of Info Santé or Info Health line either for yourself or to help another person?						
Yes, for myself	12	11	14	15	9	8
Yes, for another person	11	10	9	12	12	9
Yes, for myself and for another person	5	4	5	5	4	2
No/Does not know	73	75	72	69	75	81
Among respondents who have used the services for themselves or for another person	(n=775) %	(n=85) %	(n=95) %	(n=92) %	(n=503) %	(n=569) %
Were you served in English by the person you spoke to?						
Yes	59	64	81	40	51	61
No	35	26	13	54	43	35
Does not know/refusal	6	10	5	5	6	4
Among respondents who have used the services for themselves or for another person AND who were served in English	(n=436) %	(n=55) %	(n=77) %	(n=38) %	(n=266) %	(n=315) %
Were you served directly in English or did you or the person you helped have to ask for service in English?						
Served directly in English	60	57	64	64	54	62
Had to ask	35	40	32	31	39	32
Cannot remember/Does not know	5	3	4	5	6	4
Considering the situation, do you feel it was very important to receive the service in English or would it have been acceptable to receive it in French?						
It was very important to receive the service in English	81	93	78	62	90	90
Service in French would have been acceptable	18	5	22	34	10	10
Does not know	1	2	0	4	0	0
Among respondents who have used the services for themselves or for another person AND who were not served in English	(n=304) %	(n=24) %	(n=13) %	(n=48) %	(n=219) %	(n=229) %
Did you or the person you helped ask for service in English?						
Yes	20	28	22	13	24	30
No	77	69	69	85	75	69
Does not know	3	3	9	2	2	1
Among respondents who have used the services for themselves or for another person AND who were not served or cannot remember if they were served in English	(n=339) %	(n=30) %	(n=18) %	(n=54) %	(n=237) %	(n=229) %
Considering the situation, do you feel it would have been very important to receive the service in English or was receiving it in French acceptable?						
It was very important to receive the service in English	34	24	30	38	35	41
Service in French was acceptable	63	70	70	60	62	58
Does not know	2	6	6	2	3	1

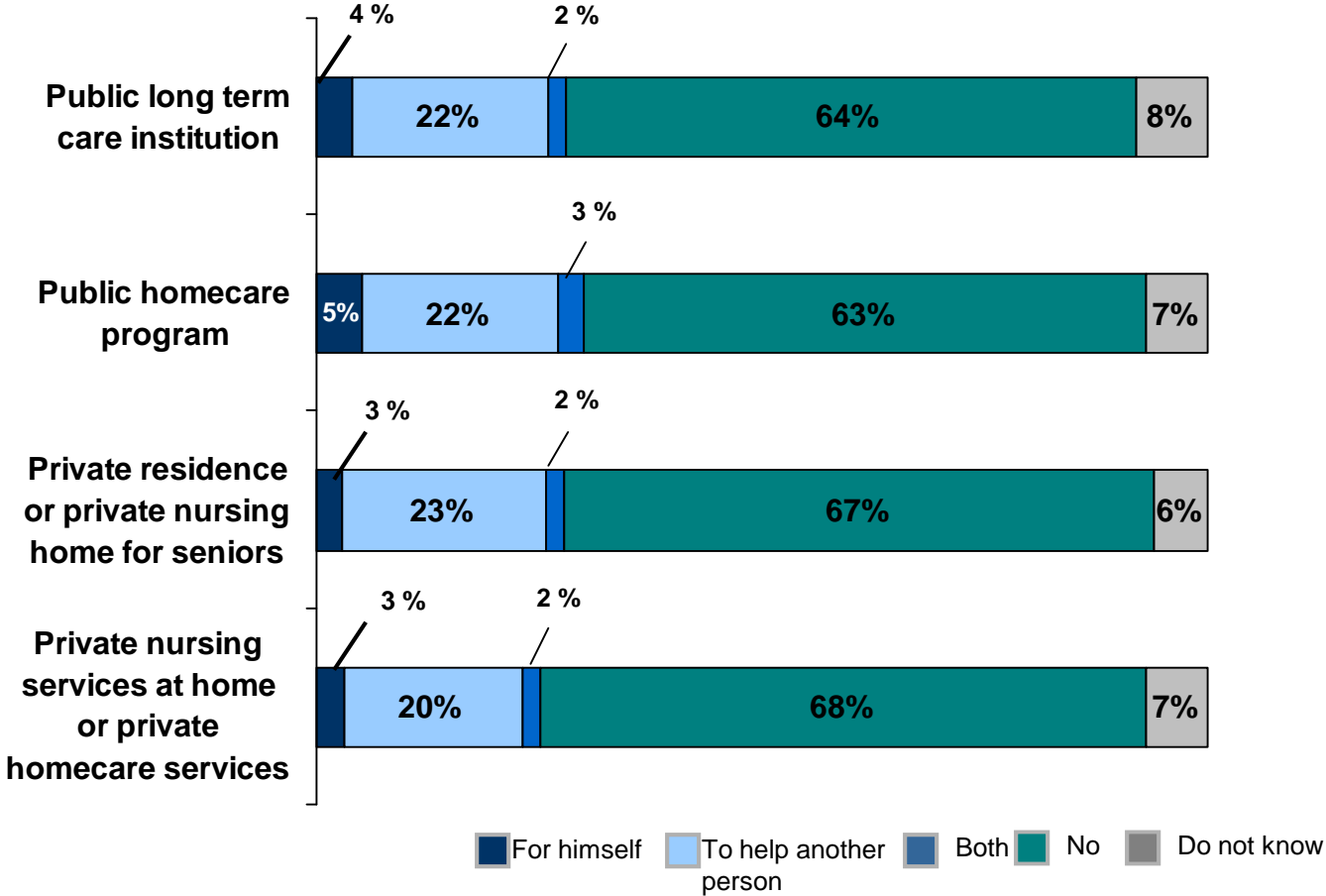
Hospital Emergency Room or Out-Patient Clinic

Among all respondents	Total Anglophones (n=3,195) %	Montreal West (n=382) %	Montreal Centre (n=372) %	Montreal East (n=277) %	Rest of Quebec (n=2,164) %	Total Anglophones (n=3,129) %
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?						
Yes, for myself	26	22	27	30	25	24
Yes, for another person	18	22	17	18	19	20
Yes, for myself and for another person	7	8	7	5	6	7
No/Does not know	49	48	49	46	50	49
Among respondents who have used the services for themselves or for another person	(n=1,653) %	(n=209) %	(n=186) %	(n=154) %	(n=1,104) %	(n=1,602) %
Were you served in English at the hospital emergency room or clinic?						
Yes	68	83	84	48	62	69
No	30	14	14	50	37	29
Does not know/refusal	2	3	2	2	1	2
Among respondents who have used the services for themselves or for another person AND who were served in English	(n=1,086) %	(n=184) %	(n=159) %	(n=73) %	(n=670) %	(n=1,039) %
Were you served directly in English or did you or the person you helped have to ask for service in English?						
Served directly in English	76	84	76	78	74	79
Had to ask	21	13	22	20	24	18
Cannot remember/Does not know	3	3	3	2	2	3
Considering the situation, do you feel it was very important to receive the service in English or would it have been acceptable to receive it in French?						
It was very important to receive the service in English	86	86	87	81	89	83
Service in French would have been acceptable	13	12	13	18	11	16
Does not know	1	2	0	1	0	1
Among respondents who have used the services for themselves or for another person AND who were not served in English	(n=540) %	(n=21) %	(n=22) %	(n=77) %	(n=420) %	(n=532) %
Did you or the person you helped ask for service in English?						
Yes	25	29	42	21	22	33
No	73	71	58	75	77	66
Does not know	2	0	0	4	1	1
Among respondents who have used the services for themselves or for another person AND who were not served or cannot remember if they were served in English	(n=567) %	(n=25) %	(n=27) %	(n=81) %	(n=434) %	(n=532) %
Considering the situation, do you feel it would have been very important to receive the service in English or was receiving it in French acceptable?						
It was very important to receive the service in English	49	49	73	41	47	55
Service in French was acceptable	50	45	27	57	52	42
Does not know	1	6	0	2	4	3

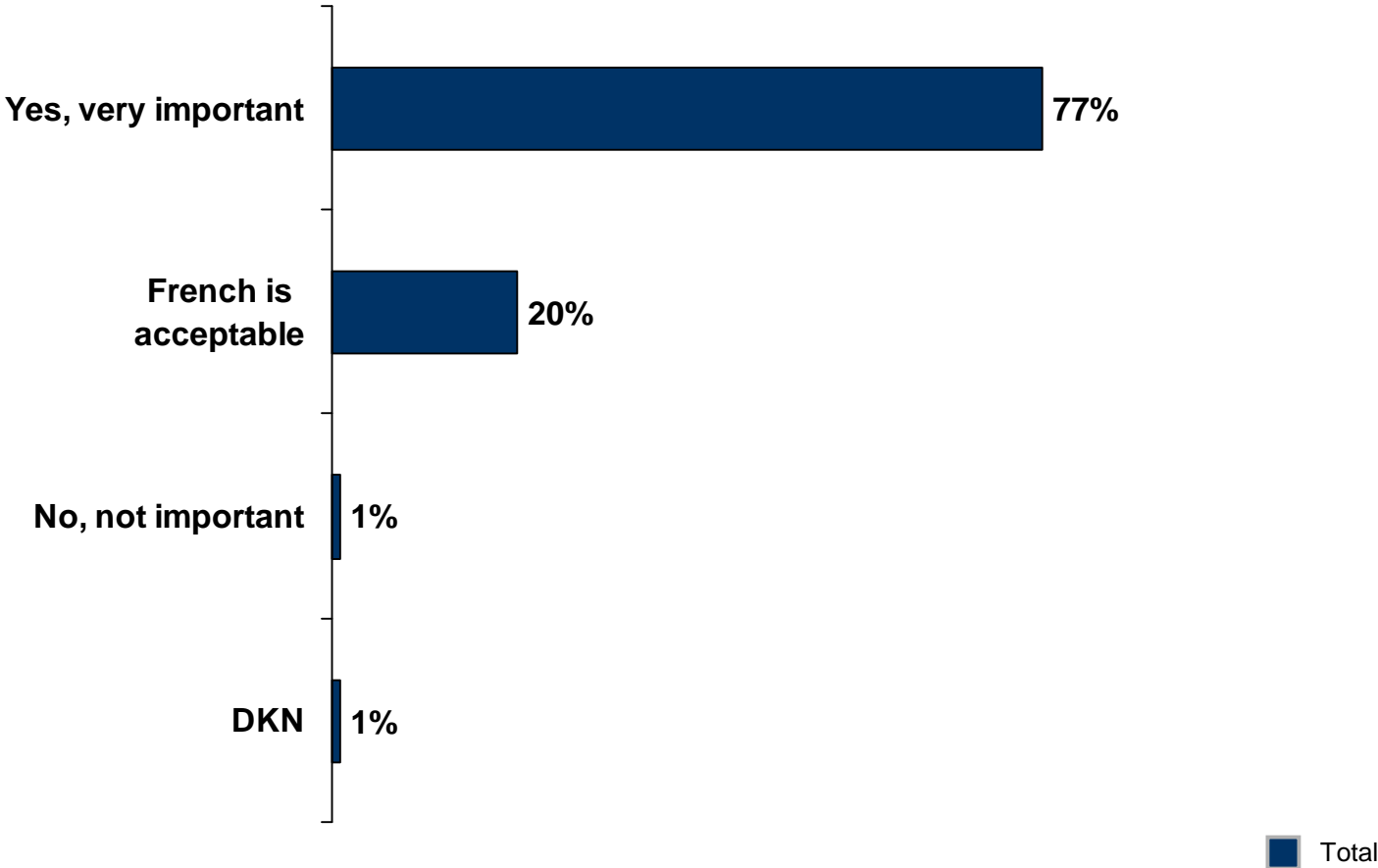
Hospital Service With at Least an Overnight Stay

Among all respondents	Total Anglophones (n=3,195) %	Montreal West (n=382) %	Montreal Centre (n=372) %	Montreal East (n=277) %	Rest of Quebec (n=2,164) %	Total Anglophones (n=3,129) %
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?						
Yes, for myself	10	10	12	12	8	10
Yes, for another person	10	13	11	10	9	11
Yes, for myself and for another person	1	3	2	1	1	1
No/Does not know	78	75	75	76	82	78
Among respondents who have used the services for themselves or for another person	(n=704) %	(n=97) %	(n=89) %	(n=69) %	(n=449) %	(n=683) %
Were you served in English at the hospital?						
Yes	71	85	81	61	61	72
No	27	11	15	37	38	25
Does not know/refusal	2	4	4	1	1	4
Among respondents who have used the services for themselves or for another person AND who were served in English	(n=479) %	(n=85) %	(n=74) %	(n=41) %	(n=279) %	(n=464) %
Were you served directly in English or did you or the person you helped have to ask for service in English?						
Served directly in English	83	85	89	76	78	77
Had to ask	14	15	7	21	20	20
Cannot remember/Does not know	2	1	5	3	1	2
Considering the situation, do you feel it was very important to receive the service in English or would it have been acceptable to receive it in French?						
It was very important to receive the service in English	85	92	90	64	87	87
Service in French would have been acceptable	15	8	10	36	13	13
Does not know	0	0	0	0	1	0
Among respondents who have used the services for themselves or for another person AND who were not served in English	(n=206) %	(n=10) %	(n=11) %	(n=27) %	(n=158) %	(n=199) %
Did you or the person you helped ask for service in English?						
Yes	24	43	44	21	17	35
No	75	57	56	79	83	64
Does not know	0	0	0	0	1	2
Among respondents who have used the services for themselves or for another person AND who were not served or cannot remember if they were served in English	(n=224) %	(n=12) %	(n=14) %	(n=28) %	(n=170) %	(n=199) %
Considering the situation, do you feel it would have been very important to receive the service in English or was receiving it in French acceptable?						
It was very important to receive the service in English	40	17	59	40	34	54
Service in French was acceptable	57	78	28	60	65	41
Does not know	3	4	13	0	1	5

Expected Usage of Health Service Within the Next Five Years



Importance of Receiving the Expected Health Services in English





Expected Usage of Health Services

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
EXPECTED USAGE WITHIN THE NEXT FIVE YEARS FOR SELF AND/OR FOR SOMONE ELSE																	
Public long term care institution	27	29	27	30	39	34	31	24	21	24	25	17	29	8	33	27	
Public homecare program	30	30	32	30	37	30	34	23	22	33	40	18	31	17	31	21	
Private residence or private nursing home for seniors	27	29	29	27	29	29	26	24	18	26	31	16	31	8	31	21	
Private nursing services at home or private homecare services	25	26	28	26	35	29	25	20	21	24	27	18	23	7	30	20	



Q18A-C. Do you expect that within the next five years, you or a person you know or care for will require one or another of the following services. Quebec Anglophones (n=3,195)

Expected Usage of Health Services

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	1,423	175	178	132	44	59	107	205	79	147	101	37	71	4	67	17	
IMPORTANCE OF BEING SERVED IN ENGLISH WHEN RECEIVING EXPECTED SERVICES																	
Very important	77	86	88	58	77	29	78	84	86	92	84	36	69	26	56	58	
French is acceptable	20	12	11	37	20	71	21	14	12	7	16	64	25	74	41	42	
Not important	1	2	0	1	3	0	0	1	0	1	0	0	6	0	0	0	
DKN	1	0	0	4	0	0	0	2	3	0	0	0	0	0	3	0	



Social Services



Information Received about Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
INFORMATION RECEIVED IN THE LAST TWO YEARS ABOUT SERVICES IN ENGLISH PROVIDED BY PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTION																	
Yes	35	51	48	20	34	41	21	25	35	29	30	18	18	7	34	19	
No	57	38	41	73	61	59	75	68	59	63	67	80	79	93	62	80	
DKN	8	11	11	7	5	1	5	7	7	8	3	2	3	0	4	1	



Q19A 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? Quebec Anglophones (n=3,195)



Information Received about Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspezie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,147	219	194	57	31	72	55	149	81	104	67	16	37	1	55	9

SOURCES OF INFORMATION ABOUT ACCESS TO SERVICES IN ENGLISH PROVIDED BY PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTION

Public health or social services institution	56	57	57	53	65	22	52	61	56	51	61	65	52	0	55	56
Newspaper	37	41	32	39	34	3	41	43	53	44	27	7	34	0	39	24
Community organization	25	31	24	20	34	19	12	23	24	40	43	4	28	100	49	16
Other sources	13	11	12	16	12	63	21	12	10	6	0	30	2	0	2	0
DKN	7	4	10	11	2	0	3	2	2	4	2	0	10	0	6	4



Q19B. Did you obtain your information regarding access to services in English that are provided by the public health and social services institutions from any of the following...Multiple answers. Among those who have received information about services in English (n=1,147)

Information Received about Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	814	155	133	35	24	60	34	99	54	76	53	14	25	1	45	6	
WAYS OF GETTING INFORMATION ABOUT SERVICES IN ENGLISH FROM PUBLIC HEALTH OR COMMUNITY ORGANIZATION																	
Through flyers or material placed in public locations	68	74	74	57	72	61	41	64	57	59	56	33	80	100	62	78	
Telephone or a visit	19	15	15	29	23	9	15	19	36	27	37	21	26	0	29	27	
Through a website	17	21	11	28	8	2	25	20	31	11	14	57	11	0	15	0	
Information meeting	9	6	7	18	21	35	5	12	8	9	24	1	12	0	13	33	
Other sources	12	13	14	15	6	4	26	4	6	13	5	7	7	0	11	17	
DKN	2	0	2	0	0	0	0	4	6	3	0	0	0	0	0	0	



Information Received on Public Health Promotion or Prevention

Sources of Information on Public Health Promotion or Prevention in English in the Past Two Years

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS OR PUBLIC HEALTH AUTHORITIES																
Yes	33	44	43	20	30	55	22	29	30	30	18	14	30	8	23	23
No	59	45	48	71	62	44	72	65	65	65	75	86	68	92	73	72
DKN/Refusal	8	10	10	9	8	1	6	5	5	5	7	0	2	0	4	5
COMMUNITY ORGANIZATION																
Yes	27	34	30	18	37	35	18	29	32	33	42	6	22	15	34	6
No	67	58	62	76	57	64	78	65	64	62	54	92	77	85	64	92
DKN/Refusal	6	8	9	6	5	0	4	5	4	5	4	1	1	0	1	2
SCHOOL																
Yes	32	39	32	24	23	64	29	31	32	38	39	16	31	14	38	24
No	65	58	63	73	75	35	68	65	64	58	58	84	67	86	60	73
DKN/Refusal	3	3	5	3	2	1	3	4	4	4	3	0	1	0	1	3



Q20A1-A3 In the last two years, have you received information on public health promotion or prevention program in English from one or more of the following? Quebec Anglophones (n=3,195)

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Information During the H1N1 Vaccination Program

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46

INFORMATION RECEIVED IN ENGLISH ABOUT THE QUEBEC VACCINATION PROGRAM FOR THE H1N1

Yes	63	72	73	45	65	99	63	66	57	64	74	36	55	15	44	37
No	29	24	20	45	27	1	34	28	34	30	20	54	41	85	44	51
DKN	7	4	8	10	8	0	4	6	10	6	6	10	4	0	12	13



Information During the H1N1 Vaccination Program

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,155	310	287	127	62	108	166	357	131	208	159	37	110	2	73	18

SOURCES OF INFORMATION ABOUT THE H1N1 VACCINATION PROGRAM

Through flyers or material placed in public locations	54	56	58	58	57	41	37	51	55	54	45	31	51	100	54	39
Newspaper	50	53	50	51	45	1	49	54	58	61	33	27	59	0	40	10
Public health institutions	43	43	47	35	53	67	45	35	42	41	53	61	38	0	42	29
Through a website	22	24	26	23	16	6	24	15	23	21	12	32	18	0	22	15
Community organization	18	16	19	18	40	28	12	13	21	19	29	24	15	0	37	8
From a school	5	4	2	6	2	0	4	8	7	7	3	4	11	0	13	13
On TV	3	3	4	4	6	0	4	2	4	3	5	1	1	0	1	8
Other sources	7	11	9	5	8	2	10	10	6	5	7	0	4	54	5	19
DKN	1	3	0	1	0	0	2	3	0	3	3	0	1	0	4	0

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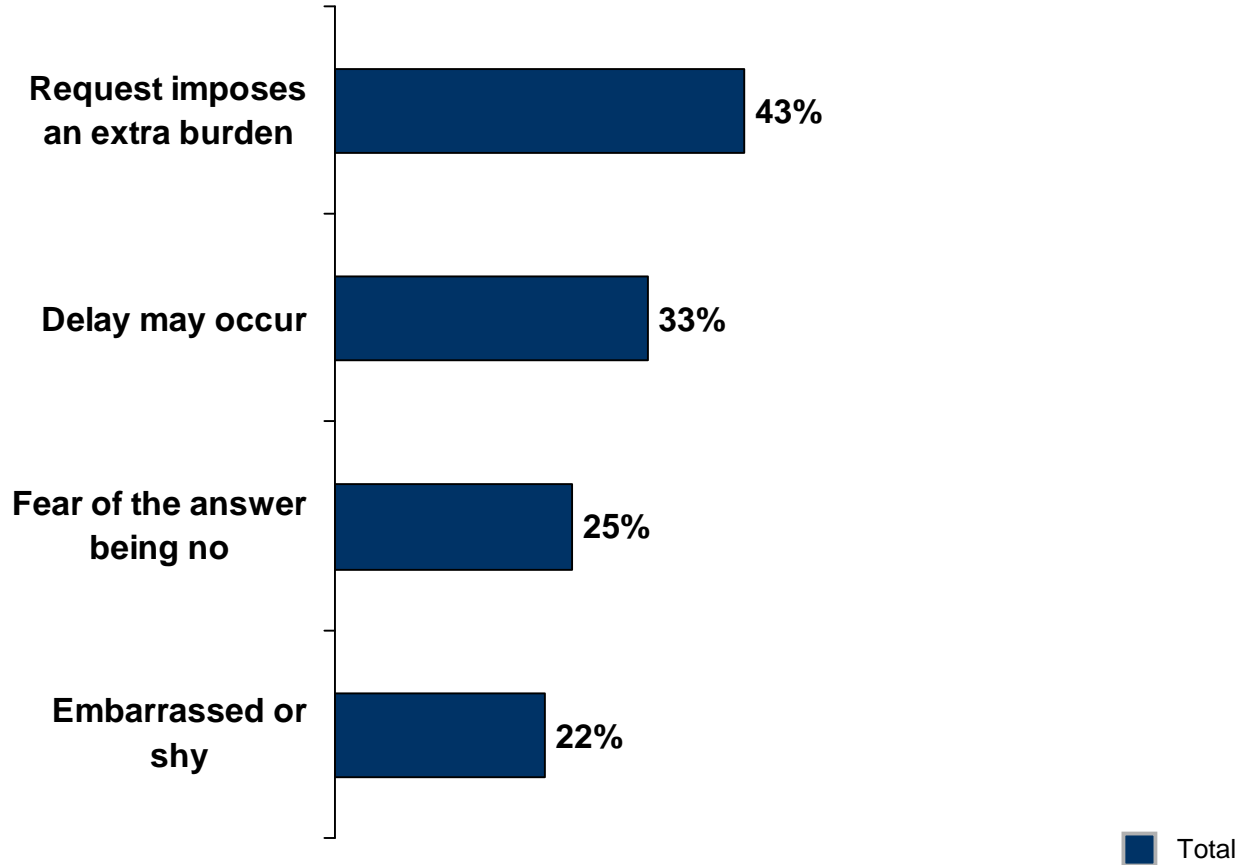


Q20A5. Did you receive the information about the H1N1 vaccination program in English from any of the following sources. Multiple answers. Among those who have received information about the H1N1 vaccination program in English (n=2,255)

Asking for Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
REQUIRING SERVICES IN PUBLIC HEALTH OR SOCIAL SERVICE INSTITUTIONS IN ENGLISH																
Yes	72	77	78	62	70	95	64	74	75	66	77	47	61	38	40	34
No	20	18	14	27	8	5	28	17	18	24	12	25	29	39	40	33
Not important to ask for services in English	7	4	6	10	20	0	7	7	5	9	11	28	9	23	18	30
DKN	2	1	2	1	1	0	0	2	3	1	0	0	1	0	2	2

Main Reasons for Feeling Uncomfortable to Ask for Services in English



Asking for Services in English

Q22. Is this because... Multiple answers Among those who do not feel comfortable to ask for services in English (n=598)

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	598	56	48	79	9	5	69	86	35	56	23	25	38	5	50	14
REASONS FOR NOT REQUIRING TO BE SERVED IN ENGLISH																
Request imposes a burden	43	47	55	34	40	3	32	52	20	33	33	50	57	61	46	24
Delay may occur	33	29	23	40	32	3	33	31	37	29	49	25	47	64	39	34
Fear of the answer being no	25	24	23	29	22	2	20	21	17	30	22	22	32	21	33	25
Embarrassed or shy	22	21	26	18	0	0	25	21	14	29	30	40	20	42	22	0
Staff is Francophone	6	6	2	11	36	1	4	2	3	14	2	19	7	18	9	7
Staff attitude (discrimination)	6	5	4	8	10	0	11	7	3	0	0	5	4	0	5	7
Better service in French	6	3	6	8	0	0	6	6	6	5	0	7	10	0	3	0
Speak well enough French	4	5	2	4	8	3	6	0	8	1	0	3	9	0	5	7
Expect to be served in French	4	1	7	3	9	92	2	0	3	13	0	2	0	0	4	11
Feel obligated to speak French	1	0	0	0	0	0	2	1	0	0	0	0	5	21	0	0
Other reasons	1	2	0	0	0	0	0	3	2	1	0	6	3	0	3	0
DKN/Refusal	2	6	5	1	0	0	1	3	1	0	0	0	1	0	4	0

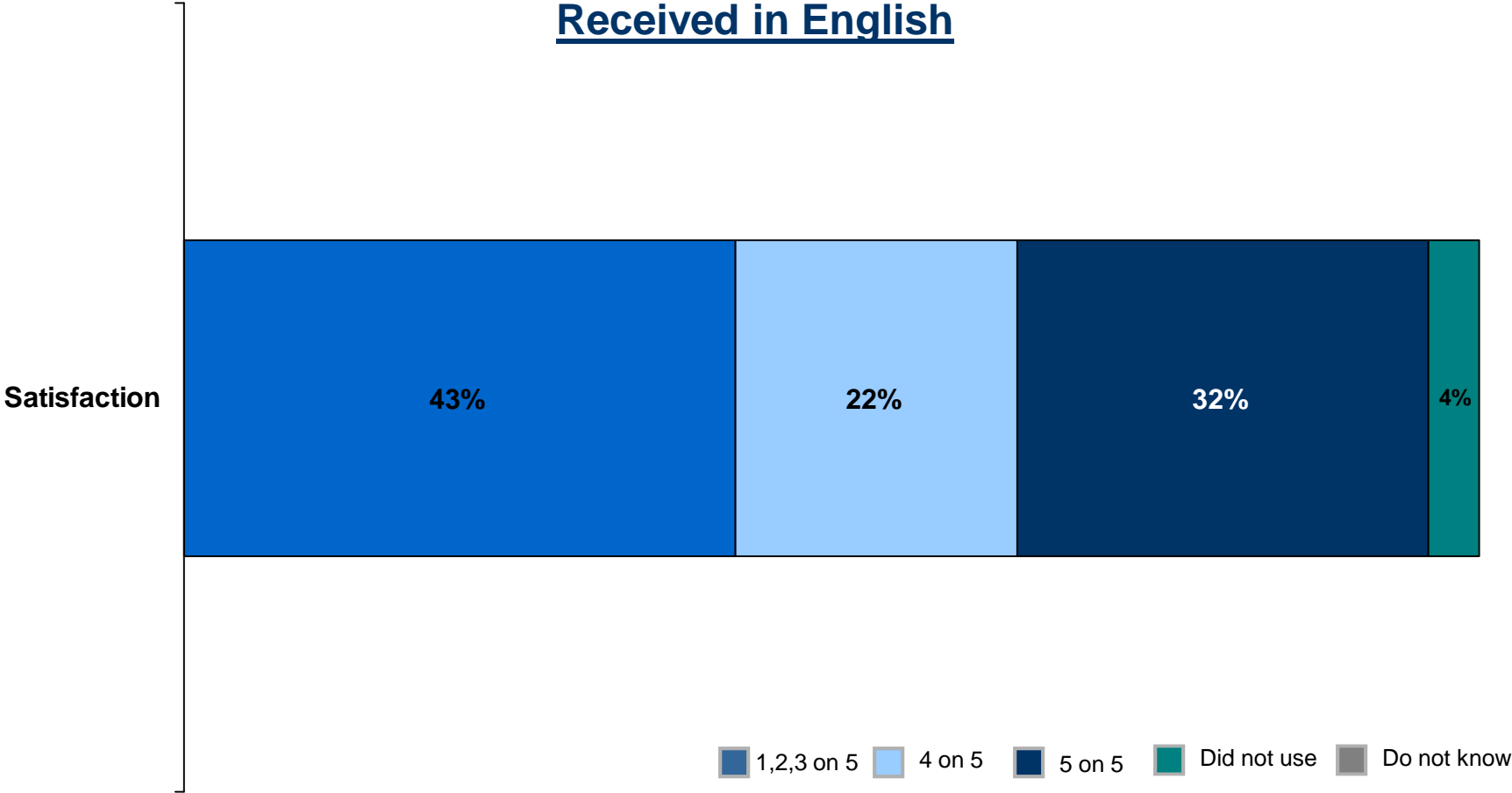
Judicial Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
USE OF LEGAL INFORMATION EITHER FOR HIMSELF OR TO HELP AN ANOTHER PERSON																
Yes	22	19	22	25	27	28	14	18	26	26	19	15	32	7	17	19
No	78	80	78	74	73	72	85	82	74	74	81	85	68	93	81	81
DKN	1	1	1	1	0	0	1	0	0	0	0	0	0	0	1	0
LEGAL INFORMATION PROVIDED IN ENGLISH																
n	627	68	77	65	23	25	38	86	56	66	35	14	41	1	23	9
Yes	74	83	78	62	65	96	81	78	83	61	53	34	65	0	55	39
No	26	17	22	38	35	3	19	22	17	39	45	66	32	100	45	61

Judicial Services in English

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregje	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	627	68	77	65	23	25	38	86	56	66	35	14	41	1	23	9
LEGAL INFORMATION RELATED TO																
Family law	26	25	19	26	14	91	21	30	23	25	43	24	22	100	19	28
Landlord tenant issues	14	7	27	11	0	1	9	11	9	4	12	0	14	0	7	0
Consumer rights	11	7	17	7	9	0	20	8	6	5	2	0	13	0	11	17
Legal aid	11	4	7	14	25	3	16	19	4	18	24	9	15	0	4	0
Criminal law	9	9	10	9	21	0	6	8	12	19	7	9	1	0	14	24
Mechanism of the court system	4	7	2	8	0	1	2	1	7	1	6	1	1	0	2	0
Sale or purchase of a house	4	1	3	3	9	0	3	4	21	7	2	9	3	0	12	0
Will and testament	3	1	2	3	5	0	0	4	1	3	2	1	11	0	0	0
Business information	3	8	2	4	0	0	7	1	2	1	0	0	1	0	0	19
Other reasons	13	25	12	10	18	1	17	8	15	15	2	36	17	0	27	12
DKN/Refusal	3	5	1	5	0	1	0	5	0	2	1	9	1	0	6	0

Satisfaction with the Legal Information Received in English



Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
MEDICAL INSURANCE OR HEALTH PLAN																
Yes	78	79	77	76	81	46	76	83	81	76	77	89	79	85	85	81
No	22	20	23	23	17	54	23	16	19	23	23	11	21	15	15	19
DKN	1	1	0	1	2	0	1	1	0	0	0	0	0	0	0	0
DENTAL PLAN OR DENTAL COVERAGE WITH A HEALTH PLAN																
Yes	56	63	56	56	57	32	51	59	64	28	33	53	50	54	45	42
No	43	37	42	42	42	68	49	40	36	71	67	47	50	46	54	58
DKN	1	0	2	2	2	0	0	1	1	1	0	0	0	0	1	0
LIFE AND/OR DISABILITY INSURANCE PLAN																
Yes	63	67	57	57	71	61	63	68	74	70	64	86	74	77	74	86
No	35	31	42	38	26	38	36	30	26	29	33	14	26	23	26	14
DKN	2	2	1	5	3	0	1	2	0	0	2	0	1	0	0	0

Types of Health Insurance Plans

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,490	318	282	209	77	81	206	428	178	221	140	63	123	11	117	36
MEDICAL INSURANCE OR HEALTH PLAN																
Universal public plan	21	13	29	22	17	5	17	16	21	15	22	22	11	28	21	18
Governmental benefit	9	6	9	7	6	13	10	7	14	11	12	14	9	25	8	9
Employer	64	72	54	66	67	80	59	71	69	61	53	63	68	73	72	62
Another private source	16	14	19	13	10	2	23	15	8	21	22	22	15	8	11	12
DKN/Refusal	1	3	2	1	3	0	1	1	0	0	0	2	1	0	0	0

Types of Health Insurance Plans

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,481	246	178	156	48	29	141	254	131	72	48	36	66	7	51	18
DENTAL PLAN OR DENTAL COVERAGE WITH A HEALTH PLAN																
Governmental benefit	7	6	6	8	8	0	5	4	12	8	12	17	4	40	13	2
Employer	79	78	72	79	81	84	83	87	81	85	87	73	86	87	88	91
Anther private source	15	14	21	14	7	15	14	9	9	7	4	20	11	0	3	7
Other source	1	0	2	1	2	0	0	0	1	0	1	0	0	0	0	0

Types of Health Insurance Plans

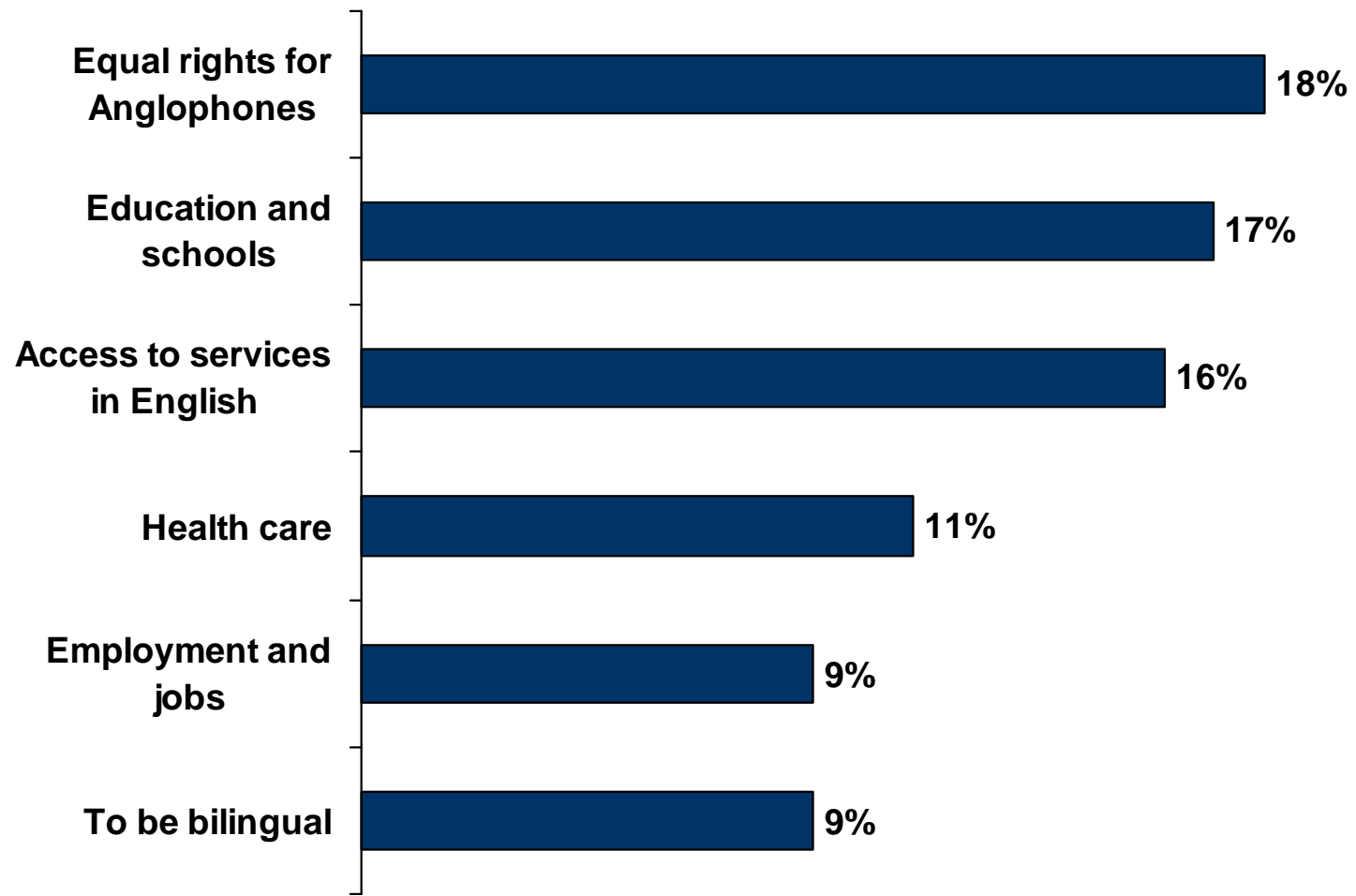
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,102	273	214	167	63	68	178	354	151	198	133	56	103	10	98	36
LIFE AND/OR DISABILITY INSURANCE PLAN																
Governmental benefit	2	3	1	2	1	0	3	2	7	5	3	2	0	18	9	2
Employer	57	60	51	62	62	51	52	63	57	52	37	48	62	80	60	45
Anther private source	54	50	55	49	48	97	58	52	51	59	65	74	51	29	56	75
DKN/Refusal	1	0	2	0	1	0	1	0	0	1	0	0	0	0	1	0



Issues facing the Anglophone Community

Most Important Issues Facing the Anglophone Community

Most Important Issues Facing the Anglophone Community



Most Important Issues Facing the Anglophone Community

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag/Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
MOST IMPORTANT ISSUES																	
Equal rights for Anglophones	18	25	19	19	17	1	20	16	17	16	11	25	11	7	11	17	
Education/ Schools	17	20	20	16	9	1	14	17	11	9	11	4	19	7	17	40	
Access to services in English	16	17	12	12	11	2	22	20	22	22	21	15	23	0	24	19	
Health care	11	7	11	10	5	5	8	11	24	18	23	17	16	0	20	13	
Employment/ Jobs	9	15	10	9	6	2	5	6	8	6	19	8	2	8	7	2	
To be bilingual	9	6	10	11	7	0	4	9	11	8	5	8	4	7	5	4	

Other Issues Facing the Anglophone Community

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag/Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
OTHER IMPORTANT ISSUES																
To protect the English community	6	3	7	7	5	0	7	6	5	9	6	3	11	8	11	9
More visible English signs	5	6	5	4	2	0	7	6	8	2	1	1	4	7	1	4
Politc/ Government	4	6	4	2	0	0	5	3	7	2	1	0	1	0	1	0
Integration and harmony in the community	4	2	4	3	4	0	5	3	4	4	3	8	7	0	5	3
Access to English schools	4	2	3	4	2	25	3	4	2	2	1	1	2	0	2	5
Young Anglophones leaving	3	5	2	2	4	0	3	3	2	4	5	6	6	8	6	2
Communication with Francophone	3	4	3	3	8	1	3	3	2	6	2	0	4	0	0	5

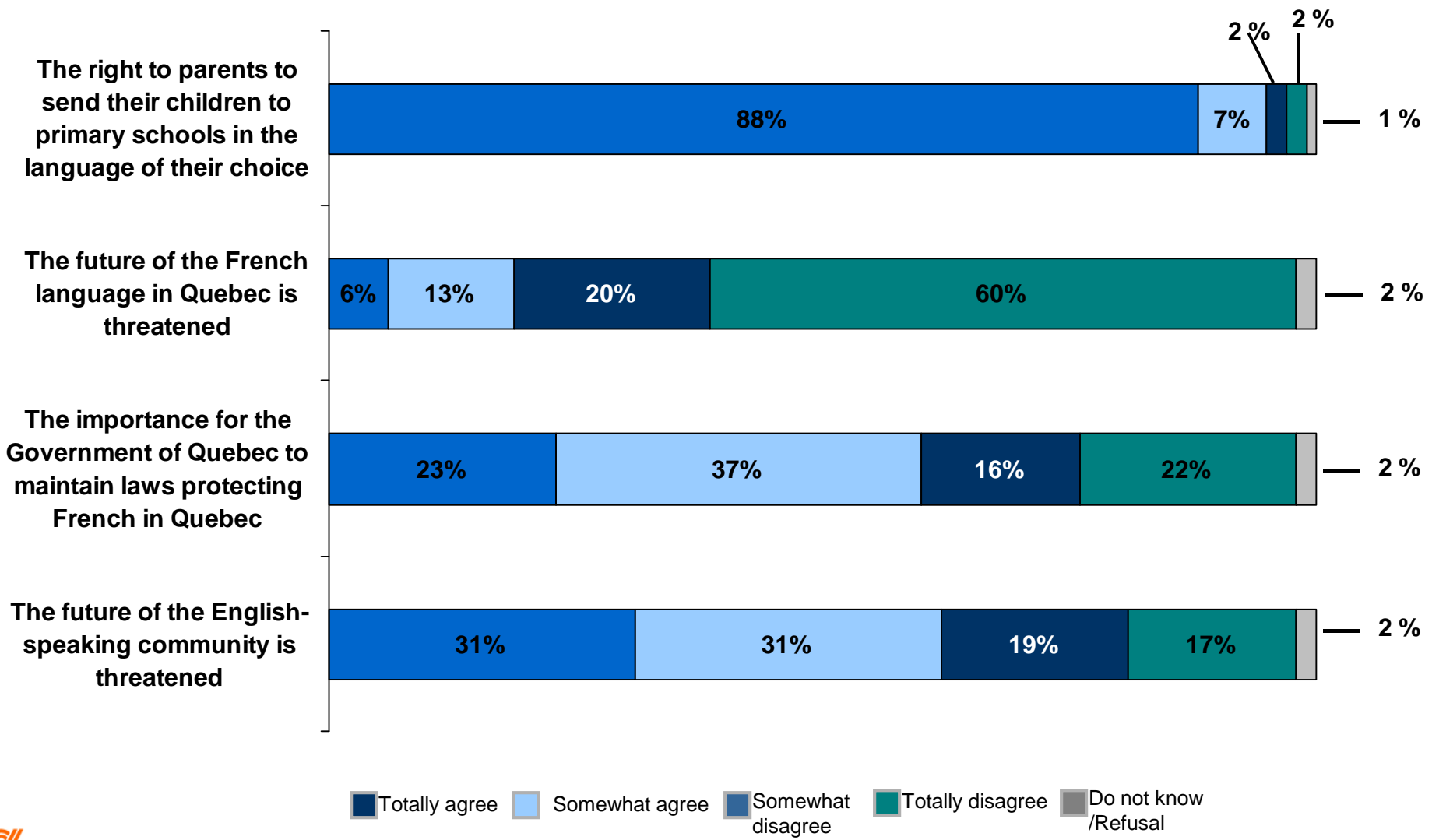
Other Issues Facing the Anglophone Community (cont'd)

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
OTHER IMPORTANT ISSUES																
Economy and Taxes	3	5	3	3	2	0	1	2	4	2	1	2	3	0	0	0
More information in English	3	0	1	3	2	26	3	4	6	4	5	1	6	0	3	5
Language	2	0	1	3	3	0	5	2	1	3	2	1	4	0	3	5
Learning to speak French	2	2	1	3	3	0	3	2	0	3	3	1	2	0	3	0
More media in English	2	2	2	1	2	0	2	3	3	1	3	0	1	0	4	0
The right to speak English freely	2	2	2	3	0	0	0	1	0	1	0	0	0	0	1	0
National unity	1	1	1	1	3	0	1	1	2	1	0	0	3	0	1	2
More entertainment in English	1	0	1	0	5	0	1	1	1	0	2	0	0	7	3	2

Other Issues Facing the Anglophone Community (cont'd)

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
OTHER IMPORTANT ISSUES																
No issues	4	1	3	5	6	10	3	7	7	5	7	5	8	31	5	7
Other issues	2	2	3	1	0	1	2	4	3	1	0	0	1	0	3	5
DKN/Refusal	14	13	15	14	26	52	16	12	6	14	10	24	11	31	11	8

Threats to the French Language and the English Community in Quebec



Future of the English-Speaking Community

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,116	370	352	260	90	118	261	510	219	292	198	80	167	12	141	46
THE FUTURE OF THE ENGLISH-SPEAKING COMMUNITY IN MY REGION IS TREATHENED																
Totally agree	31	29	27	37	29	7	37	30	19	44	45	47	39	32	31	49
Somewhat agree	31	29	33	29	25	32	31	31	27	28	22	21	30	26	37	18
TOTAL AGREE	61	58	60	66	54	39	68	62	46	72	67	67	70	58	68	67
Somewhat disagree	19	22	19	17	21	32	17	20	29	15	22	15	14	17	18	15
Totally disagree	17	18	19	16	21	29	13	16	25	10	10	13	14	16	14	11
TOTAL DISAGREE	37	40	37	33	42	61	29	36	54	25	32	27	29	32	32	27
DKN/Refusal	2	2	2	1	4	0	2	2	1	3	1	6	2	9	0	6

The Future of the French Language in Quebec

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,116	370	352	260	90	118	261	510	219	292	198	80	167	12	141	46
THE FUTURE OF THE FRENCH LANGUAGE IN QUBEC IS THREATENED																
Totally agree	6	6	6	10	6	1	4	4	4	2	5	5	4	0	2	7
Somewhat agree	13	12	13	17	13	6	12	10	11	8	15	12	11	17	21	8
TOTAL AGREE	19	18	19	27	18	7	17	14	15	11	19	18	15	17	23	15
Somewhat disagree	20	24	21	15	20	56	17	19	20	15	15	30	17	9	26	13
Totally disagree	60	55	59	57	60	36	65	65	62	73	63	52	67	74	50	72
TOTAL DISAGREE	80	79	80	72	80	92	82	84	83	88	79	82	84	83	77	85
DKN/Refusal	2	3	1	1	2	1	2	2	2	2	2	0	1	0	0	0

Protecting the French Language

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspeisie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,116	370	352	260	90	118	261	510	219	292	198	80	167	12	141	46
THE IMPORTANCE FOR THE GOVERNMENT OF QUEBEC TO MAINTAIN LAWS WHICH PROTECT FRENCH IN QUEBEC																
Totally agree	23	21	22	27	23	28	20	20	17	21	21	41	21	18	21	29
Somewhat agree	37	40	39	37	33	39	36	34	35	30	42	27	37	34	43	35
TOTAL AGREE	60	61	62	65	56	67	56	54	53	51	63	68	58	52	64	64
Somewhat disagree	16	18	15	13	24	6	16	17	23	18	10	17	13	31	16	19
Totally disagree	22	21	22	20	17	26	27	24	21	30	26	15	27	17	19	16
TOTAL DISAGREE	38	38	37	32	41	32	43	42	45	47	36	32	40	48	35	36
DKN/Refusal	2	1	2	3	3	0	1	4	2	2	1	0	2	0	1	0

Choice of Language for Primary School

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,116	370	352	260	90	118	261	510	219	292	198	80	167	12	141	46
THE RIGHT FOR PARENTS TO SEND THEIR CHILDREN TO PRIMARY SCHOOL IN THE LANGUAGE OF THEIR CHOICE																
Totally agree	88	90	83	88	86	99	95	90	90	92	95	90	95	84	82	95
Somewhat agree	7	6	11	5	5	1	4	5	7	3	4	5	3	8	10	1
TOTAL AGREE	95	96	95	93	92	100	99	95	97	95	99	94	98	92	92	96
Somewhat disagree	2	1	3	2	5	0	1	1	1	1	1	0	1	0	4	0
Totally disagree	2	2	2	4	2	0	0	3	2	3	0	5	1	8	3	2
TOTAL DISAGREE	4	3	5	6	7	0	1	5	3	4	1	5	1	8	7	2
DKN/Refusal	1	1	0	1	1	0	1	0	0	1	0	0	0	0	1	2

Influence of language group in daily life

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
MY LANGUAGE GROUP INFLUENCES FACTORS THAT AFFECT MY DAILY LIFE																	
Yes	51	54	54	45	38	57	50	54	50	47	51	32	55	17	52	32	
No	41	38	38	48	53	42	42	39	40	45	43	63	41	68	47	64	
DKN/Refusal	7	8	8	6	6	0	8	6	10	8	6	3	4	15	2	3	



Education

Language of Instruction

Q27A. In which type of program did you receive most of your primary and secondary education? Q27B. Did the extend and quality of French language instruction that you received prepare you to be successful in Quebec? Quebec Anglophones (n=3,195)

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
LANGUAGE OF INSTRUCTION FOR PRIMARY AND SECONDARY INSTRUCTION																	
English instruction	74	67	71	71	76	94	74	74	83	86	89	67	81	100	86	82	
French immersion	5	9	6	5	1	0	1	6	5	2	3	0	2	0	1	0	
French instruction	6	9	4	6	12	1	8	7	2	5	3	11	4	0	2	8	
Both English and French	9	12	9	12	11	0	6	9	5	6	5	21	11	0	10	10	
Other	4	3	8	5	0	4	11	3	3	1	0	0	2	0	1	0	
QUALITY OF THE FRENCH INSTRUCTION ALLOWED TO BE SUCCESSFUL IN QUEBEC																	
Yes	40	44	36	46	49	29	41	42	22	38	43	62	37	30	53	51	
More or less	7	6	8	8	3	1	8	5	11	5	4	4	5	0	7	11	
No	44	44	46	37	41	64	40	44	56	52	44	29	50	70	34	30	
Didn't learn French	7	5	7	8	5	6	9	6	8	4	8	5	6	0	6	4	
DKN/Refusal	2	2	3	1	2	0	2	3	3	1	2	0	1	0	1	5	

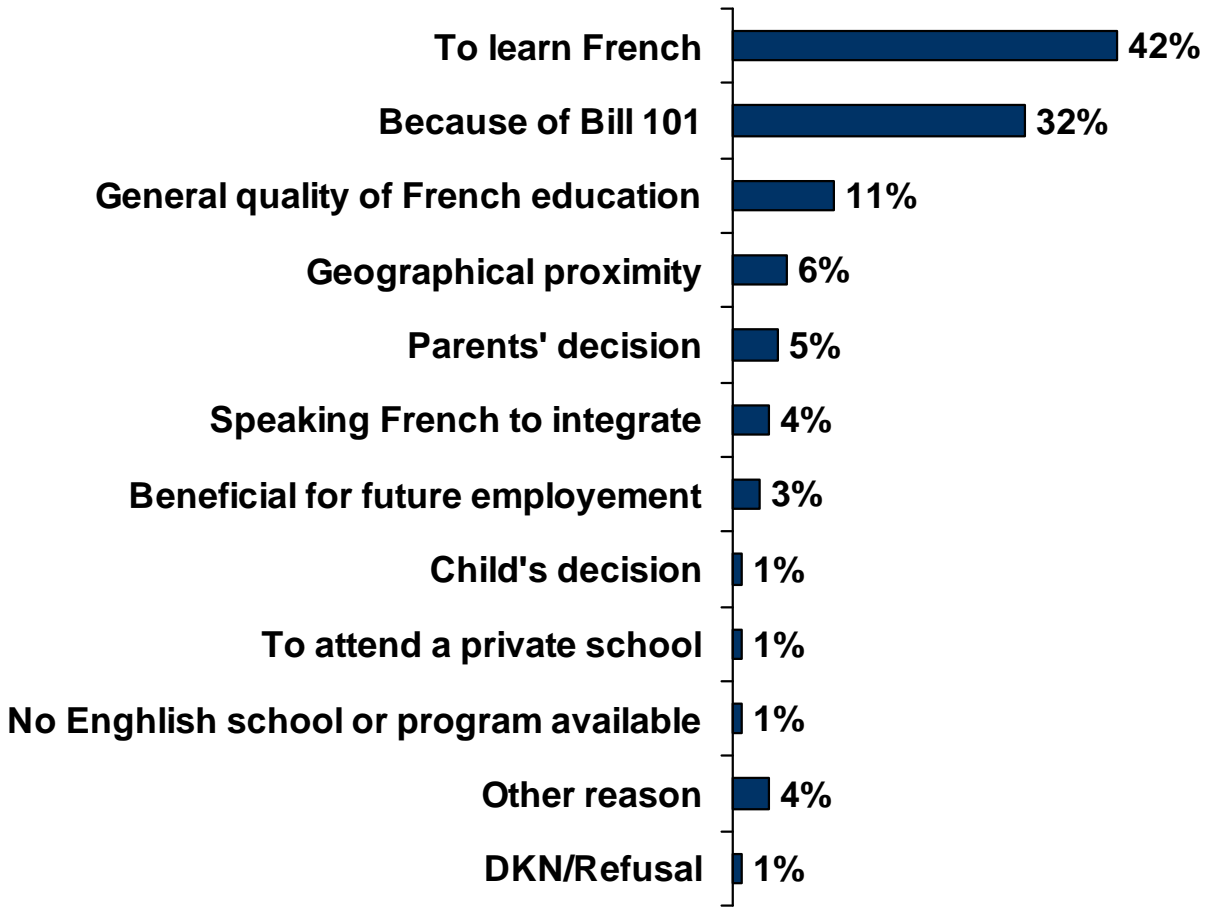
French Language and Employment

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
PAST OR PRESENT EMPLOYMENT IN QUEBEC REQUIRING FRENCH																	
Yes	71	75	70	80	70	34	73	75	39	67	66	85	70	70	80	81	
No	28	24	29	18	30	66	27	24	60	33	34	15	29	30	20	19	
DKN/Refusal	1	1	1	1	0	0	0	1	1	1	0	0	0	0	0	0	
PROPERLY TRAINED (EXTENT AND QUALITY) IN FRENCH FOR WORK REQUIREMENTS																	
n	2,132	273	254	224	63	50	203	366	85	180	111	65	106	9	108	35	
Yes	53	56	47	63	61	6	56	55	41	52	55	68	44	56	62	67	
More or less	8	9	10	6	9	1	7	8	11	7	5	6	14	0	8	3	
No	34	33	38	27	28	92	35	33	41	39	35	25	40	44	29	26	
Didn't learn French	2	1	2	3	1	0	1	2	2	1	4	2	1	0	1	4	
DKN/Refusal	2	1	3	2	0	0	1	2	5	2	0	0	1	0	1	0	

Children Attending French School

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,085	141	110	105	26	43	138	181	67	78	48	25	51	5	54	13
CHILDREN CURRENTLY ATTENDING FRENCH SCHOOL																
Yes	35	27	40	31	49	24	38	33	39	30	18	53	39	61	38	64
No	65	73	59	67	51	76	62	67	61	70	82	47	61	39	62	36
DKN/Refusal	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0
CHILDREN COULD ATTEND ENGLISH PUBLIC SCHOOL ACCORDING TO BILL 101																
n	363	38	44	30	13	7	49	59	26	24	12	12	16	3	22	8
Yes	53	47	50	42	65	52	55	61	60	70	44	45	75	30	62	39
No	37	29	40	46	18	48	43	34	30	19	56	50	12	35	38	61
DKN/Refusal	10	24	10	12	17	0	2	5	9	11	0	5	13	35	0	0

Reasons for Children to Attend French School



Services Through Community Schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
AWARENESS OF COMMUNITY SCHOOL OR LEARNING CENTER																
Yes	56	61	56	52	66	40	42	62	65	70	62	52	47	23	72	55
No	40	34	41	42	28	59	56	34	34	27	36	46	46	52	27	45
DKN/Refusal	4	5	3	5	6	0	2	4	2	2	1	2	7	25	1	0
IMPORTANCE OF SCHOOL OR COMMUNITY LEARNING CENTRE																
n	1,830	242	201	140	62	62	120	313	136	196	109	36	85	3	99	26
Yes	95	98	92	95	100	100	92	97	97	97	93	100	91	100	94	96
No	3	2	4	2	0	0	4	2	2	1	7	0	7	0	4	0
DKN/Refusal	2	0	5	2	0	0	4	1	1	2	0	0	2	0	2	4

Q28A1. Are you aware of a community school or a learning centre whether it is in your area or somewhere else? Quebec Anglophones (n=3,195)

Q28A2. Do you think that a community learning centre is important for the local community? Among those who are aware of a community school (n=1,830)

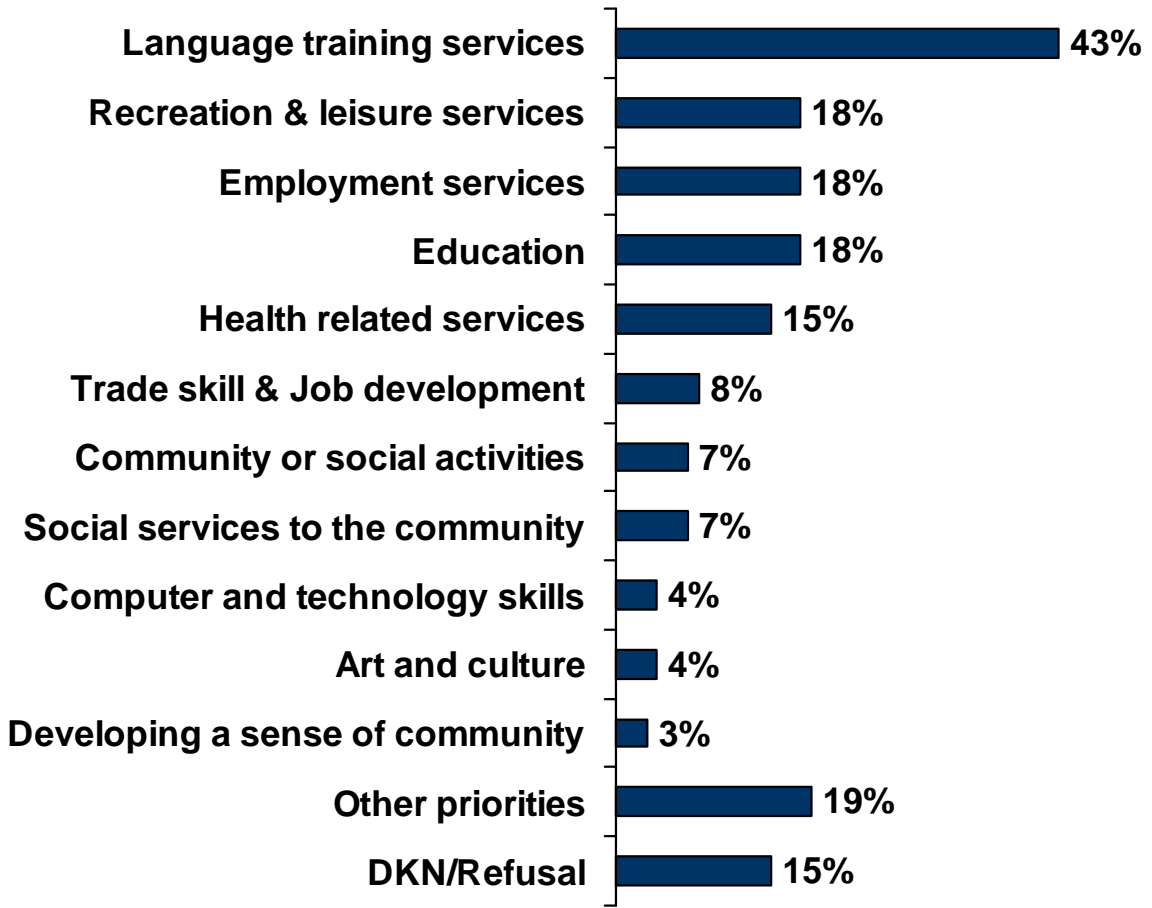
Services Through Community Schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,754	237	190	133	62	61	111	302	131	188	106	36	76	3	93	25
IMPORTANCE OF COMMUNITY LEARNING CENTRES IN THE DEVELOPMENT OF COMMUNITY VITALITY																
Extremely important	55	51	57	53	64	95	54	52	58	51	60	38	61	37	50	44
Important	42	44	40	44	36	4	46	46	39	46	37	62	31	63	42	52
TOTAL IMPORTANT	97	95	97	97	100	99	100	98	97	98	97	100	92	100	91	96
Not very important	2	5	1	2	0	1	0	1	1	2	0	0	7	0	7	0
Not at all important	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
TOTAL NOT IMPORTANT	2	5	2	2	0	1	0	1	1	2	0	0	7	0	7	0
DKN/Refusal	1	0	1	1	0	0	0	1	2	0	3	0	1	0	2	4

Services Through Community Schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,707	230	185	130	62	58	111	294	128	185	104	36	71	3	86	24
IMPORTANCE OF IMPLANTATION OR DEVELOPMENT OF A COMMUNITY CENTRE FOR THE EDUCATIONAL DEVELOPMENT OF LOCAL STUDENTS																
Extremely important	48	42	44	54	54	84	38	46	60	44	54	38	54	37	46	38
Important	46	52	48	42	41	15	56	46	35	50	36	61	42	63	47	53
TOTAL IMPORTANT	93	93	92	95	95	99	93	92	95	94	90	99	96	100	93	91
Not very important	4	5	6	3	2	0	4	5	3	4	4	0	2	0	4	9
Not at all important	0	1	0	0	2	0	0	0	0	1	4	1	2	0	1	0
TOTAL NOT IMPORTANT	5	6	6	3	4	1	4	5	3	5	9	1	3	0	6	9
DKN/Refusal	2	1	2	2	1	0	3	3	2	1	1	0	1	0	2	0

Priority Areas for Community Learning Centres



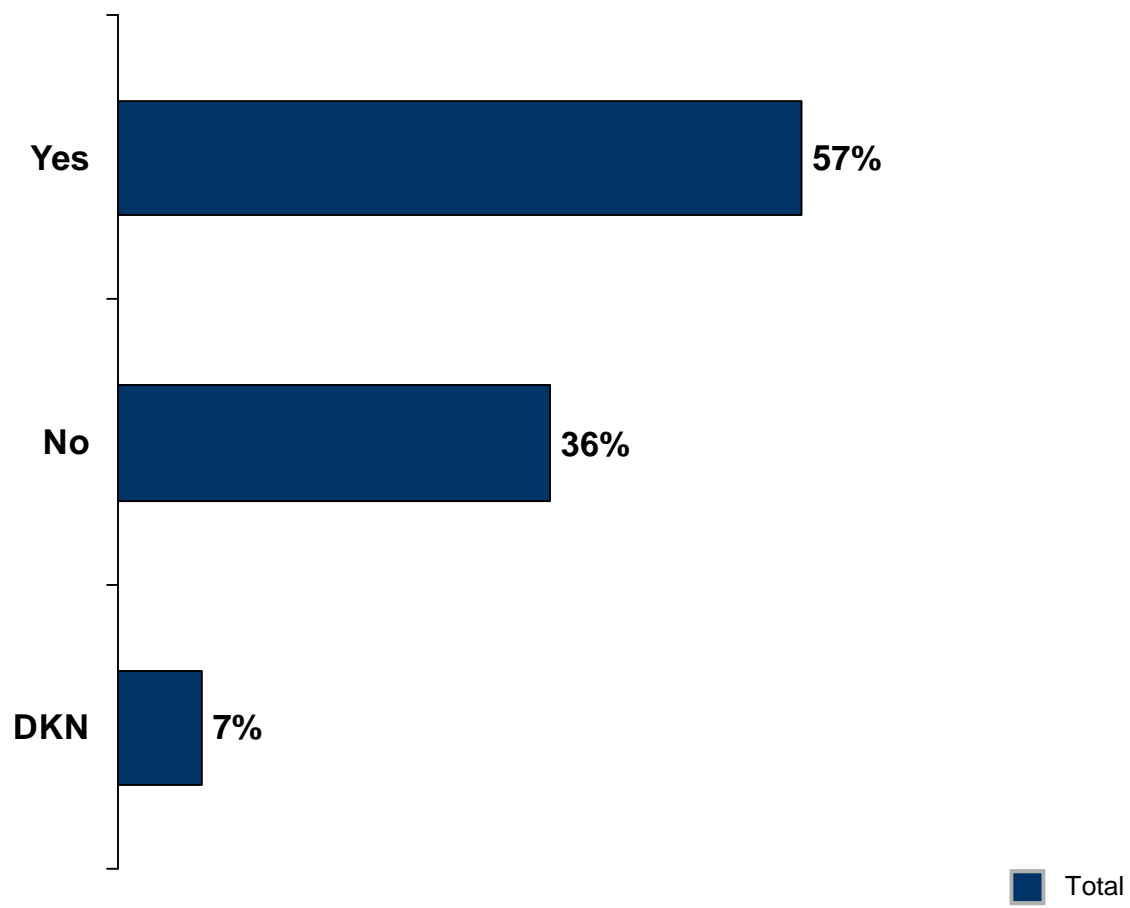
Services Through Community Schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,598	212	173	125	58	56	105	270	121	174	98	35	66	3	80	22
PRIORITY AREAS FOR COMMUNITY LEARNING CENTRES																
Language training services	43	44	47	38	35	18	45	48	41	35	27	49	35	68	41	27
Recreation/Leisure	18	13	24	22	9	14	18	19	11	10	5	5	12	0	11	15
Employment services	18	23	21	15	14	2	13	19	16	19	14	28	16	37	21	14
Education	18	19	15	20	25	13	20	19	14	25	15	24	27	0	25	26
Health related services	15	18	16	17	10	1	15	10	18	14	6	4	21	37	11	15
Trade skill	8	10	8	3	12	2	4	9	19	10	13	2	8	0	14	2
Social activities	7	6	7	7	2	1	9	5	8	6	9	14	6	0	5	0
Social services	7	6	8	11	1	0	11	7	0	3	11	3	0	0	3	7
Computer skills	4	5	3	4	6	1	1	5	7	5	1	0	5	0	2	8
Art /culture	4	4	2	6	1	0	8	5	8	3	6	0	2	0	6	2
Developing a sense of community	3	2	2	5	6	0	2	4	3	4	6	11	2	0	2	0

Services Through Community Schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
WILLING TO HELP STARTING A SCHOOL IN MY COMMUNITY																
Yes	41	46	42	42	35	33	40	38	45	36	47	36	30	32	40	30
No	53	50	53	50	55	62	52	57	47	55	46	56	63	68	57	62
DKN	6	3	5	7	10	5	8	5	7	8	7	8	6	0	3	8

Government Subsidizing Private Schools in Quebec



Subsidies for Private Schools in Quebec

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
GOVERNMENT SUBSIDIZING PRIVATE SCHOOLS IN QUEBEC																
Yes	57	57	57	56	57	92	62	54	52	56	58	68	57	63	58	49
No	36	36	35	37	35	7	33	39	42	39	35	29	38	37	36	47
DKN	7	7	8	7	8	1	6	6	6	5	6	4	4	0	7	4

Importance of Local English Public Schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46

IMPORTANCE OF LOCAL ENGLISH PUBLIC SCHOOLS FOR THE FUTURE OF THE ENGLISH-SPEAKING COMMUNITY

Extremely important	52	55	49	45	48	85	47	59	50	59	56	48	56	24	55	46
Very important	30	27	31	35	33	9	36	28	32	30	36	16	27	37	27	32
Important	13	16	14	15	13	6	14	11	10	8	7	21	12	25	13	18
Not very important	2	1	4	3	2	0	1	1	5	1	1	7	3	7	3	0
Not at all important	1	0	1	1	0	0	1	0	0	2	0	6	1	7	0	0
DKN/Refusal	1	1	1	2	3	0	1	1	2	1	0	2	1	0	2	4

Perceptions of Francophone support for English schools

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
SUPPORT FROM FRENCH-SPEAKING QUEBECKERS TO THE CONTINUED EXISTENCE OF AN ENGLISH-LANGUAGE PUBLIC SCHOOL SYSTEM																	
Yes	34	39	31	27	44	54	35	33	37	39	52	38	36	23	56	47	
No	48	43	49	55	39	33	51	47	41	41	30	55	48	54	28	32	
More or less	11	10	10	13	7	10	9	11	10	10	14	2	9	7	8	11	
DKN	8	8	10	4	10	2	5	8	12	10	4	5	7	17	8	10	

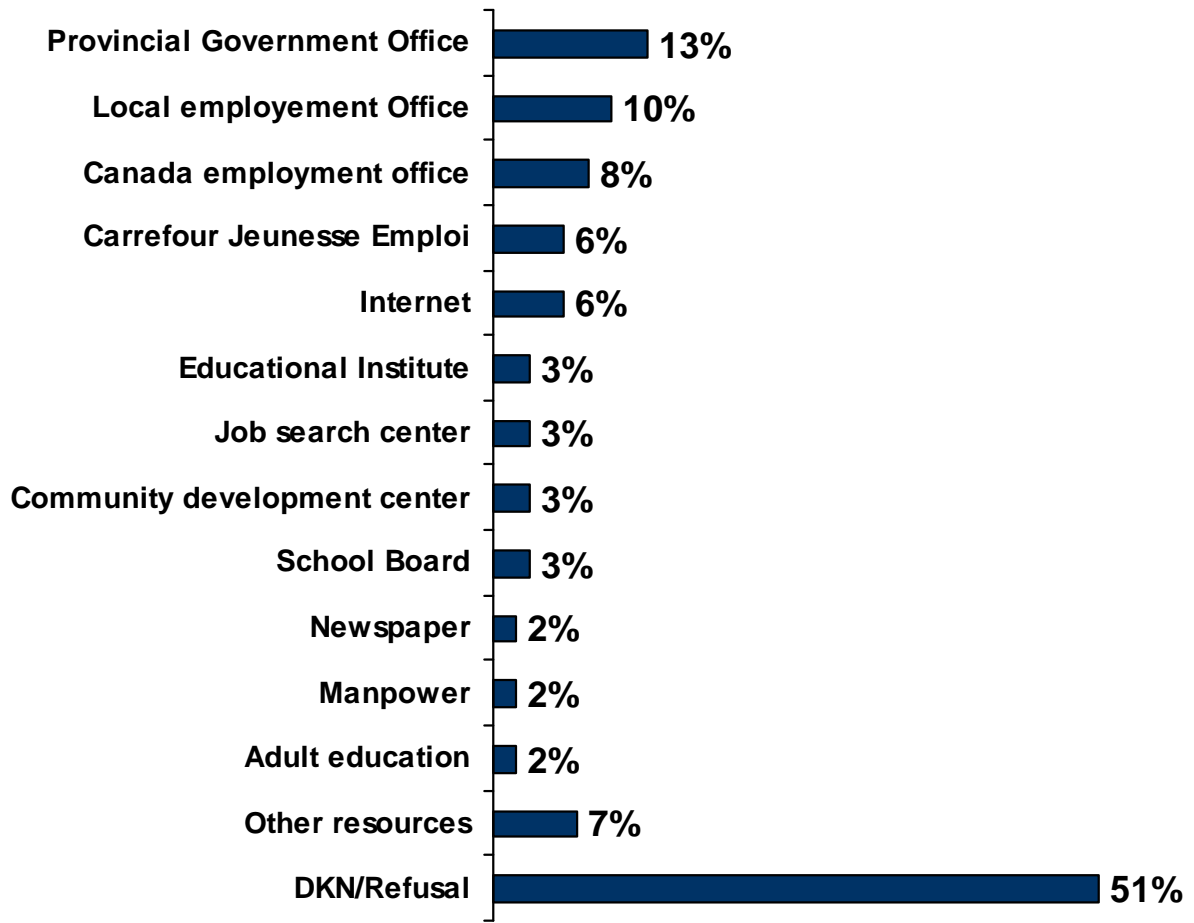
Trades and Technical Skills Program Offered by an English School Board

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag/Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	1,085	141	110	105	26	43	138	181	67	78	48	25	51	5	54	13	
SUPPORT DECISION OF CHILD TO ATTEND A TRADES AND TECHNICAL SKILLS PROGRAM OFFERED BY AN ENGLISH SCHOOL BOARD																	
Yes	96	93	95	96	100	100	96	98	100	97	98	99	99	82	96	100	
No	3	4	5	2	0	0	2	1	0	3	0	1	1	18	4	0	
DKN	1	3	0	1	0	0	2	0	0	0	1	0	0	0	0	0	



Employment

Local Resources in Finding Jobs

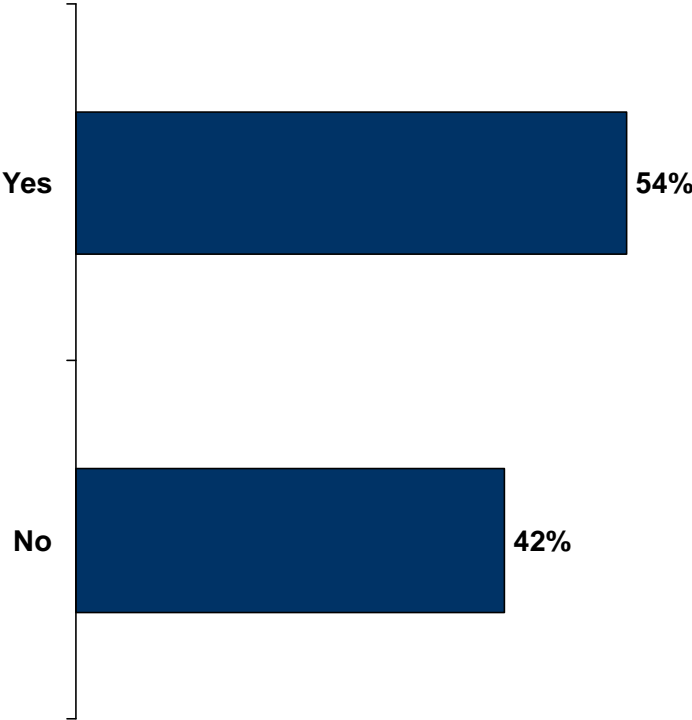


Main Resources in the Job Search and Skills Development

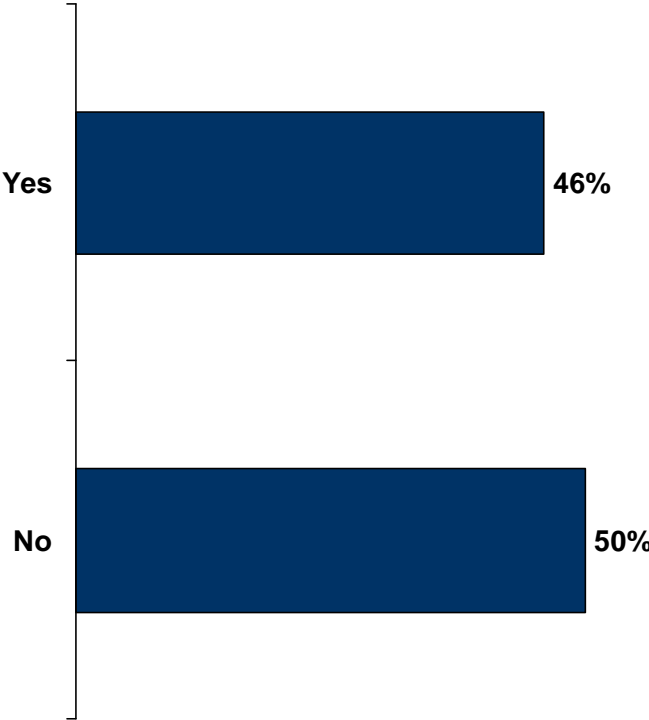
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspeisie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,283	282	261	235	67	102	221	355	149	184	130	54	107	10	93	33
LOCAL RESOURCES IN THE JOB SEARCH AND SKILL DEVELOPMENT																
Provincial Office	13	15	15	10	10	1	14	17	11	10	9	8	16	29	11	18
Local employment	10	11	9	8	9	1	8	10	13	11	18	15	17	11	11	11
Federal office	8	12	5	7	10	0	13	14	7	8	9	5	2	9	11	12
Carrefour Jeunesse	6	4	8	5	3	0	3	7	7	2	8	7	3	0	3	8
Internet	6	6	9	5	4	0	6	1	2	7	2	1	3	0	5	3

Interest in Working for the Following Levels of Government:

Federal Government



Provincial Government



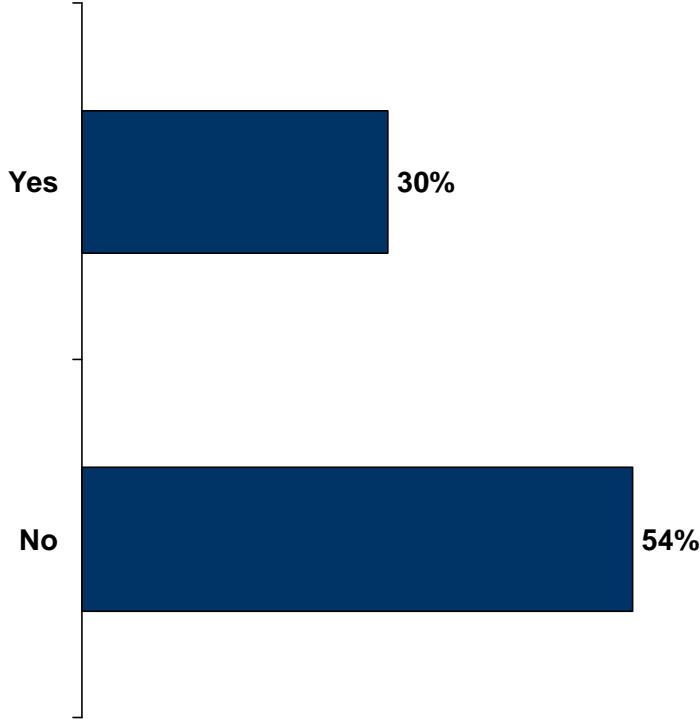
■ Total

Employment as Civil Servants

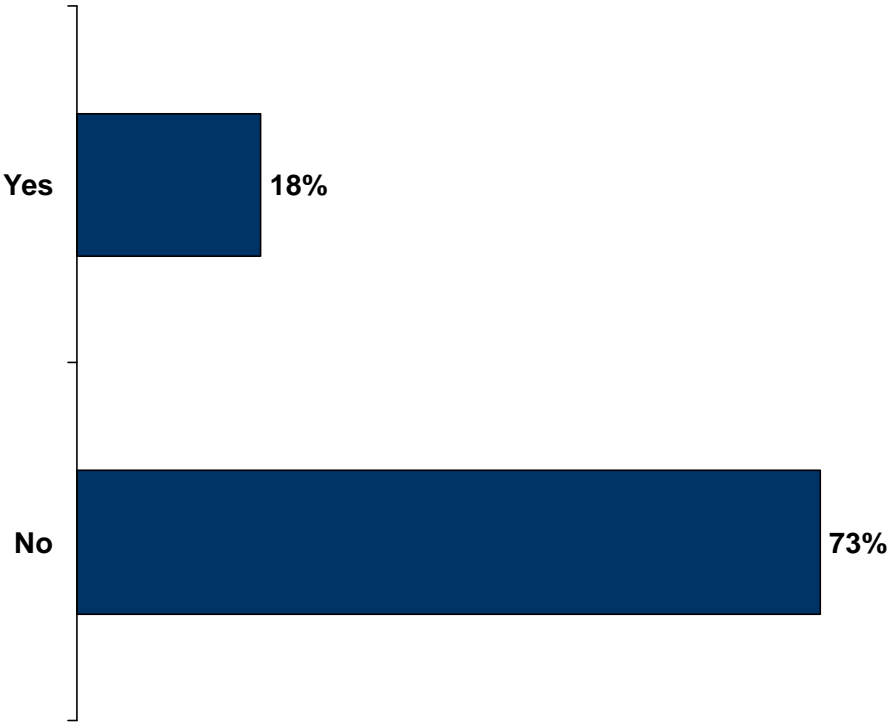
Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
EQUAL ACCESS TO JOBS AT THE GOVERNMENT OF CANADA IN QUEBEC FOR THE ANGLOPHONES																
Yes	30	27	27	33	32	28	29	33	25	31	37	50	32	54	55	52
More or less	5	4	4	4	8	30	4	4	5	6	7	7	4	0	6	4
No	54	59	56	52	46	36	60	53	56	53	48	31	55	30	29	23
DKN	11	10	12	11	14	6	7	11	14	10	7	12	9	17	10	21
EQUAL ACCESS TO JOBS AT THE GOVERNMENT OF QUEBEC FOR THE ANGLOPHONES																
Yes	18	18	15	20	30	28	22	15	13	24	32	37	20	46	30	38
No	73	74	77	73	55	66	71	75	75	71	55	56	74	45	61	48
DKN	8	9	8	7	15	5	7	9	12	6	13	6	6	8	9	14

Equal Access to Jobs at the:

Federal Government



Provincial Government



■ Total

Employment as Civil Servants

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
FRIEND OR FAMILY MEMBER WORKING AT THE GOVERNMENT OF CANADA IN QUEBEC																
Yes	29	27	28	29	25	4	24	26	58	25	32	43	19	30	47	28
No	70	73	71	70	73	96	75	73	41	74	67	57	80	70	53	72
DKN	1	0	1	1	2	0	1	1	1	1	1	0	1	0	0	0



Social Contacts

Family Members Living Near Home

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
FAMILY MEMBERS LIVING WITHIN ONE HOUR DISTANCE																
Yes	75	79	66	73	81	74	85	83	78	81	81	77	80	62	56	73
No	25	21	34	27	19	26	14	16	22	19	19	23	20	38	44	27

Language of Social Contacts with Friends

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,116	370	352	260	90	118	261	510	219	292	198	80	167	12	141	46	
LANGUAGE IN WHICH SOCIAL CONTACTS WITH FRIENDS GENERALLY TAKE PLACE																	
English	49	60	51	37	44	95	49	48	65	43	36	19	37	34	21	17	
French	2	0	2	1	7	0	1	1	0	6	3	13	1	0	16	15	
Both English and French	38	30	32	45	48	5	31	46	33	49	58	60	58	66	62	68	
Another language	2	2	3	3	0	0	3	2	1	0	1	0	0	0	0	0	
English and another language	4	3	7	4	0	0	9	2	1	0	0	0	1	0	0	0	
French and another language	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Both English and French and another language	4	4	5	9	1	0	6	1	1	1	2	8	3	0	1	0	

Social Organizations

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46
MEMBERS OR PARTICIPANT IN A SOCIAL CLUB OR ORGANIZATION																
Yes	29	34	32	22	34	3	22	31	36	31	27	18	35	23	38	35
No	70	66	68	76	66	97	77	68	63	67	73	82	65	77	62	65
DKN	1	0	1	2	0	0	1	0	1	2	0	0	0	0	0	0
IMPORTANCE OF THE LANGUAGE IN THE DECISION OF JOINING THE ORGANIZATION																
n	1,050	138	125	62	34	31	57	189	82	104	63	26	61	3	59	16
Extremely important	16	17	15	27	10	10	6	15	9	14	21	17	20	37	15	2
Very important	18	24	16	13	17	15	29	19	22	20	14	1	20	0	11	13
Important	20	15	23	22	29	30	12	16	23	21	19	4	24	0	16	15
Not very important	20	19	18	16	26	30	27	22	24	14	35	41	15	0	24	19
Not at all important	24	24	24	21	18	13	23	28	20	31	10	37	19	63	35	50
DKN	2	1	4	1	0	3	0	0	1	0	1	0	2	0	0	0

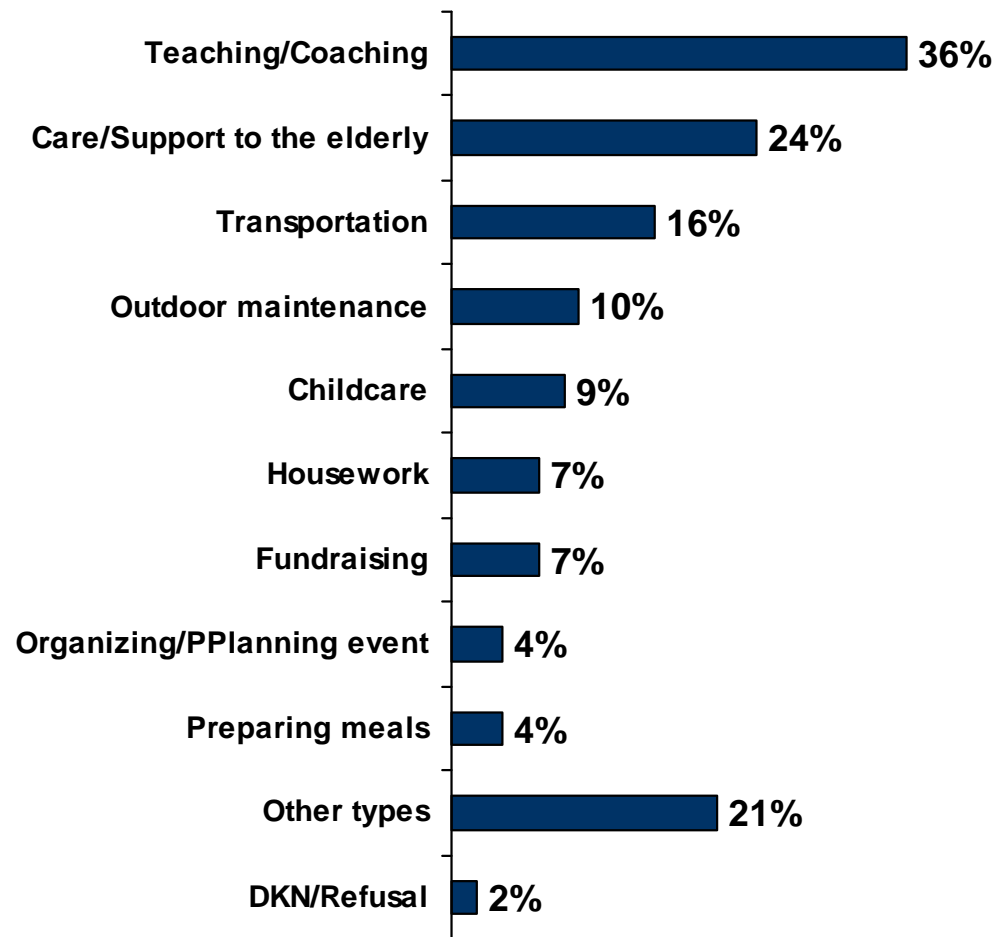
Unpaid Volunteer Work

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
UNPAID VOLUNTEER WORK IN THE PAST 12 MONTHS																	
Yes	44	50	45	39	58	37	25	47	51	48	48	34	44	23	58	49	
No	56	49	55	61	42	63	74	52	49	52	52	66	56	77	42	51	
MAIN LANGUAGE USED WHILE VOLUNTEERING																	
n	1,545	205	170	110	56	76	74	261	114	156	98	35	80	3	84	23	
English	64	70	66	51	49	98	53	65	76	65	57	32	70	0	41	28	
French	15	9	13	23	26	1	17	16	9	14	16	34	16	100	32	52	
English and French equally	19	20	18	21	24	1	18	18	14	19	28	34	10	0	27	20	
Another language	2	1	2	4	0	0	13	1	2	1	0	0	5	0	0	0	

Unpaid Volunteer Work

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,545	205	170	110	56	76	74	261	114	156	98	35	80	3	84	23
TIME SPENT DOING VOLUNTEER WORK PER MONT																
Over 30 hours	8	9	8	7	4	3	6	10	7	7	4	2	15	0	12	11
Between 15 and 30 hours	21	24	16	22	22	70	21	23	19	26	17	15	29	0	13	26
Between 5 and 15 hours	38	40	40	36	38	9	45	35	37	38	49	62	25	0	50	40
Between 1 and 4 hours	28	24	30	28	34	18	27	29	33	26	27	16	25	100	22	14
DKN	4	3	5	6	2	0	1	4	4	3	2	5	4	0	3	9
VOLUNTEER WORK DONE AS PART OF AN ORGANIZATION																
Yes	79	87	69	76	80	84	74	84	85	84	87	52	90	100	94	83
No	21	13	30	24	20	16	26	15	12	16	13	46	10	0	5	17
DKN	1	0	1	0	0	0	0	1	3	0	0	2	0	0	2	0

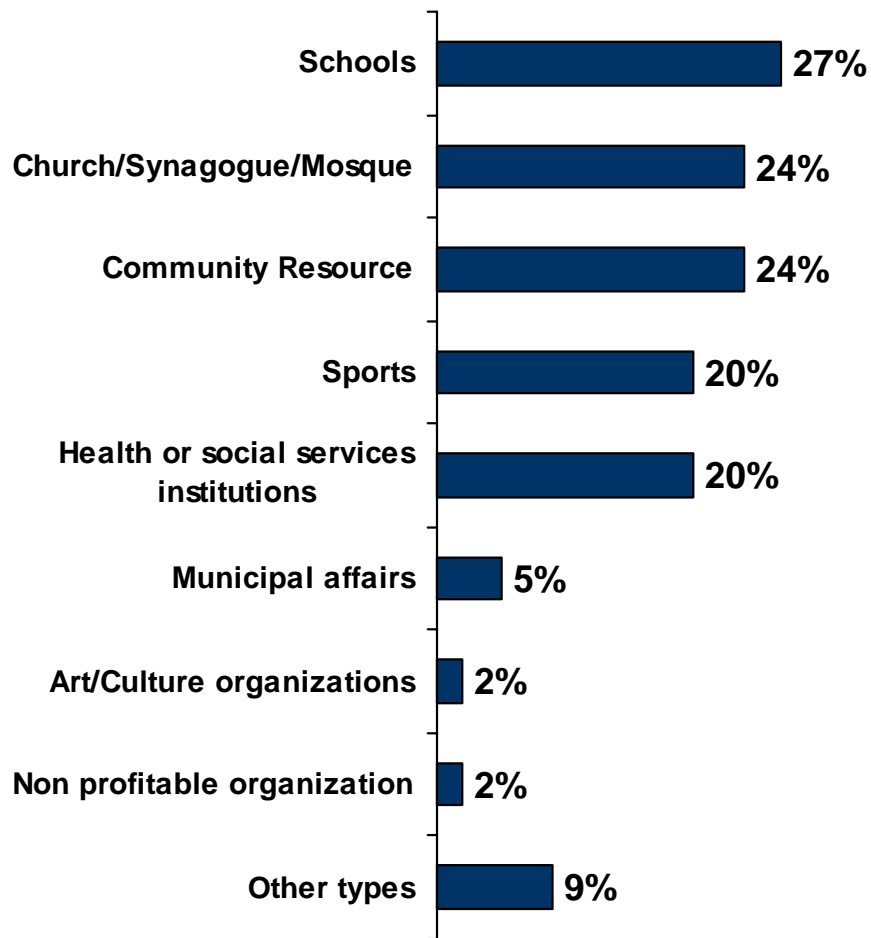
Main Types of Volunteer Work



Unpaid Volunteer Work

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspeisie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	1,545	205	170	110	56	76	74	261	114	156	98	35	80	3	84	23
MAIN TYPES OF VOLUNTEER WORK																
Teaching/Coaching	36	42	32	32	13	74	43	40	30	38	27	30	42	68	33	46
Care/Support to the elderly	24	20	31	28	32	5	31	19	9	24	38	21	24	0	21	16
Transportation	16	18	14	10	18	17	9	22	18	26	27	45	11	0	17	24
Outdoor maintenance	10	12	6	9	10	5	7	9	15	24	12	9	16	0	14	17
Childcare	9	10	12	8	10	2	6	5	14	9	9	14	13	0	8	20
Housework	7	4	10	5	7	2	6	4	14	11	9	7	15	0	6	7
Fundraising	7	7	4	9	6	2	11	8	10	7	7	2	7	68	2	9
Organizing/Planning event	4	6	2	7	6	1	2	2	7	2	5	5	4	0	8	5
Preparing meals	4	5	3	5	9	0	2	4	2	3	1	16	6	0	4	0
Other types	21	15	22	20	26	3	15	23	28	24	16	8	16	0	27	19
DKN/Refusal	2	2	2	2	1	0	0	1	1	1	0	0	0	0	0	0

Types of Organizations in Which the Volunteer Work is Done



Unpaid Volunteer Work in Organizations

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	1,264	169	128	84	46	61	54	221	94	132	83	24	69	3	76	20	
TYPES OF ORGANIZATIONS IN WHICH THE VOLUNTEER WORK IS DONE																	
Schools	27	25	26	25	18	9	28	28	26	32	32	13	47	0	38	34	
Church	24	30	25	14	30	7	29	26	27	27	20	28	27	0	32	32	
Community resources	24	18	27	24	34	9	14	18	35	25	26	53	25	37	44	30	
Sports	20	35	12	10	25	88	17	19	20	21	28	35	10	32	17	26	
Health/Social services inst.	20	16	22	30	15	3	23	22	15	9	16	10	9	68	12	17	
Municipal affairs	5	2	2	2	19	3	4	7	12	8	11	8	2	0	12	2	
Art/Culture organizations	2	2	1	4	0	0	1	1	1	2	0	8	1	0	3	0	
Non profitable organizations	2	1	4	2	2	0	1	1	3	1	0	0	2	0	0	0	
Other types	9	7	6	9	6	1	1	10	13	8	16	16	18	37	13	0	

Awareness of activities of English community organization

Aware of the Activities of Community Organizations in their Region

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
HEALTH AND SOCIAL SERVICES																	
Yes	16	18	15	8	18	10	8	16	24	35	46	2	23	15	51	15	
No	81	79	80	90	79	90	90	80	71	63	52	97	75	85	49	85	
DKN	3	3	5	2	3	1	2	4	5	3	3	0	2	0	0	0	
ARTS AND CULTURE																	
Yes	27	35	31	18	14	33	13	26	31	43	34	8	22	15	45	16	
No	70	61	67	79	80	66	85	70	66	53	61	92	75	76	51	84	
DKN	3	4	2	3	6	1	2	4	2	3	5	0	2	8	3	0	

Awareness of activities of English community organization

Aware of the Activities of Community Organizations in their Region

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,195	382	372	277	91	118	270	519	222	297	199	80	167	13	142	46	
ECONOMIC DEVELOPMENT																	
Yes	13	13	12	8	14	32	7	12	23	21	31	0	11	8	25	8	
No	82	78	82	88	82	68	90	82	70	72	65	96	84	83	70	91	
DKN	6	9	6	4	4	1	3	6	7	7	4	3	5	8	5	2	
EDUCATION																	
Yes	34	36	36	24	37	67	28	35	43	50	45	8	30	31	53	39	
No	61	60	59	71	60	32	68	59	54	45	49	91	65	69	46	59	
DKN	4	4	5	5	2	1	3	6	3	5	6	0	5	0	1	2	

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Estrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie
n	2,666	320	270	200	73	98	228	454	193	258	169	70	154	9	128	42
PERSON WHO WOULD PROVIDE SUPPORT IN CASE OF ILLNESS																
Relatives	69	66	64	75	69	68	77	72	67	77	65	75	61	53	66	62
Friends	12	15	14	12	12	1	6	13	10	9	9	2	12	34	12	16
Public social service institution	11	13	14	6	13	5	9	8	14	9	18	11	17	12	14	11
Community resources/volunteer organization	3	3	2	3	0	26	2	2	3	3	0	2	2	0	4	0
Nobody	3	2	3	2	6	0	3	3	2	2	1	2	6	0	5	7
Other person	1	1	2	1	0	0	0	1	1	0	1	0	0	0	0	0
DKN	2	1	1	1	0	0	2	2	3	1	6	7	2	0	0	3



Care Provided to Someone Else

Total (%)	TOTAL	Mtl West	Mtl Center	Mtl Est	Abitibi	North Shore	Laval	Monteregie	Outaouais	Etrie	Gaspesie	Lanaudiere	Laurentians	Sag./Lac St-Jean	Qc/Chaud/Lower St-Lawrence	Center of Qc/Mauricie	
n	3,116	370	352	260	90	118	261	510	219	292	198	80	167	12	141	46	
UNPAID CARE TO A PERSON OUTSIDE OF THE HOUSEHOLD																	
Yes	17	19	17	19	17	7	14	16	17	15	21	10	13	0	15	16	
No	83	80	83	81	83	93	86	84	82	85	79	90	87	100	85	82	
UNPAID CARE TO A SOMEONE OTHER THAN A RELATIVE																	
Yes	9	10	9	11	10	2	9	10	6	8	10	4	8	0	7	7	
No	91	90	91	89	90	98	91	90	93	92	90	96	91	100	93	90	



Q41. Do you provide (unpaid) care for a person living outside your household?
 Q42. Do you provide (unpaid) care for someone other than a relative? Among those who are not a student (n=3,116)