

CHSSN

*Community Health
And Social Services Network*
Réseau communautaire de santé
et de services sociaux

**Access to Health and Social Services in English
A Mini-Portrait of the Rouyn-Noranda CLSC Territory
Based on Selected Questions from the
*2005 CHSSN-CROP Survey on Community Vitality***

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Introduction

This report has been produced by the Community Health and Social Service Network (CHSSN) to provide a local portrait of access and use of health and social services in English in the Rouyn-Noranda CLSC territory of the Abitibi-Temiscamingue region. Several questions from the CHSSN-CROP 2005 Survey on Community Vitality regarding satisfaction with services in English in the region, use of services, language used in different health settings, and finally, information received on health services as well as promotion and prevention programs, are explored in this report with the thirteen respondents from Rouyn-Noranda as its focus. A demographic profile of the Rouyn-Noranda Anglophone respondents to the survey is also provided giving consideration to gender, age, income, and education.

The small sample size of thirteen individuals from this CLSC territory is being treated as a focus group in this report. This means there are limits to the extent that generalizations may be made on the basis of their perceptions and experiences to the total Anglophone population of Rouyn-Noranda. Nonetheless, the pattern which emerges when this group is considered gives us a strong sense of the direction that further inquiry would be likely to take. For example, in the case of the survey question regarding health information from Quebec's public health and social service institutions all 11 of the individuals who answered from the Rouyn-Noranda sample gave the same reply. This agreement in the group is a very telling indicator. It may not give us the "statistical certainty" to which we aspire with the survey method but it does give us a valid "directional understanding" as typically derived from a focus group.

Clearly, the low levels of satisfaction exhibited by the Rouyn-Noranda Anglophone respondents with respect to services in English in their region, the low likelihood they experience of using English in different health settings, as well as the notable lack of information concerning English services disseminated by public health and social service institutions in Abitibi-Temiscamingue are all indicators of matters deserving closer attention.

1. Demographic Profile of the 13 Survey Respondents

Respondents from Rouyn-Noranda		number	percentage
Gender	male	6	46.2%
	female	7	53.8%
	Total	13	100.0%
Age	15 - 24	0	0.0%
	25 - 44	2	15.4%
	45 - 64	6	46.2%
	65+	5	38.5%
	Refuse	0	0.0%
	Total	13	100.0%
Household income	< \$30k	5	38.5%
	\$30k-50k	3	23.1%
	\$50k-70k	1	7.7%
	\$70k-100k	1	7.7%
	\$100k +	2	15.4%
	no response	1	7.7%
	Total	13	100.0%
Highest level of schooling	Less than high school	2	15.4%
	High School	4	38.5%
	Post-sec., no certification	2	15.4%
	Post-sec, w. certification	5	30.8%
	Total	13	100.0%
Source: 2005 CHSSN-CROP Survey on Community Vitality			

The demographic profile of Rouyn-Noranda Anglophone respondents indicates that they are fairly evenly divided between male and females and the majority are 45 years of age and older. 8 out of the 13 individuals included in this small sample have an annual household income of \$50K and under. Just over half of respondents have only high school or less in terms of educational qualifications, while the remainder have some post-secondary certification.

2. Satisfaction with Access to Services

Satisfaction with Access to Services in English	dissatisfied	satisfied
15a) Radio (n=13)	54.5%	27.3%
15b) Television (n=13)	15.4%	61.5%
15c) Daily newspaper (n=11)	81.8%	18.2%
15d) Weekly newspaper (n=11)	72.7%	18.2%
15e) Websites with regional information (n=4)	(-)	(-)
15f) Theatre and live performances (n=11)	90.9%	0.0%
15g) Movies (n=12)	75.0%	8.3%
15h) Books (n=10)	70.0%	20.0%
15i) Daycare and pre-school services (n=1)	(-)	(-)
15j) Sports and leisure programs (n=10)	70.0%	20.0%
15k) Health and social services (n=13)	46.2%	23.1%
15m) Legal Aid (n=3)	(-)	(-)
15l) Legal and judicial services (n=6)	33.3%	16.7%
15n) CEGEP, general program (n=6)	100.0%	0.0%
15o) CEGEP, professional program (n=6)	83.3%	0.0%
15p) Continuing education (CEGEP, university) (n=8)	75.0%	0.0%
15q) Trades programs (electrician, plumber,...) (n=6)	100.0%	0.0%
15r) Employment services (local employment centers) (n=4)	(-)	(-)
15s) Economic development programs (n=5)	(-)	(-)
15t) Municipal services (n=10)	70.0%	0.0%
15u) Provincial government departments and services (n=11)	45.5%	18.2%
15v) Federal government departments and services (n=12)	33.3%	41.7%

Source: CHSSN-CROP Survey on Community Vitality, 2005

Notes: Given the low count of respondents, this data must be used with caution. The number of respondents for each question is provided in brackets. Insufficient number of respondents is indicated by (-).

Question 15) How satisfied are you with the services offered in your region in English within the following areas? (Respondents categorized as "satisfied" are those who answered 4 or 5 on a 5 point scale. Those who responded 1 or 2 were categorized as "unsatisfied"/)

This table tells us that the only sector in which a majority of Rouyn-Noranda respondents to the Survey on Community Vitality were satisfied with English-language access was television (61.5%). High levels of dissatisfaction were with CEGEP services, daily newspaper, and arts and culture (theatre, movies, and books). Only 23.1% indicated satisfaction with health and social services specifically in their region.

3. Use of Services and Service Received in English

Use of Services and Language of Service	used service	received service in English
doctor in private office (n=13)	53.8%	57.1%
CLSC (n=13)	53.8%	57.1%
info-santé (n=13)	15.4%	(-)
hospital emergency room (n=13)	61.5%	37.5%
overnight hospital stay (n=13)	30.8%	(-)
Source: CHSSN-CROP Survey on Community Vitality, 2005		
Notes: Given the low count of respondents, this data must be used with caution. The number of respondents for each question is provided in brackets. Question 16a-e) Within the last twelve months, in your region, have you used either for yourself or to help another persons, the services of ..." Question 17a1-e1) 1. Were you served in English by the [service situation].		

Of the total 13 individuals residing in the Rouyn-Noranda CLSC who responded to the Survey on Community Vitality, the services most frequently used included hospital emergency room or outpatient clinic (61.5%), CLSC (53.8%), and doctor in private office or clinic (53.8%). The service used least frequently was info-santé.

Only 37.5% of respondents received services in English when using a hospital emergency room or outpatient clinic. 57.1% received service in English when using a CLSC or visiting a doctor in a private office or clinic.

4. Information on Health Services in English

Information About Regional Services in English Offered by Public Health and Social Services Institutions	yes	no	yes	no
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?	0	11	0.0%	100.0%
Source: CHSSN-CROP Survey on Community Vitality, 2005				
Notes: Given the low count of respondents, this data must be used with caution.				
Question 19) 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?				

When asked whether they had received information about services in English that are provided by the public health and social services institutions in their region, all Rouyn-Noranda respondents replied in the negative.

5. Information on Health Prevention and Promotion

Received Information about Health Prevention or Promotion from Various Sources	yes	no	yes	no
regional public health and social service institutions	1	12	7.7%	92.3%
regional community organization	4	9	30.8%	69.2%
regional schools	0	12	0.0%	100.0%
Source: CHSSN-CROP Survey on Community Vitality, 2005				
Notes: Given the low count of respondents, this data must be used with caution.				
Question 20) In the last two years, have you received information on a public health promotion or prevention program in English from one or more of the following:				

The percentage of Rouyn-Noranda Anglophone respondents who received information about health prevention or promotion in the two years prior to the Survey on Community Vitality is low. None of the respondents had received such information from regional schools, 30.8% had received information from a regional community organization, and 7.7% from a public health and social service institution.

Conclusion

This mini-portrait using a focus group approach provides some understanding of access to health and social services in English in a local community. This document may be used as supplementary information to previous reports on the English-speaking communities of the Abitibi-Témiscamingue region which may use different methods.