

## Press Release—Community Health and Social Services Network (CHSSN)

Quebec City, March 20, 2019

### Community Health and Social Services Survey of the English-speaking Community of Quebec

The CHSSN has launched a province-wide survey of English-speaking Quebecers to develop a better understanding of their experience and opinion(s) on accessing health and social services in English in Quebec.

The survey focuses on the use of a range services in English and the individual's satisfaction with those services.

This survey will provide critical information to the CHSSN and other organizations interested in better serving the English-speaking community in the area of health and social services. The results will highlight the perceptions of over 3000 people using services and what they see as priority areas for the future. The CHSSN will compare the results with three previous surveys produced 5, 10 and 15 years ago to see if opinions have changed over time. This will hopefully provide insight on how things are evolving.

“This survey will serve as a different kind of “blood test” for the English-speaking community. It will provide some clear messages about which services they want better access to in English and what they see as priorities for the future of the community.” says Jennifer Johnson, Executive Director of CHSSN. “The fact that we can look at the answers to this survey over time also allows us to see where we have made gains and where we need to put more effort.”

Employees of CROP, a polling firm, will be implementing the survey by phone from March 20th to April 20<sup>th</sup>. The CHSSN is hoping that if an English-speaking person receives one of the calls that they will take the time to answer the survey. It should last no longer than 20 minutes and it will provide a wealth of information that can help improve access to health and social services for English-speaking communities.

The telephone survey will be conducted in 10 administrative regions in the province and focus groups will be held in regions where finding enough people by phone is particularly challenging. “The CHSSN is aiming to have a representative voice in each region which is a real challenge in some areas as the population can be very small and widely dispersed.” says Johnson. “I am really hoping that if CROP does reach them or if they are contacted by a local organization to participate in a focus group they will take the time to respond or participate as it will benefit the English-speaking community in their region.”

CHSSN is a network of over 60 community resources, associations, foundations, public institutions and other stakeholders dedicated to creating partnerships that enhance health and social services for English-speaking communities in Quebec.

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