METHODOLOGICAL APPROACH
METHODOLOGY

Leger, the largest Canadian-owned polling and marketing research firm, in collaboration with The Canadian Press, conducted this web survey with a representative sample of **1,518 Canadians and 1,003 Americans,** over the age of 18, selected from LEO's (Leger Opinion) representative panel. The questionnaire consisted of 25 questions and was completed in 10 minutes on average. Data collection took place from **July 2nd, 2021 to July 4th, 2021**, via Computer-Assisted Web Interviewing technology (CAWI).

Using 2016 Census reference variables, the Canadian data was then analyzed and weighted by our statisticians according to gender, age, mother tongue, region, education level and the presence of children in households in order to render a representative sample of the general population. Using 2010 U.S. Census reference variables, the American data was then analyzed and weighted by our statisticians according to gender, age, region, race/ethnicity, household size and education level in order to render a representative sample of the general population.

METHODOLOGICAL APPROACH
METHODOLOGY

The LEO (Leger Opinion) panel is the largest Canadian panel with over 400,000 representative panelists from all regions of Canada. LEO was created by Leger based on a representative Canadian sample of Canadian citizens with Internet access.

LEO's panelists were randomly selected (RDD) through Leger's call centre, panelists from more hard-to-reach target groups were also added to the panel through targeted recruitment campaigns. The double opt-in selection process, a model to detect fraud and the renewal of 25% of the panel each year ensures complete respondent quality. To ensure a higher response rate and reach people on their mobile devices, Leger has also developed a high-performance Apple and Android application.

In fact, Leger is the only Canadian research firm offering both the number and quality of panelists. Most competing polling firms in Canada and the United States also use the LEO panel.

METHODOLOGICAL APPROACH
METHODOLOGY
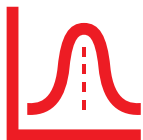
A margin of error cannot be associated with a non-probability sample in a panel survey. For comparison purposes, a probability sample of this size would have a margin of error **±2.52%, 19 times out of 20** for the Canadian sample and of **±3.09%, 19 times out of 20** for the American sample. The results presented in this study comply with the public opinion research standards and disclosure requirements of CRIC (the Canadian Research and Insights Council) and the global ESOMAR network. Leger is a founding member of CRIC and is actively involved in raising quality standards in the survey industry. President Jean-Marc Léger is a member of the CRIC's Board of Directors and the Canadian representative of ESOMAR.

METHODOLOGICAL APPROACH
METHODOLOGY

Leger is the polling firm that has presented the most accurate data, on average, over the last ten years in Canada. During the last federal election in 2019, Leger was once again **the most accurate firm in the country**. This accuracy is attributed to the quality of the LEO panel and rigorous application of methodological rules by Leger's 600 employees, including 200 professionals in Leger's eight offices across Canada (Montreal, Toronto, Quebec City, Winnipeg, Calgary, Edmonton and Vancouver) and in the United States (Philadelphia).

Poll aggregator 338Canada.com gave Leger the highest rating among all polling firms in Canada for the accuracy of its studies. See https://338canada.com/pollster-ratings.htm

2019 CANADIAN FEDERAL ELECTION						
LEGER SURVEY Published in *Le Journal de Montréal* October 20, 2019	33%	33%	18%	8%	6%	2%
OFFICIAL RESULTS 2019 **Canadian** Federal Election	33%	34%	16%	8%	7%	2%

NOTES ON READING THIS REPORT
METHODOLOGY

The numbers presented have been rounded. However, the numbers before rounding were used to calculate the sums presented and might therefore not correspond to the manual addition of these numbers.

In this report, data in bold **red** characters indicates a significantly lower proportion than that of other respondents. Conversely, data in bold **green** characters indicates a significantly higher proportion that that of other respondents.

A more detailed methodology is presented in the appendix.

If you have questions about the data presented in this report, please contact Christian Bourque, Associate and Executive Vice-President at the following e-mail address: cbourque@leger360.com or Jack Jedwab, President & CEO of the Association for Canadian Studies: jack.jedwab@acs-aec.ca

HEALTH CARE SYSTEM

CANADIANS' SATISFACTION WITH THEIR PROVINCE'S HEALTH CARE SYSTEM (1/3)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your province?

Base: All respondents (n= 1,518)

Proportion significantly higher among:
- Respondents who have been in the emergency room in the past year, either for themselves or someone they know **(40%)**

56% Satisfied

36% Dissatisfied

8% Don't know
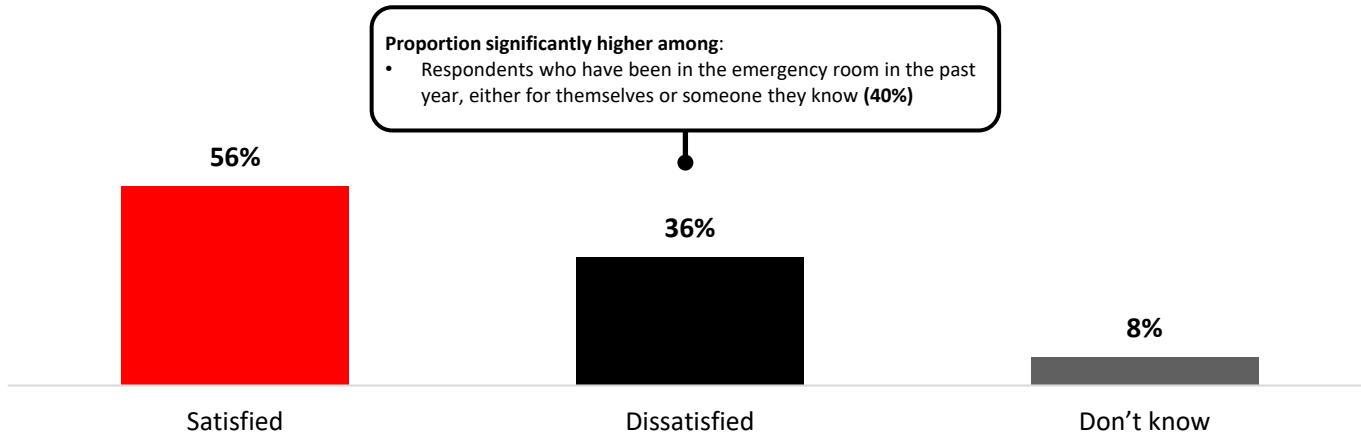
CANADIANS' SATISFACTION WITH THEIR PROVINCE'S HEALTH CARE SYSTEM (2/3)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your province?

Base: All respondents

	TOTAL CANADA	ATL	QC	ON	MB/SK	AB	BC	18-34	35-54	55+	Urban	Sub-urban	Rural
Weighted n=	1,518	104	356	583	99	170	206	414	517	587	615	562	315
Unweighted n=	1,518	101	407	604	126	128	152	376	590	552	634	558	308
Satisfied	56%	38%	53%	60%	45%	67%	55%	49%	51%	66%	57%	57%	55%
Dissatisfied	36%	53%	42%	33%	44%	26%	32%	40%	39%	31%	37%	34%	38%
Don't know	8%	9%	5%	7%	12%	7%	13%	12%	9%	4%	6%	9%	7%

CANADIANS' SATISFACTION WITH THEIR PROVINCE'S HEALTH CARE SYSTEM (3/3)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your province?
Base: All respondents

	TOTAL CANADA	Visited the emergency room in the past year	
		Total Yes	Total No
Weighted n=	1,518	598	920
Unweighted n=	1,518	582	936
Satisfied	56%	52%	59%
Dissatisfied	36%	40%	33%
Don't know	8%	7%	8%

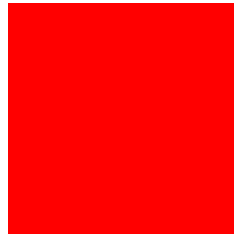# AMERICANS' SATISFACTION WITH THEIR STATE'S HEALTH CARE SYSTEM (1/3)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your state?
Base: All respondents (n= 1,003)

Proportion significantly higher among:
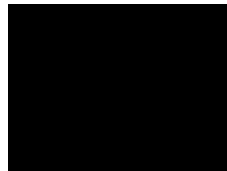- Respondents who have been in the emergency room in the past year, either for themselves or someone they know **(55%)**

Satisfied	Dissatisfied	Don't know
47%	34%	18%

American Survey

AMERICANS' SATISFACTION WITH THEIR STATE'S HEALTH CARE SYSTEM (2/3)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your state?
Base: All respondents

	TOTAL USA	North-East	Mid-West	South	West	18-34	35-54	55+	Male	Female
Weighted n=	1,003	180	218	372	234	283	380	340	486	517
Unweighted n=	1,003	175	204	369	255	202	409	392	493	510
Satisfied	**47%**	53%	50%	42%	49%	41%	45%	55%	51%	44%
Dissatisfied	**34%**	31%	31%	37%	35%	41%	35%	28%	33%	35%
Don't know	**18%**	16%	19%	21%	16%	18%	20%	17%	16%	21%

American Survey

AMERICANS' SATISFACTION WITH THEIR STATE'S HEALTH CARE SYSTEM (3/3)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your state?
Base: All respondents

	TOTAL USA	Visited the emergency room in the past year	
		Total Yes	Total No
Weighted n=	1,003	305	698
Unweighted n=	1,003	302	701
Satisfied	47%	55%	44%
Dissatisfied	34%	34%	34%
Don't know	18%	11%	22%

SATISFACTION WITH THE PROVINCIAL/STATE HEALTH CARE SYSTEM (CANADA VS UNITED STATES)

CTC705. In general, are you satisfied or dissatisfied with the health care system in your province/state?

Base: All respondents
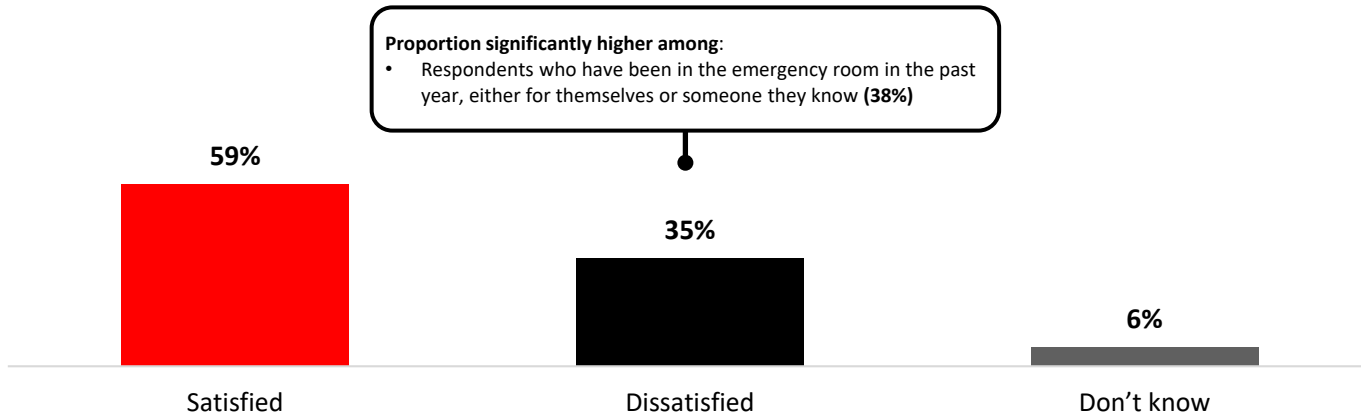
	TOTAL CANADA	TOTAL USA	Gap
Weighted n =	1,518	1,003	
Unweighted n =	1,518	1,003	
Satisfied	**56%**	**47%**	9
Dissatisfied	36%	34%	2
Don't know	**8%**	**18%**	10

CANADIANS' SATISFACTION WITH THEIR AREA'S HEALTH CARE SYSTEM (1/3)

CTC706. Are you satisfied or dissatisfied with access to the health care system in your area?

Base: All respondents (n= 1,518)

> **Proportion significantly higher among**:
> - Respondents who have been in the emergency room in the past year, either for themselves or someone they know **(38%)**

59%

35%

6%

Satisfied   Dissatisfied   Don't know

CANADIANS' SATISFACTION WITH THEIR AREA'S HEALTH CARE SYSTEM (2/3)

CTC706. Are you satisfied or dissatisfied with access to the health care system in your area?

Base: All respondents

	TOTAL CANADA	ATL	QC	ON	MB/SK	AB	BC	18-34	35-54	55+	Urban	Sub-urban	Rural
Weighted n =	1,518	104	356	583	99	170	206	414	517	587	615	562	315
Unweighted n =	1,518	101	407	604	126	128	152	376	590	552	634	558	308
Satisfied	59%	40%	53%	66%	45%	70%	61%	59%	52%	66%	59%	62%	56%
Dissatisfied	35%	52%	44%	30%	42%	27%	28%	34%	40%	31%	37%	31%	38%
Don't know	6%	8%	3%	5%	12%	3%	11%	7%	8%	3%	4%	7%	6%

CANADIANS' SATISFACTION WITH THEIR AREA'S HEALTH CARE SYSTEM (3/3)

CTC706. Are you satisfied or dissatisfied with access to the health care system in your area?
Base: All respondents

	TOTAL CANADA	Visited the emergency room in the past year	
		Total Yes	Total No
Weighted n=	1,518	598	920
Unweighted n=	1,518	582	936
Satisfied	**59%**	57%	61%
Dissatisfied	**35%**	**38%**	**33%**
Don't know	**6%**	5%	6%

SATISFACTION WITH THE AREA'S HEALTH CARE SYSTEM (CANADA VS UNITED STATES)

CTC706. Are you satisfied or dissatisfied with access to the health care system in your area?
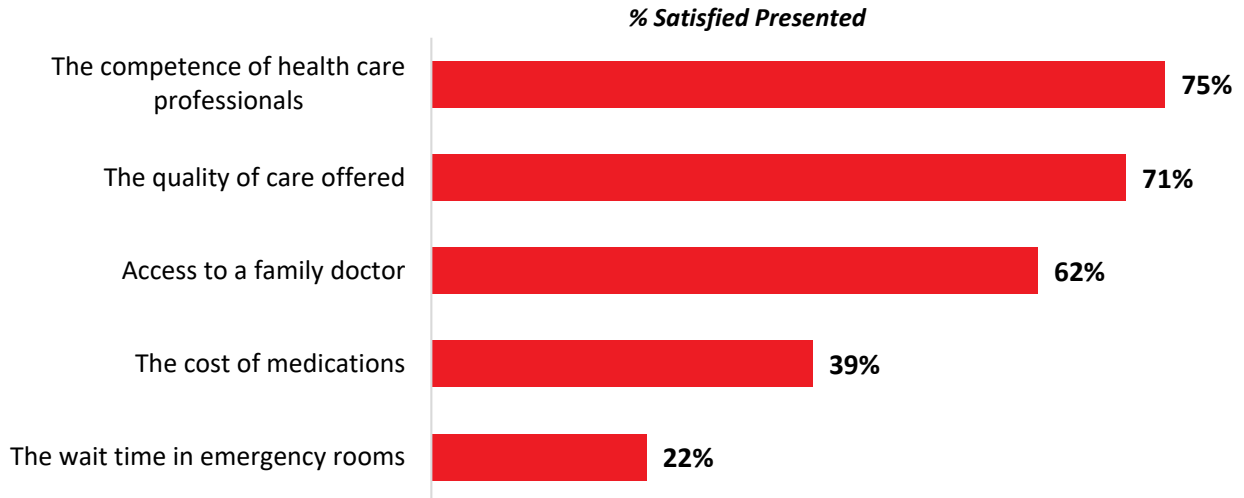Base: All respondents

	TOTAL CANADA	TOTAL USA	Gap
Weighted n=	1,518	1,003	
Unweighted n=	1,518	1,003	
Satisfied	59%	58%	1
Dissatisfied	**35%**	**30%**	5
Don't know	**6%**	**12%**	6

SATISFACTION WITH CERTAIN ELEMENTS OF THE HEALTH CARE SYSTEM (1/3)

CTC707. Are you satisfied or dissatisfied with the following elements of the health care system:

Base: All respondents (n= 1,518)

% Satisfied Presented

Element	%
The competence of health care professionals	75%
The quality of care offered	71%
Access to a family doctor	62%
The cost of medications	39%
The wait time in emergency rooms	22%

SATISFACTION WITH CERTAIN ELEMENTS OF THE HEALTH CARE SYSTEM (2/3)

CTC707. Are you satisfied or dissatisfied with the following elements of the health care system:

Base: All respondents

	TOTAL CANADA	ATL	QC	ON	MB/SK	AB	BC	18-34	35-54	55+	Urban	Sub-urban	Rural
Weighted n=	1,518	104	356	583	99	170	206	414	517	587	615	562	315
Unweighted n=	1,518	101	407	604	126	128	152	376	590	552	634	558	308
% Satisfied Presented													
The competence of health care professionals	**75%**	71%	80%	72%	66%	81%	78%	69%	69%	85%	74%	78%	74%
The quality of care offered	**71%**	63%	76%	68%	58%	81%	71%	68%	63%	80%	70%	73%	70%
Access to a family doctor	**62%**	48%	49%	69%	58%	79%	62%	55%	58%	71%	62%	65%	59%
The cost of medications	**39%**	30%	42%	38%	42%	49%	32%	48%	36%	36%	38%	40%	40%
The wait time in emergency rooms	**22%**	10%	12%	24%	22%	32%	30%	24%	20%	22%	21%	22%	23%

SATISFACTION WITH CERTAIN ELEMENTS OF THE HEALTH CARE SYSTEM (3/3)

CTC707. Are you satisfied or dissatisfied with the following elements of the health care system:

Base: All respondents

	TOTAL CANADA	Visited the emergency room in the past year	
		Total Yes	Total No
Weighted n=	1,518	598	920
Unweighted n=	1,518	582	936
% Satisfied Presented			
The competence of health care professionals	75%	70%	78%
The quality of care offered	71%	68%	73%
Access to a family doctor	62%	60%	64%
The cost of medications	39%	38%	40%
The wait time in emergency rooms	22%	26%	19%

SATISFACTION WITH CERTAIN ELEMENTS OF THE HEALTH CARE SYSTEM (CANADA VS UNITED STATES)

CTC707. Are you satisfied or dissatisfied with the following elements of the health care system:
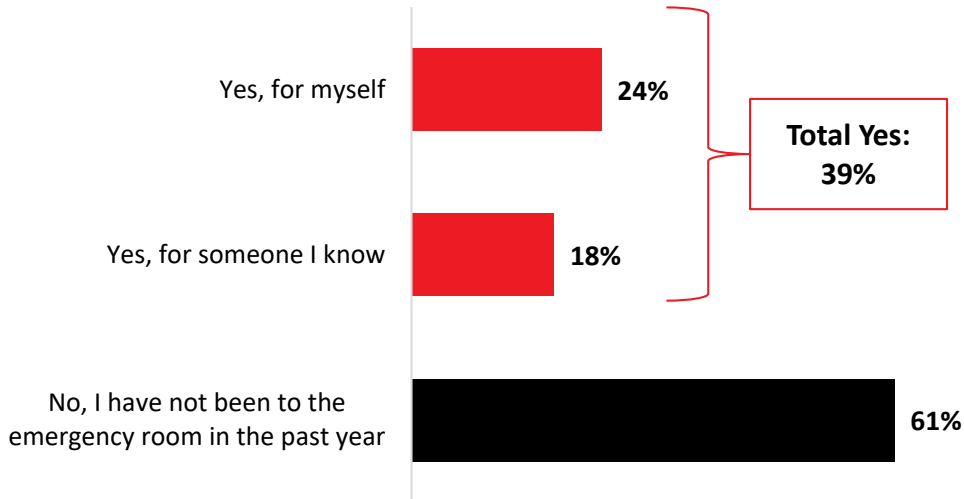
Base: All respondents

	TOTAL CANADA	TOTAL USA	Gap
Weighted n=	1,518	1,003	
Unweighted n=	1,518	1,003	
% Satisfied Presented			
The competence of health care professionals	**75%**	**66%**	9
The quality of care offered	**71%**	**66%**	5
Access to a family doctor	**62%**	**76%**	14
The cost of medications	39%	37%	2
The wait time in emergency rooms	**22%**	**40%**	18

VISITED THE EMERGENCY ROOM
IN THE PAST YEAR (1/2)

CTC708. Have you been to the emergency room for a health problem for yourself or someone you know in the past year?
Base: All respondents (n= 1,518)

Yes, for myself	24%
Yes, for someone I know	18%

Total Yes: 39%

No, I have not been to the emergency room in the past year	61%

VISITED THE EMERGENCY ROOM IN THE PAST YEAR (2/2)

CTC708. Have you been to the emergency room for a health problem for yourself or someone you know in the past year?
Base: All respondents

	TOTAL CANADA	ATL	QC	ON	MB/SK	AB	BC	18-34	35-54	55+	Urban	Sub-urban	Rural
Weighted n=	1,518	104	356	583	99	170	206	414	517	587	615	562	315
Unweighted n=	1,518	101	407	604	126	128	152	376	590	552	634	558	308
Total Yes	**39%**	41%	36%	39%	28%	40%	50%	45%	39%	35%	39%	39%	41%
Yes, for myself	**24%**	28%	19%	26%	17%	23%	33%	26%	22%	25%	23%	23%	27%
Yes, for someone I know	**18%**	20%	19%	17%	13%	17%	19%	23%	20%	12%	18%	17%	17%
No, I have not been to the emergency room in the past year	**61%**	59%	64%	61%	72%	60%	50%	55%	61%	65%	61%	61%	59%

VISITED THE EMERGENCY ROOM
IN THE PAST YEAR (CANADA VS UNITED STATES)

CTC708. Have you been to the emergency room for a health problem for yourself or someone you know in the past year?
Base: All respondents

	TOTAL CANADA	TOTAL USA	Gap
Weighted n=	1,518	1,003	
Unweighted n=	1,518	1,003	
Total Yes	**39%**	**30%**	9
Yes, for myself	24%	22%	2
Yes, for someone I know	**18%**	**12%**	6
No, I have not been to the emergency room in the past year	**61%**	**70%**	9

25

WOULD YOU LIKE TO SURVEY CANADIANS AND/OR AMERICANS?

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OMNIBUS TYPE	n=	REGIONS
NATIONAL	1,500	CANADA
PROVINCIAL	1,000	QC, ON, AB, BC
MUNICIPAL	500	QC, MTL, TOR, CAL, EDM, VAN
WESTERN	1,500	BC, AB, SK, MB
AMERICAN	1,000	4 CENSUS REGIONS

More than **400,000 panelists** at your disposal

CONTACT US

APPENDIX

DETAILED METHODOLOGY

WEIGHTED AND UNWEIGHTED SAMPLE

The table below presents the Canadian geographic distribution of respondents before weighting.

Province	Unweighted	Weighted
British Columbia	152	206
Alberta	128	170
Manitoba/Saskatchewan	126	99
Ontario	604	583
Quebec	407	356
Atlantic	101	104

The table below presents the American geographic distribution of respondents before weighting.

US Region	Unweighted	Weighted
NorthEast	175	180
MidWest	204	218
South	369	372
West	255	234

DETAILED METHODOLOGY
WEIGHTED AND UNWEIGHTED SAMPLE FOR CANADA

The following tables present the demographic distribution of respondents according to gender, age and language (mother tongue) for Canada.

GENDER	Unweighted	Weighted
Male	838	737
Female	580	781

AGE	Unweighted	Weighted
Between 18 and 34	376	414
Between 35 and 54	590	517
55 or over	552	587

LANGUAGE (MOTHER TONGUE)	Unweighted	Weighted
English	977	1,026
French	347	316
Other	192	174

The sample thus collected has a minimum weighting factor of 0.1521 and a maximum weighting factor of 4.6105. The weighted variance is 0.3628.

DETAILED METHODOLOGY
WEIGHTED AND UNWEIGHTED SAMPLE FOR THE UNITED STATES

The following tables present the demographic distribution of respondents according to gender and age for the United States.

GENDER	Unweighted	Weighted
Male	493	486
Female	510	517

AGE	Unweighted	Weighted
Between 18 and 29	99	170
Between 30 and 39	206	224
Between 40 and 49	208	187
Between 50 and 64	272	251
65 or older	218	173

The sample thus collected has a minimum weighting factor of 0.1669 and a maximum weighting factor of 4.3470. The weighted variance is 0.4028.

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  Panel management

- **Leger Community**
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OUR CREDENTIALS

Leger is a member of the Canadian Research Insights Council (CRIC), the industry association for the market/survey/insights research industry.

Leger is a member of ESOMAR (European Society for Opinion and Market Research), the global association of opinion polls and marketing research professionals. As such, Leger is committed to applying the international ICC/ESOMAR code of Market, Opinion and Social Research and Data Analytics.

Leger is also a member of the Insights Association, the American Association of Marketing Research Analytics.

We Know Canadians