



Office of the
Commissioner of
Official Languages

Commissariat
aux langues
officielles

Official Languages Tracking Survey 2021

Final Report

Prepared for Office of the Commissioner of Official Languages

Supplier Name: Environics Research Group

Contract Number: OP001-210595/001/CY

Contract Value: \$136,173.93 (including HST)

Award Date: 2021-08-04

Delivery Date: 2022-01-13

Registration Number: POR 028-21

For more information on this report, please contact the Office of Commissioner of Official Languages at: information.information@clo-ocol.gc.ca

Ce rapport est aussi disponible en français.

Canada

**Official Languages Tracking Survey 2021
Final Report**

Prepared for Office of Commissioner of Official Languages by Environics Research Group.

Delivery Date: January 13, 2022

This public opinion research report presents the results of two surveys (telephone and online) conducted by Environics Research Group.

Cette publication est aussi disponible en français sous le titre *Sondage de suivi sur les langues officielles 2021 : rapport final*.

Permission to reproduce

This publication may be reproduced for non-commercial purposes only. Prior written permission must be obtained from the Office of Commissioner of Official Languages. For more information on this report, please contact: information.information@clo-ocol.gc.ca.

Catalogue Number: SF31-153/2021E-PDF

International Standard Book Number (ISBN): 978-0-660-42033-2

© Her Majesty the Queen in Right of Canada, as represented by the Minister of Public Services and Procurement Canada, 2021

Table of Contents

Executive summary	i
I. Detailed findings	5
A. Bilingualism and <i>Official Languages Act</i> – general attitudes	5
B. Measures and myths of official languages	15
C. Language proficiency and exposure	24
D. Attitudes towards official language education	31
E. Correlation with attitudes towards topical issues.....	36
F. Linguistic profile of respondents.....	40
II. Respondent profile.....	41
Appendix A: Methodology	42
Appendix B: Telephone Questionnaire	46
Appendix C: Online Questionnaire	58

Executive summary

A. Background and objectives

In 2016, the Office of the Commissioner of Official Languages (the Office of the Commissioner) commissioned a survey to explore Canadians' opinions on official languages and bilingualism. This research included both a random probability telephone survey of 1,000 Canadians, and an online panel survey of 1,016 Canadians. In 2021, the Office of the Commissioner commissioned Environics Research to survey Canadians again using the same methodologies, but with the sample sizes for each survey increased to 1,500, and largely the same questionnaires as were used in 2016. This enables the Office of the Commissioner to track the results and measure the extent to which public opinion has or has not evolved over the last five years.

This research project had the following key research objectives:

- Gauge Canadians' current attitudes towards the *Official Languages Act* and towards issues around bilingualism in Canada and how those may correlate with key demographic and regional characteristics.
- Measure Canadians' exposure to and experience with the other official language and their views on second language education.
- Track and compare whether and to what extent attitudes have evolved since the previous survey on this topic conducted in 2016, and draw observations based on this comparison.
- Determine whether Canadians' perceptions about official languages correlate to attitudes towards other current issues.
- Explore how perceptions about official languages may intersect with other important contemporary issues, with a limited number of new questions (e.g., around diversity and COVID-19).

Use of findings of the research: In keeping with the project's research objectives, the findings of this research are intended to inform the Office of the Commissioner as well as stakeholders in and outside of government about the public's attitudes and perceptions of official languages and bilingualism. The findings will be of particular use for better understanding the state of public opinion and to challenge certain myths about official bilingualism and misperceptions about Canadians' attitudes. It is also intended that the findings will be used to develop communications products and research presentations with a view to conveying the results to different audiences, including members of the general public, media, government, community organizations, educators and researchers. As with the 2016 survey results, the 2021 survey results will aid in developing messages and strategies for the promotion of official languages and bilingualism in Canada, in keeping with the Commissioner's mandate and obligations under Part VII of the *Official Languages Act*.

B. Methodology

This report is based on data collected through a dual-mode research program: a national probability-based telephone survey of 1,507 adult Canadians, and a national online survey of 1,500 adult Canadians. As was the case in 2016, the 2021 online survey contained additional questions not asked in the shorter telephone survey, the online mode requiring fewer resources than the telephone mode. The online survey was conducted from September 30 to October 19, 2021, and the telephone survey from September 27 to October 16, 2021.

Completions achieved	Total	BC/Terr	AB	SK/MB	ON	QC	ATL
# of completed telephone interviews (unweighted)	1,507	225	204	100	453	375	150
% of completed interviews	100%	15%	14%	7%	30%	25%	10%
Margin of error (\pm @ 95% CI)	2.5	6.5	6.8	9.7	4.6	5.0	8.0
# of completed online interviews (unweighted)	1,500	204	168	97	577	352	102
% of completed interviews	100%	14%	11%	6%	38%	23%	7%

NOTES: As the online survey uses opt-in panels, this is a non-probability sample, and no margin of sampling error is calculated.

A number of questions in the survey were included in a previous survey conducted in 2016; tracking data are shown where applicable. In 2016, the total online survey sample was $n=1,016$ and the telephone survey sample was $n=1,000$ (with a margin of error at the national level of $\pm 3.1\%$, 19 times out of 20).

Telephone and online surveys use differing methodologies and as such can yield results that may differ but that can nevertheless be considered as equally valid. As in 2016, the initial questions were asked in both the telephone and online surveys and, as previously, the magnitude of support and agreement are higher in the telephone than the online survey. This is a known phenomenon in interviewer-guided surveys. As the online survey uses opt-in panels, however, it is a non-probability sample, and a margin of sampling error cannot be calculated. The margin of sampling error for the 2021 national telephone survey is $\pm 2.5\%$ at the 95% confidence interval; margins of error are greater for subsamples of the population. Per the 2016 survey, and to maintain comparability, the results of the telephone and online surveys have not been merged.

In this report, results are expressed as percentages unless otherwise noted. Results may not add to 100% due to rounding or multiple responses. All results are weighted (by gender, age and region, per the 2016 survey) and are based on the entire sample unless otherwise noted. Data labels for values less than 4% may not be shown on some charts.

Note: All survey respondents were given the choice of completing the telephone or online survey in English or French. For the purposes of analysis of these survey results, Anglophones and Francophones are defined by which language respondents selected to complete the survey.

More information about the methodology for these surveys is included in Appendix A.

C. Contract value

The contract value was \$136,173.93 (HST included).

D. Report

This report begins with an executive summary outlining the background and objectives, methodology, and key findings and conclusions, followed by a detailed analysis of the survey data conducted by Environics and research personnel of the Office of the Commissioner. Where data for both modes (telephone and online) is

available, all statements of analysis have been worded so as to be consistent with the results of both unless specified otherwise.

In this report, quantitative results are expressed as percentages unless otherwise noted. Results may not add to 100% due to rounding or multiple responses. Net results cited in the text may not exactly match individual results shown in the tables due to rounding.

E. Key findings

The key findings and conclusions of the survey are as follows:

1. Support for official languages remains resilient

- Support for official languages is high and it is consistent; it appears to be a core Canadian value in 2021 as it was in 2016.
- A strong majority of Canadians, in all regions studied and within all demographic segments studied, continue to express support for official languages in 2021, at levels similar to 2016.

2. Support for official languages is consistent with support for other forms of diversity

- Strong majorities of Canadians agree with statements about the mutually reinforcing potential of official languages and other forms of diversity.
- Those from diverse backgrounds also tend to agree with statements about official languages as something that can accompany or reinforce other forms of diversity, at rates similar to, and sometimes greater than, other respondents.

3. There is majority support for official language minorities, but some myths persist

- Majorities of Canadians agree with specific measures in support of official languages and official language minorities.
- Some key myths about official languages and official language minorities persist among some populations, notably the perception that the French-speaking minority outside Quebec is less numerous than it really is, or that the English-speaking minority in Quebec is more socio-economically privileged.

4. Quebecers continue to have far greater exposure to the two languages

- Quebecers are far more likely to encounter people using the other official language or to be exposed to media and cultural products in the other official language.
- Among all bilingual Canadians, Francophones are more likely than Anglophones to have learned the other official language outside of school, whereas Anglophones are more likely to have learned it only in school.

5. Strong majorities continue to support second-language education in the other official language

- Most Canadians strongly agree that both official languages should continue to be taught in elementary schools across Canada.
- Majorities of Canadians agree that governments should implement measures to make second-language learning more accessible.
- A strong majority of parents, notably in Quebec but also outside Quebec, feel it is important that their children have the opportunity to learn the other official language.

6. There is some correlation between environmental concerns, support for rights and support for the *Official Languages Act*

- Correlation between attitudes towards official languages and other contemporary issues is modest, suggesting overall support for official languages across a spectrum of social values.
- There is some correlation between support for official languages, environmental concerns and equal rights.
- Opposition correlates somewhat with feelings that government is inefficient and has gone “too far” on equal rights.

F. Political neutrality statement and contact information

I hereby certify as senior officer of Environics that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the *Policy on Communications and Federal Identity* of the Government of Canada, and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.

Derek Leebosh
Vice President, Public Affairs, Environics Research Group

Supplier name: Environics Research Group
Contract number: OP001-210595/001/CY
Original contract date: 2021-08-04

For more information, contact the Office of the Commissioner of Official Languages at information.information@clo-ocol.gc.ca

I. Detailed findings

A. Bilingualism and *Official Languages Act* – general attitudes

1. Support for the *Official Languages Act*

The vast majority of Canadians in all regions continue to support the aims of the *Official Languages Act* (the *Act*); support is somewhat higher and more intense in the telephone survey

Canadians overwhelmingly support the aims of the *Official Languages Act*. When the question was posed by telephone, support was particularly high with 87 percent saying they support it strongly (56%) or somewhat (32%). Only ten percent of Canadians express any degree of opposition to the aims of the *Act* in this case. When the question was posed online support was only slightly lower at 81 percent. In both cases, support for the *Act* is almost identical to what it was in 2016.

Support for the *Act* - by survey mode

<i>Support for the Act - by mode</i>	Net: Support	Strongly support	Somewhat support	Somewhat/strongly oppose	Don't know/refused
2021 Telephone	87%	56%	32%	10%	2%
2021 Online	81%	47%	34%	14%	5%
2016 Telephone	88%	55%	33%	9%	2%
2016 Online	78%	45%	33%	16%	5%

Q1 The *Official Languages Act* officially recognizes the equal status of both English and French and seeks to ensure that Government of Canada services are provided in both English and French. Would you say that you strongly support, somewhat support, somewhat oppose or strongly oppose these aims of the *Official Languages Act*?

It is notable that support for the *Act* is consistently high in all regions of Canada. Any changes in support since 2016 at the regional level are relatively small and within margins of error. Moreover, in some cases, support went down slightly in one mode and up in the other. As such, caution should be exercised when attributing significance to changes at the regional level between the 2021 and 2016 results.

Support for the *Act* - by region

<i>Support for the Act - by jurisdiction</i>	2021 Telephone	2021 Online	2016 Telephone	2016 Online
Canada – total	87%	81%	88%	78%
Atlantic provinces	86%	86%	91%	87%
Quebec	95%	95%	92%	89%
Ontario	87%	78%	87%	80%
Manitoba and Saskatchewan	78%	74%	83%	64%
Alberta	80%	68%	90%	61%
British Columbia and Territories	87%	78%	84%	67%

Q1 The *Official Languages Act* officially recognizes the equal status of both English and French and seeks to ensure that Government of Canada services are provided in both English and French. Would you say that you strongly support, somewhat support, somewhat oppose or strongly oppose these aims of the *Official Languages Act*?

Support for the aims of the *Act* is also consistently high among all demographic segments. It is notable that support for the *Act* is almost unanimous among Francophones (95% telephone) and almost as high among Anglophones (85% telephone). It is also notable that people whose mother tongue is a language other than English, or French are just as supportive (87% telephone) of the *Act* as are Canadians as a whole.

2. Reasons for supporting or opposing the *Official Languages Act*

The most common reasons for supporting the *Act* are Canada's history as a bilingual country, and the right to be served in one's preferred official language. The small minority opposing the *Act* most commonly say this is because English is dominant.

Those who support the aims of the *Act* were asked for the main reason for their support. The most common responses in both modes are: that the *Act* recognizes Canada's history, status and culture as a bilingual country; that everyone should be able to communicate and be served in their preferred official language; that the *Act* promotes fairness and equality; and personal experience with the other official language. It is notable that there is very little difference between Anglophones and Francophones in terms of their reasons for supporting the *Act*. These findings are remarkably consistent with those from 2016 and there is little significant difference between those who completed the survey online or by phone.

Reasons for supporting the *Act*, among the majority supporting
Note: results exceed 100% as respondents could provide multiple responses

<i>Reasons for supporting the Act</i>	2021 Telephone (n=652)	2021 Online (n=1,215)	2016 Telephone (n=451)	2016 Online (n=792)
<i>Act</i> recognizes Canada's history/status/culture as a bilingual country	34%	31%	33%	30%
Everyone should be able to communicate/get services in their preferred language	13%	18%	11%	12%
<i>Act</i> promotes fairness/equality	12%	9%	11%	11%
Personal experience with French/English/being bilingual	10%	2%	5%	3%
Useful to speak more than one language	8%	7%	8%	3%
There are bilingual people/people strive to learn both languages	5%	7%	4%	2%
Canada has many French speakers	4%	5%	5%	2%
Not everyone is bilingual	4%	2%	5%	2%
Protection of French language/communities is important	-	8%	-	-
Other	3%	3%	7%	6%
Not sure/prefer not to say	6%	23%	6%	27%

Q2a What would you say is the main reason for your support of the Official Languages Act?

SUBGROUPS: Those who support the *Act* (note: half of telephone respondents were asked one of two follow-up questions; others skipped)

Reasons for opposing the Act, among the minority opposing
Note: results exceed 100% as respondents could provide multiple responses.

<i>Reasons for opposition to the Act</i>	2021 Telephone (n=101)	2021 Online n=207)	2016 Telephone (n=50)	2016 Online (n=169)
English is predominant/French is diminishing	28%	35%	24%	31%
Act discriminates against other languages	14%	14%	5%	6%
Act discriminates against English language speakers	13%	3%	-	-
High costs/expensive to maintain	10%	17%	22%	19%
Quebec does not recognize the need for English services	10%	12%	4%	8%
There should only be one official language	8%	31%	10%	11%
Act blocks unilinguals from government jobs	2%	9%	10%	3%
Other	9%	5%	12%	10%
Not sure/prefer not to say	5%	13%	4%	12%

Q2b *What would you say is the main reason for your opposition to the Official Languages Act?*
 SUBGROUPS: *Those who oppose the Act (note: half of telephone respondents were asked one of two follow-up questions; others skipped)*

While sample sizes remain low in opposition to the Act, the most common response in both modes is that English is predominant while French is diminishing. This finding is quite consistent with that from 2016.

3. Effectiveness of arguments against the *Official Languages Act*

The most persuasive argument against the Act continues to be the argument that offering bilingual access to services may be too expensive

In the online survey, Canadians were asked which of three arguments against the Act they found the most persuasive – even if they themselves may be supportive of the Act and may not agree with any of the arguments. Among those choosing an argument, by far the most persuasive argument continues to be that ensuring people can access services in both official languages is simply too expensive. It should be noted that in the 2016 survey all respondents were forced to choose one of the three arguments. In the 2021 online survey, respondents were given the option of not providing an answer, and three in ten (29%) opted not to respond. For the purposes of comparing the 2021 results with those collected in 2016, the table below also displays the results excluding those who did not respond.

Effectiveness of arguments against the Act – Online survey results

Arguments that are most persuasive	2021	2021 (Excluding “not sure”)*	2016
Ensuring that people can access services in both official languages is simply too expensive	40%	57%	60%
There are other languages which should be considered ‘official’ in addition to just English and French	20%	29%	22%
The government just should not be involved with promoting or protecting official languages in Canada	10%	14%	18%
Not sure/prefer not to answer*	29%	N/A	N/A

Q13 People have given a number of reasons for opposing the Official Languages Act in Canada. Which of the following reasons would you say is the most persuasive for you, even if you don't necessarily agree with it or any of them?

It is notable that the small minority of Canadians who oppose the Act are more likely than those who support the Act to find the argument that the government just should not be involved with promoting or protecting official languages in Canada to be the most persuasive argument (34% compared to 10%).

4. Attitudinal statements about Canada's official bilingualism

Large majorities agree with statements about positive attributes of Canada's official bilingualism as it relates to national identity and diversity

Canadians were asked of their level of agreement or disagreement with a series of statements about Canada's official bilingualism. Eight of those statements were positive towards bilingualism and its implications for diversity in Canada. Strong majorities of Canadians expressed agreement towards all eight of these positive statements in both the telephone and online surveys, though in every case agreement was stronger in the telephone survey. It should be noted that there has been no significant change in reaction to these statements in 2021 compared to 2016. The statements are discussed below by theme:

Official bilingualism and national identity

Large majorities agree with statements about support for official bilingualism in general and how it relates to Canada's history and national identity. Canadians are in favour of bilingualism for all of Canada and agree that having two official languages is positive for Canada's international image, that it makes sense that English and French have equal status because they are part of our history, and that having two official languages is one of the things that really defines Canada.

Official bilingualism and diversity

Large majorities also agree with statements that relate to official bilingualism and diversity. These include that having two official languages signals that Canada values linguistic diversity, makes Canada a more welcoming place for immigrants and that Canada can and should promote both official languages and Indigenous languages at the same time. It is notable that agreement with this last statement is markedly higher among people who completed the survey by phone (78%) than among those completing it online (61%).

Those from diverse backgrounds also tend to agree with statements about official languages as something that can accompany or reinforce other forms of diversity, at rates similar to and sometimes greater than other respondents. This includes respondents who were born outside Canada (n=315 in the telephone survey,

unweighted), have a mother tongue other than English or French (n=239), are from racialized groups (n=198), or who are Indigenous (n=57).

Education for official language minority communities

A large majority also agree that resources should be made available to guarantee the same quality of education to official language minority students (e.g., English minority children in Quebec and French minority children elsewhere in Canada). There is also a notable modal difference in levels of agreement with this statement (81% agree by phone and 65% agree online).

Agreement with positive statements about Canada's bilingualism - Telephone survey results

<i>Agreement with statements about Canada's bilingualism</i>	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Having two official languages is positive for Canada's international image	86%	55%	30%	7%	6%	1%
Having two official languages, instead of just one official language, sends the signal that Canada values linguistic diversity	86%	53%	33%	6%	7%	2%
I am personally in favour of bilingualism for all of Canada	84%	52%	32%	9%	7%	0%
If it takes more resources per student to guarantee the same quality of education for [official language] minority children [where I live] as for children of the [official language] majority, I feel that these resources should be made available	81%	48%	33%	8%	7%	4%
Because English and French are part of our history, it makes sense they have equal status	79%	50%	30%	11%	9%	1%
Having two official languages has made Canada a more welcoming place for immigrants from different cultures and ethnic backgrounds	79%	44%	34%	10%	9%	2%
Having two official languages is one of the things that really defines Canada	78%	46%	32%	12%	9%	2%
Canada can and should promote both official languages and Indigenous languages at the same time	78%	48%	30%	11%	9%	2%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

Agreement with positive statements about Canada's bilingualism - Online survey results

Agreement with statements about Canada's bilingualism	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Having two official languages is positive for Canada's international image	75%	41%	34%	11%	8%	6%
I am personally in favour of bilingualism for all of Canada	75%	38%	37%	11%	10%	4%
Having two official languages, instead of just one official language, sends the signal that Canada values linguistic diversity	75%	37%	38%	11%	8%	5%
Having two official languages is one of the things that really defines Canada	72%	36%	37%	13%	11%	5%
Because English and French are part of our history, it makes sense they have equal status	71%	38%	33%	14%	11%	4%
Having two official languages has made Canada a more welcoming place for immigrants from different cultures and ethnic backgrounds	69%	30%	39%	14%	10%	7%
If it takes more resources per student to guarantee the same quality of education for [official language] minority children [where I live] as for children of the [official language] majority, I feel that these resources should be made available	65%	28%	36%	15%	11%	9%
Canada can and should promote both official languages and Indigenous languages at the same time	61%	30%	31%	16%	15%	8%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

It is notable that in every case, Francophones (defined here and throughout this report as those who chose to complete the survey in French) are more likely than Anglophones (those who chose to complete the survey in English) to agree with these statements, but in all instances agreement among Anglophones was also high.

Agreement with positive statements about bilingualism - Telephone survey results – by language of survey

Agreement with statements about Canada's bilingualism	Net agree	French (n=324)	English (n=1,183)
Having two official languages is positive for Canada's international image	86%	94%	83%
Having two official languages, instead of just one official language, sends the signal that Canada values linguistic diversity	86%	93%	84%
I am personally in favour of bilingualism for all of Canada	84%	95%	81%
If it takes more resources per student to guarantee the same quality of education for [official language] minority children [where I live] as for children of the [official language] majority, I feel that these resources should be made available	81%	89%	79%
Because English and French are part of our history, it makes sense they have equal status	79%	92%	76%
Having two official languages has made Canada a more welcoming place for immigrants from different cultures and ethnic backgrounds	79%	91%	76%
Having two official languages is one of the things that really defines Canada	78%	88%	76%
Canada can and should promote both official languages and Indigenous languages at the same time	78%	82%	77%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

As noted earlier, the levels of agreement with these statements are virtually unchanged from what they were in 2016 in both the telephone and online surveys.

Agreement with positive statements about Canada's bilingualism - Tracking

<i>Net agree</i>	2021 Phone	2021 Online	2016 Phone	2016 Online
Having two official languages is positive for Canada's international image	86%	75%	87%	76%
Having two official languages, instead of just one official language, sends the signal that Canada values linguistic diversity [NEW]	86%	75%	-	-
I am personally in favour of bilingualism for all of Canada	84%	75%	84%	74%
Having two official languages has made Canada a more welcoming place for immigrants from different cultures and ethnic backgrounds	79%	69%	79%	68%
Having two official languages is one of the things that really defines Canada	78%	72%	83%	72%
Because English and French are part of our history, it makes sense they have equal status	79%	71%	84%	73%
If it takes more resources per student to guarantee the same quality of education for [official language] minority children [where I live] as for children of the [official language] majority, I feel that these resources should be made available	81%	65%	81%	63%
Canada can and should promote both official languages and Indigenous languages at the same time [NEW]	78%	61%	-	-

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

Most disagree with statements that bilingualism is too expensive, is not practical or that additional languages should be made official

The sequences of statements about bilingualism also include three that tested more potentially ambivalent attitudes towards Canada's policy of having two official languages. Almost half of Canadians agree that "maintaining two official languages just doesn't make sense for parts of the country which overwhelmingly speak only English or only French". It is notable that just over half of Anglophones agree with this statement, compared to one third of Francophones (telephone survey).

There is also some tendency for men, older people, and those with lower levels of education to agree with this statement.

Most Canadians reject the notion that “too much money is spent on bilingualism by the Government of Canada”. There is a notable linguistic difference in response to this statement; 69 percent of Francophones disagree with it compared to 48 percent of Anglophones (telephone survey). Younger people and those with university education are also much more likely to disagree with this sentiment.

While most Canadians disagree that there are languages other than English and French that should be made official, this is one item where there has been a significant shift over the past five years. Four in ten (41%) of those responding to the survey by phone now agree that other languages should be made official (not necessarily to the exclusion of English or French). This marks a 16 percent increase from 2016. There is a similar increase in agreement with this sentiment in the online survey, though agreement there is lower. It is notable that agreement with giving other languages official status is higher among those whose mother tongue is English (43% by telephone) or another language (45%) than among those whose mother tongue is French (29%).

Agreement with other statements about bilingualism - Telephone survey results

Agreement with statements about Canada's bilingualism	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Maintaining two official languages just doesn't make sense for parts of the country which overwhelmingly speak only English or only French	48%	21%	27%	24%	24%	3%
There are languages other than English and French which should be made official	41%	19%	21%	22%	33%	4%
Too much money is being spent on bilingualism by the Government of Canada	35%	17%	18%	27%	24%	13%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

Agreement with other statements about bilingualism - Online survey results

Agreement with statements about Canada's bilingualism	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Maintaining two official languages just doesn't make sense for parts of the country which overwhelmingly speak only English or only French	45%	19%	26%	25%	25%	5%
Too much money is being spent on bilingualism by the Government of Canada	39%	19%	20%	25%	24%	13%
There are languages other than English and French which should be made official	28%	9%	18%	21%	41%	9%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

Agreement with other statements about bilingualism - Telephone survey results – by language of survey

Agreement with statements about Canada's bilingualism	Net Agree	French (n=324)	English (n=1,183)
Maintaining two official languages just doesn't make sense for parts of the country which overwhelmingly speak only English or only French	48%	32%	52%
There are languages other than English and French which should be made official	41%	29%	43%
Too much money is being spent on bilingualism by the Government of Canada	35%	21%	39%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

Agreement with other statements about Canada's bilingualism - Tracking

<i>Net agree</i>	2021 Phone	2021 Online	2016 Phone	2016 Online
Maintaining two official languages doesn't make sense for parts of the country which overwhelmingly speak only English or only French	48%	45%	49%	44%
Too much money is being spent on bilingualism by the Government of Canada	35%	39%	36%	39%
There are languages other than English and French which should be made official	41%	28%	25%	19%

Q3 *In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree*

B. Measures and myths of official languages

1. Preferences around official bilingualism

Canadians overwhelmingly agree people should be able to obtain federal services in either official language. There is also agreement that the Prime Minister, cabinet ministers, Supreme Court justices and major events in Canada should be bilingual

Survey respondents were asked whether they agree or a disagree with a series of statements dealing with what should be offered in both languages, or ought to be bilingual in Canada. The vast majority of Canadians agree that all Canadians should be able to obtain federal services in English or French and this sentiment is overwhelming among both Anglophones and Francophones. There is also strong agreement that the Prime Minister, judges of the Supreme Court and cabinet ministers should be bilingual, that major events held in Canada should be bilingual and that in times of crisis it is important to be by addressed by political leaders in one's own language.

While clear majorities agree with all these statements, agreement is less strong among those who completed the survey online than among those who completed the survey by telephone, which is consistent with the survey as a whole. There is also a noticeable difference in how Anglophones and Francophones respond to some of these statements. Among Francophones there is almost unanimous agreement with statements about how offices and institutions should be bilingual. Among Anglophones, agreement is also strong, but not always to the same extent. For example, in the telephone survey 94 percent of Francophones agree that federal cabinet ministers should be bilingual, whereas 67 percent of Anglophones agree.

Agreement with statements about aspects of bilingualism - Telephone survey results

Agreement with statements about aspects of bilingualism	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Canadians should be able to obtain Federal services in English or French	94%	73%	22%	2%	3%	1%
The Prime Minister of Canada should be bilingual	82%	61%	20%	9%	8%	1%
In times of crisis, it is personally important to me to hear and see political leaders speak in my preferred official language - and not only through an interpreter or a translation	77%	47%	30%	14%	7%	3%
Judges of the Supreme Court of Canada should be bilingual	77%	49%	28%	12%	9%	1%
Major events in Canada such as a world's fair, the World Cup, or the Olympics should be required to take place in both official languages	75%	42%	33%	14%	9%	2%
Federal Cabinet Ministers should be bilingual	72%	40%	32%	15%	11%	2%
More support is needed for the Anglophone minority communities inside Quebec	68%	36%	32%	13%	8%	11%
More support is needed for the Francophone minority communities outside Quebec	66%	30%	36%	16%	10%	8%
Canada's official bilingualism policy and its multiculturalism policy work well together	68%	25%	44%	13%	8%	11%

Q4 Below are a series of statements about some specific aspects of bilingualism in Canada. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them

Agreement with statements about aspects of bilingualism - Online survey results

Agreement with statements about aspects of bilingualism	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Canadians should be able to obtain Federal services in English or French	86%	56%	30%	5%	5%	4%
The Prime Minister of Canada should be bilingual	77%	52%	25%	11%	9%	4%
In times of crisis, it is personally important to me to hear and see political leaders speak in my preferred official language - and not only through an interpreter or a translation	72%	42%	30%	14%	8%	6%
Judges of the Supreme Court of Canada should be bilingual	67%	40%	28%	16%	10%	7%
Federal Cabinet Ministers should be bilingual	64%	33%	30%	18%	12%	7%
Major events in Canada such as a world's fair, the World Cup, or the Olympics should be required to take place in both official languages	63%	35%	28%	17%	13%	7%
More support is needed for the Anglophone minority communities inside Quebec	60%	29%	31%	15%	9%	16%
Canada's official bilingualism policy and its multiculturalism policy work well together	54%	17%	37%	19%	11%	16%
More support is needed for the Francophone minority communities outside Quebec	52%	24%	28%	20%	14%	14%

Q4 Below are a series of statements about some specific aspects of bilingualism in Canada. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them

Most agree official language minorities need more support, and that Canada's bilingualism policy works well with its multiculturalism policy

A majority of Canadians in both survey modes agree that more support is needed for Francophone minority communities outside Quebec and for Anglophone minority communities in Quebec. It is notable that in both cases levels of agreement are much higher in the telephone survey than in the online survey. Also, Francophones are much more likely to agree that more support is needed for the Francophone minority outside Quebec than Anglophones are to agree that more support is needed for the Anglophone minority in Quebec.

Most Canadians also agree that Canada's bilingualism policy works well with its multiculturalism policy. Again,

agreement is stronger among those who did the survey by telephone. On this question, it is notable that agreement is particularly high among those whose mother tongue is neither English nor French and those who are racialized (76% and 75% respectively in the telephone survey). It is also notable that, overall, Anglophones and Francophones agreed with this statement to the same extent (68% for both in the telephone survey).

Agreement with statements about aspects of bilingualism - Telephone survey results - by language of survey

Agreement with statements about aspects of bilingualism	Net agree	French (n=324)	English (n=1,183)
Canadians should be able to obtain Federal services in English or French.	94%	96%	94%
The Prime Minister of Canada should be bilingual.	82%	98%	78%
Judges of the Supreme Court of Canada should be bilingual.	77%	96%	73%
In times of crisis, it is personally important to me to hear and see political leaders speak in my preferred official language - and not only through an interpreter or a translation.	77%	92%	73%
Major events in Canada such as a world's fair, the World Cup, or the Olympics should be required to take place in both official languages.	75%	93%	71%
Federal Cabinet Ministers should be bilingual.	72%	94%	67%
Canada's official bilingualism policy and its multiculturalism policy work well together.	68%	68%	68%
More support is needed for the Anglophone minority communities inside Quebec.	68%	63%	69%
More support is needed for the Francophone minority communities outside Quebec.	66%	91%	60%

Q4 Below are a series of statements about some specific aspects of bilingualism in Canada. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them

Agreement with statements about aspects of bilingualism - Tracking

<i>Net agree</i>	2021 Phone	2021 Online	2016 Phone	2016 Online
Canadians should be able to obtain Federal services in English or French.	94%	86%	96%	85%
The Prime Minister of Canada should be bilingual.	82%	77%	86%	75%
Judges of the Supreme Court of Canada should be bilingual.	77%	67%	81%	68%
In times of crisis, it is personally important to me to hear and see political leaders speak in my preferred official language - and not only through an interpreter or a translation. [NEW]	77%	72%	-	-
Major events in Canada such as a world's fair, the World Cup, or the Olympics should be required to take place in both official languages. [MODIFIED]	75%	63%	83%	65%
Federal Cabinet Ministers should be bilingual.	72%	64%	74%	64%
Canada's official bilingualism policy and its multiculturalism policy work well together. [NEW]	68%	54%	-	-
More support is needed for the Anglophone minority communities inside Quebec. [NEW]	68%	60%	-	-
More support is needed for the Francophone minority communities outside Quebec. [NEW]	66%	52%	-	-

Q4 Below are a series of statements about some specific aspects of bilingualism in Canada. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them

2. Advantages of knowing both languages

The vast majority feel that knowing both English and French offers advantages for a Canadian, particularly when it comes to increasing employment opportunities and providing better service to the public

Survey respondents were asked to rate a series of potential advantages of bilingualism as a 'major advantage,' a 'minor advantage' or no advantage at all. In both modes, the vast majority acknowledge that knowing both languages offers a Canadian at least some advantage. Clear majorities in both modes feel that increasing employment opportunities and providing better service (for those who work with the public) are major advantages of being bilingual. While there is general agreement across all demographic groups, there are some demographic patterns in the extent to which Canadians feel that being bilingual is advantageous. Women, younger people, those with university education and those whose mother tongue is a language other than English or French are more likely to regard knowing both languages as a major advantage in all areas.

Advantages of being bilingual - Telephone survey results

Agreement with advantages of being bilingual	Major advantage	Minor advantage	No real advantage	Not sure/ prefer not to answer
To increase employment opportunities	67%	26%	6%	1%
To provide better service (for those who work with the public)	67%	26%	6%	1%
To meet Canadians who speak the other official language	58%	31%	10%	1%
To facilitate travel to other countries	58%	30%	11%	1%
To become familiar with another culture	57%	31%	11%	2%

Q6 For each of the following, please indicate if you feel that knowing both official languages would be a major advantage for a Canadian to have, a minor advantage, or no real advantage?

Advantages of being bilingual - Online survey results

Agreement with advantages of being bilingual	Major advantage	Minor advantage	No real advantage	Not sure/ prefer not to answer
To increase employment opportunities	63%	24%	10%	3%
To provide better service (for those who work with the public)	57%	26%	13%	3%
To meet Canadians who speak the other official language	49%	30%	17%	4%
To facilitate travel to other countries	52%	31%	14%	3%
To become familiar with another culture	45%	35%	16%	4%

Q6 For each of the following, please indicate if you feel that knowing both official languages would be a major advantage for a Canadian to have, a minor advantage, or no real advantage?

Francophones are much more likely than Anglophones to feel that knowing both official languages is a major advantage in all of these areas, but many Anglophones also agree. About nine in ten Francophones (telephone) feel it is a major advantage for employment opportunities, offering services to the public and travelling to other countries. Among Anglophones the proportions regarding these as major advantages are in the 50 to 60 percent range.

Advantages of being bilingual - Telephone survey results – by language of survey

<i>Agreement with statements about Canada's bilingualism</i>	Major advantage	French (n=324)	English (n=1,183)
To increase employment opportunities	67%	90%	61%
To provide better service (for those who work with the public)	67%	92%	61%
To meet Canadians who speak the other official language	58%	79%	53%
To facilitate travel to other countries	58%	88%	50%
To become familiar with another culture	57%	78%	51%

Q6 For each of the following, please indicate if you feel that knowing both official languages would be a major advantage for a Canadian to have, a minor advantage, or no real advantage?

There is virtually no change since 2016 in the extent to which Canadians feel that knowing both languages is a major advantage in all these areas.

Agreement with advantages of being bilingual - Tracking

<i>Major advantage</i>	2021 Phone	2021 Online	2016 Phone	2016 Online
To increase employment opportunities	67%	63%	71%	63%
To provide better service (for those who work with the public)	67%	57%	70%	59%
To meet Canadians who speak the other official language	58%	49%	61%	49%
To facilitate travel to other countries	58%	52%	56%	51%
To become familiar with another culture	57%	45%	55%	44%

Q6 For each of the following, please indicate if you feel that knowing both official languages would be a major advantage for a Canadian to have, a minor advantage, or no real advantage?

3. Myths about official bilingualism

Many Canadians continue to believe some myths about official bilingualism including that French is no longer the second most common language outside Quebec or that being bilingual is a prerequisite to work for the federal government.

Online survey respondents were presented with seven myths about official bilingualism and language policy and were asked if they felt each was “true” or “false”. It should be noted that while six of the seven statements are

very definitely myths, the statement “Canada’s language policy means that all federal services must be offered in both official languages coast to coast”, while strictly speaking not completely true, could be open to interpretation.

Over eight in ten think it is true that Canada’s language policy means that all federal services must be offered in both official languages. A majority also believe that in Canada outside of Quebec, French is no longer the second-most common language after English, despite the most recently available census data showing otherwise. Significantly, Francophones as well as Anglophones tend to believe this myth to be true. It is also notable that four in ten believe that one must be bilingual to work for the federal public service and one quarter believe that only those who grew up in a French environment will ever become proficient enough to meet the bilingualism criteria of the federal public service. Only a small minority of Canadians think that the official language policy requires that all Canadians must speak both languages.

It is notable that 26 percent think that the Quebec government does not have to provide any services in English and 20 percent think that the English-speaking minority in Quebec is more socio-economically privileged than the French-speaking majority – though in both cases many, particularly those living outside Quebec are not sure.

Myths about bilingualism - Online survey results

<i>Myths, true or false</i>	True	False	Not sure/ prefer not to answer
Canada’s language policy means that all federal services must be offered in both official languages coast to coast.	83%	7%	10%
In Canada outside of Quebec, French is no longer the second-most common language after English.	64%	16%	20%
You must be bilingual to work for the federal public service.	40%	44%	15%
The Quebec government does not have to provide any services in English.	26%	51%	23%
Only those who grew up in a French environment will ever become proficient enough to meet the bilingualism criteria of the federal public service.	25%	62%	14%
The English-speaking minority in Quebec is more socio-economically privileged than the French-speaking majority.	20%	47%	33%
Canada’s language policy means that all Canadians must speak English and French.	12%	77%	11%

Q12 Based on your understanding, are each of the following statements true or false?

For the most part there is little difference between Anglophones and Francophones in the extent to which they believe each myth. However, in two instances there are very significant differences with almost half of

Francophones believing that the English minority in Quebec is more privileged than the French majority and 28 percent of Francophones thinking that Canada’s language policy means that all Canadians must speak English and French. Only very small proportions of Anglophones think either of these statements are true.

Myths about bilingualism - Online survey results – by language of Survey

<i>Myths, true or false</i>	True	French (n=347)	English (n=1,153)
Canada’s language policy means that all federal services must be offered in both official languages coast to coast.	83%	80%	83%
In Canada outside of Quebec, French is no longer the second-most common language after English.	64%	58%	65%
You must be bilingual to work for the federal public service.	40%	42%	40%
The Quebec government does not have to provide any services in English.	26%	23%	27%
Only those who grew up in a French environment will ever become proficient enough to meet the bilingualism criteria of the federal public service.	25%	23%	25%
The English-speaking minority in Quebec is more socio-economically privileged than the French-speaking majority.	20%	48%	12%
Canada’s language policy means that all Canadians must speak English and French.	12%	28%	7%

Q12 Based on your understanding, are each of the following statements true or false?

In the 2016 survey, respondents were forced to say that they considered each statement to be either true or false. They were not given the option of responding that they were “not sure”. For the sake of being able to compare the 2021 results with the 2016 results, the table below depicts the proportions only of respondents to the 2021 online survey who provide and “true” or “false” response. There has been no significant change in the extent to which Canadians believe any of these myths.

Myths about bilingualism - Online survey results - Tracking

<i>Myths, true or false</i>	2021 True	2021 False	2016 True	2016 False
Canada's language policy means that all federal services must be offered in both official languages coast to coast.	92%	8%	87%	13%
You must be bilingual to work for the federal public service.	48%	52%	49%	51%
Only those who grew up in a French environment will ever become proficient enough to meet the bilingualism criteria of the federal public service.	28%	72%	25%	75%
Canada's language policy means that all Canadians must speak English and French.	13%	87%	16%	84%
In Canada outside of Quebec, French is no longer the second-most common language after English. [NEW]	80%	20%	-	-
The Quebec government does not have to provide any services in English. [MODIFIED]	34%	66%	-	-
The English-speaking minority in Quebec is more socio-economically privileged than the French-speaking majority. [NEW]	30%	70%	-	-

Q12 Based on your understanding, are each of the following statements true or false?

C. Language proficiency and exposure

1. Self-assessed language proficiency

About one half of all Canadians, including over three-quarter of Francophones, describe themselves as fluent or at least conversant in the other official language

As was the case in 2016, about one half of Canadians describe themselves as fluent or at least conversant in the other official language and about one half say they are unable to converse in the other language. Second language ability is highest in Quebec and to a lesser extent in Atlantic Canada, Ontario and BC. Second language ability is lower in the Prairie provinces.

While there is some tendency for people with higher incomes and higher levels of education to be more likely to be at least conversant in the other language, the more significant story is the difference between Francophones and Anglophones. In the telephone survey 76 percent of Francophones say they are at least conversant in English compared to 39 percent of Anglophones who say they are at least conversant in French.

Self-assessed levels of proficiency in the other official language – Tracking

Level of other-official language proficiency	2021 Telephone	2021 Online	2016 Telephone	2016 Online
Fluent	16%	19%	16%	15%
Conversant	31%	34%	32%	29%
Unable to converse	53%	46%	51%	54%
Don't know/prefer not to answer	0%	2%	1%	2%

Q7 *How would you describe your level of proficiency in [French OR English] ? Would you say that you are...?
(2016: How would you describe your level of proficiency in [French OR English] Would you say that you are fluent, conversant, meaning that you are able to have a simple conversation, or that you are unable to converse)*

Self-assessed levels of proficiency in the other official language – Telephone survey results - by language of survey

Level of other-official language proficiency	2021 Total	2021 French	2021 English	2016 Total	2016 French	2016 English
Fluent	16%	39%	10%	16%	35%	11%
Conversant	31%	37%	29%	32%	50%	28%
Unable to converse	53%	24%	60%	51%	16%	60%
Don't know/prefer not to answer	0%	0%	0%	1%	0%	1%

Q7 *How would you describe your level of proficiency in [French OR English] ? Would you say that you are...?
(2016: How would you describe your level of proficiency in [French OR English] Would you say that you are fluent, conversant, meaning that you are able to have a simple conversation, or that you are unable to converse)*

2. Reasons for not learning the other official language

Main obstacles to learning the other official language include lack of practice opportunities, lack of access to courses, perceived lack of necessity, or lack of interest

All who were not fluent in the other official language were asked to list the main factors that have prevented them from learning or being more proficient in the other language. The most common reasons cited in the telephone survey include lack of access to language courses, lack of enough opportunities to practice and a lack of necessity or a lack of interest in learning the other language.

There were methodological differences in how this question was posed in the online survey that likely led to significant differences in responses. Those who completed the survey online were prompted with a list of possible factors or reasons that they could check off while those who completed the survey by phone were asked to provide reasons on their own with no prompting. Online respondents therefore provided a larger number of responses and were much more likely to cite such factors as lack of opportunity to practice, lack of time, finding the other language too difficult or, notably, fear of being judged for their accent or grammar.

Reasons for not learning/being more proficient in the other official language

<i>Reasoning</i>	2021 Telephone	2021 Online
I have not had access to language courses	25%	20%
I don't have enough opportunities to practice	25%	48%
Not necessary/no need to	24%	32%
I am just not interested	16%	23%
Poor quality of the public education system (e.g., language was not mandatory)	9%	1%
I did not/ do not have the time	8%	21%
I already speak another language/s	7%	15%
I find it too difficult to learn other language(s)	6%	20%
Age/ too old to learn	2%	0%
I'm afraid of being judged for my accent, grammar, or vocabulary	2%	21%
I have a learning or other disability	1%	0%
High cost of language classes	1%	0%
Other	2%	2%
Not sure/prefer not to answer	2%	3%

Q8 What are the factors that have prevented you from learning [French OR English] or becoming more proficient in it?
 SUBGROUPS: Those not fluent in other official language

3. Where the other language was learned

About half of Canadians who learned the other official language did so exclusively in elementary or high school and another four in ten learned both in school and elsewhere.

Just under half of Canadians who are at least conversant in the other official language say they learned the language in elementary and/or high school and another four in ten learned both in school and in other places. About one in six say they learned the other language completely in another non-school setting. There is little demographic difference in where Canadians learned the other language except that Anglophones are much more likely to have learned French only in school, while Francophones are more likely to have learned English somewhere else or in a mix of school and somewhere else.

Place of learning the other official language

<i>How language was learned</i>	2021 Telephone (n=704)	2021 Online (n=792)
In elementary or high school	46%	48%
Both in school and somewhere else	38%	37%
Somewhere else, outside of school	16%	15%
Not sure/prefer not to answer	0%	1%

Q9 *How did you learn [French OR English]? Was it...?*
 SUBGROUPS: Those fluent or conversant in non-interview language

The vast majority of those who learned the other official language in elementary or high school did so in regular non-immersion language classes in school. In the online survey Anglophones (15%) are more likely than Francophones (6%) to have learned the other language in immersion classes.

Immersion vs non-immersion language education

<i>School where language was learned</i>	2021 Telephone (n=583)	2021 Online (n=673)
Regular non-immersion classes in school	75%	76%
Immersion classes in school	17%	12%
Both	5%	8%
Not sure/prefer not to answer	2%	4%

Q10 *When you learned [French OR English] in elementary/high school was it through a [French OR English] immersion program or through regular non-immersion [French OR English] classes?*
 SUBGROUPS: Those learning non-interview language in school

Those who learned the other language at least to some extent outside of elementary and high school were asked where else they learned the other language. There are modal differences in how people responded to this question as a result of online respondents being presented with a check list of possible responses, while telephone respondents had to volunteer where else they learned the other language without prompting. The most common ways in which people learn the other language outside of school include from TV and movies, from socializing with friends, from family, through work, travel and from university level courses or private lessons.

Place of learning the other official language outside of school

<i>Setting of learning</i>	2021 Telephone (n=400)	2021 Online (n=403)
Learned from TV, movies etc.	20%	38%
Learned by socializing with friends	18%	37%
Learned at work	20%	34%
Took post-secondary (college/university) classes	8%	31%
Learned from your spouse/family/at home	28%	22%
Took private lessons	9%	20%
Travelled/lived in an English or French-speaking area	14%	10%
French immersion/exchange program	-	4%
Born French/my first language	-	2%
Government/army language school/training courses	-	2%
Learned from apps/the internet	2%	2%
Learned from your community	5%	<1%
Learned by reading books	4%	1%
Self-taught (unspecified)	1%	<1%
Other	2%	1%
Not sure/prefer not to answer	2%	1%

Q11 *How else did you learn [French OR English]?*
 SUBGROUPS: Those learning non-interview language outside school

4. Perceptions of community bilingualism

Most Canadians live in communities where they estimate that most people are not bilingual while about two in ten say a lot of people in their community are bilingual

Respondents in the online survey were asked about their perceptions of bilingualism in their community. Most Canadians (76%) believe that they live in a community where virtually no one or only a small proportion of people are bilingual. Just one in five believe that nearly everyone or a sizeable proportion of people in their community is bilingual. These results are almost identical to what was observed in 2016.

There is wide variance by province and region on this question. Almost half of Quebecers (48%) say that nearly everyone or a sizeable proportion of people in their community are bilingual. This proportion is much lower in the rest of Canada where only 12 percent say that nearly everyone or a sizeable proportion of people in their community are bilingual.

Perceptions of degree of bilingualism in community – Online survey results

<i>Degree of bilingualism</i>	2021 Online	2016 Online
Nearly everyone is bilingual	3%	3%
A sizeable proportion of people are bilingual	17%	19%
Only a small proportion of people are bilingual	54%	50%
Virtually no one is bilingual	22%	22%
Not sure/ prefer not to answer	4%	5%

Q14 To what degree do you think people in your community are bilingual, that is able to speak both English and French?

5. Exposure to the other official language

Most Quebecers interact with speakers of the other official language and use media or cultural products at least occasionally in the other official language, whereas a minority of Canadians from outside Quebec report similar interaction with and exposure to the other official language

Respondents in the online survey were also asked about their exposure to the other official language. A significant minority of all Canadians report that they at least occasionally interact with people who mainly speak the other official language (31%), use media such as television, radio and internet in the other official language (25%) and enjoy cultural products such as literature, music, cinema, and theatre (26%).

Frequency of interaction with other language – Online survey results

<i>Question</i>	Very often	Occasionally	Rarely	Very rarely	Not at all
Interact with people who mostly speak the other official language	14%	17%	17%	26%	26%
Use media in the other official language such as television, radio and internet	13%	12%	8%	13%	53%
Enjoy cultural products in the other official language such as literature, music, cinema, theatre	11%	15%	11%	16%	46%

Q15 How often do you interact with people who are mostly [French OR English] speaking?

Q16 How often do you use media in [French OR English] such as television, radio and internet?

Q17 How often do you enjoy cultural products in [French OR English] such as literature, music, cinema, theatre?

The most notable aspect of this response to this question on exposure to the other official language is the major difference between the extent to which Quebecers interact with speakers of the other official language and consume media and cultural products in the other language compared to the reverse among other Canadians. Six in ten Quebecers report that they at least occasionally interact with speakers of the other official language, use media and/or enjoy cultural products in the other language. Among Canadians elsewhere, only two in ten at least occasionally interact with speakers of the other official language and even smaller proportions use media and enjoy cultural products in the other language.

Frequency of interaction with other language – Online survey results – by region

<i>Question</i>	2021 Very often / Occasionally	Quebec	Canada outside Quebec
Interact with people who mostly speak the other official language	31%	65%	21%
Use media in the other official language such as television, radio and internet	25%	65%	13%
Enjoy cultural products in the other official language such as literature, music, cinema, theatre	26%	59%	16%

Q15 How often do you interact with people who are mostly [French OR English] speaking?

Q16 How often do you use media in [French OR English] such as television, radio and internet?

Q17 How often do you enjoy cultural products in [French OR English] such as literature, music, cinema, theatre?

Since 2016, results suggest some increase in the proportions of Canadians who interact with media - such as television, radio and internet or enjoy cultural products at least occasionally in the other official language.

Frequency of interaction with other language – Online survey results – Tracking

<i>Question</i>	2021 Very often / Occasionally	2016 Very often / Occasionally
Interact with people who mostly speaking the other official language	31%	32%
Use media in the other official language such as television, radio and internet	25%	19%
Enjoy cultural products in the other official language such as literature, music, cinema, theatre	26%	21%

Q15 How often do you interact with people who are mostly [French OR English] speaking?

Q16 How often do you use media in [French OR English] such as television, radio and internet?

Q17 How often do you enjoy cultural products in [French OR English] such as literature, music, cinema, theatre?

6. Impact of pandemic on exposure to the other official language

Most say the COVID-19 pandemic has made no difference to their exposure to the other official language.

The last two years have been marked by the Covid-19 pandemic which has had a major impact on the lives of many Canadians. However, respondents in the online survey were asked about this, and the vast majority (78%) report that the pandemic has made no difference to the extent to which they and their families have been exposed to the other official language. Another one in ten (12%), say the pandemic reduced their exposure to the other language and four percent say the pandemic caused their exposure to the other language to increase.

These sentiments are consistent among Anglophones and Francophones and there are no notable significant demographic patterns.

Impact of COVID-19 on exposure to other language – Online survey results

<i>Exposure to 'Other' language</i>	<i>%</i>
Reduced your exposure	12%
Made no difference to your exposure	78%
Increased your exposure	4%
Not sure/prefer not to answer	6%

Q18 What impact has the Covid-19 pandemic had on you and your family's exposure to the 'Other' Language? Has the pandemic...?

D. Attitudes towards official language education

1. Attitudinal statements on official language education

There continues to be very high support for official language education in Canada and for more to be done to make young people bilingual. This includes support for more spaces for immersion programs and for more post-secondary education in French.

The vast majority of Canadians in both the telephone and online surveys are in agreement that English and French should continue to be taught in elementary schools across Canada and also that more efforts should be made so that young people can become bilingual and speak in both official languages. These support levels are consistently high across all demographic groupings. Support tends to be particularly strong among young people between the ages of 18 and 34, Francophones and also among those born outside Canada or whose mother tongue is a non-official language. There is also a high level of support for the notion that the Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec and again this is an area where support is particularly strong among Francophones.

On the topic of immersion programs, it is notable that a large majority continue to agree that provincial/territorial governments should make more spaces available in immersion programs and a smaller majority agree that language immersion programs provide a better-quality education than non-immersion programs.

There is also a high level of support for the idea that the Government of Canada should continue to invest in exchange programs as a way to encourage understanding between the country's Anglophones and Francophones and a large majority also agree that they would be (or would have been) interested in participating in school-based language exchanges to interact with young people from the other official language communities.

Most Canadians continue to reject the idea that it is more useful for Canadian children to speak other languages, such as Mandarin or Arabic, than learning to speak both official languages. While this sentiment is shared by both official language groups, there is a notable divide in how they respond to this question. Whereas only one in ten Francophones agree with this sentiment, 38 percent of Anglophones agree (telephone survey). Agreement with this notion is also higher among those whose mother tongue is another language (43%), those born outside Canada (41%) and those who are from racialized groups (47%).

Agreement with statements about official language education – Telephone survey results

Agreement with statements about official language education	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
English and French should continue to be taught in elementary schools across Canada.	91%	68%	22%	4%	5%	1%
More efforts should be made so that young people become bilingual and can speak in both English and French.	81%	52%	29%	10%	7%	2%
Provincial/territorial governments should make more spaces available in immersion programs.	76%	39%	37%	11%	6%	7%
The Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec.	72%	37%	35%	13%	12%	3%
Language immersion programs provide a better-quality education than non-immersion programs.	60%	25%	35%	16%	10%	13%
It is more useful for children in Canada to learn to speak other languages like Mandarin, or Arabic than it is for them to learn to speak both official languages.	32%	9%	23%	29%	35%	4%
The Government of Canada should continue to invest in exchange programs as a way to encourage understanding between the country's Anglophones and Francophones.	Asked online only	-	-	-	-	-
You would be (or would have been) interested in participating in school-based language exchanges to interact with young people from the other official language communities.	Asked online only	-	-	-	-	-

Q5 I am going to read a series of statements regarding English- and French-language education. Please tell me/ indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

Agreement with statements about official language education – Online survey results

Agreement with statements about official language education	Net agree	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
English and French should continue to be taught in elementary schools across Canada.	86%	55%	31%	6%	6%	3%
More efforts should be made so that young people become bilingual and can speak in both English and French.	73%	40%	33%	13%	9%	6%
The Government of Canada should continue to invest in exchange programs as a way to encourage understanding between the country's Anglophones and Francophones.	72%	33%	39%	10%	9%	9%
Provincial/territorial governments should make more spaces available in immersion programs.	67%	28%	39%	12%	8%	13%
You would be (or would have been) interested in participating in school-based language exchanges to interact with young people from the other official language communities.	63%	28%	35%	13%	11%	12%
The Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec.	58%	27%	32%	17%	14%	10%
Language immersion programs provide a better-quality education than non-immersion programs.	54%	23%	31%	17%	9%	20%
It is more useful for children in Canada to learn to speak other languages like Mandarin, or Arabic than it is for them to learn to speak both official languages.	28%	8%	20%	27%	35%	9%

Q5 I am going to read a series of statements regarding English- and French-language education. Please tell me/ indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

Agreement with statements about official language education – Telephone survey results – by language of survey

<i>Agreement with statements about official language education</i>	Net agree	French (n=324)	English (n=1,183)
English and French should continue to be taught in elementary schools across Canada.	91%	98%	89%
More efforts should be made so that young people become bilingual and can speak in both English and French.	81%	97%	78%
Provincial/territorial governments should make more spaces available in immersion programs.	76%	89%	72%
The Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec.	72%	94%	67%
Language immersion programs provide a better-quality education than non-immersion programs.	60%	67%	59%
It is more useful for children in Canada to learn to speak other languages like Mandarin, or Arabic than it is for them to learn to speak both official languages.	32%	10%	38%

Q5 *I am going to read a series of statements regarding English- and French-language education. Please tell me/ indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.*

Agreement with statements about official language education - Tracking

<i>Net agree</i>	2021 Phone	2021 Online	2016 Phone	2016 Online
English and French should continue to be taught in elementary schools across Canada.	91%	86%	89%	81%
Provincial/territorial governments should make more spaces available in immersion programs.	76%	67%	78%	66%
It is more useful for children in Canada to learn to speak other languages like Mandarin, or Arabic than it is for them to learn to speak both official languages.	32%	28%	28%	26%
More efforts should be made so that young people become bilingual and can speak in both English and French.	81%	73%	84%	73%
Language immersion programs provide a better-quality education than non-immersion programs.	60%	54%	62%	56%
The Government of Canada should continue to invest in exchange programs as a way to encourage understanding between the country's Anglophones and Francophones.	-	72%	-	73%
You would be (or would have been) interested in participating in school-based language exchanges to interact with young people from the other official language communities.	-	63%	-	66%
The Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec. [NEW]	72%	58%	-	-

Q5 I am going to read a series of statements regarding English- and French-language education. Please tell me/ indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

2. Importance of children learning to be bilingual

A large majority of parents feel it is important that children learn both official languages and become bilingual.

The online survey asked respondents whether they had children under eighteen. The vast majority of parents, both in Quebec (99%) and outside Quebec (70%), with children younger than eighteen feel it is important that their children have the opportunity to learn the other official language and become bilingual. A majority of parents in all regions studied share this view. It is notable, however, that parents in Quebec (76%) are much more likely to see this as “very” important than are parents outside Quebec (32%).

Importance of official language education – Online survey results

<i>Importance of official language education</i>	Total (n=359)
Very important	41%
Somewhat important	35%
Not very important	12%
Not at all important	10%
Unsure/prefer not to answer	2%

Q20 How important is it to you that your child or children have the opportunity to learn [French/English] and become bilingual? Is it...?
SUBGROUPS: Parents of child/ren <18

Importance of official language education – Online survey results – by region

<i>Importance of official language education</i>	Total	Quebec (n=78)	Canada outside Quebec (n=281)
Very important	41%	76%	32%
Somewhat important	35%	23%	38%
Not very important	12%	1%	15%
Not at all important	10%	0%	12%
Unsure/prefer not to answer	2%	0%	2%

Q20 How important is it to you that your child or children have the opportunity to learn [French/English] and become bilingual? Is it...?
SUBGROUPS: Parents of child/ren <18

E. Correlation with attitudes towards topical issues

Support for official languages has become normative and there appears to be relatively little significant correlation between attitudes towards current topics and support or opposition to the Act.

Respondents to the online survey were asked to what extent they agreed or disagreed with a series of 16 attitudinal statements that relate to current issues and topics. The statements related to such topics as the place of women in society, environmental concerns, the perceived efficiency of government, labour unions, accommodation of religious minorities, trust in news media, mandatory vaccination policies, immigration and government's equal rights priorities. The purpose of posing these questions was not to analyse the responses in their own right but rather to explore the extent to which attitudes towards these other issues might correlate with support for or opposition to the aims of the *Official Languages Act* in Q. 1 of this survey. The actual results for these 16 statements are described below.

Agreement with statements on current topics – Online survey results

Agreement with current topics	Strongly agree	Some-what agree	Some-what disagree	Strongly disagree	Not sure/ prefer not to answer
Canada needs to enact stricter laws and regulations in order to fight climate change.	40%	32%	12%	10%	7%
Women face additional barriers in the workplace that men do not.	36%	41%	11%	6%	5%
We should all be environmentally conscious even if we have to pay higher prices.	32%	40%	13%	9%	6%
Language rights are as important as any other rights guaranteed in the <i>Charter</i> .	30%	39%	15%	8%	8%
Regular people don't have any real say in what elected officials in Ottawa do.	27%	35%	21%	9%	7%
Quebec represents a distinct society within Canada.	27%	40%	14%	11%	8%
I feel more personal connection to <PROVINCE> than to Canada as a whole.	26%	32%	23%	13%	7%
Every effort should be made to promote bilingualism among Canadians.	24%	36%	19%	14%	7%
When something is run by the government, it is usually inefficient and wasteful.	21%	38%	23%	8%	10%
I am concerned that governments are collecting too much personal information.	19%	36%	27%	10%	8%
The number of immigrants coming to Canada threatens long-held Canadian values.	16%	23%	24%	30%	8%
Labour unions make life better for all working Canadians.	13%	36%	22%	15%	13%
Mandatory vaccination policies are a dangerous threat to individual rights.	12%	10%	16%	57%	5%
The government has gone too far in pushing equal rights.	12%	19%	28%	28%	13%
Every reasonable accommodation for religious minority groups should be made in Canada, even if their values are not shared by most Canadians.	10%	29%	25%	23%	14%
I trust the news and information I get from social media sources more than I trust what I get from the mainstream media.	3%	13%	22%	53%	9%

Q19 Below are a series of statements that will help us understand how you feel about a number of topics. For each statement, please indicate your level of agreement from completely agree to completely disagree.

1. Correlation with support for the *Official Languages Act*

The statements that correlate most with support for official languages are those that address bilingualism and language rights, followed by those that address environmental concerns

As one might expect the statements that correlate the most strongly with support for the aims of the *Act* are the two statements that also relate to bilingualism and language rights. People who would agree that “Every effort should be made to promote bilingualism among Canadians” and that “Language rights are as important as any other rights guaranteed in the Charter” are also highly supportive of the *Official Languages Act* and its aims. The other issue that correlates significantly with support for the *Act* are the two that relate to the environment. We can see in the table below that there is notable positive correlation with the statements “Canada needs to enact stricter laws and regulations in order to fight climate change” and “We should all be environmentally conscious even if we have to pay higher prices.”

There is also some correlation between support for the *Act* and the sentiment that “Quebec represents a distinct society within Canada,” however it should be noted that support for the *Act* tends to be higher in Quebec than in the rest of Canada and agreement with that statement about Quebec being a distinct society is mostly found among Quebecers.

There is weaker but still notable correlation between support for the *Act* and statements saying that “labour unions make life better for all working Canadians” and “women face additional barriers in the workplace that men do not” suggesting that support for bilingualism is linked at least to some extent with support for equity issues and social justice. There is only very weak correlation, however, with the statement “Every reasonable accommodation for religious minority groups should be made in Canada, even if their values are not shared by most Canadians.”

Attitudes correlating with support for *Official Languages Act*

Statements	Correlation coefficient
Every effort should be made to promote bilingualism among Canadians.	0.481
Language rights are as important as any other rights guaranteed in the <i>Charter</i> .	0.373
Canada needs to enact stricter laws and regulations in order to fight climate change.	0.251
We should all be environmentally conscious even if we have to pay higher prices.	0.246
Quebec represents a distinct society within Canada.	0.215
Labour unions make life better for all working Canadians.	0.164
Women face additional barriers in the workplace that men do not.	0.156
Every reasonable accommodation for religious minority groups should be made in Canada, even if their values are not shared by most Canadians.	0.084

2. Correlation with opposition to the *Official Languages Act*

Opposition to the aims of the *Act* correlates most with the notion that government has gone too far in pushing equal rights

In analysing the extent to which these statements correlate with opposition to the aims of the *Official Languages Act*, in some ways the lack of correlation is as notable as the correlation. The statement that correlates the most strongly with opposition to the aims of the *Act* is “the government has gone too far in pushing equal rights” which speaks to a suspicion of the equity agenda and another statement that also correlates, albeit weakly, with opposition to the *Act* is “the number of immigrants coming to Canada threatens long-held Canadian values”. Other statements with weaker levels of correlation such as “when something is run by the government, it is usually inefficient and wasteful” and “regular people don't have any real say in what elected officials in Ottawa do” relate more to a feeling of cynicism about government. But again, it should be stressed that these are relatively modest levels of correlation and that the proportion of Canadians who oppose the *Act* is quite small.

It is notable that we do not see any significant correlation between opposition to the *Act* and opposition to vaccine mandates or concerns about government collecting too much personal information. There also does not appear to be any correlation between attitudes towards the *Act* and the extent to which people trust or mistrust the mainstream media.

Attitudes correlating with opposition to *Official Languages Act*

Statements	Correlation coefficient
The government has gone too far in pushing equal rights.	0.233
When something is run by the government, it is usually inefficient and wasteful.	0.173
The number of immigrants coming to Canada threatens long-held Canadian values.	0.165
Regular people don't have any real say in what elected officials in Ottawa do.	0.158
I feel more personal connection to <PROVINCE> than to Canada as a whole.	0.105
I am concerned that governments are collecting too much personal information.	0.095
Mandatory vaccination policies are a dangerous threat to individual rights.	0.055
I trust the news and information I get from social media sources more than I trust what I get from the mainstream media	0.039

F. Linguistic profile of respondents

The following table presents the weighted distribution of survey participants by linguistic profile.

Variable	Telephone sample %	Online sample %
Survey language		
English	80%	77%
French	20%	23%
Mother tongue		
English	59%	59%
French	21%	24%
Another language	19%	17%
Main language spoken at home		
English	71%	68%
French	20%	23%
Another language	9%	8%
Knowledge of another language, besides English & French		
Yes	39%	35%
No	61%	63%

II. Respondent profile

The following table presents the weighted distribution of survey participants by key demographic and other variables.

Variable	Telephone sample %	Online sample %
Age		
18-24	10%	4%
25-34	17%	23%
35-44	16%	17%
45-54	18%	17%
55-64	14%	14%
65+	25%	25%
Gender		
Woman	51%	50%
Man	49%	49%
Self-identifying as another gender	1%	<1%
Education		
High school or less	26%	14%
Apprentice/college/some university	36%	35%
University graduate/post-graduate	37%	49%
Total annual household income		
Under \$20,000	7%	4%
\$20,000-<\$40,000	11%	12%
\$40,000-<\$60,000	12%	13%
\$60,000-<\$80,000	13%	12%
\$80,000-<\$100,000	9%	14%
\$100,000-<\$150,000	17%	17%
\$150,000 or more	16%	14%
Prefer not to say	14%	15%
Place of birth		
Canada	76%	77%
Outside Canada	24%	22%
Disability		
Yes	11%	10%
No	89%	88%
Not sure/prefer not to say	1%	2%
Ethnicity		
White	75%	77%
Racialized (not Indigenous)	19%	21%
Indigenous	4%	2%
Not sure/prefer not to say	2%	3%

Appendix A: Methodology

Environics concurrently conducted a telephone and an online survey with people in Canada aged 18 or older:

Telephone. The telephone sampling method was designed to complete 1,500 interviews with the target audience of people in Canada aged 18 and older. The sample comprised a mix of landline (56%) and cell phone (44%) numbers, generating 30 percent of interviews with people who use their cell phone exclusively, a proportion comparable to estimates of the proportion of Canadians who have cell phones only (CPO). This approach represents a random probability sample, since all households with a landline telephone number and individuals with a cell phone number have a known chance greater than zero of being selected into the sample. The telephone survey of 1,507 Canadians was conducted from September 27 to October 16, 2021.

Online. The online sample was designed to achieve completed surveys with 1,500 people in Canada. Survey participants were recruited via an online panel, and quotas were set to ensure the sample was generally representative of the population of Canada aged 18 and over, by age and gender. As with the telephone sample, the online sample was stratified by region to allow for meaningful coverage of lower population areas (see table below). The online survey of 1,500 Canadians was conducted from September 30 to October 19, 2021.

The samples were stratified by region to allow for meaningful coverage of lower population areas:

Sample distribution

Region	Actual share of population (Census 2016)	Telephone - Unweighted sample	Margin of error (phone sample only)*	Online – Unweighted sample
Atlantic	7%	150	+/-8.0	102
Quebec	23%	375	+/-5.0	352
Ontario	38%	453	+/-4.6	577
Manitoba/Saskatchewan	7%	100	+/-9.7	97
Alberta	12%	204	+/-6.8	168
British Columbia/Territories	13%	225	+/-6.5	204
CANADA	100%	1,507	+/-2.5	1,500

* In percentage points, at the 95% confidence level

Weighting. At the analysis stage, the telephone and online survey data were each weighted separately to the national 18 and over population (by region, age and gender). The telephone and online survey data were not combined but analysed separately.

Questionnaire design

The questionnaire was designed by Environics and research personnel from the Office of the Commissioner. It drew upon the 2016 survey questionnaire, but incorporated new questions, notably pertaining to diversity and the COVID-19 pandemic. The final questionnaires are included in Appendix B.

Pretest

A pre-test of 22 telephone interviews (12 in English, 10 in French) was conducted September 27, 2021, and were audited via recordings by Environics staff. These interviews included standard GC pre-test probing questions. The interview length averaged 13 minutes. Only small adjustments were made following the pretest.

On September 30, the online survey was soft launched, with a total of 163 completions (120 English, 43 French). Given the survey content had been finalized in the telephone version, the purpose of the soft launch was to confirm the programming and data quality. No changes were required after the data checks.

Fieldwork

Telephone. Telephone interviewing was conducted by Elemental Data Collection (EDCI) using Computer Aided Telephone Interviewing (CATI) technology. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. A minimum of 10 percent of each interviewer's work was unobtrusively monitored for quality control in accordance with accepted industry standards.

Data analysts programmed the questionnaire in CATI then performed thorough testing to ensure accuracy in set-up and data collection. This validation ensured that the data entry process conformed to the survey's basic logic. The CATI system handles sampling dialling, quotas and questionnaire completion (skip patterns, branching and valid ranges). The system also ensures that callbacks are conducted in a timely manner. No number is called twice in a two-hour period. Callbacks are conducted on different days of the week and at different times of the day (i.e., morning, afternoon). This system ensures all scheduled appointments are kept, maximizing the response rate and sample representativeness. Up to eight callbacks were made to reach each person selected in the sample.

Online. The online survey was conducted by Environics using a secure, fully featured web-based survey environment. Environics' data analysts programmed the questionnaire then performed thorough testing to ensure accuracy in set-up and data collection. This validation ensured that the data entry process conformed to the survey's basic logic. The data collection system handles sampling invitations, quotas and questionnaire completion (skip patterns, branching, and valid ranges).

Quality control. All research work was conducted in accordance with the standards established for federal government Public Opinion Research (POR), as well as applicable federal legislation (Personal Information Protection and Electronic Documents Act, or PIPEDA).

Completion results

Telephone. The telephone sample for this survey consisted of 1,507 interviews with people living in Canada aged 18 and over. The effective response rate for the survey is two percent.⁴ This is calculated as the number of responding participants (completed interviews plus those disqualified because of survey requirements and quotas being filled), divided by unresolved numbers (e.g., busy, no answer) plus non-responding households or individuals (e.g., refusals, missed callbacks) plus responding participants [R/(U+IS+R)]. The disposition of all contacts is presented in the following table:

Disposition of calls	TOTAL
Total sample dialled	141,567
UNRESOLVED NUMBERS (U)	61,514
Busy	284
No answer	23,841
Voicemail	37,389
RESOLVED NUMBERS (Total minus Unresolved)	80,053
OUT OF SCOPE (Invalid/non-eligible)	57,423
Non-household	143
Not-in-service	56,910
Fax/modem	370
IN SCOPE NON-RESPONDING (IS)	20,964
Refusals – business	0
Refusals – respondent	18,084
Language barrier	388
Callback missed/respondent not available/ill	1,997
Break-offs (interview not completed)	495
IN SCOPE RESPONDING (R)	1,666
Disqualified	26
Quota filled	133
Completed	1,507
RESPONSE RATE [R / (U + IS + R)]	2%

Online. The online completion results are presented in the following table.

Disposition	N
Total invitations(c)	18,270
Total completes(d)	1,500
Qualified break-offs(e)	293
Disqualified(f)	241
Not responded(g)	14,621
Quota filled(h)	1,615
Contact rate = (d+e+f+h)/c	20%
Participation rate = (d+f+h)/c	18%

Non-response bias analysis

The table below presents a profile of the *unweighted* final online and telephone samples, compared to the actual population of Canada (2016 Census information). As is the case with most telephone surveys, the final sample underrepresents younger people and those with high school or less education, which is a typical pattern for public opinion surveys in Canada (e.g., older people and those with more education are more likely to respond to public opinion surveys).

Sample profile

Sample type	Telephone sample %	Online sample %	Canada (2016 Census)
Gender (18+)			
Male	49%	50%	49%
Female	50%	50%	51%
Age			
18-34	14%	28%	27%
35-54	28%	40%	34%
55+	58%	32%	39%
Education level **			
High school diploma or less	27%	14%	35%
Trades/college/post sec no degree	36%	34%	36%
University degree	37%	50%	29%

* Data are unweighted and percentaged on those giving a response to each demographic question

** Actual Census categories differ from those used in this survey and have been recalculated to correspond. Statistics Canada figures for education are for Canadians aged 25 to 64 years.

Appendix B: Telephone Questionnaire

Environics Research Group

September 15, 2021

Office of the Commissioner of Official Languages
Attitudes towards Bilingualism 2021
PN11228
FINAL Questionnaire - CATI
N = 1,500 GEN POP

Hello/Bonjour, my name is _____ and I am calling from Environics Research on behalf of a federal institution. We are conducting a survey of attitudes and opinions of Canadians 18 years of age and over. Would you prefer that I continue in English or French? Préférez-vous continuer en français ou en anglais?

English	1
Français	2

(IF NEEDED: Je vous remercie. Quelqu'un vous rappellera bientôt pour mener le sondage en français.)

NOTE TO INTERVIEWER : IT IS VERY IMPORTANT THAT PEOPLE DO THE SURVEY IN THEIR PREFERRED LANGUAGE. IF A FRENCH-SPEAKING RESPONDENT OFFERS TO BE INTERVIEWED IN ENGLISH OR AN ENGLISH-SPEAKING RESPONDENT OFFERS TO BE INTERVIEWED IN FRENCH, INSIST THAT WE WILL CALL THEM BACK TO INTERVIEW THEM IN THEIR PREFERRED LANGUAGE

Your participation in this survey is voluntary. Please be assured that your responses are confidential and will not be reported individually nor attributed to you personally. The survey will take around **12 minutes** to complete. Is this a safe and convenient time for you? May I continue?

Yes	CONTINUE
No, other time	SCHEDULE CALLBACK
No/Refuse	THANK AND TERMINATE

[IF ASKED: Environics is a professional research company hired by a federal institution to conduct this survey]

[IF ASKED: I can tell you which institution this was for at the end of the survey]

[IF ASKED: If you want to validate the authenticity of the survey, it is registered with the Canadian Research Insights Council's survey verification service as survey code# 20210923-EN872

The information provided will be administered according to the requirements of the Privacy Act. This call may be monitored or recorded for quality control purposes.

Section 1: Screening and initial demographics

A1. Have I reached you on a landline phone or a cell phone?

Landline	1
Cell phone	2

ASK ALL CELLPHONE RESPONDENTS

A2 At home, do you also have a traditional landline phone in addition to your cell phone?

Yes 1

No 2

ASK ALL

B. In which province or territory do you live?

DO NOT READ

Newfoundland and Labrador	1
Prince Edward Island	2
Nova Scotia	3
New Brunswick	4
Quebec	5
Ontario	6
Manitoba	7
Saskatchewan	8
Alberta	9
British Columbia	10
Yukon	11
Northwest Territories	12
Nunavut	13

C. What is your gender? (IF NECESSARY: Gender refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents.)

DO NOT READ LIST EXCEPT TO CLARIFY

Male	1
Female	2
Another different gender	3
Prefer not to say	99

RECORD BY OBSERVATION AND CONTINUE

D. In what year were you born?

NUMERIC DROPDOWN (<1910 to >2003)

99 - Prefer not to answer

ASK ALL WHO PREFER NOT TO ANSWER QD:

E. For classification purposes, could you tell me whether your age is between...?

READ LIST

01 - 18 and 24

02 - 25 and 34

03 – 35 and 44

04 - 45 and 54

05 - 55 and 64, or

06 - 65 or older

VOLUNTEERED - DO NOT READ

99 - Prefer not to answer

THANK AND TERMINATE

Section 2: Attitudes towards official languages in Canada

First some questions about official languages in Canada.

[2016 Q1]

1. **The Official Languages Act officially recognizes the equal status of both English and French and seeks to ensure that Government of Canada services are provided in both English and French. Would you say that you strongly support, somewhat support, somewhat oppose or strongly oppose these aims of the Official Languages Act?**

01 - Strongly support

02 - Somewhat support

03 - Somewhat oppose

04 - Strongly oppose

VOLUNTEERED - DO NOT READ

99 – Not sure/prefer not to answer

[2016 Q1A]/ [2016 Q1B]

*****SPLIT SAMPLE – RANDOMLY SELECT 50% OF RESPONDENTS TO GET THE FOLLOW-UP QUESTION (Q2A OR Q2B) AND 50% SKIP Q2A AND Q2B ENTIRELY**

2. A. [If Q1=01 or 02] What would you say is the main reason for your support of the Official Languages Act?

DO NOT READ

- 01 - Act recognizes Canada's history/status/culture as a bilingual country
- 02 - Act promotes fairness/equality
- 03 - Everyone should be able to communicate/get services in their preferred language
- 04 - Useful to speak more than one language
- 05 - Personal experience with French/English/being bilingual
- 06 - Canada has many French speakers
- 07 - There are bilingual people/people strive to learn both languages
- 08 - Not everyone is bilingual
- 98 – Other (SPECIFY) _____
- 99 – Not sure/prefer not to answer

B. [If Q1=03 or 04] What would you say is the main reason for your opposition to the Official Languages Act?

DO NOT READ

- 01 - English is predominant/French is diminishing
- 02 - High costs/expensive to maintain
- 03 - There should only be one official language
- 04 - Act blocks unilinguals from government jobs
- 05 - Quebec does not recognize the need for English services
- 06 - OLA discriminates against other languages
- 98 – Other (SPECIFY) _____
- 99 – Not sure/prefer not to answer

[2016 Q2 with new items]

3. In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. I will read to you a series of statements about this topic. For each of the following statements please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

ALWAYS SHOW A FIRST, RANDOMIZE B-K

- a. I am personally in favour of bilingualism for all of Canada.
- b. Because English and French are part of our history, it makes sense that they have equal status.
- c. Having two official languages is one of the things that really defines Canada.
- d. Having two official languages is positive for Canada's international image.
- e. Having two official languages has made Canada a more welcoming place for immigrants from different cultures and ethnic backgrounds.
- f. There are languages other than English and French which should be made official.
- g. Too much money is being spent on bilingualism by the Government of Canada.
- h. Maintaining two official languages just doesn't make sense for parts of the country which overwhelmingly speak only English or only French.
- i. If it takes more resources per student to guarantee the same quality of education for (**Outside of Quebec:** "French minority children outside Quebec as for children of the English majority") (**Inside Quebec:** "English minority children in Quebec as for children of the French majority"), I feel that these resources should be made available.
- j. **[NEW]** Having two official languages, instead of just one official language, sends the signal that Canada values linguistic diversity.
- k. **[NEW]** Canada can and should promote both official languages and Indigenous languages at the same time.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

VOLUNTEERED - DO NOT READ

99 – Not sure/prefer not to answer

[2016 Q4 slight modifications]

4. I am going to read a series of statements about some specific aspects of bilingualism in Canada. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

RANDOMIZE A-I

- a. Canadians should be able to obtain Federal services in English or French.
- b. **[SLIGHTLY MODIFIED]** Major events in Canada such as a world's fair, the World Cup, or the Olympics should be required to take place in both official languages.
- c. The Prime Minister of Canada should be bilingual.
- d. Federal Cabinet Ministers should be bilingual.
- e. Judges of the Supreme Court of Canada should be bilingual.
- f. **[NEW]** Canada's official bilingualism policy and its multiculturalism policy work well together.
- g. **[NEW]** More support is needed for the Francophone minority communities outside Quebec.
- h. **[NEW]** More support is needed for the Anglophone minority communities inside Quebec.
- i. **[NEW]** In times of crisis it is personally important to me to hear and see political leaders speak in my preferred official language - and not only through an interpreter or a translation.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

VOLUNTEERED - DO NOT READ

99 – Not sure/prefer not to answer

[2016 Q5 – slightly modified]

5. I am going to read a series of statements regarding English- and French-language education. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

RANDOMIZE A-I

- a. English and French should continue to be taught in elementary schools across Canada.
- b. Provincial/territorial governments should make more spaces available in immersion programs.
- c. It is more useful for children in Canada to learn to speak other languages like Mandarin, or Arabic than it is for them to learn to speak both official languages.
- d. More efforts should be made so that young people become bilingual and can speak in both English and French.
- e. Language immersion programs provide a better-quality education than non-immersion programs.
- h. **[NEW]** The Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

VOLUNTEERED - DO NOT READ

99 – Not sure/prefer not to answer

[2016 Q6]

6. For each of the following, please tell me if you feel that knowing both official languages would be a major advantage for a Canadian to have, a minor advantage, or no real advantage?

RANDOMIZE A-E

- a. To increase employment opportunities
- b. To provide better service (for those who work with the public)
- c. To meet Canadians who speak the other official language
- d. To facilitate travel to other countries
- e. To become familiar with another culture

01 – Major advantage

02 – Minor advantage

03 – No real advantage

VOLUNTEERED - DO NOT READ

99 – Not sure/prefer not to answer

[2016 Q7 – slightly modified]

7. How would you describe your level of proficiency in French? Would you say that you are fluent, conversant, meaning that you are able to have a simple conversation, or that you are unable to converse in French?

01 – Fluent **SKIP TO Q9**
02 – Conversant
03 – Unable to converse
99 – Not sure/prefer not to answer **SKIP TO Q9**

[2016 Q8]

8. **[If Q7=02 or 03]** What are the factors that have prevented you from learning French or becoming more proficient in it?

DO NOT READ SELECT ALL THAT APPLY

01 - I have not had access to language courses
02 - I am just not interested
03 - I did not/do not have the time
04 - I already speak another language/languages
05 - I find it too difficult to learn other language(s)
06 - Not necessary/no need to
07 - I don't have enough opportunities to practice
08 - I'm afraid of being judged for my accent, grammar, or vocabulary
98 - Other (Please specify) _____
99 – Not sure/Prefer not to answer **[EXCLUSIVE]**

[2016 Q9 – modified]

9. **[If Q7=01 OR 02]** How did you learn French? Was it...?

READ

01 – In elementary or high school
02 – Somewhere else, outside of school, OR
03 – Both in school and somewhere else

VOLUNTEERED - DO NOT READ

99 – Not sure/Prefer not to answer

[2016 Q10 modified]

10. **[If Q9=01 or 03] When you learned French in elementary/high school was it through a French immersion program or through regular non-immersion French classes?**

01 – French immersion in school

02 – Regular non-immersion French classes in school

VOLUNTEERED - DO NOT READ

03 – Both

99 – Not sure/Prefer not to answer

[2016 Q11 modified]

11. **[If Q9=02 or 03] How else did you learn French?**

DO NOT READ - SELECT ALL THAT APPLY

01 – Took private lessons

02 – Learned from your spouse/family/at home

03 – Learned by socializing with friends

04 – Learned from TV, movies etc.

05 – Learn at work

06 – Took post-secondary (college/university) classes

98 – Other (SPECIFY) _____

99 – Not sure/Prefer not to answer **[EXCLUSIVE]**

Demographics

To finish up, we have just a few questions about you for statistical purposes only. Please be assured that your answers will remain completely confidential.

- F. **What is your mother tongue, that is the language you first learned at home as a child and can still understand?**

CODE ONE

01 - English

02 - French

03 – Another language

VOLUNTEERED - DO NOT READ

99 - Prefer not to say

G. What language do you speak most often at home?**CODE ONE**

- | | |
|----------------------------------|-------------------|
| 01 – English | SKIP TO QI |
| 02 - French | SKIP TO QI |
| 03 – Another language | ASK QH |
| VOLUNTEERED - DO NOT READ | |
| 99 - Prefer not to say | SKIP TO QI |

ASK ALL WHOSE MAIN LANGUAGE AT HOME IS ANOTHER LANGUAGE (QG = 03)**H. Which of Canada's two official languages, English or French, do you consider your main official language?**

- 01 - English
02 - French

VOLUNTEERED - DO NOT READ

- 99 - Prefer not to say

ASK ALL EXCEPT THOSE WHOSE MOTHER TONGUE OR MAIN LANGUAGE AT HOME IS ANOTHER LANGUAGE**I. Can you speak any other languages, besides English and French?**

- 01 – Yes
02 – No

VOLUNTEERED - DO NOT READ

- 99 - Prefer not to say

ASK ALL**J. Were you born in Canada or in another country?**

- 01 - Born in Canada
02 - Born in another country

VOLUNTEERED - DO NOT READ

- 99 -- Prefer not to answer

K. Do you identify as a person with a disability? NB, IF ASKED: *This would mean having a long-term difficulty or condition, such as vision, hearing, mobility, flexibility, dexterity, pain, learning, developmental, memory or mental health-related impairment, that limits your daily activities inside or outside the home, such as at school, work, or in the community in general.*

- 01 - Yes
02 – No
99 -- Prefer not to answer

L. How would you describe your ethnic background, race, or nationality? DO NOT READ UNLESS RESPONDENT REQUIRES ASSISTANCE...ACCEPT UP TO TWO CODES

- 01 – Black (African, Afro-Caribbean, Afro-Canadian, etc.)
- 02 – East/Southeast Asian (Chinese, Korean, Japanese, Filipino, Vietnamese, Thai, Malaysian, etc.)
- 03 – Indigenous (First Nation, Inuit, Métis, etc.)
- 04 – Latin American (Mexican, Central or South American)
- 05 – Middle Eastern/West Asian (Arab, North African, Iranian, Lebanese, Turkish, Kurdish, Afghan, etc.)
- 06 - South Asian (Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean)
- 07 – White (Caucasian, European)
- 98 - Other (SPECIFY) _____
- 99 - Prefer not to answer

M. What is the highest level of formal education you have completed?

READ IF NECESSARY...CODE ONE RESPONSE

- 01 - Less than high school diploma or equivalent/I am still in high school
- 02 - High school diploma or equivalent
- 03 - Registered Apprenticeship or other trades certificate or diploma
- 04 - College, CEGEP or other non-university certificate or diploma (other than trades certificates or diplomas)
- 05 - University certificate or diploma below bachelor's level
- 06 - Bachelor's degree
- 07 - Post graduate degree above bachelor's level

VOLUNTEERED - DO NOT READ

- 99 - Prefer not to say

N. Which of the following categories best describes your total household income? That is, the total income of all persons in your household combined, before taxes.

READ

- 01-Under \$20,000
- 02-\$20,000 to just under \$40,000
- 03-\$40,000 to just under \$60,000
- 04-\$60,000 to just under \$80,000
- 05-\$80,000 to just under \$100,000
- 06-\$100,000 to just under \$150,000
- 07-\$150,000 and above

VOLUNTEERED - DO NOT READ

- 99-Prefer not to say

This completes the survey. The survey was conducted on behalf of the Office of the Commissioner of Official Languages and is subject to the Federal Access to Information Act. Thank you very much for your participation!

Appendix C: Online Questionnaire

Environics Research Group
September 28, 2021

Office of the Commissioner of Official Languages
Attitudes towards Bilingualism 2021
PN11228
FINAL Questionnaire - ONLINE
N = 1,500 GEN POP

LANDING PAGE

Please select your preferred language for completing this survey / SVP choisissez votre langue préférée pour remplir ce sondage.

- 1 English / Anglais
- 2 Français / French

The information collected through the research is subject to the provisions of the [Privacy Act](#), legislation of the Government of Canada, and to the provisions of relevant provincial privacy legislation.

Programming note: link is to <https://laws-lois.justice.gc.ca/eng/acts/P-21/>
French: <https://laws-lois.justice.gc.ca/fra/lois/p-21/>

Introduction

Environics Research, an independent research company, is conducting this survey on behalf of a federal institution to explore attitudes and opinions towards issues of importance to Canadians.

Your participation is voluntary, and your responses will be kept entirely confidential and anonymous. The survey will take about 15 minutes to complete and is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service.

Click here if you wish to verify the authenticity of this survey. The verification number is 20210923-EN872. To view our privacy policy, click here.

The survey is best completed on a computer or a tablet. If you are completing this survey on a smart phone, please turn the device to landscape (horizontal/sideways) mode so that all questions display correctly.

If you have any questions about the survey, please contact Environics Research at survey@environics.ca.

Please click on >> to continue.

Section 1: Screening and initial demographics

A. What is your province or territory of residence?

PROVINCE/TERRITORY DROP-DOWN LIST

TERMINATE IF NO RESPONSE

B. What gender do you identify with?

01 - Male

02 - Female

03 - Another gender identity

99 - Prefer not to answer

C. In what year were you born?

NUMERIC DROPDOWN (<1910 to >2003)

99 - Prefer not to answer

ASK ALL WHO PREFER NOT TO ANSWER QC:

D. Would you be willing to indicate in which of the following age categories you belong?

Select one

01 - 18 to 24

02 - 25 to 34

03 - 35 to 44

04 - 45 to 54

05 - 55 to 64

06 - 65 or older

99 - Prefer not to answer

Section 2: Attitudes towards official languages in Canada

Now some questions about official languages in Canada.

[2016 Q1]

1. The Official Languages Act officially recognizes the equal status of both English and French and seeks to ensure that Government of Canada services are provided in both English and French. To what extent would you say that you support or oppose these aims of the Official Languages Act?

01 - Strongly support

02 - Somewhat support

03 - Somewhat oppose

04 - Strongly oppose

99 - Not sure/prefer not to answer

[2016 Q1A]/ [2016 Q1B]

2. A. [If Q1=01 or 02] What would you say is the main reason for your support of the Official Languages Act?

RECORD VERBATIM

99 – Not sure/prefer not to answer

[CODE LIST BELOW...DO NOT MAKE VISIBLE TO RESPONDENTS]

Act recognizes Canada's history/status/culture as a bilingual country

Act promotes fairness/equality

Everyone should be able to communicate/get services in their preferred language

Useful to speak more than one language

Personal experience with French

Canada has many French speakers

There are bilingual people/people strive to learn both languages

Not everyone is bilingual

B. [If Q1=03 or 04] What would you say is the main reason for your opposition to the Official Languages Act?

RECORD VERBATIM

99 – Not sure/prefer not to answer

[CODE LIST BELOW...DO NOT MAKE VISIBLE TO RESPONDENTS]

English is predominant/French is diminishing

High costs/expensive to maintain

There should only be one official language

Act blocks unilinguals from government jobs

Quebec does not recognize the need for English services

OLA discriminates against other languages

[2016 Q2]

3. In Canada, we have two official languages, English and French. This means, among other things, that citizens can get services from the federal government in the official language of their choice where numbers warrant it. Below are a series of statements about this topic. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

SET UP AS GRID(S)**ALWAYS SHOW A FIRST, RANDOMIZE B-K**

- a. I am personally in favour of bilingualism for all of Canada.
- b. Because English and French are part of our history, it makes sense that they have equal status.
- c. Having two official languages is one of the things that really defines Canada.
- d. Having two official languages is positive for Canada's international image.
- e. Having two official languages has made Canada a more welcoming place for immigrants from different cultures and ethnic backgrounds.
- f. There are languages other than English and French which should be made official.
- g. Too much money is being spent on bilingualism by the Government of Canada.
- h. Maintaining two official languages just doesn't make sense for parts of the country which overwhelmingly speak only English or only French.
- i. If it takes more resources per student to guarantee the same quality of education for (**Outside of Quebec:** "French minority children outside Quebec as for children of the English majority") (**Inside Quebec:** "English minority children in Quebec as for children of the French majority"), I feel that these resources should be made available.
- j. **[NEW]** Having two official languages, instead of just one official language, sends the signal that Canada values linguistic diversity.
- k. **[NEW]** Canada can and should promote both official languages and Indigenous languages at the same time.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

99 – Not sure/prefer not to answer

[2016 Q4]

4. Below are a series of statements about some specific aspects of bilingualism in Canada. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

SET UP AS GRID(S)

RANDOMIZE A-I

- a. Canadians should be able to obtain Federal services in English or French.
- b. [SLIGHTLY MODIFIED] Major events in Canada such as a world's fair, the World Cup, or the Olympics should be required to take place in both official languages.
- c. The Prime Minister of Canada should be bilingual.
- d. Federal Cabinet Ministers should be bilingual.
- e. Judges of the Supreme Court of Canada should be bilingual.
- f. [NEW] Canada's official bilingualism policy and its multiculturalism policy work well together.
- g. [NEW] More support is needed for the Francophone minority communities outside Quebec.
- h. [NEW] More support is needed for the Anglophone minority communities inside Quebec.
- i. [NEW] In times of crisis it is personally important to me to hear and see political leaders speak in my preferred official language - and not only through an interpreter or a translation.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

99 – Not sure/prefer not to answer

[2016 Q5 – slightly modified]

5. Below are a series of statements regarding English- and French-language education. Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of them.

SET UP AS GRID(S)

RANDOMIZE A-H

- a. English and French should continue to be taught in elementary schools across Canada.
- b. Provincial/territorial governments should make more spaces available in immersion programs.
- c. It is more useful for children in Canada to learn to speak other languages like Mandarin, or Arabic than it is for them to learn to speak both official languages.
- d. More efforts should be made so that young people become bilingual and can speak in both English and French.
- e. Language immersion programs provide a better-quality education than non-immersion programs.
- f. The Government of Canada should continue to invest in exchange programs as a way to encourage understanding between the country's Anglophones and Francophones.
- g. You would be (or would have been) interested in participating in school-based language exchanges to interact with young people from the other official language communities.
- h. **[NEW]** The Government of Canada should do more to support college and university programs for those who want to study in French outside Quebec.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

99 – Not sure/prefer not to answer

[2016 Q6]

6. For each of the following, please indicate if you feel that knowing both official languages would be a major advantage for a Canadian to have, a minor advantage, or no real advantage?

SET UP AS GRID(S)**RANDOMIZE A-E**

- a. To increase employment opportunities
- b. To provide better service (for those who work with the public)
- c. To meet Canadians who speak the other official language
- d. To facilitate travel to other countries
- e. To become familiar with another culture

01 – Major advantage

02 – Minor advantage

03 – No real advantage

99 – Not sure/prefer not to answer

[2016 Q7 – slightly modified]

7. How would you describe your level of proficiency in French? Would you say that you are...?

Select one

01 – Fluent in French

02 – Conversant in French (i.e., I can have a simple conversation)

03 – Unable to converse in French at all

99 – Not sure/prefer not to answer

[2016 Q8]

8. **[If Q7=02 or 03] What are the factors that have prevented you from learning French or becoming more proficient in it?**

Select all that apply

- 01 - I have not had access to language courses
- 02 - I am just not interested
- 03 - I did not/do not have the time
- 04 - I already speak another language/languages
- 05 - I find it too difficult to learn other language(s)
- 06 - Not necessary/no need to
- 07 - I don't have enough opportunities to practice
- 08 - I'm afraid of being judged for my accent, grammar, or vocabulary
- 98 - Other (Please specify) _____
- 99 – Not sure/Prefer not to answer **[EXCLUSIVE]**

[2016 Q9 – modified]

9. **[If Q7=01 OR 02] How did you learn French? Was it...?**

Select one

- 01 – In elementary or high school
- 02 – Somewhere else, other than elementary/high school
- 03 – Both in school and elsewhere
- 99 – Not sure/Prefer not to answer

[2016 Q10 modified]

10. **[If Q9=01 or 03] When you learned French in elementary/high school was it through a French immersion program or through regular non-immersion French classes?**

Select one

- 01 – French immersion in school
- 02 – Regular non-immersion French classes in school
- 03 – Both
- 99 – Not sure/Prefer not to answer

[2016 Q11 modified]

11. [If Q9=02 or 03] How else did you learn French?

Select all that apply

- 01 – Took private lessons
- 02 – Learned from your spouse/family/at home
- 03 – Learned by socializing with friends
- 04 – Learned from TV, movies etc.
- 05 – Learned at work
- 06 – Took post-secondary (college/university) classes
- 98 – Other (SPECIFY) _____
- 99 – Not sure/Prefer not to answer [EXCLUSIVE]

Section 3: Communications

[2016 Q13]

12. Based on your understanding, are each of the following statements true or false?

SET UP AS GRID(S)

RANDOMIZE A-G

- a. Canada's language policy means that all federal services must be offered in both official languages coast to coast.
- b. You must be bilingual to work for the federal public service.
- c. Only those who grew up in a French environment will ever become proficient enough to meet the bilingualism criteria of the federal public service.
- d. Canada's language policy means that all Canadians must speak English and French.
- e. [MODIFIED] In Canada outside of Quebec, French is no longer the second-most common language after English.
- f. [MODIFIED] The Quebec government does **not** have to provide any services in English.
- g. [NEW] The English-speaking minority in Quebec is more socio-economically privileged than the French-speaking majority.

- 01 – True
- 02 – False
- 99 – Not sure/prefer not to answer

[2016 Q14]

- 13. People have given a number of reasons for opposing the Official Languages Act in Canada. Which of the following reasons would you say is the most persuasive for you, even if you don't necessarily agree with it or any of them?**

Select one

- 01 - Ensuring that people can access services in both official languages is simply too expensive.
- 02 - There are other languages which should be considered 'official' in addition to just English and French.
- 03 - The government just should not be involved with promoting or protecting official languages in Canada.
- 99 – Not sure/prefer not to answer

Section 4: Profiling**[2016 Q20A]**

- 14. To what degree do you think people in your community are bilingual, that is able to speak both English and French?**

- 01 - Nearly everyone is bilingual
- 02 – A sizeable proportion of people are bilingual
- 03 – Only a small proportion of people are bilingual
- 04 – Virtually no one is bilingual
- 99 – Not sure/prefer not to answer

[2016 Q20B]

- 15. How often do you interact with people who are mostly French speaking?**

- 01 – Very often
- 02 – Occasionally
- 03 – Rarely
- 04 – Very rarely
- 05 – Not at all
- 99 – Not sure/prefer not to answer

[2016 Q20C]

16. How often do you use media in French such as television, radio and internet?

- 01 – Very often
- 02 – Occasionally
- 03 – Rarely
- 04 – Very rarely
- 05 – Not at all
- 99 – Not sure/prefer not to answer

[2016 Q20D]

17. How often do you enjoy cultural products in French such as literature, music, cinema, theatre?

- 01 – Very often
- 02 – Occasionally
- 03 – Rarely
- 04 – Very rarely
- 05 – Not at all
- 99 – Not sure/prefer not to answer

NEW

18. What impact has the Covid-19 pandemic had on you and your family's exposure to the French Language? Has the pandemic...?

- 01 – Reduced your exposure to French
- 02 – Made no difference to your exposure to French
- 03 – Increased your exposure to French
- 99 – Not sure/prefer not to answer

[2016 Q21]

19. Below are a series of statements that will help us understand how you feel about a number of topics. For each statement, please indicate your level of agreement from completely agree to completely disagree.

SET UP AS GRID(S)**RANDOMIZE A-P**

- a. Regular people don't have any real say in what elected officials in Ottawa do.
- b. When something is run by the government, it is usually inefficient and wasteful.
- c. We should all be environmentally conscious even if we have to pay higher prices.
- d. Canada needs to enact stricter laws and regulations in order to fight climate change.
- e. The government has gone too far in pushing equal rights.
- f. I feel more personal connection to <PROVINCE> than to Canada as a whole.
- g. Every reasonable accommodation for religious minority groups should be made in Canada, even if their values are not shared by most Canadians.
- h. Quebec represents a distinct society within Canada.
- i. [MODIFIED] I am concerned that governments are collecting too much personal information.
- j. Labour unions make life better for all working Canadians.
- k. Women face additional barriers in the workplace that men do not.
- l. The number of immigrants coming to Canada threatens long-held Canadian values.
- m. Every effort should be made to promote bilingualism among Canadians.
- n. Language rights are as important as any other rights guaranteed in the Charter.
- o. [NEW] Mandatory vaccination policies are a dangerous threat to individual rights.
- p. [NEW] I trust the news and information I get from social media sources more than I trust what I get from the mainstream media

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

99 – Not sure/prefer not to answer

Section 5: Demographics

To finish up, we have just a few questions about you for statistical purposes only. Please be assured that your answers will remain completely confidential.

- E. What is your mother tongue, that is the language you first learned at home as a child and can still understand?**

Select one

- 01 - English
- 02 - French
- 03 – Another language
- 99 - Prefer not to say

- F. What language do you speak most often at home?**

Select one

- 01 – English **ASK QH**
- 02 - French **ASK QH**
- 03 – Another language **ASK QG**
- 99 - Prefer not to say **ASK QG**

ASK ALL WHOSE MAIN LANGUAGE AT HOME IS ANOTHER LANGUAGE (QF = 03)

- G. Which of Canada’s two official languages, English or French, do you consider your main official language?**

- 01 – English
- 02 – French
- 99 – Prefer not to say

ASK ALL EXCEPT THOSE WHOSE MOTHER TONGUE OR MAIN LANGUAGE AT HOME IS ANOTHER LANGUAGE

- H. Can you speak any other languages, besides English and French?**

- 01 – Yes
- 02 – No
- 99 – Prefer not to say

ASK ALL**I. Which of the following best describes your own present employment status?**

Select one response only

- 01 – Working full-time, that is, 35 or more hours per week
- 02 – Working part-time, that is, less than 35 hours per week
- 03 – Unemployed but looking for work
- 04 – Not in the workforce [Full-time homemaker or unemployed and not looking for work]
- 05 – A Student attending school full-time
- 06 – Retired
- 07 – Other
- 99 - Prefer not to say

J. Which of the following is the highest level of education you have completed?

Select one response only

- 01 – Less than high school diploma or equivalent/I am still in high school
- 02 – High school diploma or equivalent
- 03 – Registered Apprenticeship or other trades certificate or diploma
- 04 – College, CEGEP or other non-university certificate or diploma (other than trades certificates or diplomas)
- 05 – University certificate or diploma below bachelor's level
- 06 – Bachelor's degree
- 07 – Post graduate degree above bachelor's level
- 99 – Prefer not to say

NEW**K. Do you have any children under the age of 18?**

- 01 – Yes **ASK Q. 20**
- 02 – No
- 99 -- Prefer not to say

NEW**20. How important is it to you that your child or children have the opportunity to learn French and become bilingual? Is it...?**

- 01 – Very important
- 02 – Somewhat important
- 03 – Not very important
- 04 – Not at all important
- 99 – Unsure/prefer not to answer

ASK ALL**L. Do you identify as a person with a disability?**

Note: This would mean having a long-term difficulty or condition, such as vision, hearing, mobility, flexibility, dexterity, pain, learning, developmental, memory or mental health-related impairment, that limits your daily activities inside or outside the home, such as at school, work, or in the community in general.

- 01 – Yes
- 02 – No
- 99 – Prefer not to answer

M. Which of the following best describes your ethnic background, race, or nationality?

Select up to 2 responses

RANDOMIZE ORDER

- 01 – Black (African, Afro-Caribbean, Afro-Canadian, etc.)
- 02 – East/Southeast Asian (Chinese, Korean, Japanese, Filipino, Vietnamese, Thai, Malaysian, etc.)
- 03 – Indigenous (First Nation, Inuit, Métis, etc.)
- 04 – Latin American (Mexican, Central or South American)
- 05 – Middle Eastern/West Asian (Arab, North African, Iranian, Lebanese, Turkish, Kurdish, Afghan, etc.)
- 06 – South Asian (Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean)
- 07 – White (Caucasian, European)
- 98 - Other (SPECIFY) _____
- 99 - Prefer not to answer

N. Were you born in Canada or in another country?

- 01 – Born in Canada **SKIP TO QQ**
- 02 – Born in another country **ASK QO and QP**
- 99 – Prefer not to answer **SKIP TO QQ**

ASK IF BORN IN ANOTHER COUNTRY**O. When did you first move to Canada?**

- 01 - Within the last 5 years
- 02 - In the last 5 to 10 years
- 03 – More than 10 years ago
- 99 – Prefer not to answer

P. What is your status in Canada? Are you...?

01 – A Canadian citizen

02 – A permanent resident

03 – Other status (i.e., temporary foreign worker, international student, etc.)

99 -- Prefer not to answer

ASK ALL**Q. Which of the following categories best describes your total household income? That is, the total income of all persons in your household combined, before taxes.****Select one only**

01 – Under \$20,000

02 – \$20,000 to just under \$40,000

03 – \$40,000 to just under \$60,000

04 – \$60,000 to just under \$80,000

05 – \$80,000 to just under \$100,000

06 – \$100,000 to just under \$150,000

07 – \$150,000 and above

99 – Prefer not to say

This completes the survey. On behalf of the Office of the Commissioner of Official Languages, thank you for your valuable input. In the coming months, the results of this survey will be available on the Library and Archives Canada website at <https://www.bac-lac.gc.ca/eng/porr/Pages/search.aspx> / <https://www.bac-lac.gc.ca/fra/rrop/Pages/recherche.aspx>