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# National Justice Survey 2025 Methodological Report

Prepared for Department of Justice Canada (JUS)

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*Ce rapport est aussi disponible en français*

Canada 

# National Justice Survey 2025 Methodological Report

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Supplier Name: Advanis Inc.  
April 2025

This public opinion research report presents the methodological details for the 2025 National Justice Survey conducted by Advanis Inc. on behalf of Department of Justice Canada ("Justice Canada"). The survey was administered with 4,218 Canadians between February 4<sup>th</sup> and March 23<sup>rd</sup>, 2025.

*Cette publication est aussi disponible en français sous le titre : **Sondage national sur la justice 2025***

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# **EXECUTIVE SUMMARY**

## **BACKGROUND AND OBJECTIVES**

The National Justice Survey (NJS) is a national public opinion research study conducted periodically by the Department of Justice Canada (“JUS”). The survey collects information on the views, knowledge, concerns, and priorities of Canadians on important justice-related issues. Results of the study are used to inform ongoing and future policy development, departmental reporting, communications, and public engagement on important justice-related issues.

The objective of the 2025 NJS was to collect information on the following:

- a) performance measurement data for departmental reporting and JUS’ State of the Criminal Justice System initiative;
- b) public awareness of and confidence in the criminal justice system and the youth criminal justice system;
- c) confidence in the family justice system and the civil justice system; and
- d) a shortened version of the Canadian Legal Problems Survey (CLPS), to ask Canadians the kinds of serious legal problems they may have faced, how they attempted to resolve them and how the experiences impacted their lives.

In addition to questions on the topic areas outlined above, the survey included questions on key demographic characteristics of respondents (e.g., gender, age, ethno-cultural group, Indigenous identity, income, employment).

## **METHODOLOGY**

The 2025 National Justice Survey was conducted online with 4,218 people aged 18 years and older living in each of Canada’s provinces and territories from February 4 to March 23, 2025. Respondents from a pre-profiled database recruited randomly via telephone were sent SMS or email invites to participate in the study. The average survey length was 16 minutes. The survey data were weighted to replicate, as closely as possible, the Canadian population, aged 18 years or older by age, gender, region, highest level of education completed, Indigenous identity and

ethno-cultural identity<sup>1</sup> using data from the 2021 Census of Population. Respondents were offered the survey in the official language of their choice.

An oversampling of First Nations, Inuit, and Métis, as well as those from racialized ethno-cultural groups was employed as an important step towards responding to the growing calls for public sector organizations to improve efforts to collect disaggregated data, and to understand justice issues through an intersectional lens.

The quantitative survey instrument, all methodical information that would be required to replicate the research initiative, can be found in Appendix A. Tabulated results from the quantitative survey are provided in English and French under separate covers.

**CONTRACT VALUE**

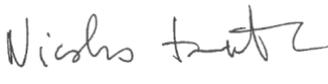
The value of this contract, including HST, is \$120,646.64.

**POLITICAL NEUTRALITY REQUIREMENT**

**Political neutrality certification**

I hereby certify as a Senior Officer of Advanis that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research.

Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.

Signed: 

Nicolas Toutant, Vice-President, Research and Evaluation  
Advanis  
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<sup>1</sup> Based on Visible Minority population, Statistics Canada. 2022. Canada [Country] (table). Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001

## SAMPLING PLAN

Advanis used its General Population Random Sample (GPRS), which is a pre-profiled database of approximately 710,000 Canadians to find potential respondents. Advanis' GPRS recruits people living in Canada using random digit telephone dialing (including both landline and cell phone numbers) to collect a random sample of potential respondents. From this randomly generated population sample, two more random samples were taken to populate the study sample: the first from the general population, and the second from those who have been identified as belonging to Indigenous or racialized ethno-cultural groups. The random samples were generated in February 2025.

An oversampling of Indigenous respondents and respondents from racialized ethno-cultural groups was required to compare responses of Indigenous and racialized people, to those of White people (see Table 1). A minimum of 300 completed surveys was targeted from each of: Black, East/Southeast Asian, South/West Asian, Middle Eastern or North African, Latinx, First Nations, Inuk (Inuit) and Métis respondents.<sup>2</sup> The final sample was weighted to known population proportions, resulting in a sample that is reasonably generalizable to the Canadian population. Data were collected through an online survey of approximately 16 minutes.

Table 1: Sample Frame by Indigenous and ethno-cultural identity

<b>Indigenous identity and ethno-cultural identity</b>	<b>Sample Frame</b>	<b>Targeted surveys</b>
First Nations	2,624	300
Métis	1,918	300
Inuk (Inuit)	96	300*
Black	1,861	300
East or Southeast Asian	1,988	300
Latinx	2,665	300
Middle Eastern or North African	1,869	300
South Asian	2,704	300
White	5,288	1,600
Multiple Indigenous/Ethno-cultural identities and prefer to self identify	509	-

<sup>2</sup> These categories largely correspond to those in the 2021 Census, however some categories were combined to allow for a large enough sample to be able to analyse the data.

Unknown	2,274	-
<b>Total</b>	<b>23,796</b>	<b>4,000</b>

\* Best effort, based on low incidence in general population

## **PRETEST AND INVITATIONS**

### **CATI RECRUIT**

Advanis used a CATI (Computer Assisted Telephone Interviewing) survey to recruit potential participants to participate in the online survey. Potential participants pulled from Advanis' GPRS sample were randomly called and were asked if they agreed to participate in an online study. Those who agreed were sent an invitation via SMS and, in a few cases, via email. Overall, 15,555 people agreed to participate in the online survey. Invitations were also sent if the interviewer reached a potential participant's voicemail and the respondent had previously given Advanis permission to send them invites directly.

### **EMAIL AND SMS INVITES/REMINDERS**

Invitations were sent by SMS and email. After sending the initial invitation, a reminder message was sent every three days to potential respondents who had not completed the survey and who had not previously been screened out of the survey. A maximum of three reminder messages were sent.

### **SURVEY PRE-TEST AND DATA COLLECTION**

A test pre-launch was conducted on February 4-5<sup>th</sup>, 2025. The pre-test was completed by 117 respondents in English, and 16 respondents in French. Respondents were asked to provide feedback on the survey instrument, including any suggestions that would improve the survey for others. No survey changes were made based on the feedback received from respondents participating in the pre-test. Participant data from the pre-test was kept in the final data.

Surveys had a unique number embedded in the hyperlink to eliminate the possibility of duplicate responses from one participant.

## COMPLETED INTERVIEWS

### RESULTS

Table 2 below shows the details of initial invitations sent, unopened surveys, screened out applicants, as well as complete and incomplete surveys. The response rate, calculated as the number of in-scope responding units divided by the sum of unresolved units, in-scope non-responding units, and in-scope responding units, was 27.6%. Response rates for this type of survey and methodology generally range between 20% and 40%, depending on the subject matter and survey length. The overall response rate was similar to that of the 2023 National Justice Survey (26.6%).

**Table 2: Results**

<b>Disposition</b>	
<b>Total Email Invitations Issued (SMS/Email)</b>	<b>15,555</b>
Invalid (incomplete/incorrect email address, email invitation bounce backs)	30
<b>Total in-scope units</b>	<b>15,525</b>
<b>Total in-scope - non-responding units</b>	<b>11,233</b>
Total unresolved units (no response at all)	10,890
Qualified respondent break-off (incomplete)	343
<b>Total in-scope - responding units</b>	<b>4,292</b>
Over quota	0
Other disqualified	74
Completed surveys	4,218
<b>Response Rate</b> ( <i>in-scope responding / total in-scope units</i> )	<b>27.6%</b>

### MARGIN OF ERROR

Recruitment using Advanis' General Population Random Sample panel was probabilistic as such, the margin of error can be reported. The margin of error for a sample of 4,218 is +/- 1.5 at the 95% Confidence Interval. The sample sizes and associated margin of error at the 95% Confidence Interval for the indigenous identities and ethno-cultural identities sampled groups is detailed in Table 3.

**Table 3: Margin of Error by sampled groups**

<b>Indigenous identity and ethno-cultural identity*</b>	<b>Sample</b>	<b>Margin of Error</b>
First Nations	324	+/- 5.4
Métis	314	+/- 5.5
Inuk (Inuit)**	5	-
Black	307	+/- 5.6
East or Southeast Asian	299	+/- 5.7
Latinx	326	+/- 5.4
Middle Eastern or North African	302	+/- 5.6
South Asian	338	+/- 5.3
White	1,652	+/- 2.4

\*Note that margin of Error was not calculated for those identifying as being from multiple groups; due to the heterogeneity of these categories, it was not possible to determine weights based on representation in the Canadian population.

\*\* Responses for those who identify as Inuit were grouped with other Indigenous identities for analysis

The data reported was weighed to replicate, as closely as possible, the Canadian population, aged 18 years or older by age, gender, region, highest level of education, and Indigenous identity and ethno-cultural identity<sup>3</sup> using data from the 2021 Census of Population.

#### **COMPLETES AND TARGETS**

Overall, 15,555 people were invited to participate in the online survey, 13,210 (85%) in English, and 2,345 (15%) in French. The average survey length was 16 minutes. In total, 4,218 surveys were completed, 3,497 (83%) in English, and 721 (17%) in French. The number of completed surveys per ethno-cultural and Indigenous identity group matched approximately the number of completed surveys targeted by Justice Canada, with the exception of respondents identifying as Inuk (Inuit). This is due the smaller size of the Inuit population, as well as more difficulty in reaching this group.

<sup>3</sup> Based on Visible Minority population, Statistics Canada. 2022. Canada [Country] (table). Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001. Some categories were combined to allow for a large enough sample to be able to analyse the data.

**Table 4: Number of Completes and Targeted Number of Completes**

<b>Indigenous identity and ethno-cultural identity*</b>	<b>Completed surveys</b>	<b>Target</b>
First Nations	324	300
Métis	314	300
Inuk (Inuit)	5	300**
Multiple Indigenous identities	88	
Black	307	300
East or Southeast Asian	299	300
Latinx	326	300
Middle Eastern or North African	302	300
South Asian	338	300
White	1,652	1,600
More than one of the groups above	85	
Prefer to self-identify as:	45	-
Prefer not to answer	133	-
<b>Total</b>	<b>4,218</b>	<b>4,000</b>

\* The categories for ethno-cultural identity were based on the 2021 Census with some categories combined to achieve ns that could be used for analysis. See Weighting section below for more information on these categories.

\*\* Best effort, based on low incidence in general population

A total of 71 respondents were screened out of the online survey for being under the age of 18 or refusing to provide their age. Respondents who identified as more than one of the ethno-cultural groups listed, 'Prefer to self-identify as:', or chose not to indicate their ethno-cultural group were allowed to continue. 'Prefer to self-identify as:' mentions were later evaluated and coded to existing categories, where applicable. A total of 29 respondents who initially selected 'Prefer to self-identify as:' were subsequently coded into existing categories. Where respondents indicated 'More than one of the groups above', Advanis used its pre-profiled database to review the ethno-cultural group(s) they had identified with when initially recruited (i.e., prior to the administration of this survey) to evaluate potential cases for coding. After discussion with Justice Canada, a total of 53 cases were recoded using this approach which followed the Statistics Canada guidelines for defining the [Visible minority of person](#).

## **WEIGHTING**

Overall, 4,218 online surveys were completed during data collection, 3,497 (83%) in English, and 721 (17%) in French. The final data were weighted by age, gender, region, highest level of education completed, and Indigenous identity and ethno-cultural identity to align with 2021

Census of Population estimates as closely as possible. The population proportions were sourced from [Statistics Canada. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001](#) and Advanis applied the weights to the survey database. Detailed weights are available in the data set.

#### **WEIGHTING APPROACH AND METHODOLOGY**

A pre-weighting analysis following the 2023 administration of the National Justice Survey had evaluated the representativeness of the sample population by age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity. Further analysis was conducted to understand which respondent characteristics had a greater impact in overall perceptions of the justice system. These characteristics were given a more important consideration (relative to other weighting factors) in the final weighting approach.

Based on this analysis, the following factors were identified to be prioritized in the weighting scheme:

1. **Age:** 18-34, 35-54, 55+
2. **Gender:** Men+, Women+
  - a. After a review and subsequent back coding of self-identified responses (i.e., open-ended responses), the remaining 112 respondents who identified as a non-binary person, a two-spirit person, who preferred to self-identify but did not provide additional information, or chose not to answer were randomly assigned to Men+ or Women+ categories for the purposes of weighting and crosstabulation. Data for these populations could not be weighted due to the absence of reference data.
3. **Region<sup>4</sup>:** British Columbia, Ontario, Quebec, and the Rest of Canada (i.e., all other provinces and territories combined, including those who chose not to answer)<sup>5</sup>.
4. **Indigenous identity and ethno-cultural identity:**
  - a. First Nations, Métis, and Inuk;
  - b. Black (e.g., African/African descent, Afro-Caribbean, Afro-Latino/Afro-Latina/Afro-Latinx);

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<sup>4</sup> Region was reported in place of PT to allow for a sufficient number of responses for the analysis of the data.

<sup>5</sup> Since the provinces and territories making up the group "Rest of Canada" were well represented proportionally to the Canadian population, the fact they were grouped together did not negatively impact the national representation of the sample.

- c. White (e.g., European/European descent);
- d. Latino/Latina/Latinx (e.g., non-white Latin American descent)
- e. South Asian/South Asian descent (e.g., Indian, Pakistani, Sri Lankan)
- f. Middle Eastern or North African/Middle Eastern or North African descent (e.g., Afghan, Iranian, Lebanese, Egyptian, Algerian, Saudi Arabian, Turkish, Iraqi, Yemeni, Jordanian);
- g. East Asian/East Asian descent (e.g., Chinese, Japanese, Korean) or Southeast Asian/Southeast Asian descent (e.g., Filipino, Vietnamese, Cambodian, Laotian, Thai);
- h. More than one of the groups above, prefer to self-identify and those who chose not to answer.

5. **Highest level of education completed:** University degree or higher, less than university degree or those who chose not to answer.

The same weighting factors were applied to both 2023 and 2025 results to ensure comparability across years of study. Analysis by other respondent characteristics (or by other groupings of the above weighting factors) should be done with caution and may not be representative of the analyzed population.

#### ESTIMATING POPULATION PROPORTIONS

The population proportions were sourced from [Statistics Canada. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001](#). Since census data does not include counts that align with the proposed weighting scheme, the following process was used to develop reasonable estimates of the population by age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity:

1. Population counts for age, gender, and region were used to create 24 unique segments of the population. [**Example:** Age 18-34| Male| British Columbia]
2. Population counts for Indigenous identity and ethno-cultural identity by region were then used to estimate population counts for each of the 192 unique segments of the population. [**Example:** Age 18-34| Male| British Columbia| First Nations, Métis, or Inuk (Inuit)]
3. Finally, national statistics for the highest level of education completed were used to further sub-divide the population segments by education, resulting in 384 segments in

total. [**Example:** Age 18-34|Male|British Columbia |First Nations, Métis, or Inuk (Inuit)|University Degree or higher]

Population estimates for these 384 segments of the population were then compared to the surveyed population. When sample counts were insufficient to accurately weight the data, one or more elements of the group were aggregated to increase the size of the segment. For example, the following segments were combined into one segment:

- Age 18-34 | Male | British Columbia | South Asian/South Asian descent | Less than University degree
- Age 18-34 | Male | British Columbia | Other/self-described | Less than University degree

Decisions regarding which elements to combine were based on the factors previously determined as having less impact on overall perceptions of the justice system. In the example above, it was determined that removing the ethnicity weighting factor between South Asian/South Asian descent and the Other/self-described identities would be less likely to affect results than combining these segments across age or gender categories.

The result of this approach is that data may not align exactly with all marginal populations, but the data will be more reliable when comparing sub-segments of the population. The final weighting scheme included 347 unique segments, with weights in the range of 0.05 to 4.84.

#### **COMPARABILITY OF 2022, 2023 AND 2025 RESULTS**

The 2022, 2023 and 2025 National Justice Survey data are weighted by the same factors (age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity) so comparisons can be made between the three. As is the case with any random samples of the population, analysts should demonstrate caution when analyzing and comparing smaller sub-segments of the population, in consideration of the smaller base size and the process used for estimating population proportions that are not provided in the national census data (e.g., ethno-cultural identity by age and gender). When comparing results relating to confidence and other perceptions of the Canadian justice system, it should also be noted that both the 2023 and 2025 National Justice surveys included a labeled midpoint on rating scales, but the 2022 survey did not. The midpoints were added to help increase the accuracy of the ratings.



# APPENDIX A: QUANTITATIVE INSTRUMENTS

## National Justice Survey 2025



Languages: English, French

### Section Login page

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#### Page Login page

##### wcag

Thank you for taking the time to complete this survey about justice issues of interest to Canadians.  
**Si vous préférez répondre au sondage en français, veuillez cliquer sur français.**

This survey is voluntary but your input is valuable to us, and the survey will take **about 15-20 minutes** to complete. If you get interrupted while doing the survey, you **can click on the same link** to pick up right where you left off.

The Government of Canada has contracted an independent public opinion research company, [Advanis \(opens in a new window\) \(http://advanis.net\)](http://advanis.net), to conduct this research on their behalf. This survey uses Advanis's [TellCityHall \(opens in a new window\) \(http://www.tellcityhall.ca\)](http://www.tellcityhall.ca) data collection methodology. You have completed a survey for us in the past, and indicated then that you might participate in public policy studies in the future. Your personal information is treated with the highest standards of confidentiality by Advanis. Survey answers will be grouped with other participant responses, and your personal information will only be used for the purposes stated in the survey. We will not use this information for any purposes other than those consistent with market research requirements and guidelines.

This survey is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service. The project verification number is: 20250128-AD596. Click [here \(opens in a new window\) \(https://www.canadianresearchinsightscouncil.ca/rvs/home/\)](https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

- <sub>1</sub> Assistive Survey for those with a disability (Screen reader enabled)
- <sub>2</sub> Start Survey

## Section Survey Content

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### Page Demographic questions

#### AGE1

In what year were you born?

*(Show if WCAG) Please enter a number.*

Minimum: 1900, Maximum: 2025

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.8 Prefer not to answer

**AGE2** *Show if Born in 2007 or Refused Age ((AGE1 = 2007) OR (AGE1 = Prefer not to answer) OR (AGE1 = Not Answered))*

In which of the following age categories do you belong?

*(Show if WCAG) Please select one.*

- 1 Less than 18 years old
- 2 18 to 24
- 3 25 to 34
- 4 35 to 44
- 5 45 to 54
- 6 55 to 64
- 7 65 or older
- 99 Prefer not to answer

**Term2** *Show if Under 18 or Refused Age Category (((AGE1 > 2007) OR (AGE2 = 1)) OR (AGE2 = 99))*

Those are all the questions we have for you today. Thank you for your interest in this survey, but you must be 18 or older to participate. We thank you very much for taking the time to participate, it is greatly appreciated.

This study was hosted by market and social research firm:



using our data collection method:



If you'd like to see results from other studies conducted by Advanis via TellCityHall, please visit [tellcityhall.ca/surveys](http://www.tellcityhall.ca/surveys) (<http://www.tellcityhall.ca/surveys.html>).

© 2025 Privacy Policy (<http://www.tellcityhall.ca/privacy.html>) CRIC Pledge (<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf>)

Status Code: 501

## **GENDR**

I identify as:

*Please select one.*

- 1 A woman
- 2 A man
- 3 A non-binary person
- 4 A two-spirit person
- 5 Prefer to self-identify as: \_\_\_\_\_
- 99 Prefer not to answer

## **INDIG**

I identify as:

*Please select one.*

- 1 First Nations
- 2 Inuk
- 3 Métis
- 4 More than one of the above
- 5 None of the above
- 99 Prefer not to answer

**ETHN** Show if Not First Nation Metis Inuk (INDIG = 5,99)

I identify as:

*Please select one.*

- 1 Black (e.g., African/African descent, Afro-Caribbean, Afro-Latino/Afro-Latina/Afro-Latinx)
- 2 White (e.g., European/European descent)
- 3 Latino/Latina/Latinx (e.g., non-white Latin American descent)
- 4 South Asian/South Asian descent (e.g., Indian, Pakistani, Sri Lankan)
- 5 Middle Eastern or North African/Middle Eastern or North African descent (e.g., Afghan, Iranian, Lebanese, Egyptian, Algerian, Saudi Arabian, Turkish, Iraqi, Yemeni, Jordanian)
- 6 East Asian/ East Asian descent (e.g., Chinese, Japanese, Korean)
- 7 Southeast Asian/Southeast Asian descent (e.g., Filipino, Vietnamese, Cambodian, Laotian, Thai)
- 8 More than one of the groups above
- 9 Prefer to self-identify as: \_\_\_\_\_
- 99 Prefer not to answer

## **Page Public Confidence in the Criminal Justice System**

### **Q1**

How would you describe your level of awareness of the role of the following area in the criminal justice system?

*(Show if WCAG) Please select one per item.*

1. Police \*
2. Courts \*
3. Corrections \*

*Levels marked with \* are randomized*

- 1 1 - Not aware at all
- 2 2
- 3 3 - Moderately aware
- 4 4
- 5 5 - Very aware
- 99 Don't know

## Q2

How confident are you that the Canadian criminal justice system is...

*(Show if WCAG) Please select one per item.*

1. Fair to all people \*
2. Accessible to all people \*

*Levels marked with \* are randomized*

- 1 1 - Not at all confident
- 2 2
- 3 3 - Moderately confident
- 4 4
- 5 5 - Very confident
- 99 Don't know

## Q3

What does a “criminal justice system that is **accessible to all people**” mean to you?

*Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.*

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- .8 Prefer not to answer
- .9 Don't know

## Page Youth Criminal Justice System

### Q4int

In the previous section, we asked you to tell us about your awareness of and confidence in the Canadian criminal justice system as a whole. This next section asks similar questions about the **youth** criminal justice system, specifically.

*Select the right arrow to continue.*

**Q4**

How would you describe your level of awareness of the *Youth Criminal Justice Act*?

*(Show if WCAG) Please select one.*

- 1 1 - Not aware at all
- 2 2
- 3 3 - Moderately aware
- 4 4
- 5 5 - Very aware
- 99 Don't know

**Q5**

How confident are you that the Canadian youth criminal justice system is...

*(Show if WCAG) Please select one per item.*

- 1. Fair to all people \*
- 2. Accessible to all people \*

*Levels marked with \* are randomized*

- 1 1 - Not at all confident
- 2 2
- 3 3 - Moderately confident
- 4 4
- 5 5 - Very confident
- 99 Don't know

**Q6**

What does a “youth criminal justice system that is **accessible to all people**” mean to you?

*Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.*

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- .8 Prefer not to answer
- .9 Don't know

## Page The Canadian Family Justice System

### Q7int

Now, turning to the family justice system. The family justice system in Canada extends beyond the courts and includes family justice services such as parent education sessions, supervised access, and family dispute resolution services. Issues such as divorce, parenting time arrangements and decision-making responsibilities (custody and access), child and spousal support, as well as division of property are all handled by the family justice system.

*Select the right arrow to continue.*

### Q7

How confident are you that the family justice system in Canada is...

*(Show if WCAG) Please select one per item.*

1. Fair to all people \*
2. Accessible to all people \*

*Levels marked with \* are randomized*

- 1 1 - Not at all confident
- 2 2
- 3 3 - Moderately confident
- 4 4
- 5 5 - Very confident
- 99 Don't know

## Page Civil Justice System

### Q8int

The family justice system is part of the **civil justice** system in Canada.

We would now like to get your views on the **other aspects** of the civil justice system.

General civil law includes, for example, disputes about contracts, wills, property, personal injury or employment issues. These disputes can occur between individuals or between individuals and organizations, including governments and businesses.

*Select the right arrow to continue.*

## Q8

How confident are you that the civil justice system (excluding the family justice elements) in Canada is...

*(Show if WCAG) Please select one per item.*

1. Fair to all people \*
2. Accessible to all people \*

*Levels marked with \* are randomized*

- 1 1 - Not at all confident
- 2 2
- 3 3 - Moderately confident
- 4 4
- 5 5 - Very confident
- 99 Don't know

## Section Canadian Legal Problems Module

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### Page Problem identification

#### CLPint1

This section covers serious problems that could happen to anyone any day, such as when buying and selling a house or other big purchase, entering into a contract, gaining and losing employment, getting married or breaking up, and managing the medical or financial affairs of another person. In short, it covers serious problems that may or may not require legal help.

*Select the right arrow to continue.*

#### CLPint4

##### Problem Identification

This section asks about disputes or problems between you and another party, for example, a person, business, government, or other entity.

Your problems could correspond to more than one category, please choose all categories that apply. Answer “yes” if any new problem occurred after [Month] 2022, even if it is connected to an existing problem.

Select the right arrow to continue.

### CLP1

Have you had any of the following types of disputes or problems in Canada since [Month] 2022?

(Show if WCAG) Please select one per item.

1. A large purchase or service where you did not get what you paid for and the seller did not fix the problem \*
2. Your employer or your job, excluding personal injuries \*
3. A personal injury or serious health issue that occurred at work, in a commercial establishment, in a traffic accident or any other public place \*
4. Your neighbourhood such as vandalism, property damage, threats or excessive noise \*
5. Your house, your rent, your mortgage or rent owed to you \*
6. Money you owe (debt) or collecting money owed to you, **excluding** rent and housing issues \*
7. Getting social or housing assistance, receiving Old Age Security, Guaranteed Income Supplement or other government assistance payments, or problems with the amount received (**Exclude disability assistance**) \*
8. Getting disability assistance or problems with the amount received \*
9. Immigration, refugee status or sponsoring a family member's application to immigrate to Canada \*
10. Contact with the police or other part of the criminal justice system, including being stopped, accused, charged, detained, arrested, or with the suspension of your criminal record or pardons \*
11. Contact with the police or other part of the criminal justice system as a victim of or witness to a crime, **excluding** neighbourhood vandalism, property damage, threats or excessive noise \*
12. A breakdown of your family or relationship such as a divorce or separation, **excluding** parenting time and decision-making (child custody) problems \*
13. Parenting time or decision-making responsibility (child custody) problems \*
14. A will, or taking care of financial or health issues for a person who was unable to look after themselves \*
15. Poor or incorrect medical treatment \*
16. Civil court proceedings or a letter threatening legal action over a civil matter \*
17. Being harassed \*
18. Being discriminated against \*
19. Other type of dispute or problem, not previously listed

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Levels marked with \* are randomized

- <sub>1</sub> Yes
- <sub>2</sub> No

**CLP1Other** Show if Had other disputes (CLP1\_s = 1)

What was the other type of dispute or problem you had that was not previously listed?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

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**CLP2** Show if Had any type of disputes or problems ((CLP1\_a = 1) OR (CLP1\_b = 1) OR (CLP1\_c = 1) OR (CLP1\_d = 1) OR (CLP1\_e = 1) OR (CLP1\_f = 1) OR (CLP1\_g = 1) OR (CLP1\_h = 1) OR (CLP1\_i = 1) OR (CLP1\_j = 1) OR (CLP1\_k = 1) OR (CLP1\_l = 1) OR (CLP1\_m = 1) OR (CLP1\_n = 1) OR (CLP1\_o = 1) OR (CLP1\_p = 1) OR (CLP1\_q = 1) OR (CLP1\_r = 1) OR (CLP1\_s = 1))

Which of the following disputes or problems were serious and difficult to fix?

Select all that apply

- 1 A large purchase or service where you did not get what you paid for and the seller did not fix the problem (Show if PI1 1 A large purchase (CLP1\_a = 1))
- 2 Your employer or your job, excluding personal injuries (Show if PI1 2 Your employer (CLP1\_b = 1))
- 3 A personal injury or serious health issue that occurred at work, in a commercial establishment, in a traffic accident or any other public place (Show if PI1 3 A personal injury (CLP1\_c = 1))
- 4 Your neighbourhood such as vandalism, property damage, threats or excessive noise (Show if PI1 4 Your neighbourhood (CLP1\_d = 1))
- 5 Your house, your rent, your mortgage or rent owed to you (Show if PI1 5 Your house (CLP1\_e = 1))
- 6 Money you owe (debt) or collecting money owed to you, **excluding** rent and housing issues (Show if PI1 6 Money you owe (CLP1\_f = 1))
- 7 Getting social or housing assistance, receiving Old Age Security, Guaranteed Income Supplement or other government assistance payments, or problems with the amount received (**Exclude disability assistance**) (Show if PI1 7 Getting social assistance (CLP1\_g = 1))
- 8 Getting disability assistance or problems with the amount received (Show if PI1 8 Getting disability assistance (CLP1\_h = 1))
- 9 Immigration, refugee status or sponsoring a family member's application to immigrate to Canada (Show if PI1 9 Immigration refugee status (CLP1\_i = 1))
- 10 Contact with the police or other part of the criminal justice system, including being stopped, accused, charged, detained, arrested, or with the suspension of your criminal record or pardons (Show if PI1 10 Contact with the police as suspect (CLP1\_j = 1))
- 11 Contact with the police or other part of the criminal justice system as a victim of or witness to a crime, **excluding** neighbourhood vandalism, property damage, threats or excessive noise (Show if PI1 11 Contact with the police as a victim (CLP1\_k = 1))

- 12 A breakdown of your family or relationship such as a divorce or separation, **excluding** parenting time and decision-making (child custody) problems *(Show if PI1 12 A breakdown of family (CLP1\_l = 1))*
- 13 Parenting time or decision-making responsibility (child custody) problems *(Show if PI1 13 Child custody (CLP1\_m = 1))*
- 14 A will, or taking care of financial or health issues for a person who was unable to look after themselves *(Show if PI1 14 A will or taking care of financial issues (CLP1\_n = 1))*
- 15 Poor or incorrect medical treatment *(Show if PI1 15 Poor or incorrect medical treatment (CLP1\_o = 1))*
- 16 Civil court proceedings or a letter threatening legal action over a civil matter *(Show if PI1 16 Civil court proceedings (CLP1\_p = 1))*
- 17 Being harassed *(Show if PI1 17 Being harassed (CLP1\_q = 1))*
- 18 Being discriminated against *(Show if PI1 18 Being discriminated against (CLP1\_r = 1))*
- 19 <<CLP1Other.text>> *(Show if PI1 19 Other (CLP1\_s = 1))*
- 20 None of the above *(Exclusive)*

## Page Harassment and discrimination

**CLP3** *Show if Had a serious harassment problem (CLP2\_17 = 1)*

You mentioned that since [Month] 2022, you had a serious dispute about or problem with harassment in Canada.

In which contexts did you experience this harassment? Was it:

*Select all that apply*

- 1 At work \*
- 2 At an educational institution or school \*
- 3 In a store, bank or restaurant \*
- 4 At a government department or agency \*
- 5 In your community or neighbourhood \*
- 6 Online, such as on social media \*
- 7 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

**CLP4** *Show if Had a serious harassment problem (CLP2\_17 = 1)*

Since [Month] 2022, have you experienced **harassment** in Canada based on any of the following grounds?

*Select all that apply*

- 1 Indigenous identity \*
- 2 Race, colour, national or ethnic origin \*
- 3 Religion \*

- 4 Age \*
- 5 Sex, gender identity or expression \*
- 6 Sexual orientation \*
- 7 Marital status \*
- 8 Family status \*
- 9 A physical or mental disability \*
- 10 Language \*
- 11 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

**CLP5** Show if Had a serious discrimination problem (CLP2\_18 = 1)

Earlier, you mentioned that since [Month] 2022, you had a serious dispute about or problem with discrimination.

In what types of situations have you experienced discrimination in Canada?

*Select all that apply*

- 1 At an educational institution or school \*
- 2 In a store, bank or restaurant \*
- 3 At work or when applying for a job or promotion \*
- 4 When dealing with the police \*
- 5 When dealing with courts \*
- 6 When crossing the border into Canada \*
- 7 Online, such as on social media \*
- 8 Other (specify other situation): \_\_\_\_\_

*Levels marked with \* are randomized*

**CLP6** Show if Had a serious discrimination problem (CLP2\_18 = 1)

Since [Month] 2022, have you experienced **discrimination** in Canada based on any of the following grounds?

*Select all that apply*

- 1 Indigenous identity \*
- 2 Race, colour, national or ethnic origin \*
- 3 Religion \*
- 4 Age \*
- 5 Sex, gender identity or expression \*
- 6 Sexual orientation \*
- 7 Marital status \*
- 8 Family status \*

- 9 A physical or mental disability \*
- 10 Language \*
- 11 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

## Page 3 - Most serious problem

**CLP7** Show if Experienced more than one serious problem (CLP2 > 1)

Earlier, you said that you have had more than one serious dispute or problem since [Month] 2022.

Which of these was the most serious problem you experienced?

*(Show if WCAG) Please select one.*

- 1 A large purchase or service where you did not get what you paid for and the seller did not fix the problem *(Show if PI2 1 A large purchase (CLP2\_1 = 1))*
- 2 Your employer or your job, excluding personal injuries *(Show if PI2 2 Your employer (CLP2\_2 = 1))*
- 3 A personal injury or serious health issue that occurred at work, in a commercial establishment, in a traffic accident or any other public place *(Show if PI2 3 A personal injury (CLP2\_3 = 1))*
- 4 Your neighbourhood such as vandalism, property damage, threats or excessive noise *(Show if PI2 4 Your neighbourhood (CLP2\_4 = 1))*
- 5 Your house, your rent, your mortgage or rent owed to you *(Show if PI2 5 Your house (CLP2\_5 = 1))*
- 6 Money you owe (debt) or collecting money owed to you, **excluding** rent and housing issues *(Show if PI2 6 Money you owe (CLP2\_6 = 1))*
- 7 Getting social or housing assistance, receiving Old Age Security, Guaranteed Income Supplement or other government assistance payments, or problems with the amount received (**Exclude disability assistance**) *(Show if PI2 7 Getting social assistance (CLP2\_7 = 1))*
- 8 Getting disability assistance or problems with the amount received *(Show if PI2 8 Getting disability assistance (CLP2\_8 = 1))*
- 9 Immigration, refugee status or sponsoring a family member's application to immigrate to Canada *(Show if PI2 9 Immigration refugee status (CLP2\_9 = 1))*
- 10 Contact with the police or other part of the criminal justice system, including being stopped, accused, charged, detained, arrested, or with the suspension of your criminal record or pardons *(Show if PI2 10 Contact with the police as suspect (CLP2\_10 = 1))*
- 11 Contact with the police or other part of the criminal justice system as a victim of or witness to a crime, **excluding** neighbourhood vandalism, property damage, threats or excessive noise *(Show if PI2 11 Contact with the police as victim (CLP2\_11 = 1))*
- 12 A breakdown of your family or relationship such as a divorce or separation, **excluding** parenting time and decision-making (child custody) problems *(Show if PI2 12 A breakdown of family (CLP2\_12 = 1))*
- 13 Parenting time or decision-making responsibility (child custody) problems *(Show if PI2 13 Child custody (CLP2\_13 = 1))*
- 14 A will, or taking care of financial or health issues for a person who was unable to look after themselves *(Show if PI2 14 A will or taking care of financial health (CLP2\_14 = 1))*

- 15 Poor or incorrect medical treatment *(Show if PI2 15 Poor or incorrect medical treatment (CLP2\_15 = 1))*
- 16 Civil court proceedings or a letter threatening legal action over a civil matter *(Show if PI2 16 Civil court (CLP2\_16 = 1))*
- 17 Being harassed *(Show if PI2 17 Being harassed (CLP2\_17 = 1))*
- 18 Being discriminated against *(Show if PI2 18 Being discriminated against (CLP2\_18 = 1))*
- 19 <<CLP1Other.text>> *(Show if PI2 19 PIOther text (CLP2\_19 = 1))*

## Page Assistance with problems

**CLP8** *Show if Experienced at least one serious problem (CLP2\_1 = 1 OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1)*

People may do a number of things to try to resolve problems.

Which of the following, if any, did you do to resolve or try to resolve your most serious problem (<<CLP7.text>>)?

Only report assistance received in Canada.

*Select all that apply*

- 1 Searched the Internet \*
- 2 Contacted the other party involved in the dispute \*
- 3 Obtained advice from friends or relatives \*
- 4 Contacted a lawyer, paralegal or law student *[[i.e., someone with legal training who is a member of a bar association or who is supervised by a member of a bar association. Includes a lawyer — private or legal aid, a notary, a law student, a student-at-law, a paralegal or community legal worker.]] \**
- 5 Contacted a court or tribunal \*
- 6 Contacted a community centre or community organization \*
- 7 Contacted a federal, provincial, territorial or municipal government department or agency *[[Exclude if the federal department or agency is the other party in the dispute.]] \**
- 8 Contacted a labour union \*
- 9 Other (please specify): \_\_\_\_\_
- 10 Did not take action to resolve your problem *(Exclusive)*

*Levels marked with \* are randomized*

**CLP9** Show if Took actions to resolve the problem (CLP8\_1 = 1 OR CLP8\_2 = 1 OR CLP8\_3 = 1 OR CLP8\_4 = 1 OR CLP8\_5 = 1 OR CLP8\_6 = 1 OR CLP8\_7 = 1 OR CLP8\_8 = 1 OR CLP8\_9 = 1)

How helpful were the actions you took to resolve your most serious problem (<<CLP7.text>>)?

*(Show if WCAG) Please select one per item.*

1. Searched the Internet \* *(Show if MSP8 1 Searched the Internet (CLP8\_1 = 1))*
2. Contacted the other party involved in the dispute \* *(Show if MSP8 2 Contacted the other party (CLP8\_2 = 1))*
3. Obtained advice from friends or relatives \* *(Show if MSP8 3 Obtained advice (CLP8\_3 = 1))*
4. Contacted a lawyer, paralegal or law student (i.e., someone with legal training who is a member of a bar association or who is supervised by a member of a bar association. Includes a lawyer — private or legal aid, a notary, a law student, a student-at-law, a paralegal or community legal worker.) \* *(Show if MSP8 4 Contacted a lawyer (CLP8\_4 = 1))*
5. Contacted a court or tribunal \* *(Show if MSP8 5 Contacted a court (CLP8\_5 = 1))*
6. Contacted a community centre or community organization \* *(Show if MSP8 6 Contacted a community centre (CLP8\_6 = 1))*
7. Contacted a federal, provincial, territorial or municipal government department or agency (Exclude if the federal department or agency is the other party in the dispute.) \* *(Show if MSP8 7 Contacted a federal prov or territorial government (CLP8\_7 = 1))*
8. Contacted a labour union \* *(Show if MSP8 8 Contacted a labour union (CLP8\_8 = 1))*
9. <<CLP8.specify(9)>> *(Show if MSP8 9 Other (CLP8\_9 = 1))*

*Levels marked with \* are randomized*

- 1 Not helpful at all
- 2 Not very helpful
- 3 Somewhat helpful
- 4 Very helpful
- 99 Don't know

**CLP10** Show if Contacted a lawyer (CLP8\_4 = 1)

Earlier you said that you contacted a lawyer, paralegal or law student to get help to resolve your most serious problem (<<CLP7.text>>).

Who did you contact? Was it:

*Select all that apply*

- 1 A private lawyer or notary \*
- 2 Legal aid \*
- 3 A telephone legal advice service or legal helpline \*
- 4 An online legal advice service \*
- 5 A legal clinic \*
- 6 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

**CLP11** Show if Experienced at least one serious problem AND did NOT contact a lawyer (NOT (CLP8\_4 = 1) AND (CLP2\_1 = 1 OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1))

For which reasons did you not receive any legal help from a lawyer, paralegal or law student for your most serious problem (<<CLP7.text>>)? Was it because:

*Select all that apply*

- 1 The cost of getting legal help was too much \*
- 2 You did not think legal help would be useful in your circumstance \*
- 3 You did not want to make things worse \*
- 4 The lawyer, paralegal or law student was unable to help, or lacked knowledge to help you with your problem \*
- 5 The lawyer, paralegal or law student advised you not to pursue legal action \*
- 6 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

**CLP12** Show if did NOT take any action (CLP8\_10 = 1)

Why did you not take action to try to resolve your most serious problem (<<CLP7.text>>)?

*Select all that apply*

- 1 Did not think anything could be done about it \*
- 2 Did not know what to do or where to get help \*
- 3 Were uncertain of your rights \*
- 4 Thought it would take too much time \*
- 5 Thought it would cost too much \*
- 6 Were too scared to do something **[[Include being afraid of negative consequences.]]** \*
- 7 Were worried that it would make the situation worse \*
- 8 Thought the other party was right \*
- 9 Felt the process would have been too stressful \*
- 10 Felt help was too difficult to access \*
- 11 Had a previous problem and knew there was no use in getting help \*
- 12 Were ashamed or embarrassed \*
- 13 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

## Page Understanding the scope of the problem

Show if Experienced at least one serious problem (CLP2\_1 = 1 OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1)

### CLP13

When you first became aware of your problem with <<CLP7.text>>, to what extent did you understand the possible legal implications?

(Show if WCAG) Please select one.

- 1 Not at all
- 2 Not very well
- 3 Very well
- 4 Completely
- 99 Don't know

### CLP14

When you first became aware of your problem with <<CLP7.text>>, how much did you know about where to get information and advice about resolving it?

(Show if WCAG) Please select one.

- 1 Nothing at all
- 2 Very little
- 3 Some
- 4 A lot
- .9 Don't know

## Page Current status of the problem

Show if Experienced at least one serious problem (CLP2\_1 = 1 OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1)

### CLP15

What is the current status of your problem with <<CLP7.text>>?

(Show if WCAG) Please select one.

- 1 Came to a satisfactory resolution
- 2 Came to an unsatisfactory resolution
- 3 Unresolved: in progress
- 4 Unresolved: currently not being dealt with, not likely to be a problem in the future

- 5 Unresolved: currently not being dealt with, may be a problem in the future
- 99 Don't know

**CLP16** Show if Problem is not currently being dealt with (CLP15 = 4,5)

Which of the following do you wish you had to help solve your problem (<<CLP7.text>>)?

*Select all that apply*

- 1 More detailed and practical information \*
- 2 Someone to explain the information that you found \*
- 3 Someone who has the skills to help you understand or prepare forms, letters, or documents \*
- 4 Someone to deal with the other party, and argue on your behalf \*
- 5 A lawyer to deal with the problem using the legal system or courts \*
- 6 Greater access to affordable legal advice or representation to help you \*
- 7 Services that respond better to your needs \*
- 8 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

**CLP17**

How important [was/is] it for you to resolve your most serious problem (<<CLP7.text>>)?

*(Show if WCAG) Please select one.*

- 1 Extremely important
- 2 Very important
- 3 Somewhat important
- 4 Not at all important
- 99 Don't know

## Page Costs associated with your problem

Show if Experienced at least one serious

problem (CLP2\_1 = 1 OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1)

### CLPint2

Now we would like to ask about the costs you may have had, or money or income you may have lost, as a result of your most serious problem (<<CLP7.text>>).

Select the right arrow to continue.

### CLP18

Which of the following costs did you have associated with your most serious problem (<<CLP7.text>>)?

Select all that apply

- 1 Lawyer fees
- 2 Fees for other advisors or mediators
- 3 Court filing fees or other court fees \*
- 4 Tickets or fines \*
- 5 Document or communication fees [[e.g., materials, photocopies, translation, authentication, notarization, long distance calls.]] \*
- 6 Lost wages \*
- 7 Money lost due to any property stolen, damaged, or destroyed due to fraud or theft \*
- 8 Temporary accommodations [[e.g., hotel, motel, Airbnb, rented room or apartment, storage.]] \*
- 9 Transportation costs [[e.g., bus, cab, gas, parking.]] \*
- 10 Childcare, house cleaner and other domestic costs \*
- 11 Psychologist, therapist, life coach, or counsellor services \*
- 12 Healthcare costs \*
- 13 Interest charges, insufficient funds charges \*
- 14 Other (please specify): \_\_\_\_\_
- 15 No costs (Exclusive)

Levels marked with \* are randomized

**CLP19** Show if Had at least one cost (CLP18\_1 = 1 OR CLP18\_2 = 1 OR CLP18\_3 = 1 OR CLP18\_4 = 1 OR CLP18\_5 = 1 OR CLP18\_6 = 1 OR CLP18\_7 = 1 OR CLP18\_8 = 1 OR CLP18\_9 = 1 OR CLP18\_10 = 1 OR CLP18\_11 = 1 OR CLP18\_12 = 1 OR CLP18\_13 = 1 OR CLP18\_14 = 1)

What type of financial challenges did your most serious problem (<<CLP7.text>>) cause?

Did you:

*Select all that apply*

- 1 Borrow money from friends or relatives \*
- 2 Put expenses on your credit card \*
- 3 Borrow money from the bank \*
- 4 Borrow money from a credit or loan agency \*
- 5 Take out a mortgage on your house or remortgage \*
- 6 Spend your savings \*
- 7 Declare bankruptcy \*
- 8 Miss payment on other bills or pay them late \*
- 9 Other (please specify): \_\_\_\_\_
- 10 None (*Exclusive*)

*Levels marked with \* are randomized*

### **Page Socioeconomic impacts**

*Show if Experienced at least one serious problem (CLP2\_1 = 1*

*OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1)*

### **CLPint3**

The following questions are about the possible impacts the problem may have had on you personally. Some of the questions may not apply to you but it is important that we ask them of all survey participants.

*Select the right arrow to continue.*

### **CLP20**

Did your most serious problem (<<CLP7.text>>) cause or contribute to any of the following?

*(Show if WCAG) Please select one per item.*

1. Losing your job \*
2. Losing your housing \*

*Levels marked with \* are randomized*

- 1 Yes
- 2 No

**Page Health and social problems** *Show if Experienced at least one serious problem (CLP2\_1 = 1 OR CLP2\_2 = 1 OR CLP2\_3 = 1 OR CLP2\_4 = 1 OR CLP2\_5 = 1 OR CLP2\_6 = 1 OR CLP2\_7 = 1 OR CLP2\_8 = 1 OR CLP2\_9 = 1 OR CLP2\_10 = 1 OR CLP2\_11 = 1 OR CLP2\_12 = 1 OR CLP2\_13 = 1 OR CLP2\_14 = 1 OR CLP2\_15 = 1 OR CLP2\_16 = 1 OR CLP2\_17 = 1 OR CLP2\_18 = 1 OR CLP2\_19 = 1)*

**CLP21**

Which of the following did your most serious problem (<<CLP7.text>>) cause?

Did it cause you:

*Select all that apply*

- 1 Extreme stress \*
- 2 Physical health problems \*
- 3 Mental health problems \*
- 4 Social, family, or personal issues \*
- 5 None of the above *(Exclusive)*

*Levels marked with \* are randomized*

**CLP22** *Show if Experienced social family or personal issues (CLP21\_4 = 1)*

What social, family, or personal problems have you experienced as a result of your most serious problem (<<CLP7.text>>)?

*Select all that apply*

- 1 Marital problems or problems with partner \*
- 2 Relationship problems between parent or grandparent, and a child \*
- 3 Relationship problems with other family members, close friends, and support network \*
- 4 Problems with your child's behaviour *[[e.g., acting out or misbehaving at home, in the community, or at school.]]* \*
- 5 Problems with alcohol for yourself or someone else in your household \*
- 6 Problems with drugs for yourself or someone else in your household *[[Include cannabis, as well as illicit and prescription drugs.]]* \*
- 7 Other (please specify): \_\_\_\_\_

*Levels marked with \* are randomized*

## Section Demographics and feedback

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### Page Demographics

#### Demolnt

There are just a few questions left in the survey. Your personal information is treated with the highest standards of confidentiality by Advanis.

*Select the right arrow to continue.*

#### CJSINVOL2

Have you been involved with the **criminal justice system** in the past two years?

*Select all that apply*

- 1 Yes, testifying as a witness in criminal court
- 2 Yes, as a jury member chosen to participate in a criminal trial
- 3 Yes, as the victim/survivor of a crime
- 4 Yes, after being charged with a crime
- 5 Yes, knowing someone as victim/accused
- 6 Yes, working or volunteering in the criminal justice or related area
- 7 Yes, other (specify): \_\_\_\_\_
- 10 No *(Exclusive)*
- 99 Prefer not to answer *(Exclusive)*

#### EDU

What is the highest level of formal education that you have completed to date?

*(Show if WCAG) Please select one.*

- 1 Less than high school diploma or its equivalent
- 2 High school diploma or a high school equivalency certificate
- 3 Trades certificate or diploma
- 4 College, CEGEP or other non-university certificate or diploma (other than trades certificates or diplomas)
- 5 University certificate or diploma below the bachelor's level
- 6 Bachelor's degree (e.g., B.A., B.A. (Hons), B.Sc., B.Ed., LL.B.)
- 7 University certificate, diploma or degree above the bachelor's level
- 99 Prefer not to answer

**INC**

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

*(Show if WCAG) Please select one.*

- 1 Under \$20,000
- 2 \$20,000 to just under \$40,000
- 3 \$40,000 to just under \$60,000
- 4 \$60,000 to just under \$80,000
- 5 \$80,000 to just under \$100,000
- 6 \$100,000 to just under \$120,000
- 7 \$120,000 to just under \$150,000
- 8 \$150,000 and above
- 99 Prefer not to answer

**BORN**

Were you born in Canada?

*(Show if WCAG) Please select one.*

- 1 Yes
- 2 No
- 99 Prefer not to answer

**EMPL**

Which of the following categories best describes your current employment status?

*(Show if WCAG) Please select one.*

- 1 Working full-time, that is, 30 or more hours per week
- 2 Working part-time, that is, less than 30 hours per week
- 3 Self-employed
- 4 Unemployed, but looking for work
- 5 A student attending school full-time
- 6 Retired
- 7 Not in the workforce (disability, full-time homemaker, unemployed and not looking for work)
- 77 Not listed
- 99 Prefer not to answer

**TYPE**

In what type of community do you live?

*(Show if WCAG) Please select one.*

- 1 Urban (town, city, suburb)
- 2 Rural (small or sparsely populated community, with fewer than 5,000 or so residents, usually with considerable open/farmland surrounding it)
- 3 Remote (at least 2 hour drive from an urban centre and lacks reliable transportation links)
- 4 On reserve
- 98 None of the above
- 99 Prefer not to answer

**LOC**

What are the first three characters of your postal code?

*Please enter your first 3 digits in the format of A1A.*

---

- 8 Prefer not to answer

**PROVINCE** *Show if No FSA (LOC = Prefer not to answer)*

In which province or territory do you live?

*(Show if WCAG) Please select one.*

- 13 Yukon
- 2 British Columbia
- 6 Northwest Territories
- 1 Alberta
- 12 Saskatchewan
- 8 Nunavut
- 3 Manitoba
- 9 Ontario
- 11 Quebec
- 4 New Brunswick
- 7 Nova Scotia
- 10 Prince Edward Island
- 5 Newfoundland & Labrador
- 99 Prefer not to answer

## Page Feedback

### EndTCH

That concludes the survey. We thank you very much for taking the time to participate, it is greatly appreciated.

This study was hosted by market and social research firm:



using our data collection method:



If you'd like to see results from other studies conducted by Advanis via TellCityHall, please visit [tellcityhall.ca/surveys](http://www.tellcityhall.ca/surveys.html) (<http://www.tellcityhall.ca/surveys.html>).

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Status Code: -1