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# Continuous Qualitative Data Collection of Canadians' Views – September 2022

Final Report

**Prepared for the Privy Council Office**

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Canada 

# Continuous Qualitative Data Collection of Canadians' Views

## Final Report

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This public opinion research report presents the results of a series of focus groups conducted by The Strategic Counsel on behalf of the Privy Council Office. The tenth cycle of the third year of the study included a total of twelve focus groups with Canadian adults (18 years of age and older) between August 31<sup>st</sup> and September 28<sup>th</sup>, 2022. Per the Privy Council Office's direction, an addition was made to conduct a focus group on August 31<sup>st</sup>, 2022, which was then included as part of the September 2022 report.

Cette publication est aussi disponible en français sous le titre : Rapport final - Collecte continue de données qualitatives sur les opinions des canadiens – septembre 2022.

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## Political Neutrality Certification

I hereby certify as a Senior Officer of The Strategic Counsel that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Policy on Communications and Federal Identity and the Directive on the Management of Communications – Appendix C – Mandatory Procedures for 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.

Signed:  \_\_\_\_\_

Date: October 7, 2022

Donna Nixon, Partner  
The Strategic Counsel

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# Executive Summary

## Introduction

The Communications and Consultation Secretariat of the Privy Council Office (PCO) commissioned The Strategic Counsel (TSC) to conduct continuous cycles of focus group research across the country with members of the public on key national issues, events, and policy initiatives related to the Government of Canada.

The broad purpose of this ongoing qualitative research program is three-fold: to explore the dimensions and drivers of public opinion on the most important issues facing the country; to assess perceptions and expectations of the federal government's actions and priorities; and, to inform the development of Government of Canada communications so that they continue to be aligned with the perspectives and information needs of Canadians, while remaining both clear and easy-to-understand.

The research is intended to be used by the Communications and Consultation Secretariat within PCO in order to fulfill its mandate of supporting the Prime Minister's Office in coordinating government communications. Specifically, the research will ensure that PCO has an ongoing understanding of Canadians' opinions on macro-level issues of interest to the Government of Canada, as well as emerging trends.

This report includes findings from 12 online focus groups which were conducted between August 31<sup>st</sup> and September 28<sup>th</sup>, 2022, in multiple locations across the country including Atlantic Canada, Ontario,

Manitoba, Saskatchewan, Alberta, and British Columbia. Details concerning the locations, recruitment, and composition of the groups are shown in the section below.

The research for this cycle of focus groups focused in part on the Government of Canada's priorities and performance on issues important to a wide range of subgroups and regions. These included healthcare workers in the City of London, firearms owners in Atlantic Canada, people nearing retirement in Newfoundland and Labrador, and First Nations living on-reserve in Ontario. Certain topics that were prevalent in the news during the month of September were also discussed, including Hurricane Fiona and the National Day for Truth and Reconciliation.

The research explored a wide range of related issues in depth, with a particular focus on healthcare and digital credentials. The discussion on healthcare focused on a variety of subtopics, including the Government of Canada's healthcare priorities, the experiences and perspectives of participants related to healthcare provision in their communities, and sources of public health information. A group comprised of those concerned about the economy also discussed the upcoming Canada Dental Benefit and were presented with creative concepts designed by Health Canada to inform Canadians about this initiative. Among the several groups who discussed digital credentials, participants reacted to visual examples depicting what a digital service card may look like.

Additionally, a few groups discussed the Government of Canada's economic performance, as well as its economic priorities. Several other groups also engaged in in-depth discussions on Canada's oil and gas sector and were asked for their opinions on its plan to cap emissions from the sector. Participants in three groups – specifically firearms owners residing in Atlantic Canada, those concerned about the economy residing in small and rural centres in the Prairies, and young adults residing in Ontario and the Atlantic region – were asked for their views on the level of firearm-related crime in Canada, as well as the Government of Canada's efforts to further regulate firearms.

Other topics discussed included travel experiences of those who had recently travelled outside of Canada, agriculture, as well as discussions related to federal government services, climate change, the protection of French language communities outside of Quebec, and concerns for those nearing retirement. First Nations participants living on-reserve in Ontario also engaged in a discussion regarding issues related to their communities and Indigenous peoples more broadly.

As a note of caution when interpreting the results from this study, findings of qualitative research are directional in nature only and cannot be attributed quantitatively to the overall population under study with any degree of confidence.

## Methodology

### Overview of Groups

#### Target audience

- Canadian residents, 18 and older.
- Groups were split primarily by location.



- Some groups focused on specific cohorts of the population including Francophones, young adults (aged 25-30; 18-24; and 18-30), travellers, those concerned about the economy, healthcare workers, First Nations living on reserve, and people nearing retirement.

### Detailed Approach

- Twelve focus groups across various regions in Canada.
- One group was conducted with the general population in mid-size and major centres in the Prairies.
- The other eleven groups were conducted with key subgroups including:
  - Francophones residing in Ontario and New Brunswick;
  - Young adults, aged 25-30, residing in the Atlantic region and Ontario, aged 18-24 residing in Western Canada (Saskatchewan, Manitoba, Alberta, and British Columbia), and aged 18-30 residing in Eastern and Central Canada (Ontario and New Brunswick);
  - Travellers residing in Frontenac County in Ontario;
  - Those concerned about the economy residing in small and rural centres in the Prairies;
  - Healthcare workers residing in the City of London;
  - Firearms owners residing in Atlantic Canada;
  - People nearing retirement residing in Newfoundland and Labrador; and
  - First Nations living on reserve residing in Ontario.
- 3 groups in Ontario and New Brunswick were conducted in French. All other groups were conducted in English.
- All groups for this cycle were conducted online.
- A total of 8 participants were recruited for each group, assuming 6 to 8 participants would attend.
- Across all locations, 83 participants attended, in total. Details on attendance numbers by group can be found below.
- Each participant received an honorarium. The incentive ranged from \$100 to \$125 per participant, depending on the location and the composition of the group.

### Group Locations and Composition

LOCATION	GROUP	LANGUAGE	DATE	TIME (EST)	GROUP COMPOSITION	NUMBER OF PARTICIPANTS
Mid-size and Major Centres Prairies	1	English	August 31	8:00-10:00 pm	General Population	8
Ontario	2	French	September 1	6:00-8:00 pm	Francophones	7
Eastern Canada (Atlantic Region & ON)	3	English	September 7	6:00-8:00 pm	Young Adults, aged 25-30	7
Western Canada (SK, MB, AB, BC)	4	English	September 12	8:00-10:00 pm	Young Adults, aged 18-24	7
Frontenac Region – ON	5	English	September 13	6:00-8:00 pm	Travellers	8

Eastern & Central Canada (ON & NB)	6	French	September 14	6:00-8:00 pm	Young Adults, aged 18-30	6
Small & Rural Centres Prairies	7	English	September 15	8:00-10:00 pm	Concerned About the Economy	7
City of London	8	English	September 20	6:00-8:00 pm	Healthcare Workers	8
Ontario	9	English	September 21	6:00-8:00 pm	First Nations Living on Reserve	8
Atlantic Canada	10	English	September 22	5:00-7:00 pm	Firearms Owners	7
New Brunswick	11	French	September 27	5:00-7:00 pm	Francophones	6
Newfoundland and Labrador	12	English	September 28	4:30-6:30 pm	People Nearing Retirement	4
<b>Total number of participants</b>						<b>83</b>

## Key Findings

### Government of Canada in the News (All Locations)

At the beginning of each group participants were asked what they had seen, read, or heard about the Government of Canada in recent days. A wide range of announcements and initiatives were recalled. Chief among them was the passing of Her Majesty Queen Elizabeth II on September 8<sup>th</sup>, 2022 as well as the announcement by the federal government of an official Day of Mourning in Canada coinciding with Her Late Majesty's State Funeral in London on September 19<sup>th</sup>, 2022. Participants also recalled actions such as the Bank of Canada's recent decision to raise interest rates, the announcement of a number of measures to assist low-income Canadians with the rising cost of living, authorization by Health Canada of an adapted version of the COVID-19 vaccine for use as a booster dose, and initiatives related to ending human trafficking as well as the launch of the federal government's 2SLGBTQI+ Action Plan.

### Hurricane Fiona (New Brunswick Francophones, Newfoundland and Labrador People Nearing Retirement)

Two groups based in Atlantic Canada discussed the impact of Hurricane Fiona, a powerful Category 4 storm which had made landfall in the region on September 24<sup>th</sup>, 2022, causing widespread property loss and destruction. All participants indicated that they had been following this issue closely and a number of participants had witnessed the storm firsthand. Discussing the Government of Canada's response, several recalled hearing that Canadian Armed Forces (CAF) personnel had been mobilized and sent to the region to assist with coordinating the recovery effort. Several expressed concern regarding the impact the storm might have on local services and farming as well as what would happen to families who had lost everything and either did not have insurance or whose insurance

might not cover the extent of their losses. Focusing on the federal government's response, many praised the decision to mobilize CAF personnel and resources as well as to establish a donation-matching program with the Canadian Red Cross. Suggestions regarding additional actions the federal government could take included increased supports for those affected, deployment of an increased number of CAF personnel to assist with the recovery, financial assistance for those who may not have insurance coverage, and the provision of mental health resources for those who may have experienced trauma due to the storm.

### **National Day for Truth and Reconciliation (Ontario First Nations Living On-Reserve)**

One group, comprised of First Nations participants living on reserve, briefly discussed the upcoming National Day for Truth and Reconciliation, which took place on September 30<sup>th</sup>, 2022. While participants felt it was important for Indigenous voices to be heard and that this provided a valuable platform for survivors of the historic residential school system and their loved ones, a number had mixed feelings as to their expectations for this day. For some who worked in cultural education, it was expressed that while it was a positive step for non-Indigenous Canadians to seek more information about the histories of Indigenous peoples, the burden to educate often fell on Indigenous individuals themselves at a great deal of personal time and effort. Many participants indicated that while this was an important day for relaying the histories and experiences of Indigenous peoples, reconciliation needed to be a year-round effort and they did not want to see attention only focused upon this issue at a certain time each year.

### **Government of Canada Priorities and Performance (City of London Healthcare Workers, Atlantic Canada Firearms Owners, Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve)**

Four groups engaged in discussions related to their local regions and/or backgrounds, as well as issues they felt needed to be prioritized to a greater extent by the Government of Canada going forward. Asked to identify areas in which the federal government had performed well as of late, participants residing in the City of London as well as Atlantic Canada put forward a number of responses. These included climate change and the environment, women's rights and social equality, and ongoing assistance for Ukraine in its defence efforts against invading Russian forces. Prompted to consider areas where the federal government could improve upon its performance, participants provided a wide range of ideas, including healthcare, the perceived rising cost of living, and housing affordability throughout Canada. Almost all participants felt their opinion of the federal government had gotten worse over time and several were of the opinion that the federal government had been mostly reactive in its handling of important issues such as the COVID-19 pandemic and inflation. Focusing on recent actions taken by the federal government related to these issues, a number recalled the recent announcement of federal initiatives to assist low-income Canadians including the establishment of the Canada Dental Benefit, a \$500 top-up to the Canada Housing Benefit, and the temporary doubling of the Goods and Services Tax Credit (GSTC). While viewing these actions as a step in the right direction, it was felt by several that they would likely not be enough to completely offset the impacts of inflation and that additional social assistance would likely need to be provided.

Speaking specifically about their province, participants in the group from Newfoundland and Labrador also identified areas such as housing affordability, healthcare, and inflation as key priorities for the federal government to work on. With an eye on recent events, many mentioned the substantial damage caused by Hurricane Fiona, expressing that while the federal government had provided some assistance on this front, a substantial amount of additional resources would be required to rebuild the affected communities. Some also viewed transportation and rising fuel costs as a specific concern for their region, perceiving that flights and ferries connecting the province to the mainland had become increasingly expensive as of late and had made it more difficult for those living in Newfoundland and Labrador to access the rest of the country.

### **Indigenous Peoples (Ontario First Nations Living On-Reserve)**

Participants in the group comprised of First Nations individuals living on reserve discussed a number of priority areas concerning Indigenous peoples for the Government of Canada to focus on, with a specific focus on the provision of clean drinking water to all Indigenous communities. Asked to identify the most pressing concerns facing Indigenous peoples, several participants immediately mentioned a lack of clean drinking water on many reserves. It was felt that this had been a long-standing issue and that further resources urgently needed to be devoted towards resolving it. Additional priorities mentioned by participants included the resolution of existing land claims between Indigenous peoples and the federal government as well as the need for additional resources to address perceived growing issues concerning mental health and substance use in Indigenous communities. While several reported having seen these issues discussed in the media and news, none felt that any tangible progress had been achieved. While few felt the federal government had been effective in its handling of these issues, a number of participants praised organizations such as the Assembly of First Nations (AFN) for their advocacy on behalf of Indigenous peoples. On balance, it was largely thought that in order for participants to feel sufficient progress had been made the federal government would need to take immediate action to ensure all Indigenous communities had access to basic necessities such as clean drinking water, food, housing, and vital services such as high-speed Internet.

Few could recall any recent actions taken by the Government of Canada specifically related to ensuring access to clean drinking water. Provided with information detailing the federal government's progress to date in lifting long-term drinking water advisories, participants largely reacted with skepticism to this information, believing it did not align with their own experiences as well as personal accounts they had heard from those in other communities. It was strongly believed that even if many drinking water advisories had technically been lifted, clean drinking water remained a widespread and pervasive issue for Indigenous communities.

**Healthcare (Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Eastern and Central Canada Francophone Young Adults, Small and Rural Centres Prairies Concerned About the Economy, City of London Healthcare Workers, Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve)**

Seven groups engaged in conversations focusing on a range of issues related to healthcare provision in Canada. These discussions included perspectives on numerous healthcare priorities, personal experiences in accessing the healthcare system, the sources through which participants typically receive information related to public health, as well as evaluations of creative concepts produced by Health Canada.

**Healthcare Priorities (City of London Healthcare Workers)**

Participants residing in the City of London and employed in the healthcare sector engaged in a conversation regarding healthcare in their community as well as their perspectives concerning a number of healthcare priority areas recently announced by the Government of Canada.

Though many felt that the quality of healthcare workers and equipment was generally of a high standard in their area, almost all viewed accessibility and availability to be major issues. Many were of the view that there was currently a widespread shortage of staff and resources across all areas of the healthcare system. It was communicated by a number of participants that staffing shortages had greatly contributed to the temporary closures of emergency rooms and operating rooms in many regions throughout the province. All participants believed that a major overhaul of the entire healthcare system would likely be required in order to implement the level of change necessary to meet the healthcare needs of Canadians going forward.

Participants next engaged in conversations related to three important areas of Canada's healthcare system: mental healthcare, long-term care, and primary care. All participants felt that the federal and provincial/territorial governments needed to work together to provide additional assistance for Canadians struggling with mental health challenges. It was widely thought that the number of individuals dealing with these issues had risen substantially over the course of the COVID-19 pandemic. Participant suggestions regarding ways to improve mental healthcare in Canada included the establishment of dedicated mental health facilities, recruitment and training of additional mental health professionals, and increasing investments into existing organizations, such as the Canadian Mental Health Association (CMHA).

Turning their attention to long-term care, participants immediately identified the prevalence of for-profit care facilities as a problematic aspect of the system. Participants were largely of the opinion that rather than focusing on providing the best quality care, for-profit facilities tended to prioritize the maximization of profit wherever possible. Several felt that more could be done to make use of personal support workers (PSWs) in long-term care settings, believing these individuals to currently be underutilized.

Focusing on primary care, many participants shared concerns regarding what they viewed as a widespread shortage of family doctors. A number suggested that greater efforts be taken at both the

federal and provincial levels to incentivize incoming doctors to open practices of their own and work as primary care providers. It was believed this would enable Canadians to access healthcare more easily as well as provide patients with an ongoing relationship with a care provider who understood their individual needs and medical history. Additionally, many were of the view that increasing access to primary care providers would alleviate some of the current strain on hospitals and emergency services.

None of the participants were aware of any recent announcements or initiatives from the federal government related to healthcare. To aid in discussion, participants were informed that the Government of Canada had recently identified five national healthcare priority areas. These included addressing health worker shortages and reducing wait times, increasing access to family health services, improving long-term and in-home care, addressing mental health and substance use, and modernizing health data management and virtual care. Sharing their initial reactions, participants were mostly positive in their assessments of these priority areas. A number voiced enthusiasm related to the expansion of virtual care options and the increased availability mental health services, believing this would greatly improve health outcomes for those in need of these services. While all participants expected that these priorities would have a positive impact if they were successfully implemented, a few expressed concerns regarding the ability of the federal government to affect this level of change in healthcare, given their understanding that this area was primarily under the purview of provincial/territorial governments.

### **Healthcare Perspectives (Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve)**

Participants in two groups shared their perspectives regarding the quality of healthcare in their respective areas as well as their personal experiences in accessing these services. Several reported having personally utilized healthcare services in recent months and were relatively positive about their experiences. A number, however, indicated that while they had been able to access primary care with relative ease, appointments with specialists often needed to be scheduled months in advance due to the high demand for these services and the relatively few healthcare professionals available to provide them.

Almost all participants felt the standard of care and the skills of healthcare workers in their region to be of high quality, though a number felt more could be done to increase accessibility to these services for those who did not have a family doctor or required emergency services. Additionally, many were of the impression that while healthcare services may be accessible for those living nearer to urban centres, these tended to be far more limited for those in smaller or rural communities. Some were concerned that as a result of this many individuals would not be able to receive the care they need.

Asked to identify the most pressing healthcare challenges in their communities, participant responses primarily focused on concerns related to long wait times and pervasive healthcare worker shortages. It was widely felt that these were issues were being encountered across much of the country and had worsened considerably in recent years. Describing additional challenges, it was felt by those living on reserve that there needed to be a greater emphasis on recruiting healthcare professionals who were Indigenous themselves. It was thought that this would greatly improve the level of understanding

between physicians and their patients and increase the standard of care as a result. Almost all participants felt the Government of Canada had a role to play in addressing these challenges, especially given the impression that these issues were being felt on a national level. With this in mind, it was said that there needed to be a more collaborative effort between federal and provincial/territorial governments to ensure the healthcare needs of all Canadians were being met and that a high standard of care was maintained across the country.

### **Public Health Information (Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Eastern and Central Canada Francophone Young Adults)**

Three groups, all comprised of young adults, engaged in conversations regarding the sources they would typically use to seek out information related to public health. Asked to identify health-related issues that they wished to find more information on, a wide range of responses were shared including the COVID-19 pandemic and associated public health requirements, the monkeypox virus, announcements from the Government of Canada related to healthcare, and information related to expected wait times at nearby emergency rooms and walk-in clinics. Describing where they would likely go to obtain this information, participants mentioned a variety of sources. These included radio and television, online search engines, social media platforms such as Facebook, Twitter, and Instagram, and word of mouth through friends and family, including those working in health-related professions.

Participants engaged in an exercise where they were shown various potential sources of information and asked to identify which they would use if they were looking for information related to mental health. Across all groups participants identified healthcare workers and online search engines as the sources they would be most likely to rely upon information related to mental health. Also receiving a moderate level of attention were international health authorities, newspapers and other written journalism, and word of mouth information from friends and family. Asked whether any sources were missing from the list, a number of participants identified therapists and/or psychiatrists as additional sources from which they might seek out information related to mental health.

Shown the same list, participants were asked which of those sources they would be most likely to trust for general health recommendations. Healthcare workers were overwhelmingly identified as the most trustworthy source by participants, with international health authorities, scientists, and official websites run by the Government of Canada and respective provincial/territorial governments also receiving a moderate degree of support. A number of participants reported having switched their answers from the previous exercise. Expanding upon this, the view was expressed by some that while personal contacts such as friends and family may be more useful for those seeking to discuss issues specifically related to their personal mental health, for general health concerns they would be more likely to follow official advice provided by health experts and public officials.

### **Health Canada Concept Testing (Small and Rural Centres Prairies Concerned About the Economy)**

Participants in this group were asked to evaluate two creative concepts currently under development by Health Canada to advertise the recently announced Canada Dental Benefit. Only a small number indicated that they were either parents of children under the age of 12 or did not have private dental

insurance of their own. As such, few expected they would personally be able to take advantage of this initiative.

Presented with the visual concepts, participants shared their initial reactions to the designs. Many felt the concepts evoked themes of family, warmth, love, and viewed the general message they were presenting as one of reassurance. Focusing on the visual design, a large number of participants expressed a preference for the colour scheme of the leftmost concept (containing lighter tones), variously describing it as comforting, relaxing, and welcoming. A smaller number felt differently, believing the contrast of the white text on dark-coloured backgrounds was an asset of the rightmost design (containing darker tones) and felt this made the text more distinctive and likely to catch the attention of those who came across it.

Discussing how the posters might be improved, a small number expressed the view that they were somewhat bland and suggested the use of emoticons and other graphics to make the designs more eye-grabbing, especially if they were to be displayed online. A few recommended that the incorporation of a larger group of models, including more children, would help promote the understanding that this program was specifically targeted towards this age group. Asked whether they felt these posters would be more effective if encountered online or in-person, it was largely thought that they would be significantly more impactful in a real-life setting. The view was added that the design of these posters would be conducive to being displayed in places such as dental offices and medical facilities as well as distribution as flyers. A large number felt that they would be likely to scroll past these concepts if they encountered them on social media or while browsing the Internet.

### **Digital Credentials (Mid-size and Major Centres Prairies, Ontario Francophones, Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Frontenac County Ontario Travellers, Eastern and Central Canada Francophone Young Adults)**

Six groups discussed digital credentials and their potential implementation across Canada. When asked whether participants were aware of the concept of a 'digital credential', on balance, only a small number of participants were familiar. Among these participants, most were of the impression that digital credentials provided an alternative to physical forms of identification, such as driver's licences and passports.

On balance, most were relatively comfortable with the notion of digital credentials. Participants frequently cited the additional convenience of having all of one's important personal information in a single location, allowing them to readily identify themselves if required. In addition, it was expected that digital credentials would be more easily renewed or updated, allowing individuals to avoid the potentially time-consuming process of renewing, or replacing their identification. While remaining open to the concept of digital credentials, a number of participants expressed concerns related to security. Of these, some were worried their personal information would be vulnerable to hackers and more specifically, identity theft. Some were also concerned that data from digital credentials would be accessible to third parties, such as advertisers, who may be looking to utilize it for profit. A small number were more negative in their opinions and expressed that they would not consider using digital credentials under any circumstance. Among these, a lack of comfort with digital technology as well as



a strong preference for physical identification were cited as the primary reasons behind their hesitancy towards digital credentials.

Asked to identify examples of digital credentials that may already exist, several thought immediately of electronic records related to the COVID-19 pandemic including the ArriveCAN app and the proof of vaccination systems previously put into place across individual provinces and territories. Others identified examples such as mobile payment methods (such as Apple Pay and Google Pay), authorization technology such as DocuSign, and digital information related to healthcare including electronic versions of an individual's health benefits card. Participants also proposed a wide range of areas in which digital credentials could potentially be used in the future, including travel, healthcare, personal identification, and employment applications.

Prompted to conceptualize a society in which digital credentials were widely used across Canada, some believed daily life would become more technologically oriented though most did not believe that there would be much in the way of tangible change. A large number were of the impression that digital credentials were already being utilized in a number of settings, and several expressed a high level of comfort with digital credentials such as mobile service transactions by debit or credit card and/or using QR codes to access or verify information. Many participants, however, reiterated the opinion that digital credentials should serve as a companion rather than a replacement for physical identification and that both options should remain available.

### **The Economy (Mid-size and Major Centres Prairies, Ontario Francophones, Eastern and Central Canada Francophone Young Adults)**

In several of the groups which took place in September participants shared their perceptions related to the Canadian economy, including perceived connections between the economy and the Government of Canada's work on climate change and affordable child care. The discussions also yielded feedback from participants concerning the extent to which they viewed the economy as a top priority as well as their preferences regarding the type of economy Canada should be working towards.

### **Overall Priorities and Economic Concerns (Mid-size and Major Centres Prairies, Ontario Francophones)**

Asked to identify the top issues the Government of Canada should be focusing on, a wide range of priorities were identified. Among these, two broad categories emerged: socioeconomic issues as well as those related to the environment and climate change. Focusing specifically on the economy, participants widely indicated that it ranked among their top priorities, sharing concerns related to inflation and the rising cost of living, perceived labour shortages, inadequate wages for workers, trade, globalization, and supply chain issues.

In both groups, most felt that the Government of Canada was generally on the right track when it came to addressing economic issues. This belief was underpinned by generally favourable views of the federal government's efforts to provide financial supports to Canadians during the pandemic as well as increases to the Canada Child Benefit (CCB) which had come into effect over the summer. Many felt

the Government of Canada was doing its best to assist Canadians through a challenging time, although several were of the view that there was some room for improvement. Others, by contrast, believed that some actions, such as those intended to address issues such as rising inflation and the perceived housing crisis had come too late and were mostly reactive in nature.

Asked if they were aware of any actions from the Government of Canada related to the environment and climate change, participants recalled several announcements and initiatives. These included the provision of funding to Canadians to make their homes more energy-efficient through the Canada Greener Homes Grant, the implementation of a federal price on carbon, efforts to eliminate the use of single-use plastics, long-term targets related to expanding zero-emission vehicle (ZEV) use in Canada, and participation in international climate agreements such as the Paris Climate Accords. Participants in both groups widely viewed economic growth and addressing climate change as mutually compatible goals. Many also expected that environmental initiatives would address inflation and lower costs for Canadians while also creating new jobs at fair wages, using the example of expanding industries such as renewable energy and ZEV production. There was a wide perception that if issues related to climate change were not dealt with immediately, they would become more economically costly to address in the future.

Most participants in the group held among those residing in the Prairies had heard about the Government of Canada's agreements with various provinces and territories to reduce child care costs to \$10 a day, on average. Participants were also aware that the federal government's plan included the creation of an additional 250,000 child care spaces by 2025-2026. When asked if they saw these kinds of actions as part of a larger strategy by the Government of Canada to address economic issues and to help build a fair, inclusive, and progressive economy, most believed this to be the case. Additionally, participants saw these actions as more inclusive in nature, viewing them as specifically directed at parents, whom they believed faced higher household costs relative to those without children. The federal child care initiative in particular was seen as creating opportunities for middle class families as well as allowing workers to be able to return to and maintain a stronger attachment to the workforce over the long-term.

### **Economic Priorities (Mid-size and Major Centres Prairies, Ontario Francophones, Eastern and Central Canada Francophone Young Adults)**

In two groups, comprising Francophones in Ontario and those living in the Prairies, participants reviewed and commented on six options describing the kind of economy the Government of Canada should be aiming to build. Participants' interpretation of each option and their overall preference are detailed below:

#### ***A Fair Economy***

Most interpreted a fair economy as one which was equitable and aimed to provide a more reasonable and fairer distribution of wealth across society. They also saw it as one that would reduce discrimination against and create more opportunities for marginalized groups, empowering them to participate more fully and benefit to a level commensurate with their efforts. A fair economy was

viewed as one which offered workers a living wage, ensuring all Canadians have access to the basic necessities of life regardless of their income, training, or educational background.

### ***A Green Economy***

Participants envisaged a society built upon an environmentally sustainable economy and underpinned by a framework of policies promoting 'green' activities and initiatives, with decision-making primarily based on environmental risk. Participants assumed a green economy would focus on developing communities with a focus on walkability, incentives to encourage the adoption of zero-emissions vehicles (ZEVs), incorporation of renewable energy sources, and widespread application of sustainable practices.

### ***A Progressive Economy***

A progressive economy was characterized as one which would be proactive, nimble, innovative, and be willing to embrace change. Participants felt that achieving the goal of a progressive economy would require a greater willingness on the part of individuals and businesses to take risks. Some commented that a progressive economy would create more opportunities for everyone and, similar to a fair economy, would ensure a basic standard of living for all Canadians. They saw a progressive economy as prioritizing progress in both the economic and social spheres, with a particular focus on access to post-secondary education and training.

### ***An Economy That Works for All Canadians***

An economy that works for all Canadians was generally seen as one which would provide a pathway for people to earn a comfortable living. At the same time, it was expected this type of economy would address social and environmental issues (e.g., homelessness and climate change) with a view to building stronger and more equitable communities. Participants felt there was some intersection with a fair economy in terms of addressing inequities and creating equal opportunity and access to healthcare and education for all segments of society at all stages of life, including youth, middle-aged and older people.

### ***An Inclusive Economy***

At its core, an inclusive economy was viewed as one which embraces, values, and creates opportunity for all Canadians regardless of their background, ethnicity, religious affiliation, or socio-economic status. Some believed that an inclusive economy would specifically aim to address the needs of marginalized groups and newcomers to Canada, ensuring that these groups have access to the services they require and to opportunities that allow them to fully participate in society.

### ***An Innovative Economy***

The key features of an innovative economy were seen as primarily being focused on creativity and proactive action. Several participants described this type of economy as one which would think outside of the box, with a particular emphasis on improving existing processes and practices, fostering and incubating new ideas, and identifying better approaches to utilizing Canada's domestic resources. It was believed this would require further investments on the part of the Government of Canada towards innovation and supporting Canadian-based entrepreneurs.

Of the six options discussed, most believed that the federal government should be aiming to build an economy that works for all Canadians as well as one which is progressive. These ideas resonated with participants for several reasons. An economy which works for all Canadians was seen as all-encompassing in the sense that it also incorporated many of the features of the other visions examined, including inclusivity, progressiveness, sustainability, fairness, and equity. For similar reasons, participants were equally favourable towards a progressive economy as it was seen to comprise many of the positive elements of the other options discussed. There was also a level of interest among participants in building an innovative economy as several felt that the idea of innovation was not necessarily a prominent feature of the other options listed.

Participants were next shown pairs of phrases and asked to share their thoughts on the similarities and differences between them. The first pair shown to participants was *supporting the middle class* and *supporting workers*. While many participants viewed these terms or phrases as similar and interchangeable, noting that most workers are considered part of the middle class, others had a different opinion, believing the term workers to be more general and inclusive, regardless of income levels, while the term middle class was thought to be somewhat less tangible and undefined. Regarding actions it could take to support workers, participants thought the Government of Canada should ensure that all workers receive a fair wage and that workplaces promote and maintain health and safety standards. In terms of supporting the middle class, participants recommended a similar approach as well as one that focused on lowering taxes. In addition, many felt that the federal government could do more to address inflation and the cost of essential goods and services for middle class Canadians.

The second pair of phrases shown to participants was: *Labour Force* and *Workforce*. Participants generally viewed the term 'workforce' as applying to all those currently working, while the term 'labour force' was more akin to a subset describing those whose work could be considered physical or manual labour. Others took a slightly different view, associating workforce only with that group of people who are currently working, while labour force included everyone currently working or seeking employment.

Participants in the group held among Francophone young adults living in Eastern and Central Canada were shown and discussed a range of phrase which presented different ways of identifying the type of economy the Government of Canada should be building. Participants were asked to provide their thoughts on these phrases and, specifically, whether they interpreted each of them in the same way or as being different from one another. While participants believed all of the above statements encompassed the overarching goal of helping Canadians and improving their financial well-being, many felt there were subtle nuances that slightly altered the meaning or intent of each.

Overall, when asked to choose which of the statements they preferred, participants leaned more towards *an economy focused on the welfare of Canadians* and *an economy which provides results for all Canadians*. In line with earlier comments, the former statement was preferred given its focus on the welfare and/or well-being of Canadians. *An economy which provides results for all Canadians* was the preference of a number of participants who felt that, while somewhat general, it was a more comprehensive and all-encompassing statement. Specifically, these participants were drawn to the

focus on results, which they felt could encompass an economy that also focused on the well-being of Canadians.

This group was also asked to consider two additional statements: *We continue our work so that all Canadians can benefit from the economy* and *We continue our work so that all Canadians can be at the centre*. Evaluating the two messages, most felt that they understood the message the Government of Canada was trying to get across. In particular, participants responded favourably to the implication that work was ongoing or continuing, and that Canadians were at the centre of the federal government's actions and goals. The second of the two statements held more appeal for some in that they felt it suggested a more collaborative approach in which Canadians are active as both contributors and beneficiaries. Asked whether they felt it was appropriate for the Government of Canada to be using this kind of messaging, most were of the view that this messaging offered a level of reassurance to Canadians that the country is heading in the right direction and that citizens and the federal government are working together to contribute to economic growth.

### **Oil and Gas Sector (Western Canada Young Adults, Frontenac County Ontario Travellers, Small and Rural Centres Prairies Concerned About the Economy)**

Three groups took part in conversations related to Canada's oil and gas sector as well as recent efforts by the federal government to cap greenhouse gas (GHG) emissions produced by oil and gas companies. Asked if they had heard of the Government of Canada's plan to cap emissions in this sector, several indicated that they had. While few specific details could be recalled, a small number reported having seen headlines regarding related initiatives such as the Government of Canada's commitment to achieving net-zero emissions by 2050, its requirement that all new car and passenger truck sales be zero-emission vehicles (ZEVs) by 2035, and ongoing support for international climate agreements such as the Paris Climate Accords.

On balance, while all participants felt reducing emissions from the oil and gas sector was something the Government of Canada should be a focused on, a number expressed concerns as to whether the goals it had set out were realistic or achievable. Several were of the view that any step towards reducing emissions was a positive one and thought that it was prudent for the federal government to focus on industrial activities (especially within the oil and gas sector), believing these to be the primary contributor of emissions throughout Canada. For those who were more skeptical of these initiatives, it was generally felt that until an effective alternative energy source became widely available, oil and gas emissions would likely continue to be an issue for the foreseeable future. Citing concerns over rising global energy costs, a small number did not want to see any reduction to the amount of oil and gas produced in Canada.

Though almost all felt that the Government of Canada would need to be involved in order for tangible reductions in emissions to occur, a few felt this could be done by incentivizing oil and gas companies rather than implementing limits and regulations. The opinion was also shared that in order for progress to be made on this front there would need to be a societal shift towards more sustainable energy use. It was believed that as long as there was a demand from Canadians for oil and gas, that companies in this sector would continue to produce at a high capacity.

While several felt that capping Canadian oil and gas sector emissions could have a moderate impact on the fight against climate change, most believed this would not be enough on its own and that a concerted global effort would be necessary. A number, however, expressed that these efforts would still likely be helpful and that any action towards mitigating climate change was worth pursuing. Though many expected that the cost of gasoline would go up as a result of these actions, participants were largely mixed as to whether prices would slightly increase or rise substantially. Focusing on the crisis in Ukraine, most were of the impression that Canadian oil and gas production had been largely unaffected thus far by the conflict. A few, however, believed that the Government of Canada should remain open to increasing oil and gas production should the conflict escalate and to be open to providing assistance to European allies who may experience energy shortfalls during the winter months.

### **Firearms (Ontario and Atlantic Region Young Adults, Small and Rural Centres Prairies Concerned About the Economy, Atlantic Canada Firearms Owners)**

Three groups engaged in conversations related to firearms. These discussions focused on participants' perspectives concerning firearms as well as their opinions regarding recent measures introduced by the Government of Canada to help reduce gun crime in Canada.

#### **Firearms Perspectives (Atlantic Canada Firearms Owners)**

Participants in this group shared their impressions related to firearms as well as their perspectives regarding the current level of gun crime in Canada. Asked whether they felt it was difficult to purchase a firearm in Canada, most did not believe this to be the case, viewing the process as relatively reasonable and straightforward. It was acknowledged, however, that completing the necessary certification and background checks to acquire a Possession and Acquisition Licence (PAL) required for the purchase of firearms or ammunition could often take several months. Several identified this as a positive component of Canadian gun laws, with many believing a lack of similar regulations in jurisdictions such as the United States to be a key factor behind the substantially higher incidences of gun crime there relative to Canada. Questioned specifically whether it was more difficult to purchase a handgun in Canada relative to other types of firearms such as hunting rifles, most were of the impression that it was.

Discussing the level of gun crime in Canada, almost all were of the impression that firearm-related crimes had increased as of late. Many were of the opinion that gun crime had become a particular issue in urban centres such as Halifax and St. John's, with a number of participants expressing that it felt like they were now hearing about these types of crimes on an almost daily basis. Focusing on the potential causes contributing to this perceived rise in gun crime, a large number cited mental health as a major factor, believing that many Canadians suffering from these issues were unable to receive the care they required and were turning to criminal activity as a result. Several also identified rising poverty and issues related to drugs and addiction as key drivers.

No participant thought Canada's current gun laws were too strict, with most feeling they were at about the right level at present. Several commented that it made sense to have a rigorous certification and

licencing process for prospective firearms users and that the presence of these regulations made them feel safer overall about the presence of firearms in Canada. While believing Canadian firearm laws to be reasonable for the most part, a few participants expressed the opinion that there should be greater allowances for those who utilize firearms for sport (such as target shooting) or who may wish to purchase certain firearms (such as antique pistols or revolvers) as collectors. Among these participants, it was felt that measures such as the recent federal freeze on the buying and selling of handguns were overly punitive towards law-abiding firearms users. Several also thought that greater efforts needed to be taken to address the illegal smuggling of firearms across the Canada-U.S. border, believing this to be a major issue at present.

### **Firearms Measures (Ontario and Atlantic Region Young Adults, Small and Rural Centres Prairies Concerned About the Economy, Atlantic Canada Firearms Owners)**

Three groups discussed a range of firearms-related measures recently implemented by the Government of Canada. On balance, only a small number could recall any past actions taken by the federal government related to firearms. Among these participants, some indicated awareness of initiatives to prohibit the ownership of assault-style firearms, while a few also mentioned the recent announcement of a national freeze on the buying and selling of handguns in Canada. To aid in conversation, participants were shown a list of actions the Government of Canada had recently taken to address gun crime. These included a national freeze on the buying and selling of handguns, taking away firearms licences from those involved in domestic violence or criminal harassment, instituting a 'red flag' law for those deemed a potential danger to themselves or others, actions to combat firearm smuggling, and requiring magazines for long guns to be able to carry no more than five rounds.

While almost all participants supported the overarching goal of reducing the prevalence of crimes involving handguns and decreasing the overall number of handguns in circulation, a number were skeptical as to whether a national freeze on the buying and selling of handguns would be effective. Among the larger number of participants who were supportive of this measure, it was largely thought that handguns had no place in Canadian society and that apart from those working in law enforcement or a similar field, there was little reason for an individual to possess one. For the smaller, yet still significant number who questioned the effectiveness of this initiative, it was largely felt that the majority of handgun-related crimes were caused by those who had obtained their firearms illegally and, as such, this action would do little to address the issue.

All participants believed combatting gun smuggling and trafficking to be an important priority for the federal government to focus on and believed this measure would be helpful in combatting gun crime. Many viewed illegally sourced firearms as the greatest contributor to gun crime in Canada at present and felt that by cracking down on smuggling, the prevalence of firearms-related incidents could be drastically reduced. Participants also reacted overwhelmingly positively towards initiatives relating to taking away firearms licences from those involved in acts of domestic violence and/or criminal harassment, as well as the institution of a red flag law for those who were determined to be a danger to themselves or viewed as at risk of committing intimate partner or gender-based violence. Several voiced surprise that these laws were not already in place, believing that measures such as this should have been enacted years ago.

While a number of participants felt they did not know enough about firearms to determine whether requiring magazines to be able to carry no more than five rounds would be an effective measure, most viewed this action as a step in the right direction. Expanding upon this, several questioned why any individual would ever need more than five rounds, believing this to be more than enough, especially for recreational activities such as hunting.

### **Travel Experiences (Frontenac County Ontario Travellers)**

One group, comprised of individuals identified as frequent travellers, discussed a number of issues related to travel and federal service provision. These included concerns related to passport renewals, long wait times at airports, and reported backlogs in the processing of immigration applications. A large number recalled having personally experienced issues related to air travel in recent months, with several reporting long flight delays as well as late-arriving or lost baggage. A number of participants also recalled accounts from family and friends related to difficulties using the ArriveCAN app as well as widespread staffing shortages at airports which were believed to have further exacerbated these travel-related challenges.

Asked if they were aware of any recent actions or announcements from the federal government related to travel and services for Canadians, a number had heard that Service Canada would be enhancing its passport application processing capabilities, including the hiring of new staff and bolstering the administrative capacity of regional locations such as in Kingston, Ontario. To aid in discussion, participants were informed that the Government of had recently hired more than 700 new employees at Service Canada offices, decreased passport call centre wait times, and had established an increased number of passport pick-up service locations. While most viewed this as a step in the right direction, several expressed the opinion that these actions had been too reactionary in nature and that the federal government should have foreseen these travel-related issues in advance and taken proactive steps to address them before they became a significant problem. Considering additional steps the Government of Canada could take to address this issue, participants recommended actions such as expanding operating hours to accommodate those with unconventional schedules, placing a greater focus on expediting the processing of mail-in applications, and improvements to the physical accessibility of Service Canada locations.

Focusing on the perceived causes of delays related to passport services, most believed staffing shortages to be a major issue at present. It was widely felt that worker shortages were presently being experienced across many industries and sectors. Additionally, some speculated that these issues had been heightened due to a higher-than-normal demand for travel at present, with many Canadians looking to travel internationally for the first time in over two years.

Engaging in an exercise, participants were shown a number of potential factors which might be influencing these delays and asked to identify which they felt were having the greatest impact. Among these, participants largely focused on an increased volume of passport applications as well as a shift to mail-in applications as the factors they felt were most impacting these delays. A number believed that it made sense that a greater number of mail-in applications would take longer to process given the additional complexity these would likely entail. While a small number were skeptical as to whether



there truly was a disproportionate number of complex applications at present, it was believed by several that this could also play a role in further delaying the renewal process.

Most were unaware of any recent actions taken by the federal government to address wait times and delays at Canadian airports. A small number, however, recalled hearing that efforts had been made to streamline the randomized mandatory COVID-19 testing for fully vaccinated travellers arriving in Canada, including no longer requiring travellers to remain at the airport and/or quarantine while awaiting their test results. Shown a list of actions the Government of Canada had recently taken to address airport delays and long wait times, while participants reacted favourably to these initiatives it was felt that more would likely need to be done to fully address the challenges currently facing travellers. Specifically, many felt additional staff would need to be hired at airports to perform vital tasks such as transporting baggage and assisting passengers with navigating the pre-flight process. It was felt that the hiring of a sufficient number of staff to effectively address these delays would likely be a significant undertaking and would need to be a collaborative effort on the part of the Government of Canada and the individual airlines.

Only a small number of participants were aware of any recent actions by the Government of Canada related to addressing the reported backlog of immigration applications. Among those who had heard something, it was believed that additional staff had been hired to work at Immigration, Refugees, and Citizenship Canada (IRCC) offices across Canada. In addition, it was believed that some processes had been streamlined, including allowing individuals to apply for their work visas and work permits simultaneously rather than consecutively. Informed that the Government of Canada had recently announced that IRCC will have hired up to 1,250 new employees by the end of the fall, participants reacted positively, viewing this as a step in the right direction that would be greatly helpful for those currently navigating the immigration process.

### **Agriculture (Small and Rural Centres Prairies Concerned About the Economy)**

In this group, comprised of individuals residing in small and rural centres in the Prairies, participants discussed the topic of fertilizer use on Canadian farms, as well as recent efforts by the Government of Canada to reduce greenhouse gas emissions from fertilizers. Asked whether they thought fertilizer use had increased, stayed the same, or decreased in the past fifteen years, most were of the view that it had likely increased. Several cited Canada's growing population as well as the desire by farmers to increase crop yields as the primary factors driving this perceived increase. Questioned whether they felt there to be a connection between increased greenhouse gas (GHG) emissions and increased fertilizer use, many believed these two factors to be related. Most participants were of the view that GHG emissions from fertilizer use were a growing issue and would represent a major environmental challenge in the future if actions were not taken to address it. Several expressed the view that if the climate continued to become more unstable due to GHG emissions, this would likely negatively impact food production and make it more difficult to meet the nutritional needs of Canadians in the years to come.

Few participants were aware of the federal government's plan to reduce GHG emissions from fertilizers. Of those who had heard something, it was believed that the Government of Canada had

recently taken actions to regulate the use of fertilizer on Canadian farms, reducing the quantity of fertilizer individual farms can use. To assist in conversation, participants were provided information regarding the federal government's approach to reducing these emissions. Asked whether they supported these actions by the Government of Canada to reduce emissions from fertilizer, all felt this to be an important priority to focus on, believing initiatives such as this to be critical to promoting long-term sustainability. Several, however, expressed concern. Some reiterated worries that this approach could adversely impact smaller or family-run farms and hoped the federal government would find ways to support these farmers as they transitioned to utilizing less fertilizer for their crops.

While almost all believed the federal government had a role to play in reducing agricultural GHG emissions, most were of the view that there would need to be some degree of flexibility regarding any regulations to ensure that smaller farms would not be placed at a significant disadvantage. A few suggested that in addition to encouraging reductions in fertilizer use, the Government of Canada could also provide farmers with incentives for these actions, creating a financial impetus for them to develop more sustainable practices in this regard. Though most expected a reduction in fertilizer use would likely have some positive impact, it was generally thought that a global effort would be necessary to sufficiently address the threat posed by climate change.

### **Climate Change (New Brunswick Francophones)**

One group briefly discussed the topic of climate change, focusing on the potential impacts this may have going forward as well as actions that could be taken to mitigate its effects. Asked what came to mind when they thought of climate change, many mentioned extreme weather events such as hurricanes and ice storms, prolonged droughts, and long-term changes in weather patterns. Describing the impacts of climate change upon their own community, several mentioned challenges related to reduced fishing stocks, coastal erosion, and greater concerns related to wildfires in recent years.

Most were of the view that the effects of climate change overall had been relatively minimal in New Brunswick and many did not feel as if they had been personally impacted to date. Participants expressed only moderate concern related to the potential impacts of climate change on their community in the near future. Most generally believed that their communities were prepared to handle the potential consequences of climate change in the short-term and were not under the impression that immediate action needed to be taken to prepare for situations such as floods or hurricanes. Discussing their personal level of emergency preparedness, all participants reported having taken measures over the last year to better prepare their households for the potential impacts of wildfires and major storms.

### **Official Language Challenges and Priorities (New Brunswick Francophones)**

One group comprised of Francophones residing in New Brunswick discussed the current state of the French language in Canada, challenges related to French language services in their communities, as well as their perspectives regarding a number of potential actions and initiatives the Government of

Canada could take to better support French-speaking communities outside of Quebec. Most participants had a positive view regarding the present state of the French language in New Brunswick. This view was largely driven by the impression that most communities in the province provided access to services in French and that they were generally able to communicate in French as they went about their daily activities. Asked, however, if they were concerned about the future of the French language in their communities, most indicated that they were. It was said that while a significant portion of the region's population continued to speak French, English was spoken far more predominately, especially among younger individuals outside of school. Participants also commented that the majority of the content consumed by their family, either on television or online, was in English, further contributing to their perception that the French language was under threat.

Shown a number of potential challenges experienced by Francophones in New Brunswick and asked which they felt to be the most impactful, a large number strongly felt that *attracting Francophones from outside the region* to their communities was one of the greatest challenges they encountered at present. Some believed that a lack of available job opportunities, especially those who primarily spoke French, limited the desire of Francophones to move to New Brunswick. Related to this, *keeping young Francophones in the region* was also identified as a difficult challenge, with many of the impression that the vast majority of younger Francophones tended to move outside of the province in search of greater opportunities elsewhere. Reiterating concerns related to the tendency of their children to primarily speak English in social settings as well as mostly consuming English-language media, many also identified *transmitting the French language and culture to the next generation* as an ongoing challenge.

Participants were next also shown a selection of potential priorities related to official languages and asked to select those which they believed were the most important for the Government of Canada to focus on. Several participants identified increasing funding for French-language schools in Francophone communities outside of Quebec, making investments to improve access to French immersion and French second-language programs across Canada, and guaranteeing the equality of the English and French languages in Canada as major priorities. Related to education, many were of the impression that English language schools often received a greater amount of funding and amenities than their French-language counterparts and that further efforts needed be taken to ensure French-language schools received an equal amount of support. A number of participants believed that the quality of French-language education could also be improved through the recruitment of teachers who spoke French as their first language rather than those from English-speaking backgrounds. Ensuring the equality of the English and French languages in Canada was also seen by several as a priority of significant importance. Participants expressed that the ability to obtain services in both official languages was a fundamental right of all Canadians and was a key responsibility of the federal government to uphold. Asked whether there were any additional actions that could be taken by the federal government towards supporting the Francophone community in Canada, a number of participants suggested increased funding for French language education, including French speaking post-secondary programs, subsidies and grants for those electing to study in French, and incentives for Francophone graduates to come to French-speaking communities to work and live.

### Retirement Concerns (Newfoundland and Labrador People Nearing Retirement)

Participants nearing retirement expressed concerns about a number of issues including the cost of living, housing, healthcare and climate change. It was felt that inflationary pressures along with recent volatility in the stock market and housing market had contributed to a sense of financial vulnerability for many who are currently heading into retirement. Some described their long-term financial outlook as bleak, suggesting that they were not overly optimistic that it would improve by the time they expected to retire. Resulting from this, several were rethinking their retirement plans with a view to extend their participation in the labour force, either full-time or part-time, as a means of enhancing their household income prior to or during the early phases of their retirement. Discussing their retirement planning, a number of participants shared concerns that any additional income they earned may be at risk of being clawed back by the federal government by way of taxation. This was a particular concern for those with a spouse or partner in receipt of government benefits or income supplements (e.g., disability benefits). This led to suggestions from some participants regarding the need for the Government of Canada to implement some type of Universal Basic Income (UBI). A few participants also felt the federal government should aid families, including the elderly, through food subsidies to make essential goods such as groceries more affordable.

Retirement planning was identified as a major priority for all participants. While several were generally aware of government programs like the Canada Pension Plan (CPP), Old Age Security (OAS) and the Guaranteed Income Supplement (GIS), they were less familiar with the specific details of these programs, particularly regarding the GIS. Many anticipated that they would not qualify for the GIS, based on their household income, and that they may be required to repay all or a part of the OAS and CPP once eligible to receive them. Several reported that they were also actively contributing to Registered Retirement Savings Plans (RRSPs) or were taking part in employer-funded/managed pension plans as ways to bolster their income in retirement. Most participants indicated that they would need to rely on multiple income sources to fund their retirement, including pensions, RRSPs and income support programs, and that it would be necessary to carefully manage expenditures at this stage in their lives.

Additional information about each of the three government programs and about recent changes to two of the programs was shared with participants to clarify that:

- OAS is considered taxable income and is subject to a recovery tax for those with an individual net annual income above \$79,845 (for 2021). As of July 2022, an automatic 10% increase in the OAS pension for those 75 years or older was implemented;
- The GIS is a non-taxable benefit payable to low-income pensioners, based on their marital status and level of income, with payments increasing/decreasing/stopping according to changes in one's annual net income; and
- The CPP is a monthly, taxable benefit which can begin as early as age 60. The amount received is based on one's average earnings throughout their working life, their contributions to the CPP, and the age at which they start their CPP retirement pension. In 2019, a CPP enhancement was phased-in which provides higher benefits in retirement in exchange for higher CPP contributions.

Participants were unaware of, but very favourable to, the fact that OAS, GIS and CPP benefits would now be adjusted annually to the Consumer Price Index (CPI). Similarly, most did not know that OAS was subject to a recovery tax beyond a certain income level. With respect to the enhancement to the CPP, some were uncertain as to whether they would be eligible to take advantage of this given the short period of time until their expected retirement. At the same time, almost all were supportive of the enhancement and believed it would be beneficial for future generations whom they felt may find it harder to save for their retirement. It was also thought that higher contributions to the CPP would be vital towards ensuring the program's long-term sustainability. Regarding the increase to the OAS pension for seniors 75 years of age and older, some felt this increase should have been applied to all seniors 65 and older. When asked what else the Government of Canada should do to help support those planning for retirement, participants recommended reviewing the income thresholds for GIS and OAS, with a view to adjusting the thresholds for recovery. This was a particular concern for couples who file their taxes together rather than individually, as they were concerned that their combined income would affect their eligibility for these programs or the amount recovered.

### **First Nations Issues (Ontario First Nations Living On-Reserve)**

Participants in one group discussed a range of issues related to First Nations peoples. Conversations focused on the challenges currently facing their respective communities as well as participant experiences related to accessing federal government services. All participants resided in Ontario and identified as currently living on reserve.

Though perceiving First Nations issues as having been in the headlines more often in recent years, very few believed that the Government of Canada had made much in the way of tangible progress towards addressing the most pressing concerns for their communities. Asked to identify instances where the federal government had been successful with respect to its handling of First Nations issues, no positive actions or initiatives could be recalled. Focusing on areas where the federal government could improve going forward, participants provided a wide range of responses. These included a lack of clean drinking water and the need for further action towards ensuring all First Nations communities had access to this basic necessity, challenges related to housing affordability, and a strained relationship with law enforcement. Related to this last item, several participants were of the view that at present there was a pervasive lack of understanding and trust shared between First Nations communities and law enforcement as a whole.

Asked whether they felt safety to be an area of concern for their community, most indicated that it was. Several described drug use and addiction as growing issues on their reserves, leading to an increase in violent or criminal acts by those suffering from these afflictions. Some also spoke of safety concerns related to the limited or deteriorating infrastructure on their reserves, recounting that in some instances it could take several days or even weeks for power to be restored following a major storm. No participants felt their communities had sufficient access to safety resources. It was reported by some that their reserves lacked access to services such as ambulances and that often safety concerns had to be communicated via word of mouth as there was no rapid alert system in place.

Focusing next on the accessibility of federal services on their respective reserves, most expressed having limited experience in interacting with agencies, departments, or representatives of the Government of Canada. While a small number recalled applying for and renewing their passport as well as utilizing Crown services such as Canada Post, few other instances could be recalled in which they had made use of federal government services. Most were of the opinion that the Government of Canada could be doing more in terms of ensuring those living on reserve had access to the same level of service as other Canadians. With this in mind, many called for the Government of Canada to devote greater resources towards establishing high-speed Internet and reliable phone connectivity on their reserves, believing this to be severely lacking in many communities at present.

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**MORE INFORMATION**

The Strategic Counsel  
Contract number: 35035-182346/001/CY  
Contract award date: December 16, 2021  
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## Detailed Findings

# Timeline of September Announcements

To help place the focus group discussions within the context of key events which occurred during the month, below is a brief synopsis for the month of September 2022.

- August 31-September 7
  - Focus group was held with the general population in mid-size and major centres in the Prairies (August 31).
  - September 1. Health Canada authorized the first bivalent COVID-19 vaccine (Moderna Spikevax) for use as a booster dose in individuals 18 years of age or older.
  - Focus group was held with Francophones in Ontario (September 1).
  - September 2. The Government of Canada announced over \$1 million in funding to support twelve new projects in British Columbia over the next four years under the EcoAction Community Funding Program to improve and protect fresh water.
  - September 6. The Government of Canada announced approximately \$1.9 million in combined federal-provincial funding for two projects by CityWest to provide high-speed Internet access to 663 rural British Columbia households on Keats Island and in New Brighton.
  - September 6. The Government of Canada announced \$2.5 million in funding to support the United Nations Development Programme to support the urgent international salvage operation of the FSO *Safer*, a tanker anchored in the waters off Yemen's Red Sea coast.
  - Focus group was held with young adults, aged 25-30, in Eastern Canada (specifically, the Atlantic Region and Ontario) (September 7).
  
- September 8-15
  - Focus group was held with young adults, aged 18-24, in Western Canada (specifically, Saskatchewan, Manitoba, Alberta, and British Columbia) (September 8).
  - September 10. The Chief of the Defence Staff issued a statement on the passing of Canada's Commander-in-Chief, Her Majesty Queen Elizabeth II.
  - September 13. The Government of Canada announced the doubling of the Goods and Services (GST) Tax Credit for July 2022 through June 2023. Eligible people can receive \$467 for singles without children; \$612 for married or common-law partners; \$612 for single parents; plus \$161 for each child under the age of 19.
  - Focus group was held with travellers in Frontenac County in Ontario (September 13).
  - September 13. The Government of Canada proposed the Canada Dental Benefit, a benefit which would provide eligible parents or guardians with direct, up-front tax-free payments to cover dental expenses for their children under 12-years-old, aimed to be implemented by December 1, 2022.



- September 13. The Government of Canada announced a one-time top-up to the Canada Housing Benefit program, which would consist of a tax-free payment of \$500 to provide direct support to low-income renters experiencing housing affordability challenges.
- September 13. The Prime Minister announced that the Government of Canada will match donations made to the Humanitarian Coalition and its members, until September 28, 2022, for a maximum of \$3 million, in response to the flooding in Pakistan.
- Focus groups were held with young adults, aged 18-30, in Eastern and Central Canada (specifically, Ontario and New Brunswick) (September 14) and those concerned about the economy in small and rural centres in the Prairies (September 15).
- September 15. The Government of Canada announced an investment of up to \$250 million over a four-year period through the Low Carbon Economy Fund (LCEF) to make home heating more affordable for families in Canada, with a particular focus on lower-income households.
- September 16-22
  - September 17. The Government of Canada announced a total of over \$26 million in funding to support ten projects across the Northwest Territories in improving recreational infrastructure and protection from wildfires.
  - September 19. The National Day of Mourning for Her Majesty Queen Elizabeth II.
  - September 20. The Government of Canada introduced two pieces of legislation, Bill C-30, the *Cost of Living Relief Act, No. 1 (Targeted Tax Relief)*, which would double the Goods and Services Tax Credit for six months, and Bill C-31, the *Cost of Living Relief Act, No. 2 (Targeted Support for Households)*, which would enact the Canada Dental Benefit and a one-time top-up to the Canada Housing Benefit.
  - September 20. The Government of Canada announced more than \$5.5 million in funding through the Pacific Economic Development Agency of Canada (PacifiCan) for the Community Futures Development Association of B.C. (CFBC) to support the implementation of a disaster recovery and economic adjustment initiative in British Columbia.
  - September 20. The Prime Minister announced Canada's commitment of up to \$1.9 million in funding over a three-year period to Tech Against Terrorism for Phase 2 of their Terrorist Content Analytics Platform (TCAP), a tool which aims to automate the detection, notification, and analysis of verified terrorist content.
  - Focus groups were held with healthcare workers in the City of London (September 20).
  - September 21. The Minister of Natural Resources announced the federal government's \$5.3 million investment to Student Energy for a capacity-building project to promote the participation of youth in Canada's clean energy sector.
  - September 21. The Prime Minister announced Canada's commitment of \$1.21 billion to support the Global Fund to Fight HIV/AIDS, TB, and Malaria.
  - September 21. The Minister of Public Safety announced a pledge to table legislation this upcoming fall to declare Indigenous policing an essential service.

- September 22. The Government of Canada announced a legislative review of the *Cannabis Act*, which will help ensure that the Act adapts to the current context and continues to meet the needs and expectations of Canadians.
- September 22. The Minister of Immigration, Refugees, and Citizenship announced the welcoming of Canada's 20,000<sup>th</sup> Afghan refugee since August 2021.
- September 22. The President of the Treasury Board of Canada released Canada's 2022-24 National Action Plan on Open Government.
- [Focus group was held with firearms owners in Atlantic Canada \(September 22\).](#)
- September 23-30
  - September 23. The Government of Canada announced over \$3.9 million in an investment over a three-year period for thirty-nine new projects in Ontario through the Great Lakes Protection Initiative as part of the Government of Canada's Freshwater Action Plan.
  - September 23. The Government of Canada announced up to \$70.6 million in combined federal and provincial funding to provide high-speed Internet access to more than 10,400 households, including over 2,700 Indigenous households, in rural communities in Alberta.
  - September 26. The Government of Canada announced the removal of all COVID-19 border entry restrictions, in addition to testing, quarantine, and isolation requirements for those entering Canada, effective October 1, 2022.
  - September 26. The Government of Canada announced over \$2.5 million in funding for 8 projects across Manitoba that aim to provide supports and individualized care to individuals who are at a heightened risk of substance-related overdose and have difficulty accessing care in the Winnipeg area.
  - September 27. The Government of Canada announced approximately \$9.7 million in investments, provided through the FedNor's Northern Ontario Development Program (NODP) and the Government of Canada's Tourism Relief Fund (TRF), to protect, strengthen, and grow Northern Ontario's tourism sector.
  - September 27. The Government of Canada invested over \$21 million through the Strategic Innovation Fund (\$16 million) and the Federal Economic Development Agency for Northern Ontario (\$5 million).
  - [Focus groups were held with Francophones in New Brunswick \(September 27\) and people nearing retirement in Newfoundland and Labrador \(September 28\).](#)
  - September 29. The Government of Canada announced investments of up to \$1.4 million and \$10 million to support Redcliff Cypress Regional Waste Management Authority and PurEnergy Inc.'s waste emissions reduction initiatives.
  - September 29. The Minister of Transport announced an investment of \$50 million to provide direct support to Indigenous partnerships in the Oceans Protection Plan to protect, preserve, and restore oceans and waterways.
  - [Focus group was held with First Nations living on-reserve in Ontario \(September 29\).](#)
  - September 30. The National Day for Truth and Reconciliation.

## Government of Canada in the News (All Locations)

At the beginning of each group participants were asked what they had seen, read, or heard about the Government of Canada in recent days. A wide range of announcements and initiatives were recalled, including:

- The passing of Her Majesty Queen Elizabeth II on September 8<sup>th</sup>, 2022. Participants were widely aware of this occurrence as well as the announcement by the federal government of an official Day of Mourning in Canada coinciding with Her Late Majesty's State Funeral in London on September 19<sup>th</sup>, 2022;
- The decision by the Bank of Canada to raise interest rates by an additional 0.75% on September 7<sup>th</sup>, 2022. It was hoped that these actions would have an impact on reducing the rate of inflation going forward;
- The announcement of a number of measures by the federal government to assist low-income Canadians with the rising cost of living at present. These included a doubling of the Goods and Services Tax Credit (GSTC) for six months, the provision of a Canada Dental Benefit for children under 12 who do not have access to dental insurance, and a one-time top-up to the Canada Housing Benefit to deliver \$500 to over 1.8 million Canadian renters currently struggling with the cost of living;
- A variance between the Government of Canada and the United States regarding U.S. duties on Canadian softwood lumber exports. Describing these duties as unwarranted and unfair, the federal government filed notice on August 29<sup>th</sup>, 2022 that it would be challenging them under the Canada-United States-Mexico Agreement (CUSMA);
- Authorization by Health Canada of an adapted version of the Moderna Spikevax COVID-19 vaccine (known as a 'bivalent' vaccine) for use as a booster dose in individuals 18 years or older. A few participants expressed concern about a potential surge in COVID-19 cases in the autumn and winter months and hoped this vaccine would be effective in mitigating serious outcomes related to the virus;
- An announcement by the Government of Canada reaffirming its commitment to ending human trafficking in all its forms and raising awareness regarding this issue. Related to this, some recalled that the federal government would be investing \$273,000 (over four years) into the *Empowering Against Exploitation* project, focusing on survivor-informed prevention initiatives;
- Reaction to the tragic events in the James Smith Cree Nation, which led to the deaths of eleven individuals and left several more injured. The Government of Canada had pledged to support these communities throughout the recovery process and Indigenous Services Canada (ISC) had committed resources for funeral costs as well as mental health services for those in the affected communities; and
- The launch of the 2SLGBTQI+ Action Plan by the federal government and related investments towards improving social, economic, and health outcomes for 2SLGBTQI+ Canadians.

### **Hurricane Fiona (New Brunswick Francophones, Newfoundland and Labrador People Nearing Retirement)**

Two groups based in Atlantic Canada discussed the impact of Hurricane Fiona, a powerful Category 4 storm which had made landfall in the region on September 24<sup>th</sup>, 2022, causing widespread property loss and destruction. All participants indicated that they had been following this issue closely and a number of participants had witnessed the storm firsthand. Discussing the Government of Canada's response, several recalled hearing that Canadian Armed Forces (CAF) personnel had been mobilized and sent to the region to assist with coordinating the recovery effort. A large number were aware that numerous federal officials, including the Prime Minister, had also recently visited the affected areas to assess the damage and discuss the response. Several expressed concern regarding the impact the storm might have on local services and farming as well as what would happen to families who had lost everything and either did not have insurance or whose insurance might not cover the extent of their losses. To assist in conversation, participants were shown the following information regarding the steps the Government of Canada was currently taking in response to Hurricane Fiona. These included:

- *The Government Operations Centre is working with staff in the region and is coordinating the federal response to tropical storm Fiona;*
- *In response to Requests for Federal Assistance from Nova Scotia, Prince Edward Island and Newfoundland and Labrador, the Government of Canada is providing support with recovery and clean up;*
- *The Canadian Armed Forces have mobilized resources and personnel to provide on the ground support to local authorities where needed; and*
- *The Government of Canada has established a donation-matching program with the Canadian Red Cross to support Canadians impacted by Hurricane Fiona. Donations will support the range of emergency services the Red Cross is delivering to those in need including interim housing, clothing, food, and other essential supplies.*

All participants indicated that these were appropriate steps for the federal government to take, with many praising the decision to mobilize CAF personnel and resources as well as to establish a donation-matching program with the Canadian Red Cross. While these actions largely aligned with participant expectations as to how the Government of Canada should react in situations such as this, it was felt by several that more could be done to assist the region. This was thought to be especially the case given the severe magnitude of the storm and the large-scale damage it had left in its wake. Suggestions regarding additional actions the federal government could take included increased supports for those affected, deployment of an increased number of CAF personnel to assist with the recovery, financial assistance for those who may not have insurance coverage, and the provision of mental health resources for those who may have experienced trauma due to the storm. In addition, a few believed that proactive steps should be taken to develop climate-focused strategies to rebuild or even relocate communities such as Port aux Basques, Newfoundland which were situated close to the shoreline and may be vulnerable to similar weather events in the future.

### **National Day for Truth and Reconciliation (Ontario First Nations Living On-Reserve)**

One group, comprised of First Nations participants living on reserve, briefly discussed the upcoming National Day for Truth and Reconciliation, which took place on September 30<sup>th</sup>, 2022. While participants felt it was important for Indigenous voices to be heard and that this provided a valuable platform for survivors of the historic residential school system and their loved ones, a number had mixed feelings as to their expectations for this day. For a few participants who worked in cultural education, it was expressed that while it was a positive step for non-Indigenous Canadians to seek more information about the histories of Indigenous peoples, the burden to educate often fell on Indigenous individuals themselves at a great deal of personal time and effort. The opinion was also expressed by some that non-Indigenous individuals may use this day as a way to offload their own personal feelings of guilt regarding past harms done to Indigenous peoples and may not properly connect with the messages being conveyed by elders and other speakers. Many participants indicated that while this was an important day for relaying the histories and experiences of Indigenous peoples, reconciliation needed to be a year-round effort and they did not want to see attention only focused upon this issue at a certain time each year.

## Government of Canada Priorities and Performance (City of London Healthcare Workers, Atlantic Canada Firearms Owners, Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve)

Four groups engaged in discussions related to their local regions and/or backgrounds, as well as issues they felt needed to be prioritized to a greater extent by the Government of Canada going forward.

Asked to identify areas in which the federal government had performed well as of late, participants residing in the City of London as well as Atlantic Canada put forward a number of responses. These included:

- Climate change and the environment – Several identified the environment as a major focus for the federal government and were of the impression that a number of initiatives had recently been introduced to promote greener and more sustainable practices among Canadian households and businesses. In particular, it was felt that there had been a considerable effort on the part of the federal government to promote the use of renewable energy sources such as solar, wind, and hydroelectricity as well as more sustainable transportation methods such as zero-emission vehicles (ZEVs);
- Women’s rights and social equality – A number of participants also identified women’s rights and a commitment to social equality and equity as important priorities for the federal government. A few participants positively recalled the strong reassurance provided by federal

officials regarding continued access to abortion services in Canada in the wake of the decision by the Supreme Court of the United States (SCOTUS) to overturn the abortion protections contained within the historic Roe v. Wade decision. Additionally, some thought the federal government had taken great efforts to protect the rights of minorities living in Canada and to promote the importance of diversity and multiculturalism on a national scale; and

- International assistance – Many also spoke positively regarding the Government of Canada’s ongoing support for Ukraine in its defence efforts against invading Russian forces, including the provision of financial and military assistance to the Government of Ukraine as well as efforts to take in and accommodate Ukrainians seeking safe haven from the conflict.

Prompted to consider areas where the federal government could improve upon its performance, participants provided a wide range of ideas, including:

- Healthcare – A large number of participants identified healthcare as an area in need of significant attention. Several recalled hearing reports of critical shortages of healthcare workers across the country, causing long wait times at emergency rooms and walk-in clinics as well as months-long waiting lists for specialists and important procedures. It was felt that additional resources would need to be provided by the federal government towards providing higher salaries for these workers as well as efforts to recruit additional healthcare workers, including some from outside of Canada. Related to this, it was felt that more should be done to expedite the foreign credential recognition process, with some of the impression that many skilled healthcare workers had immigrated to Canada but were currently unable to obtain the necessary certification to practice in their fields of expertise;
- Inflation and the cost of living – Many also expressed concerns related to the high rate of inflation and perceived rising cost of living at present. While some acknowledged recent actions by the Bank of Canada to raise interest rates as a method of curbing the rate of inflation, it was felt that further action needed to be taken in order to address this issue. A number of participants believed the Canadian economy to currently be headed towards a recession and felt additional financial supports would likely need to be developed by the federal government to assist those financially struggling; and
- Housing affordability – Some also mentioned housing affordability as a growing issue across much of the country. It was widely felt that housing prices for those looking to purchase a home as well as renters were becoming increasingly high. A number of participants believed that high housing costs, along with other challenges such as mental health and addiction, had contributed to perceived rising rates of homelessness in their communities in recent years.

Discussing whether their opinion of the federal government had improved or worsened over time, almost all participants said it had gotten worse. Several were of the opinion that the federal government had been mostly reactive in its handling of issues such as the COVID-19 pandemic and inflation and did not believe enough resources had been devoted towards developing a long-term strategy to address important issues such as healthcare, the high cost of living, reconciliation, and social supports for vulnerable groups such as seniors, refugees, and those experiencing poverty or homelessness. Focusing on recent actions taken by the federal government related to these issues, a number recalled the recent announcement of federal initiatives to assist low-income Canadians

including the establishment of the Canada Dental Benefit, a \$500 top-up to the Canada Housing Benefit, and the temporary doubling of the Goods and Services Tax Credit (GSTC). Some also mentioned recent actions to increase existing benefits available to Canadians such as the Canada Child Benefit (CCB) and Old Age Security (OAS). While viewing this as a step in the right direction, it was felt by several that these actions would likely not be enough to completely offset the impacts of inflation and that additional social assistance would likely need to be provided.

Speaking specifically about their province, participants in the group from Newfoundland and Labrador also identified areas such as housing affordability, healthcare, and inflation as key priorities for the federal government to work on. With an eye on recent events, many mentioned the substantial damage caused by Hurricane Fiona, expressing that while the federal government had provided some assistance on this front, a substantial amount of additional resources would be required to rebuild the affected communities. Some also viewed transportation and rising fuel costs as a specific concern for their region, perceiving that flights and ferries connecting the province to the mainland had become increasingly expensive as of late and had made it more difficult for individuals living in Newfoundland and Labrador to access the rest of the country. Most in this group felt the Government of Canada was currently headed in the wrong direction when it came to addressing these issues, believing there needed to be greater efforts towards understanding the day-to-day needs of average Canadians as well as a focus on ensuring all Canadians receive the same quality of federal services. Related to the latter, a few expressed the opinion that Atlantic Canada often did not receive the same degree of attention and resources as other parts of the country and that this was particularly difficult given the perceived high cost of living throughout the region.

### **Indigenous Peoples (Ontario First Nations Living On-Reserve)**

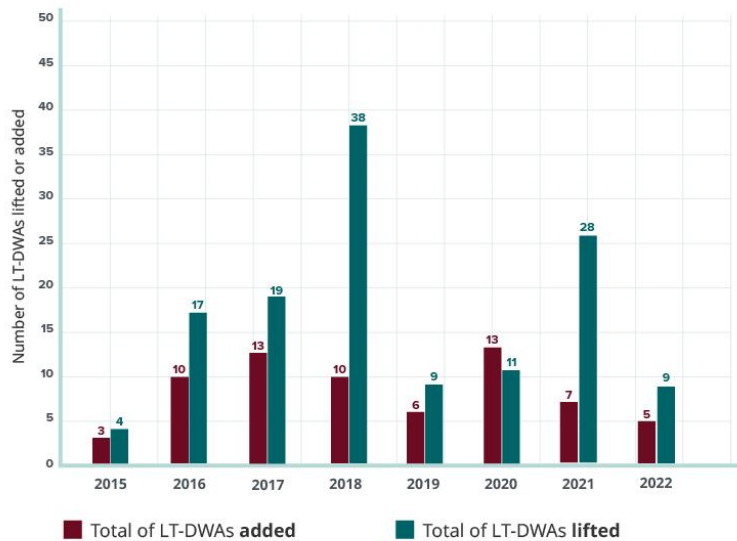
Participants in the group comprised of First Nations individuals living on reserve discussed a number of priority areas concerning Indigenous peoples for the Government of Canada to focus on, with a specific focus on the provision of clean drinking water to all Indigenous communities.

Asked to identify the most pressing concerns facing Indigenous peoples, several participants immediately mentioned a lack of clean drinking water on many reserves. It was felt that this had been a long-standing issue and that further resources urgently needed to be devoted towards resolving it. A number of participants reported that due to the poor quality of drinking water in their own communities they often had to purchase bottled water instead. Expressing considerable frustration, some participants stated that it had been decades since their community had clean drinking water and that they did not understand why this problem had taken so long to fix. Additional priorities mentioned by participants included the resolution of existing land claims between Indigenous peoples and the federal government as well as the need for additional resources to address perceived growing issues concerning mental health and substance use in Indigenous communities. While several reported having seen these issues discussed in the media and news, none felt that any tangible progress had been achieved. The opinion was added that in addition to a lack of progress on these areas, other issues such as perceived systemic discrimination towards Indigenous peoples and Missing and Murdered Indigenous Women and Girls (MMIWG) also remained largely unaddressed by the

federal government. Several viewed the Government of Canada’s efforts towards these issues as somewhat inconsistent, feeling that many Indigenous-related initiatives often seemed to progress through abrupt stops and starts. While few felt the federal government had been effective in its handling of these issues, a number of participants praised organizations such as the Assembly of First Nations (AFN) for their advocacy on behalf of Indigenous peoples. On balance, it was largely thought that in order for participants to feel sufficient progress had been made, the federal government would need to take immediate action to ensure all Indigenous communities had access to basic necessities such as clean drinking water, food, housing, and vital infrastructure and services such as high-speed Internet. In addition, it was thought by several that the federal government needed to focus on listening to and better understanding the concerns of Indigenous peoples as well as finding ways to work collaboratively with individual communities to meet their specific needs.

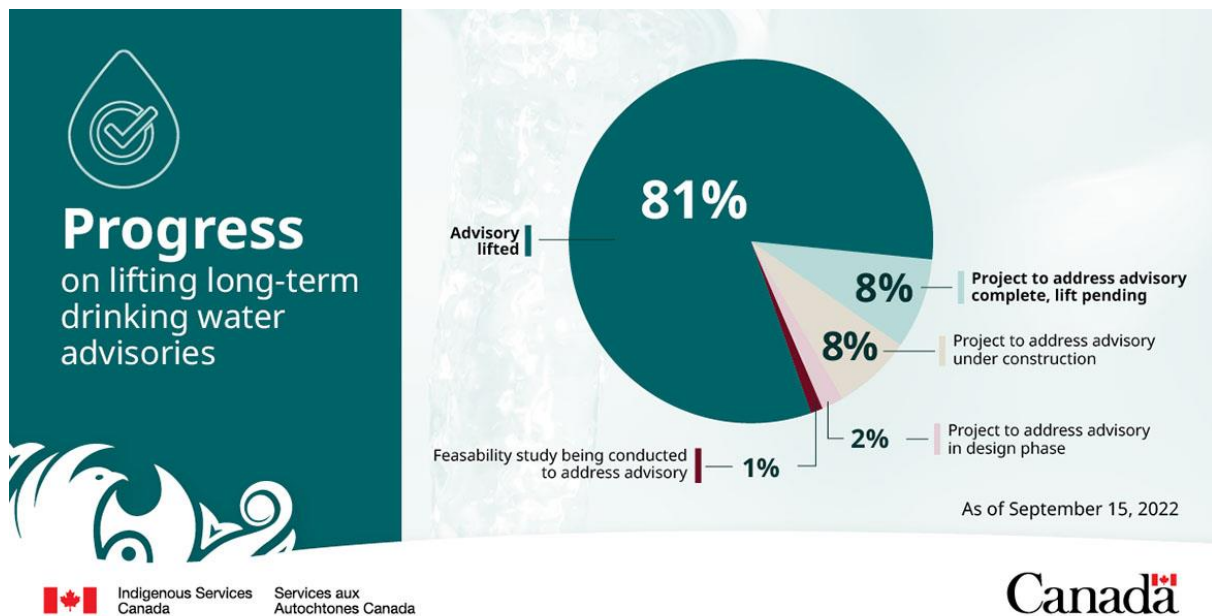
Few could recall any recent actions taken by the Government of Canada specifically related to ensuring access to clean drinking water. To provide further information, participants were presented with the following infographics highlighting the work currently being done by the federal government to lift long-term drinking water advisories for Indigenous communities:

Updated September 15, 2022





The image above depicts a selection of statistics and a bar graph demonstrating the progress made by the federal government towards lifting long-term drinking water advisories (LT-DWAs) on Indigenous reserves since November 2015. The top left portion of the image contains a water drop logo with a checkmark inside, accompanied by the text: '135 long-term drinking water advisories **lifted** since November 2015,' in teal font, with the '135' larger and in bold. Separated by a single dotted teal line, the top right contains text stating: '32 long-term drinking water advisories in effect in 28 communities,' in maroon font, with the '32' and '28' larger and in bold. The bottom two-thirds of the graphic depict a bar graph. The y-axis for the graph is 'Number of LT-DWAs lifted or added', the x-axis is 'Total of LT-DWAs added' and 'Total of LT-DWAs lifted', with a maroon and teal bar representing each, respectively. The data depicted on the bar graph is as follows: 2015 – 3 LT-DWAs added/4 LT-DWAs lifted, 2016 – 10 added/17 lifted, 2017 – 13 added/19 lifted, 2018 – 10 added/38 lifted, 2019 – 6 added/9 lifted, 2020 – 13 added/11 lifted, 2021 – 7 added/28 lifted, 2022 – 5 added/9 lifted'. The infographic was updated as of September 15<sup>th</sup>, 2022.



The image above is primarily comprised of a pie chart and accompanying statistics demonstrating the progress made by the federal government towards lifting long-term drinking-water advisories (LT-DWAs) on Indigenous reserves in recent years. The leftmost third of the image is a dark teal background with white text: 'Progress on lifting long-term drinking water advisories,' with the word 'progress' in larger font and emboldened. Above this text is a water drop logo with an encircled checkmark inside, and below is an Indigenous-inspired artwork in white, accompanied by the Indigenous Services Canada logo underneath it. In the bottom right of the image is the Government of Canada wordmark. The rest of the image is comprised of the pie chart depicting the progress made by the federal government on the matter thus far. The data is as follows: 81% – Advisory Lifted (dark teal), 8% – Project to address advisory complete, lift pending (light teal), 8% – Project to address advisory under construction (beige), 2% – Project to address advisory in design phase (light purple), and 1% – Feasibility study being conducted to address advisory (maroon). The infographic was updated as of September 15<sup>th</sup>, 2022.

Participants largely reacted with skepticism to this information, believing it did not align with their own experiences as well as personal accounts they had heard from those in other communities. It was strongly believed that clean drinking water remained a widespread and pervasive issue for Indigenous communities and that this infographic, even if technically accurate, did not represent the true extent of the problem. In addition, a few questioned whether issues related to drinking water in these communities had been resolved permanently, or whether these fixes were only temporary in nature.

## Healthcare (Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Eastern and Central Canada Francophone Young Adults, Small and Rural Centres Prairies Concerned About the Economy, City of London Healthcare Workers, Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve)

Seven groups engaged in conversations focusing on a range of issues related to healthcare provision in Canada. These discussions included perspectives on numerous healthcare priorities, personal experiences in accessing the healthcare system, the sources through which participants typically receive information related to public health, as well as evaluations of creative concepts produced by Health Canada.

### **Healthcare Priorities (City of London Healthcare Workers)**

Participants residing in the City of London and employed in the healthcare sector engaged in a conversation regarding healthcare in their community as well as their perspectives concerning a number of healthcare priority areas recently announced by the Government of Canada. To begin, participants were asked to evaluate the quality and availability of healthcare in their area. Though many felt that the quality of healthcare workers and equipment was generally of a high standard, almost all viewed the accessibility and availability of healthcare in the London area to be insufficient. Expanding upon their comments, many identified a lack of access to general practitioners and family doctors, a perceived backlog of patients awaiting important appointments and procedures, and a dearth of mental health resources as challenges currently facing healthcare in their area. A small number voiced the opinion that due to the relative inaccessibility of family doctors many patients were currently visiting emergency rooms for relatively minor medical issues, placing further strain on the emergency care system. Almost all participants believed there to be a widespread shortage of staff and resources across all areas of healthcare at present. The view was communicated by several that staffing shortages had greatly contributed to temporary closures of emergency rooms and operating rooms in several regions throughout their province. A number of participants mentioned personally feeling overworked and under pressure due to a lack of staff at their current workplaces. Several were also of the impression that healthcare workers were currently leaving Canada, attracted by higher salaries and more preferable working conditions in other jurisdictions such as the United States. A few were concerned that the combined impact of these challenges may cause Canadians to lose confidence in the healthcare system, discouraging them from attempting to access healthcare services and potentially exacerbating their medical issues as a result. All participants believed that a major

overhaul of the entire healthcare system would likely be required in order to implement the level of change necessary to meet the healthcare needs of Canadians going forward.

Participants next engaged in conversations related to three important areas of Canada's healthcare system: mental healthcare, long-term care, and primary care. Mental health was widely seen as a growing issue among Canadians, with many participants of the view that the number of those suffering from mental health challenges had risen substantially over the course of the COVID-19 pandemic. With this in mind, participants offered a number of suggestions as to how mental healthcare could be improved throughout Canada. These included the establishment of dedicated mental healthcare facilities, recruitment and training of additional mental health professionals, and increasing investments into existing organizations, such as the Canadian Mental Health Association (CMHA). Additionally, a few participants recommended that steps be taken to eliminate the broader stigma surrounding mental health and encourage those suffering to seek the care they required.

Turning their attention to long-term care, participants immediately identified the prevalence of for-profit care facilities as a problematic aspect of the system. Participants were largely of the opinion that rather than focusing on providing the best quality care, for-profit facilities often prioritized the maximization of profit wherever possible. Additionally, several felt that more could be done to maximize the use of personal support workers (PSWs), in long-term care settings. Many felt PSWs to be undervalued at present and believed they did not receive the support required to properly care for the number of patients to whom they were assigned. A few also suggested that greater efforts be taken to encourage the creation of additional social programming for those living in long-term care facilities, believing many patients tended to suffer from boredom and loneliness, especially if living far away from friends and family.

Focusing on primary care, many reiterated their concerns regarding what they viewed as a widespread shortage of family doctors. A number suggested that greater efforts be taken at both the federal and provincial levels to incentivize incoming doctors to open their own practices and work as primary care providers. It was believed this would enable Canadians to access healthcare more easily as well as establish an ongoing relationship with a care provider who understood their individual needs and medical history. Additionally, many were of the view that increasing access to primary care providers would alleviate some of the current strain on hospitals and emergency services. A smaller number suggested that training more nurse practitioners would also serve to alleviate some strain on the healthcare system as these individuals would be able to also take on patients in situations where family doctors are unavailable.

No participants were aware of any recent announcements or initiatives from the federal government related to healthcare. To aid in discussion, participants were informed that the Government of Canada had recently identified five national healthcare priority areas. These included:

- *Addressing health worker shortages and reducing wait times;*
- *Increasing access to family health services;*
- *Improving long-term care and home care;*
- *Addressing mental health and substance use; and*
- *Modernizing health data management and virtual care.*

Sharing their initial reactions, participants were mostly positive in their assessment of these priority areas. A number voiced particular enthusiasm related to the expansion of virtual care options and increased availability mental health services, believing these initiatives would greatly improve the overall health of Canadians. A smaller number were more uncertain in their opinions, feeling that it was difficult to properly evaluate these priorities without knowing the specific actions that would be taken to implement them.

Participants next shared their expectations related to these priorities as well as specific actions they believed the Government of Canada would take towards addressing them. Discussing the priority of addressing health worker shortages and reducing wait times, participants put forward several expectations. Several suggested that actions be taken to accelerate the foreign credential recognition program to encourage healthcare workers from outside of Canada to come and work in the country. It was believed that there were currently many healthcare workers who had recently immigrated to Canada yet were still awaiting the recognition of their credentials as well as other necessary certifications in order to practice in their field of expertise. A number also recommended increasing compensation for healthcare workers in order to prevent these individuals from leaving for higher salaries elsewhere. Additionally, some suggested that there be an increase in the number of sick days and personal leave time allocated to healthcare workers. It was expected that by taking these steps, healthcare administrators could greatly reduce instances of burnout and workers leaving health-related professions in search of less stressful careers.

Discussing ways the federal government might address the priority of increasing access to family health services, participants offered several ideas. These included allowing patients with urgent medical issues to see other doctors within the same clinic when their family doctor was unavailable, as well as expanding the availability of family doctors on evenings and/or weekends to better serve those patients who may work unconventional or less predictable schedules. In addition, it was felt that efforts should be taken to encourage family doctors to take on patients with ongoing and complex health issues who might otherwise be unable to obtain proper care.

Focusing on improving long-term and home care, participants also provided several suggestions. Chief among them was the provision of additional financial resources for long-term care facilities, with a focus on addressing staffing shortages, as well as greater regulation of for-profit long-term care facilities to ensure a high standard of care is being met. Additionally, many reiterated the need for an increased focus on community programming for those living in these facilities as well as improvements to the working conditions of PSWs, including salary increases as well as the establishment of an official regulatory body to govern the profession.

Participants expressed numerous expectations related to the improvement of care options for those suffering from mental health or substance-related issues. Many believed there needed to be an increase in the programs and resources available to those suffering from addiction. It was felt that at present those seeking assistance with issues such as opioid addiction were in some instances forced to wait several months to receive treatment and as a result, would often forego care altogether. Several also thought that there needed to be a greater focus on education related to mental health and addiction (especially in secondary school curricula) as well as the establishment of dedicated treatment

and rehabilitation spaces for individuals experiencing severe mental health crises. Some also recommended the creation of stronger guidelines and greater accountability for physicians who prescribe potentially addictive prescription drugs, such as opioids.

Discussing actions that could be taken to modernize health data management, several recommended the creation of a universal, streamlined internal system which could be utilized across all healthcare services within a province/territory as well as on a national level. It was believed that by making patient medical histories digitally accessible, healthcare professionals would be able to provide better informed and higher quality care. Focusing specifically on the expansion of virtual care, participants expected this would greatly increase the accessibility of healthcare for those living in remote or rural areas. It was stressed by some, however, that virtual appointments should be offered as a companion to in-person appointments rather than as a replacement, believing that many health conditions required physical examinations to properly address.

While all participants felt that these priorities would have a positive impact if they were successfully implemented, a few expressed concerns regarding the ability of the federal government to affect this level of change in healthcare, given their understanding that this area was primarily under the purview of provincial/territorial governments. With this in mind, several reiterated the importance of collaboration among the various levels of government, believing all would need to work together in order to bring about tangible change.

### **Healthcare Perspectives (Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve)**

Participants in two groups shared their perspectives regarding the quality of healthcare in their respective areas as well as their personal experiences in accessing these services. Several reported having personally utilized healthcare services in recent months and though occasionally encountering long wait-times, felt relatively positive about their experiences. A number of participants, however, indicated that while they had been able to access primary care with relative ease, appointments with specialists often needed to be scheduled months in advance due to the high demand for these services and the relatively few healthcare professionals available to provide them. For those living on reserve, it was mentioned that for certain procedures or appointments they would often have to travel to major urban centres such as Winnipeg, Toronto, or Hamilton in order to receive care.

Almost all participants felt the standard of care and the skills of healthcare workers in their region to be of high quality, though a number felt more could be done to increase accessibility to these services for those who did not have a family doctor or required emergency services. Additionally, many were of the impression that while services may be accessible for those living near to urban centres, healthcare services tended to be far more limited for those in smaller or rural communities. Expanding upon this, a number of participants recalled hearing that emergency rooms in rural areas across the country had limited their hours of operation and/or had begun closing on weekends due to worker shortages. Some were concerned that as a result of this many individuals would not be able to receive the care they need, especially if they did not live in close proximity to an urban centre. While most felt the quality of care they received to be of a similar standard to the rest of Canada, it was felt that the

unique circumstances of their respective regions may require the allocation of additional resources. For those living in Newfoundland and Labrador, it was felt that given the province's perceived greater proportion of seniors relative to other parts of Canada, an influx of family doctors and specialists would likely be required to address the increasing healthcare needs of an aging population. Focusing on obstetrics, a few also suggested the province could increase the availability of services such as midwifery, believing these to be significantly limited in Newfoundland relative to other provinces such as Ontario. Among those living on reserve, the general lack of proximity to some healthcare services was mentioned as an ongoing concern, with most indicating that they would need to travel off reserve in order to receive care at a hospital. It was felt that the establishment of additional on-reserve healthcare services as well as more effective transportation methods to get to hospitals when needed would greatly improve accessibility to healthcare for these communities.

Asked to identify the most pressing healthcare challenges in their communities, participant responses coalesced around two key concerns:

- Long wait times – Though only occasionally encountering these personally, several reported hearing accounts of long wait times for emergency services, walk-in clinics, as well as various other healthcare-related appointments and procedures. This was widely felt to be a pervasive issue across Canada and not something that was isolated to their own communities; and
- Healthcare worker shortages – Related to the above, a number believed there to be a widespread shortage of healthcare workers in all areas, significantly increasing the amount of time one could expect to wait in order to receive care. Many attributed this to the overworking and subsequent burnout of healthcare professionals, believing many of these individuals had experienced a considerable degree of stress and exhaustion over the course of the COVID-19 pandemic. Several expressed concerns that due to these issues, a significant number of healthcare workers may decide to leave the profession altogether. Additionally, a number of those residing in Newfoundland and Labrador identified retention of healthcare workers as an ongoing issue, believing doctors and nurses in the province were often enticed to relocate to other parts of Canada or jurisdictions such as the United States with the promise of higher salaries and benefits.

Among those living on reserve, it was felt that there needed to be a greater emphasis on recruiting healthcare professionals who were Indigenous themselves. It was thought that this would greatly improve the level of understanding between physicians and their patients and increase the standard of care as a result. A few participants in this group also mentioned other healthcare related challenges such as food insecurity, poor quality water, and issues related to pollution, believing these to be negatively impacting the overall health of their communities. Almost all participants felt the Government of Canada had a role to play in addressing these challenges, reiterating the impression that issues such as long wait times and worker shortages were being felt in every region of the country and would likely require a national solution.

### **Public Health Information (Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Eastern and Central Canada Francophone Young Adults)**

Three groups, all comprised of young adults, engaged in conversations regarding the sources they would typically use to seek out information related to public health. Asked to identify health-related issues that they wished they had more information on, a wide range of responses were shared. Chief among these was the COVID-19 pandemic and a desire for further information related to any public health requirements that may be in place as well as official guidance related to the COVID-19 vaccine and subsequent booster doses. Other areas participants wanted to know more about included expected wait times at nearby emergency rooms and walk-in clinics, details related to how to find a family doctor, information regarding the monkeypox virus, and any announcements and initiatives from the Government of Canada related to healthcare. Additionally, a small number of participants expressed a desire for further information regarding the federal government's plan to address the perceived opioid crisis in several parts of the country. The view was expressed that not enough attention was currently being devoted to this issue.

Describing where they would likely go to obtain this information, participants mentioned a wide variety of sources. These included radio and television, online search engines, social media platforms such as Facebook, Twitter, and Instagram, and word of mouth through friends and family, including those working in health-related professions. Most indicated that they would typically only check the first few results of any online search, believing that these were typically the pages operated by federal, provincial, or regional health authorities. Several commented that for serious health concerns they would likely reach out to trusted medical professionals rather than search online. Very few participants felt they would be likely to rely upon influencers or celebrities as trusted sources for health-related information.

Participants next engaged in an exercise where they were shown various potential sources of information and asked to identify which they would use if they were looking for information related to mental health. Options shown to participants included:

- *Television news;*
- *Radio, podcasts, and other broadcasts;*
- *Newspapers and other written journalism (including news websites);*
- *Government of Canada briefings and/or official websites;*
- *Provincial/territorial briefings and/or official websites;*
- *International health authorities (e.g., the World Health Organization);*
- *Healthcare workers (e.g., Doctors and nurses);*
- *Scientists;*
- *Social Media (e.g., Facebook, Twitter, YouTube, Instagram, TikTok);*
- *Celebrities;*
- *Online search engines (e.g., Google);*
- *Friends and Family; and*
- *Work/School Colleagues.*

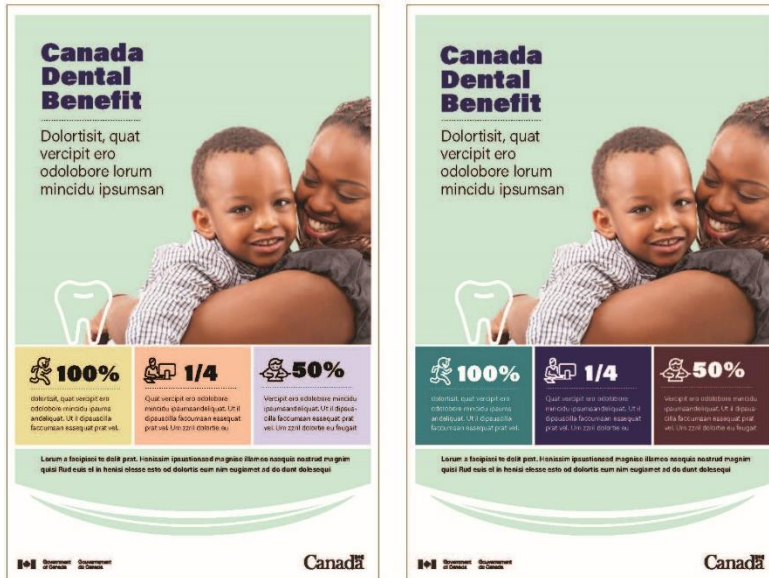
Across all groups participants identified healthcare workers and online search engines as the sources they would most likely rely upon for information related to mental health. Also receiving a moderate level of attention were sources such as international health authorities, newspapers and other written journalism, and word of mouth via friends and family. Though to a smaller extent, some participants also indicated that they would potentially consult provincial/territorial websites as well as social media for this type of information. Asked whether any sources were missing from the list, a number of participants identified therapists and/or psychiatrists as potential sources of information related to mental health. No participants felt celebrities or influencers would be useful on this front.

Shown the same list, participants were next asked which of those sources they would be most likely to trust for general health recommendations. Healthcare workers were overwhelmingly identified as the most trustworthy source by participants, with international health authorities, scientists, and official websites run by the Government of Canada and respective provincial/territorial governments also receiving a moderate degree of support. A number of participants reported having switched their answers from the previous exercise. Expanding upon this, the view was expressed by some that while personal contacts such as friends and family may be more useful for those seeking to discuss issues specifically related to their personal mental health, for general health concerns they would be more likely to follow official advice provided by health experts and public officials.

### **Health Canada Concept Testing (Small and Rural Centres Prairies Concerned About the Economy)**

Participants in this group were asked to evaluate two creative concepts currently under development by Health Canada to advertise the recently announced Canada Dental Benefit. Only a small number indicated that they were either parents of children under the age of 12 or did not have private dental insurance of their own. As such, few expected they would personally be able to take advantage of this initiative.





The visuals above depict two versions of the same advertising concept for the Canada Dental Benefit. Both versions have a light green background, with a white footer which includes the Government of Canada logo in the bottom left corner and official wordmark in the bottom right corner. In the top left of both images is the text 'Canada Dental Benefit' in large, emboldened, dark blue letters with brown placeholder text directly below, with a line separating the two texts. Taking up most of the centre of each concept is the image of a mother hugging her child, both of whom are smiling. The mother is seen looking at her child, while the child is looking more forward. At the leftmost part of this image, there is a visual white outline of a tooth. Below this are three text boxes. On the leftmost concept, these boxes are yellow, light orange, and light purple in colour. On the rightmost concept they are teal, dark blue, and brown. From left to right, the boxes in each of the concepts contain a percentage or fraction. In the leftmost concept, the text is in black, while the rightmost concept has white text. The first box depicts 100% in emboldened font (accompanied by the silhouette of a child running), the second shows 1/4 in emboldened font (showing an individual using a computer), and the final box depicts 50% in emboldened font (showing an individual sitting at a desk writing). Below these images and numbers is smaller placeholder text. Under the boxes in each concept, there is two lines of placeholder text in brown and emboldened font.

Presented with the visual concepts above, participants shared their initial reactions to the designs. Many felt the concepts evoked themes of family, warmth, love, and viewed the general message they were presenting as one of reassurance. Focusing on the visual design, a large number of participants expressed a preference for the colour scheme of the leftmost concept, variously describing it as comforting, relaxing, and welcoming. Among these participants, it was felt that the darkness of the colour palette used in the rightmost concept was overpowering and lacked the warmth of the other concept. A smaller number felt differently, believing the contrast of the white text on dark-coloured backgrounds was an asset of the rightmost design and felt this made the text more distinctive and likely to catch the attention of those who came across it.

Discussing how the posters might be improved, a small number expressed the view that they were somewhat bland and suggested the use of emoticons and other graphics to make the designs more eye-grabbing, especially if they were to be displayed online. A few recommended that the incorporation of a larger group of models, including more children, would help promote the understanding that this program was specifically targeted towards this age group.

Asked whether they felt these posters would be more effective if encountered online or in-person, it was expressed by many that these posters would be significantly more impactful in a real-life setting. The view was added that the design of these posters would be conducive to being displayed in places such as dental offices and medical facilities as well as distribution as flyers. A large number felt that they would be likely to scroll past these concepts if they encountered them on social media or while browsing the Internet.

## Digital Credentials (Mid-size and Major Centres Prairies, Ontario Francophones, Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Frontenac County Ontario Travellers, Eastern and Central Canada Francophone Young Adults)

Six groups discussed digital credentials and their potential implementation across Canada. When asked whether participants were aware of the concept of a 'digital credential', on balance, only a small number of participants were familiar. Among these participants, most were of the impression that digital credentials provided an alternative to physical forms of identification, such as driver's licences and passports. While unsure of what digital credentials specifically entailed, a number of participants assumed that this term referred to digital platforms such as LinkedIn, online payment methods, digital signatures, and/or biometrics such as facial recognition technology or digital fingerprints. To clarify, participants were provided with the following information:

*Digital credentials are a way for individuals to provide information about themselves electronically. Digital credentials are completely voluntary and can be used during service transactions instead of having to show up in person to provide required documents (or instead of providing a scan or photo of physical documents). In the same way that you would store your physical documents in a safe place, or in your wallet, your digital credentials can be securely stored on a personal device.*

*Note that digital credentials are not the same thing as scanning or taking a photo of physical documents; these digital credentials are essentially the electronic equivalent of physical documents.*

Participants were also shown the following visual example of a digital credential and the moderator shared the following:

*This is an example of a digital services card that was introduced in the province of British Columbia, Canada. On the right, you can see the electronic equivalent of the physical B.C. Services Card (on the left) which allows you to get access to provincial services, including health care.*



The image above depicts an example image of a digital credential. The image is in two parts. On the left side, a traditional British Columbia ID card is depicted. The top-most part of the card says 'British Columbia Services Card' in white block letters, and directly below 'British Columbia CAN' in larger, blue block letters. Below this is the individual's name, 'Cook, Tamara Rosa' and accompanying photograph with the ID holder's signature below. This image is accompanied by information including: date issued, date expired, sex, address, and date of birth. The centre-right of the ID shows the British Columbia official Coat of Arms as well as holographic image of the ID holder accompanied by their year of birth. Beside this ID card is a left-ward arrow pointing to an example of a digital version of this ID card. Shown in the frame of a smartphone, we see an app depicting a digital ID card with the text 'BC Services Card' and the individual's name, 'Cook, Tamara Rosa' and picture below. Below this sample ID, we see three tappable options: 'Use My Mobile Card,' 'Enter Pairing Code,' and 'My Account'. At the bottom of the framed image is the British Columbia logo.

In the groups conducted in French, participants were shown a slightly different version:



The image above depicts an example of a French digital credential. Presented as it would appear on a smartphone, the image is accompanied by a bright blue header and footer. On the header, the text 'Permis de conduire' is written, with a white arrow pointing to the left on the left side of the screen. Under this are two user tabs that read 'VOIR' and 'SÉCURITÉ', with the image currently toggled to the 'VOIR' tab. Below this is a digital image of a Quebec driver's licence with an image of a woman with long, dark hair. Under this, the information from the driver's licence is written out in text, with each information box descending vertically. First listed is the ID holder's name, or 'Prénom,' (ANNE-MARIE) and below that, their last name, or 'Nom de famille,' (LAPOINTE). Below this are additional information boxes respectively labelled 'Date de naissance', 'Numéro de permis de conduire', 'Date de délivrance du permis de conduire', and 'Date d'expiration du permis de conduire'. Each information box is accompanied by a small lock symbol, with the information in each of these information boxes censored with a dotted line. To the right of the locks on the 'Date de naissance,' 'Numéro de permis de conduire,' and 'Date de délivrance du permis de conduire' information boxes are three eye icons in bright blue. On the footer, the image shows four different options a user could select, accompanied by images. From left to right, these are: Utiliser eID (accompanied by the silhouette of a person), Documents (accompanied by an image of a stack of documents), Histoire (accompanied by a downward facing and upward facing arrow), and Paramètres (accompanied by the image of a gear).

On balance, most were relatively comfortable with the notion of digital credentials. Participants frequently cited the additional convenience of having all of one's important personal information in a single location, allowing them to readily identify themselves if required. In addition, it was expected that digital credentials would be more easily renewed or updated, allowing individuals to avoid the potentially time-consuming process of renewing, or replacing their identification.

While remaining open to the concept of digital credentials, a number of participants expressed concerns related to security. Of these, some were worried their personal information would be

vulnerable to hackers and more specifically, identity theft. Others were worried about how their data would be managed and who would have access to it. Some were fearful that data from digital credentials would be accessible to third parties, such as advertisers, who may be looking to utilize it for profit. A few participants also expressed concern for those individuals who may not have access to the appropriate technology, such as smartphones, and commented that it would be critical for physical options to remain as an alternative. A small number were more negative in their opinions and expressed that they would not consider using digital credentials under any circumstance. Among these, a lack of comfort with digital technology as well as a strong preference for physical identification were cited as the primary reasons behind their hesitancy towards digital credentials.

Asked to identify examples of digital credentials that may already exist, several thought immediately of electronic records related to the COVID-19 pandemic including the ArriveCAN app and the proof of vaccination systems previously put into place across individual provinces and territories. Others identified examples such as mobile payment methods (such as Apple Pay and Google Pay), authorization technology such as DocuSign, and digital information related to healthcare including electronic versions of an individual's health benefits card. Some also mentioned utilizing digital credentials connected to their mobile device or personal biometrics to access private buildings such as workspaces or residential properties.

Participants also proposed a wide range of areas in which digital credentials could potentially be used in the future. These included:

- Travel – Several participants suggested that digital credentials could assist in streamlining processes related to travel, especially air or international travel where individuals may be required to produce several different identifications at various stages of their journey. It was widely felt that an authorized digital app containing all vital information such as passports, tickets, and vaccination records would be useful in making the travel experience more efficient;
- Healthcare – Many also believed that digital credentials could be utilized to provide more effective and informed healthcare for Canadians. It was thought that by digitizing healthcare records and making them more readily accessible to healthcare providers (including emergency care, family doctors, and other specialists) that patients would be able to access faster care that also took their personal medical history into perspective;
- Personal identification – A number of participants believed that digital credentials could make the process of presenting personal identification and certifications more convenient. Participants cited specific instances such as verifying one's age for age-restricted purchases and providing proof of identity to law enforcement. Several recommended the creation of a single platform that would contain an individual's various licenses and certifications, making it easier to produce their qualifications when required; and
- Employment applications – There was also support for the incorporation of digital credentials into the process of applying for employment. It was believed that an authorized credential that could confirm important details such as education and/or professional certifications would benefit both employers and prospective employees.

Prompted to conceptualize a society in which digital credentials were widely used across Canada, some believed daily life would become more technologically oriented while most did not believe that there would be much in the way of tangible change. A large number were of the impression that digital credentials were already being utilized in a number of settings, and several expressed a high level of comfort with digital credentials such as mobile service transactions by debit or credit card and/or using QR codes to access or verify information. Some, however, questioned what would happen in the event of a large-scale network crash, such as the widespread Rogers Communications outage in July 2022, where Canadians might potentially be unable to access and/or present vital information for an extended period of time. Many participants reiterated the opinion that digital credentials should serve as a companion rather than a replacement for physical identification and that both options should remain available. A few were also concerned about Canadians who may be unable to access digital credentials, either due to a lack of familiarity with the technology or a lack of access to the appropriate technology.

## The Economy (Mid-size and Major Centres Prairies, Ontario Francophones, Eastern and Central Canada Francophone Young Adults)

In several of the groups which took place in September participants discussed their perceptions of the Canadian economy, including perceived connections between the economy and the Government of Canada's work on climate change as well as its actions towards providing Canadians with affordable child care. The discussions also yielded feedback from participants related to the type of economy they felt Canada should be working towards.

### **Overall Priorities and Economic Concerns (Mid-size and Major Centres Prairies, Ontario Francophones)**

When asked about the top issues that participants believed the Government of Canada should be prioritizing, a wide range of priorities were identified. These issues could be grouped into two broad categories:

- Socioeconomic – Participants expressed concerns about inflation, interest rates, jobs, wages (particularly for those working in the child care sector), public spending, education, healthcare and mental health, affordable housing (specifically aimed at newcomers to Canada), and traffic congestion; and
- Environmental – A number of participants identified climate change as an overriding priority, believing this to be the most pressing issue facing Canadians at present.

Focusing on the economy, participants were generally of the view that it ranked as one of their top priorities. Their concerns in this regard were linked to inflation and the rising cost of living (with some referring to the cost of foodstuffs, fuel and cellphone plans in Canada), perceived labour shortages,

inadequate wages for workers, trade, globalization, and supply chain issues. Participants commented that a thriving economy was vital as it would create more and better paying jobs for Canadians along with advancing Canadians' goals of home ownership. Some linked a prosperous economy to improved health services for the Canadian public, suggesting that the latter is a basic requirement and foundational to building the former.

Relative to participants in the Prairies, those in Ontario expressed greater top-of-mind awareness of federal government activity with respect to addressing economic issues. Participants from Ontario mentioned actions such as addressing immigration backlogs to help employers fill vacant jobs, investments in transportation, and other infrastructure projects, including rebuilding core Indigenous infrastructure as part of the federal government's commitment to reconciliation, job creation, and ensuring the flow of goods. Others spoke about the use of fiscal and monetary policy levers, specifically concerning the adjustment of interest rates, as anti-inflationary measures, in addition to financial supports for people and businesses to help address their needs and sustain the economy during the COVID-19 pandemic.

In both groups, most felt the Government of Canada was generally on the right track when it came to addressing economic issues. This belief was underpinned by generally favourable views of the federal government's efforts to provide financial supports to Canadians through the pandemic and an increase to Canada Child Benefit (CCB) payments which had come into effect over the summer. Many felt the Government of Canada was doing its best to assist Canadians through a challenging time, although they agreed there was also room for improvement. Others, by contrast, believed that some actions, such as those intended to address inflation and the housing crisis, had come too late. Several participants were uncertain or preferred to withhold judgement regarding the Government of Canada's performance with respect to the economy, feeling it was too early to say whether these actions would have a positive impact.

In response to a question about what work, if any, the Government of Canada was doing to help with the environment and climate change, participants mentioned several activities:

- Providing funding to Canadians to retrofit their homes and residences to become more energy-efficient through the Canada Greener Homes Grant (although not specifically mentioning this program by name);
- The implementation of a federal price on carbon;
- Sustainable energy initiatives directed to Northern and Indigenous communities;
- Elimination of single-use plastics;
- Setting targets that all vehicles sold in Canada by 2035 will be zero emissions vehicles (ZEVs), including incentives for those wishing to purchase an electric vehicle;
- A commitment to achieving carbon neutrality or net-zero emissions by 2050; and
- Various multilateral initiatives, working in collaboration with other jurisdictions around the world, towards a greener future.

Participants in both groups agreed that economic growth and addressing climate change were mutually compatible goals. Many also felt that environmental initiatives would address inflation and lower costs for Canadians while also creating new jobs at fair wages, using the example of expanding

electric vehicle (EV) production and associated infrastructure (e.g., charging stations) in Canada. The expectation was shared that moving in this direction would lead to new, innovative industries and a fairer and more progressive economy.

Several mentioned that addressing climate change was vital given the economic costs associated with the increased prevalence of floods, forest fires, and other extreme weather events which many attributed to global warming. There was a perception that if these issues were not dealt with now, they would become more costly to address in the future. At the same time, others felt the true economic benefits stemming from environmental initiatives may not be felt in the short-term. Rather, they believed a positive impact would be more evident over the longer-term.

In the context of this discussion, questions were raised about the climate action incentive (CAI) payments which are part of the Government of Canada's climate change plan. A few participants questioned why Canadians were receiving a rebate at all. Rather than viewing it as a way of offsetting the cost of fuel charges for individuals and families, while also encouraging them to reduce their greenhouse gas (GHG) emissions, many felt the returning of these amounts to Canadians was counterproductive. Moreover, some emphasized the importance of corporations over individuals in addressing climate change, viewing large companies and manufacturers as being vastly larger emitters compared to individual Canadians. It was widely believed that significant change would need to happen at the systemic or institutional level in order for tangible progress to be made on this front.

Participants were next made aware of several Government of Canada initiatives. These included:

- *Driving down carbon pollution from the oil and gas sector*
- *Investing in clean electricity; and*
- *Helping industries develop and adopt clean technology to assist them in reaching net-zero emissions*

Most felt there was a more direct link between the last two initiatives and the economy than there was with the first. Several expressed the view that there was significant potential for growth in the area of clean electricity investments, especially given the expectation that the electricity sector and the electrical grid would take on a more prominent role in powering economic activity and growth. Some participants commented on what they felt was a traditional over-reliance in Canada on the oil and gas sector and perceived a transition to an economy underpinned by clean technology as a positive step forward.

Most participants in the group held among those residing in the Prairies had heard about the Government of Canada's agreements with various provinces and territories to reduce child care costs to \$10 a day, on average. Participants also indicated awareness of the federal government's plan to create 250,000 additional child care spaces by 2025-2026. Additionally, some reported hearing about increases to the Canada Child Benefit (CCB) which they felt would be helpful to parents, especially those with children currently enrolled in child care.

When asked if they saw these kinds of actions as part of a larger strategy by the Government of Canada to address economic issues and to help build a fair, inclusive, and progressive economy, participants generally believed this to be the case. They felt these actions would place families with



young children in a more equitable position. Additionally, participants saw these actions as inclusive in nature, specifically in that they were directed at parents whom they believed faced higher household costs relative to those without children. The initiative by the federal government to provide Canadians with more affordable child care was seen as particularly helpful, creating opportunities for middle class families and workers to be able to return to and maintain a stronger attachment to the workforce over the long-term. Others commented that it had wider implications for anyone with children, regardless of their household income, and that it would be helpful for working mothers and fathers who wished to continue to work while also raising children.

### **Economic Priorities (Mid-size and Major Centres Prairies, Ontario Francophones, Eastern and Central Canada Francophone Young Adults)**

Three groups engaged in discussions regarding the type of economy they felt the Government of Canada should be prioritizing. In two groups, comprising Francophones in Ontario and those living in the Prairies, participants reviewed and commented on six options describing the kind of economy the Government of Canada should be aiming to build. These included:

- *A fair economy;*
- *A green economy;*
- *A progressive economy;*
- *An economy that works for all Canadians;*
- *An inclusive economy; and*
- *An innovative economy*

Participants' interpretation of each option and their overall preferences are detailed below.

#### ***A Fair Economy***

Most interpreted a fair economy as one which was equitable and aimed to provide a more reasonable and fairer distribution of wealth across society. Participants also saw this as an economy that would reduce discrimination against and create more opportunities for marginalized groups, empowering them to participate more fully and benefit to a level commensurate to their efforts. A fair economy was viewed as one which offered workers a living wage, ensuring all Canadians would have access to the basic necessities regardless of their income, training, or educational background. In essence, it was believed that a fair economy would place workers and the owners of capital on a more equal footing with respect to their ability to access goods and services.

#### ***A Green Economy***

In considering this term, participants envisaged a society built upon an environmentally sustainable economy and underpinned by a framework of policies promoting green activities and initiatives. Many anticipated decisions under this type of economy would primarily be made based on assessments of environmental risk. With the environment as its top priority, participants assumed a green economy would focus on building communities with a focus on walkability, further incentives to encourage the

adoption of zero-emissions vehicles (ZEVs), incorporation of renewable energy sources, and widespread application of sustainable practices. Moreover, they felt this approach would also be fiscally responsible and would not rely on deficit-funding.

### ***A Progressive Economy***

A progressive economy was characterized as one which would be proactive, nimble, innovative, and be open to embracing change. Some described it as the opposite of a stagnant economy. Participants felt that achieving the goal of a progressive economy would require a greater willingness on the part of individuals and businesses to take risks. Several also believed that progressive implied a business environment which would be more supportive of small businesses.

Some commented that a progressive economy would create greater opportunity for everyone and, similar to a fair economy, would ensure a basic standard of living for all Canadians. They saw a progressive economy as prioritizing progress in both the economic and social spheres, with a particular focus on access to post-secondary education and training. For a number of participants, a progressive economy overlapped with a green economy to the extent that it was also seen as promoting progress on environmental issues and challenges. In this respect there was an expectation of incentives to encourage widespread uptake of electric vehicles, solar panels, and other environmentally friendly technologies.

### ***An Economy That Works for All Canadians***

An economy that works for all Canadians was primarily viewed as one which would provide a pathway for people to earn a comfortable living. At the same time, it would be expected to address social and environmental issues (e.g., homelessness and climate change) with a view to building stronger and more equitable communities. Participants felt there was some intersection with a fair economy in terms of addressing inequities and creating equal opportunity and access to healthcare and education for all segments of society at all stages of life, including youth, middle-aged, and older Canadians.

To create an economy that works for all Canadians, participants believed a greater focus on the following would be required:

- Sensitivity to the needs of Canadians according to their age and cultural background;
- Reducing barriers to investment, attracting new businesses, promoting the growth of existing businesses, and creating employment opportunities for workers; and
- Eliminating federally funded financial supports to people and businesses, which some believed would no longer be needed under this scenario. Some participants believed that this type of economy would ultimately reduce federal spending.

### ***An Inclusive Economy***

At its core, an inclusive economy was thought to be one which embraces, values, and creates opportunity for all Canadians regardless of their background, ethnicity, religious affiliation, or socioeconomic status. Participants saw this type of economy as promoting and celebrating diversity. Some believed that an inclusive economy would specifically aim to address the needs of marginalized

groups and newcomers to Canada, ensuring that these groups have access to the services they require and to opportunities in order to fully participate in society.

### ***An Innovative Economy***

The key features of an innovative economy were expected to be creativity and proactiveness. Several participants described this type of economy as one which would think 'outside of the box', with a particular emphasis on improving existing processes and practices, fostering and incubating new ideas, and identifying better approaches to utilizing Canada's domestic resources. It was believed this would require further investments on the part of the federal government towards innovation and support for Canadian-based entrepreneurs, specifically focusing on the technology sector. In addition, participants believed that moving in this direction was predicated on reforms to education to more closely link training and skills development to the needs of an innovative economy. Some also thought this implied reducing Canada's reliance on imports from other countries, such as China and Russia.

Of the six options discussed, most participants believed that Canada should be aiming to build an economy that works for all Canadians as well as one which is progressive. These ideas resonated with participants for several reasons. An economy which works for all Canadians was seen as all-encompassing in the sense that it also incorporated many of the features of the other visions examined, including inclusivity, progressiveness, sustainability, fairness, and equality. They also felt that all Canadians could see themselves benefiting in that this type of economy inherently embedded some degree of flexibility for Canadians with different levels of training, goals, and aspirations. For similar reasons, participants were equally favourable towards a progressive economy as it was seen to comprise many of the positive elements of the other options discussed. Additionally, some felt that Canada was already viewed as a progressive society and was well positioned to continue to develop as one given its multi-cultural makeup and relative youth as a country.

There was also some interest in building an innovative economy as several participants felt that the idea of innovation was not necessarily a prominent feature of either of the two options which were their stated preferences in terms of a vision for the Canadian economy, as noted above. For several participants, innovation also encompassed the notion of greener practices, which they felt was important to emphasize.

Continuing the discussion on the economy, participants in these two groups shared their thoughts on several pairs of phrases. The first pair presented to participants were:

- *Supporting the middle class; and*
- *Supporting workers*

While many participants viewed these terms as similar and interchangeable, believing that most workers are generally considered to be a part of the middle class, others had a different opinion. For these participants, the term 'workers' was seen as being more general and inclusive, regardless of income levels, while 'middle class' was thought to be somewhat less tangible and more undefined. When it came to supporting workers, participants thought the Government of Canada should ensure that all workers receive a fair, living wage and that workplaces promote and maintain health and safety

standards. It was also believed that the federal government could demonstrate its support for workers by lowering taxes and speeding up the foreign credential recognition process for those emigrating to Canada in order to accelerate their entry into the workforce. In actions it could take to better support the middle class, participants recommended a similar approach, focusing on lowering taxes. In addition, many felt that the federal government could do more to address inflation and the cost of essential goods and services for middle class Canadians. Child care was also identified as a key priority, with some commenting that subsidies to parents would ease the costs incurred by middle class families to raise children. A few participants indicated that the federal government should create higher education opportunities for all Canadians, specifically focused on filling key job vacancies in healthcare.

The next pair of terms shown to participants was:

- *Labour Force; and*
- *Workforce*

Participants generally perceived the term workforce as applying to all people who were currently working, while viewing labour force as more of a subset describing those whose work could be considered physical or manual labour. Some also felt that workforce referred to people employed in higher level positions, while labour force encompassed primarily those working in entry-level jobs. Still others associated workforce only that group of people who were currently working, while labour force included everyone currently working as well as those seeking employment.

Participants in the group held among young adult Francophones living in Eastern and Central Canada were shown and discussed a different set of phrases than the other groups. These included:

- *An economy which benefits all Canadians;*
- *An economy focused on the welfare of Canadians;*
- *An economy that is working for all Canadians;*
- *An economy that delivers for all Canadians;*
- *An economy that is doing the job for all Canadians;*
- *An economy that provides results for all Canadians; and*
- *An economy which includes all Canadians*

Participants were asked to provide their thoughts on these phrases and, specifically, whether they interpreted each of them in the same way or as being different from one another. While participants believed all of the above statements encompassed the overarching goal of helping Canadians and improving their financial well-being, many felt there were subtle nuances that slightly altered the meaning or intent of each. Several of the phrases were viewed as being more general in nature. These included: *an economy which benefits all Canadians, an economy that is doing the job for all Canadians, and an economy that provides results for all Canadians.* By contrast, the inclusion of the term 'delivers' in one of the options was seen to be more action-oriented, although some participants interpreted this term very literally causing them to associate it mostly with an economy based on commercial deliveries. The use of the term 'includes' in another of the statements was interpreted as speaking more directly to the diversity of Canadians and recognizing the varying situations and circumstances of

Canadians residing in different parts of the country. The focus on 'results' in the statement describing *an economy that provides results for all Canadians* was viewed positively in terms of its focus on outcomes. Additionally, some participants responded favourably to *an economy focused on the welfare of Canadians*, seeing this as an approach which not only focused on Canadians' financial prosperity but also their physical and mental well-being.

Participants were more critical of the idea of *an economy that is doing the job for all Canadians*. Specifically, they responded more negatively to the phrase 'doing the job,' commenting that it seemed somewhat generic and suggested that others, rather than Canadians, were doing the actual work.

Overall, when asked to choose which of the statements they preferred, participants leaned more towards *an economy focused on the welfare of Canadians* and *an economy which provides results for all Canadians*. In line with earlier comments, the former statement was preferred given its focus on the welfare or well-being of Canadians. Participants compared this with the phrase *an economy which benefits all Canadians*, viewing benefits primarily in monetary terms. The term welfare connoted a focus on both the health of Canadians and the health of the economy. The latter phrase, *an economy which provides results for all Canadians* was the preference of a few participants who felt that, while somewhat general, it was more comprehensive. Specifically, they were drawn to the focus on results, which they felt could encompass an economy that also focused on the well-being of Canadians. Fewer selected the option of *an economy which includes all Canadians*, although this appealed to those who felt that the diverse needs and interests of Canadians needed to be recognized in the federal government's approach to economic development.

At the conclusion of this discussion, participants were asked to consider two other statements:

- *We continue our work so that all Canadians can benefit from the economy; and*
- *We continue our work so that all Canadians can be at the centre.*

Evaluating the two messages, most felt that they understood the message the Government of Canada was trying to get across. In particular, participants responded favourably to the implication that work was ongoing or continuing, and that Canadians were at the centre of the federal government's actions and goals. The second of the two statements held more appeal in that it appeared to suggest a more collaborative approach in which Canadians would be active as both contributors and beneficiaries. In contrast, it was felt that the first statement was focused primarily on the singular idea of Canadians' profiting. At the same time, several participants felt that the first statement was more straightforward and somewhat easier to interpret relative to the second. Asked whether they felt it was appropriate for the Government of Canada to be using this kind of messaging, most were of the view that this messaging offered a level of reassurance to Canadians that the country is heading in the right direction and that citizens and the federal government are working together to contribute to economic growth. Several participants emphasized that it was important for the Government of Canada to be more open regarding the actions and initiatives it would be taking related to the economy, believing it was important for Canadians to be active in the public dialogue regarding economic development.

## Oil and Gas Sector (Western Canada Young Adults, Frontenac County Ontario Travellers, Small and Rural Centres Prairies Concerned About the Economy)

Three groups took part in conversations related to Canada's oil and gas sector as well as recent efforts by the federal government to cap greenhouse gas (GHG) emissions produced by oil and gas companies. Asked if they had heard of the Government of Canada's plan to cap emissions in this sector, several indicated that they had. While few specific details could be recalled, a small number reported having seen headlines regarding related initiatives such as the Government of Canada's commitment to achieving net-zero emissions by 2050, its requirement that all new car and passenger truck sales be zero-emission vehicles (ZEVs) by 2035, and ongoing support for international climate agreements such as the Paris Climate Accords. To aid in conversation, participants were shown the following:

*The Government of Canada has committed to reducing the pollution generated in Canada that causes climate change. To help reach this goal, the oil and gas sector will be required to cap and cut the pollution they create.*

*This means that over the coming years, oil and gas companies will have to reduce the amount of emissions generated by their industrial activities. The cap will apply to the pollution their industrial work creates, not how much oil and gas they sell. In other words, companies will be able to continue producing oil and gas at the level of their choice, as long as they do so in an increasingly clean way.*

*Consultations are underway on how best to design a national system to reach this goal.*

On balance, while all participants felt reducing emissions from the oil and gas sector was something the Government of Canada should be a focused on, a number expressed concerns as to whether these goals were realistic or achievable. Several were of the view that any step towards reducing emissions was a positive one and thought that it was prudent for the federal government to focus on industrial activities (especially within the oil and gas sector), believing these to be the primary contributor of emissions throughout Canada. A sizeable number expected that these actions would likely not go far enough, believing more action should be taken to eliminate the use of oil and gas altogether. While expressing that the plan looked promising at face value, some expressed a desire for further information regarding what specific measurable goals the Government of Canada was hoping to achieve in its efforts to cap emissions within this sector. For those who were more skeptical of this initiative, concerns were raised as to whether this plan would be achievable given the continued perceived reliance of Canadians at large on oil and gas. It was felt by these participants that until an effective alternative energy source became widely available that oil and gas sector emissions would likely continue to be an issue for the foreseeable future. Citing concerns over rising global energy costs, a small number did not want to see any reduction to the amount of oil and gas produced in Canada. Among these participants, it was suggested that the federal government could decrease

emissions by placing a greater emphasis on refining oil and gas domestically, reducing the transportation costs and emissions involved in shipping these resources for refinement in other markets. In charting a path forward, a few suggested that more work should be done to reach out and collaborate with Indigenous peoples, working with them to develop ways to utilize Canada's oil and gas resources in a responsible and environmentally sustainable manner.

Though almost all felt that the Government of Canada would need to be involved with this issue in order for tangible action to take place, a few felt this could be done by incentivizing oil and gas companies to change their behaviour rather than implementing limits and regulations. The opinion was also shared that in order for progress to be made on this front there would need to be a societal shift towards more sustainable energy use. It was believed that so long as there was a demand from Canadians for oil and gas that companies in this sector would continue to produce at a high capacity. A small number of those residing in small and rural centres in the Prairies expressed concern about the impact that too much federal intervention may have on oil and gas production, believing the Government of Canada would need to work closely with oil and gas companies in determining any specific limits or caps that would be put in place.

While several felt that capping Canadian oil and gas sector emissions could have a moderate impact on the fight against climate change, most believed this would not be enough on its own and that a concerted global effort would be necessary. A number, however, expressed that these efforts would still likely be helpful and that any action towards mitigating climate change was worth pursuing. A few believed that given its vast natural resources and the importance of protecting these for future generations, it was very important for Canada to focus on this issue. Though many expected that the cost of gasoline would go up as a result of these actions, participants were largely mixed as to whether prices would slightly increase or rise substantially. Focusing on the crisis in Ukraine, most were of the impression that Canadian oil and gas production had been largely unaffected thus far by the conflict. A few, however, believed that the Government of Canada should remain open to increasing oil and gas production should the conflict escalate and be open to providing assistance to European allies who may experience energy shortfalls during the winter months. The view was reiterated that the federal government should focus on prioritizing energy independence, especially given concerns regarding perceived geopolitical instability at present.

## Firearms (Ontario and Atlantic Region Young Adults, Small and Rural Centres Prairies Concerned About the Economy, Atlantic Canada Firearms Owners)

Three groups engaged in conversations related to firearms. These discussions focused on participants' perspectives concerning firearms as well as their opinions regarding recent measures introduced by the Government of Canada to help reduce gun crime in Canada.

### **Firearms Perspectives (Atlantic Canada Firearms Owners)**

Participants in this group, comprised of individuals identifying as gun owners, shared their impressions related to firearms as well as their perspectives regarding the current level of gun crime in Canada. Asked whether they felt it was difficult to purchase a firearm in Canada, most did not believe this to be the case, viewing the process as relatively reasonable and straightforward. It was acknowledged, however, that completing the necessary certification and background checks to acquire a Possession and Acquisition Licence (PAL) required for the purchase of firearms or ammunition could often take several months. Several identified this as a positive component of Canadian gun laws, with many believing a lack of similar regulations in jurisdictions such as the United States to be a key factor behind the substantially higher incidences of gun crime there relative to Canada. Questioned specifically whether it was more difficult to purchase a handgun in Canada relative to other types of firearms such as hunting rifles, most were of the impression that it was. Several clarified, however, that as they had never had any interest in purchasing a handgun therefore their knowledge regarding the regulations concerning these types of firearms was relatively limited.

Discussing the level of gun crime in Canada, almost all were of the impression that firearm-related crimes had increased as of late. Many were of the opinion that gun crime had become a particular issue in urban centres such as Halifax and St. John's, with a number of participants expressing that it felt like they were now hearing about these types of crimes on an almost daily basis. Focusing on the potential causes contributing to this perceived rise in gun crime, a large number cited mental health as a major factor, believing that many Canadians suffering from these issues were unable to receive the care they required and were turning to criminal activity as a result. Several also identified rising poverty and issues related to drugs and addiction as key drivers, believing many who committed crimes involving firearms often did so out of desperation rather than malice. Additionally, a few participants were of the opinion that law enforcement in many regions throughout the country lacked the resources necessary to properly address gun crime, serving to further exacerbate the issue. The view was added that repeat offenders were not currently being punished severely enough.

No participants thought Canada's current gun laws were too strict, with most feeling they were at about the right level at present. Several commented that it made sense to have a rigorous certification and licencing process for prospective firearms users and that the presence of these regulations made them feel safer overall about the presence of firearms in Canada. Expanding upon this, a few were of the view that greater efforts needed be taken to ensure that required certification courses were of a high quality and that those instructing these courses were providing up-to-date instructions regarding where and how to safely operate firearms. A small number were of the view that gun laws in Canada did not go far enough and that more should be done to ensure no individuals were able to possess assault-style or automatic firearms of any type.

While believing Canadian firearm laws to be reasonable for the most part, a few participants expressed the opinion that there should be greater allowances for those who utilize firearms for sport (such as target shooting) or who may wish to purchase certain firearms (such as antique pistols or revolvers) as collectors. Among these participants, it was felt that measures such as the recent federal freeze on the buying and selling of handguns were overly punitive towards law-abiding firearms users. Though



generally supportive of maintaining stringent firearm regulations, a number of participants felt there needed to be less steps for Canadians to have to go through in order to receive their PAL, especially for younger Canadians who may be interested in learning to use firearms for hunting purposes. Several also thought that greater efforts needed to be taken to address the issue of illegal firearm smuggling across the Canada-U.S. border. It was widely felt that the vast majority of gun crime was committed by those who have obtained firearms via illegal means as opposed to gun owners who had gone through the proper processes and operated their firearms responsibly.

### **Firearms Measures (Ontario and Atlantic Region Young Adults, Small and Rural Centres Prairies Concerned About the Economy, Atlantic Canada Firearms Owners)**

Three groups discussed a range of firearms-related measures recently implemented by the Government of Canada. On balance, only a small number could recall any past actions taken by the federal government related to firearms. Among these participants, some indicated awareness of initiatives to prohibit the ownership of assault-style firearms, while a few also mentioned the recent announcement of a national freeze on the buying and selling of handguns in Canada. A small number among the group comprised of firearm owners expressed the view that these measures had largely been reactive to external events (such as recent mass shootings in the United States) and had disproportionately impacted law-abiding gun owners. To aid in conversation, participants were provided with the following information describing recent actions taken by the federal government related to firearms:

*The Government of Canada has tabled new firearm-control legislation. The proposed legislation includes the following:*

- *Implementing a national freeze on handguns to prevent individuals from bringing newly-acquired handguns into Canada and from buying, selling, and transferring handguns within the country;*
- *Taking away the firearms licenses of those involved in acts of domestic violence or criminal harassment, such as stalking;*
- *Fighting gun smuggling and trafficking by increasing criminal penalties, providing more tools for law enforcement to investigate firearms crimes, and strengthening border security measures;*
- *Addressing intimate partner violence, gender-based violence, and self-harm involving firearms by creating a new "red flag" law that would enable courts to require that individuals considered a danger to themselves or others surrender their firearms to law enforcement, while protecting the safety of the individual applying to the red flag process, including by protecting their identity. In addition, the Government of Canada will invest \$6.6 million to help raise awareness of the new law and provide supports to vulnerable and marginalized groups to navigate the provisions; and*
- *Requiring magazines for long guns to be changed so they can't carry any more than five rounds; sales of larger magazines would be banned.*

While almost all participants supported the overarching goal of reducing the prevalence of crimes involving handguns and decreasing the overall number of handguns in circulation, a number were

skeptical as to whether a national freeze on the buying and selling of handguns would be effective. Regionally, almost all of those in the group comprised of young adults from Ontario and Atlantic Canada were in favour of this initiative, while those residing in smaller and rural Prairie centres as well as the group composed of gun owners in Atlantic Canada were more mixed in their views. Among the larger number of participants who were supportive of this measure, it was largely thought that handguns had no place in Canadian society and that apart from those working in law enforcement or a similar field, there was little reason for an individual to possess one. For the smaller, yet still significant number who questioned the effectiveness of this initiative, it was largely felt that the majority of handgun-related crimes were caused by those who had obtained their firearms illegally and, as such, this action would do little to address the issue. Furthermore, several of these participants reiterated concerns that this measure was unfairly restrictive towards law-abiding gun owners, specifically those who partook in pastimes such as sport shooting or collecting antique firearms. Asked an additional question regarding whether they had heard of any interim measures that had been recently enacted related to handguns, few in the group of firearm owners had. To clarify, participants in this group were informed that The Government of Canada introduced a temporary import ban on the importation of restricted handguns in August 2022. Under this ban, which would last until the national handgun freeze came into force, individuals and businesses would not be able to import restricted handguns into Canada, with limited exceptions. While a few expected this would negatively impact their ability to partake in sport shooting or collecting antique firearms, most in the group felt this action to be reasonable and did not expect this measure to impact them personally.

All participants believed combatting gun smuggling and trafficking to be an important priority for the federal government to focus on and believed this measure would be helpful in combatting gun crime. Many viewed illegally sourced firearms as the greatest contributor to gun crime in Canada at present and felt that by cracking down on smuggling, the prevalence of firearms-related incidents could be drastically reduced. While still supportive of the measure, a small number of those in the group of young adults from Ontario and Atlantic Canada questioned which tools specifically would be provided to law enforcement and expressed a desire for additional clarification as to how these additional resources would be deployed to assist in stemming the flow of illegal firearms into Canada.

All participants reacted positively to initiatives relating to taking away firearms licences from those involved in acts of domestic violence and/or criminal harassment, as well as the institution of a 'red flag' law for those who were determined to be a danger to themselves or viewed as at risk of committing intimate partner or gender-based violence. Several voiced surprise that these laws were not already in place, believing that measures such as this should have been enacted years ago. Though supportive of the introduction of a red flag law, a few participants were concerned about how it would be applied, questioning whether there would be a formalized process to evaluate the level of risk posed by individuals or if it would be left up to the subjective discretion of those processing the complaint. It was felt that without proper oversight, this program could be misused by those seeking to punish responsible gun owners by making exaggerated or false complaints against them. A small number of those in the group comprised of gun owners also questioned whether there would be some sort of second chance process implemented for individuals to regain their firearms licences after proper counselling and mental health treatment, believing this might be appropriate in some cases.

While a number of participants felt they did not know enough about firearms to determine whether requiring magazines to be able to carry no more than five rounds would be an effective measure, most thought this action was a step in the right direction. Expanding upon this, several questioned why any individual would need more than five rounds, believing this to be more than enough, especially for recreational activities such as hunting. Though also believing this to be a reasonable measure, a small number in the group of gun owners expressed concern over what would happen to those who already possessed firearms which could carry more than five rounds, worrying that these individuals would have to spend considerable amounts to modify these firearms or possibly be forced to get rid of them altogether.

## Travel Experiences (Frontenac County Ontario Travellers)

One group, comprised of individuals identified as frequent travellers, discussed a number of issues related to travel and federal service provision. These included concerns related to passport renewals, long wait times at airports, and reported backlogs in the processing of immigration applications. A large number recalled having personally experienced issues related to air travel in recent months, with several reporting long flight delays as well as late-arriving or lost baggage. These issues were seen as primarily affecting major airports such as Toronto Pearson International Airport, with some reporting that their experiences in smaller airports such as Ottawa International Airport had been relatively straightforward in comparison. A number of participants also recalled accounts from family and friends related to difficulties using the ArriveCAN app as well as widespread staffing shortages at airports which were believed to have further exacerbated these travel-related challenges.

Asked if they were aware of any recent actions or announcements from the federal government related to travel and services for Canadians, a number had heard that Service Canada would be enhancing its passport application processing capabilities, including the hiring of new staff and bolstering the administrative capacity of regional locations such as in Kingston, Ontario. A few were also of the impression that a 10-day turnaround time for passport applications had been guaranteed at certain Service Canada locations. To aid in discussion, participants were informed that the Government of had recently hired more than 700 new employees at Service Canada offices, decreased passport call centre wait times, and had established an increased number of passport pick-up service locations (including most recently at the Service Canada Centre in Kingston). While most viewed this as a step in the right direction, several expressed the opinion that these actions had been too reactionary in nature and that the federal government should have foreseen these travel-related issues in advance and taken proactive steps to address them before they became a significant problem. Considering additional steps the Government of Canada could take to address this issue, participants recommended actions such as expanding operating hours to accommodate those with unconventional schedules, placing a greater focus on expediting the processing of mail-in applications, and improvements to the physical accessibility of Service Canada locations.

Focusing on the perceived causes of delays related to passport services, most believed staffing shortages to be a major issue at present. It was widely felt that worker shortages were being witnessed across many industries and sectors and had primarily been the result of the abnormally high number of retirements, career changes, and personal relocations believed to have taken place over the course of the pandemic. Additionally, some speculated that these issues had been heightened due to a higher-than-normal demand for travel at present, with many Canadians looking to travel internationally for the first time in over two years.

Engaging in an exercise, participants were shown a number of potential factors which might be influencing these delays and asked to identify which they felt were having the greatest impact. These included:

- *An increase in the volume of applications;*
- *A shift to mail applications which take more time to process;*
- *Public health restrictions; and*
- *A large proportion of complex applications, including applications with changes that may have occurred since the first application (e.g., contact information is outdated, dependents turned 18, missing documents, etc.).*

Participants' comments largely focused on an increase in the volume of passport applications as well as a shift to mail-in applications as the factors they felt were most impacting these delays. A number felt that it made sense that a greater number of mail-in applications would take longer to process given the additional complexity these would likely entail. While a small number were skeptical as to whether there truly was a disproportionate number of complex applications at present, it was believed by several that this could also play a role in further delaying the renewal process. Speaking more generally, a number of participants expressed a desire for the passport application and renewal process to become more streamlined, with a few specifically recommending a shift by Service Canada to online applications.

Most were unaware of any recent actions taken by the federal government to address wait times and delays at Canadian airports. A small number, however, recalled hearing that efforts had been made to streamline the randomized mandatory COVID-19 testing for fully vaccinated travellers arriving in Canada, including no longer requiring travellers to remain at the airport and/or quarantine while awaiting their test results. Asked specifically if they had heard of the Air Passenger Protection Regulations, few had. Among those who indicated some awareness, it was believed that these regulations described the responsibilities of airlines in the event of flight delays or cancellations as well as laid out the circumstances under which affected passengers would be eligible for compensation.

Participants were next shown a number of measures recently taken by the Government of Canada to address airport delays and long wait times:

- *New regulations (which took effect on September 8, 2022) ensuring that passengers are offered the option of a refund for flights that are cancelled, or where there is a lengthy delay due to reasons outside of an air carrier's control. This includes major weather events or a pandemic,*

*and instances where it is not possible for the air carrier to complete the passenger's itinerary within a reasonable time frame;*

- *The hiring of 740 additional screening officers across Canada since April 1<sup>st</sup>, 2022. These efforts to increase screening officer staff levels at all airports are expected to continue going forward;*
- *Streamlining customs processing at Toronto Pearson International Airport, including the establishment of twelve eGates, four dedicated NEXUS eGates, and thirty new primary inspection kiosks (PIKs); and*
- *Providing travellers arriving at Toronto Pearson, Vancouver, or Montréal-Trudeau international airports the option to save time by using the Advance CBSA Declaration feature in the ArriveCAN app to submit their customs and immigration declaration in advance of arrival.*

While all participants reacted favourably to these initiatives, it was felt that more would likely need to be done to fully address the issues currently facing travellers. Specifically, many felt additional staff would need to be hired at airports to perform vital tasks such as transporting baggage and assisting passengers with navigating the pre-flight process. It was felt that the hiring of a sufficient number of staff to effectively address these delays would likely be a significant undertaking and would need to be a collaborative effort on the part of the Government of Canada and the individual airlines. A few participants felt that it was wise for the federal government to primarily focus on major airports such as those in Toronto, Vancouver, and Montreal, believing these areas to frequently experience a higher volume of travellers relative to other Canadian airports.

Only a small number of participants were aware of any recent actions by the Government of Canada related to addressing the reported backlog of immigration applications. Among those who had heard something, it was believed that additional staff had been hired to work at Immigration, Refugees, and Citizenship Canada (IRCC) offices across Canada. In addition, it was believed that some processes had been streamlined, including allowing individuals to apply for their work visas and work permits simultaneously rather than consecutively. Participants were informed that the Government of Canada had recently announced that IRCC will have hired up to 1,250 new employees by the end of the fall, with the primary aim of increasing capacity to process these applications. All participants reacted positively to this, with a number believing this represented a step in the right direction that would be greatly helpful for those currently navigating the immigration process.

## Agriculture (Small and Rural Centres Prairies Concerned About the Economy)

In this group, comprised of individuals residing in small and rural centres in the Prairies, participants discussed the topic of fertilizer use on Canadian farms, as well as recent efforts by the Government of Canada to reduce greenhouse gas emissions from fertilizers. Asked whether they thought fertilizer use had increased, stayed the same, or decreased in the past fifteen years, most were of the view that it had likely increased. Several cited Canada's growing population as well as the desire by farmers to increase crop yields as the primary factors driving this perceived increase. Among the smaller number that believed fertilizer use had decreased over the past fifteen years, it was felt that farmers were now

able to make use of new technology and innovative practices which had helped to reduce fertilizer consumption. Questioned whether they felt there to be a connection between increased greenhouse gas (GHG) emissions and increased fertilizer use, many believed these two factors to be related. A few expressed concerns regarding the impact of fertilizer runoff into aquifers and ponds as well as its contribution to algae blooms in major lakes and waterways in the region. Some also described the environmental impact caused by the mining of materials utilized in fertilizers, such as potash, believing this process to also be contributing to a rise in GHG emissions. Most participants were of the view that GHG emissions from fertilizer use were a growing issue and would represent a major environmental challenge in the future if actions were not taken to address it. Several expressed the view that if the climate continued to become more unstable due to GHG emissions, this would likely negatively impact food production and make it more difficult to meet the nutritional needs of Canadians in the years to come. A small number felt differently, expressing concerns that a widespread reduction in fertilizer use may lead to a decrease in food production as well as making it difficult for smaller farms to produce enough crops to remain financially viable.

Few participants were aware of the federal government's plan to reduce GHG emissions from fertilizers. Of those who had heard something, it was believed that the Government of Canada had recently taken actions to regulate the use of fertilizer on Canadian farms, reducing the quantity of fertilizer individual farms can use. A few were of the impression that fertilizer prices were expected to rise considerably going forward, placing further constraints on the ability of farmers to purchase large quantities. These participants cited online news platforms and radio as the primary sources through which they had received news concerning this issue. To assist in conversation, participants were shown the following information regarding the federal government's approach to reducing these emissions:

*The Government of Canada is developing an approach to reduce emissions in Canadian agriculture. Efforts to achieve emissions reductions will focus on reducing emissions from nitrogen fertilizer, with a targeted 30% reduction by 2030 (compared to 2020 levels).*

*Canada's emissions reduction target does not represent a mandatory reduction in fertilizer use, but rather a voluntary reduction in fertilizer emissions. The goal is to maximize efficiency, optimize fertilizer use, encourage innovation, and to work collaboratively with the agriculture sector, farmers, and stakeholders in identifying opportunities to successfully reach this target while maintaining or increasing yields.*

Asked whether they supported these actions by the Government of Canada to reduce emissions from fertilizer, all felt this to be an important priority to focus on, believing initiatives such as this to be critical to promoting long-term sustainability. Several, however, expressed concern. Some reiterated worries that this approach could adversely impact smaller or family-run farms and hoped the federal government would find ways to support these farmers as they transitioned to utilizing less fertilizer for their crops. Others expressed skepticism and felt that it was important for the federal government to work with the agriculture sector and farmers to ensure an appropriate plan was created so as not to disrupt or hinder productivity.

While almost all believed the federal government had a role to play in reducing agricultural GHG emissions, most were of the view that there would need to be some degree of flexibility regarding any

regulations to ensure that smaller farms would not be placed at a significant disadvantage. Despite being informed that a reduction in fertilizer use would be voluntary and not mandated, some continued to express the concern that mandates would eventually be imposed. Participants felt that if mandates were to be implemented, they would need to be tailored to each specific farm, accounting for its specific circumstances. A few suggested that in addition to encouraging reductions in fertilizer use, the Government of Canada could also provide farmers with incentives for these actions, creating a financial impetus for them to develop more sustainable practices in this regard.

Though most expected a reduction in fertilizer use would likely have some positive impact, it was generally thought that a global effort would be necessary to sufficiently address the threat posed by climate change. Related to this, a few recalled hearing that similar policies had been met with protests from farmers in other jurisdictions (such as the Netherlands) and were skeptical as to whether enough countries would be willing to adopt fertilizer reductions to tangibly reduce emissions on a global scale. Participants were mixed as to whether they felt the Government of Canada's goal of a 30% reduction in emissions by 2030 would be achievable. While some felt this goal, though ambitious, would be achievable with a concerted effort across the agriculture sector, a roughly similar number viewed this timeframe as too short and did not believe these changes could be implemented without significantly impacting food production in the short-term.

## Climate Change (New Brunswick Francophones)

One group briefly discussed the topic of climate change, focusing on the potential impacts this may have going forward as well as actions that could be taken to mitigate its effects. Asked what came to mind when they thought of climate change, many mentioned extreme weather events such as hurricanes and ice storms, prolonged droughts, and long-term changes in weather patterns. Describing the impacts of climate change upon their own community, several mentioned challenges related to reduced fishing stocks, coastal erosion, and greater concerns related to wildfires in recent years.

Most were of the view that the impacts of climate change overall had been relatively minimal in New Brunswick and many did not feel as if they had been personally impacted to date. Participants expressed only moderate concern related to the potential impacts of climate change on their community in the near future. Most generally believed that their communities were prepared to handle the potential consequences of climate change in the short-term and were not under the impression that immediate action needed to be taken to prepare for situations such as floods or hurricanes. It was felt that future generations would likely have to deal with the impacts of climate change to a greater extent if the situation continued to worsen.

Discussing their personal level of emergency preparedness, all participants reported having taken measures over the last year to better prepare their households for the potential impacts of wildfires and major storms. These preparations included the purchase of generators, stocking up on fuel supplies, as well as ensuring they had an emergency supply of drinking water in their homes.

## Official Language Challenges and Priorities (New Brunswick Francophones)

One group comprised of Francophones residing in New Brunswick discussed the current state of the French language in Canada, challenges related to French language services in their communities, as well as their perspectives regarding a number of potential actions and initiatives the Government of Canada could take to better support French-speaking communities outside of Quebec.

Most participants had a positive view regarding the present state of the French language in New Brunswick. This view was largely driven by the impression that most communities in the province provided access to services in French and that they were generally able to communicate in French as they went about their daily activities. A few participants commented that their children's schools were fully bilingual, with content being instructed in English and French in equal measures.

Asked, however, if they were concerned about the future of the French language in their communities, most indicated that they were. It was said that while a significant portion of the region's population continued to speak French, English was spoken far more predominately, especially among younger individuals outside of school. It was felt by a few that in multilingual households, the Francophone parent tended to be the one who most encouraged the continued use of French, speaking it more often than their Anglophone partners or their children. Participants also commented that the majority of the content consumed by their family, either on television or online, was in English, further contributing to their perception that the French language was under threat.

Engaging in an exercise, the group was shown a list of items and asked to identify which they felt to be the largest challenges facing Francophones in New Brunswick. These included:

- *Accessing child care services in French;*
- *Accessing information from the Government of Canada in French;*
- *Accessing media content (e.g., radio, television, Internet, newspapers) in French;*
- *Attracting Francophones from outside the region to move here;*
- *Ensuring the Francophone community remains strong in the future;*
- *Feeling part of the Francophone community here;*
- *Keeping young Francophones in the region;*
- *Living in French in your region (e.g., participating in sports/activities, shopping, etc.);*
- *Speaking in French to a Government of Canada representative;*
- *Transmitting the French language and culture to the next generation; and*
- *Accessing services from businesses in French.*

A large number of participants strongly felt that *attracting Francophones from outside the region* to their communities was one of the greatest challenges they encountered at present. The view was added that in recent years, the vast majority of individuals relocating to New Brunswick were primarily Anglophones. Some believed that a lack of available job opportunities, especially those who primarily spoke French, limited the desire of Francophones to move to New Brunswick. Related to this, *keeping*



*young Francophones in the region* was also identified as a difficult challenge, with many of the impression that the vast majority of younger Francophones tended to move outside of the province in search of greater opportunities elsewhere. A number of participants expressed the opinion that more needed to be done to incentivize young people to remain in the province as opposed to relocating to larger urban centres. Reiterating concerns related to the tendency of their children to primarily speak English in social settings as well as mostly consuming English-language media, many also identified *transmitting the French language and culture to the next generation* as an ongoing challenge. Several spoke of the importance played by French-language school systems in this regard, ensuring that young people continued to speak French in academic settings.

Participants were next also shown a selection of potential priorities related to official languages and asked to select those which they believed were the most important for the Government of Canada to focus on:

- *Creating a strategy to support entrepreneurs in official language minority communities;*
- *Ensuring every Canadian can be heard and understood by a judge in their official language of choice when before a court;*
- *Ensuring that the private sector provides services in the preferred official language of Canadians;*
- *Guaranteeing the equality of the English and French languages in Canada;*
- *Increasing funding for schools for Francophone communities outside of Quebec; and*
- *Making investments to improve access to French immersion and French second-language programs across the country.*

Several participants identified increasing funding for French-language schools in Francophone communities outside of Quebec, making investments to improve access to French immersion and French second-language programs across Canada, and guaranteeing the equality of the English and French languages in Canada as major priorities. Related to education, many were of the impression that English language schools often received a greater amount of funding and amenities than their French-language counterparts and that further efforts needed be taken to ensure French-language schools received an equal amount of support. This was felt to be especially important given the perceived higher financial costs of French language education supplies and resources outside of Quebec. Several who had enrolled their children in French immersion or language courses expressed disappointment at the quality of education they felt they had received, believing that further resources needed to be devoted to the training of qualified French-language educators. A number of participants believed that the quality of French-language education could also be improved through the recruitment of teachers who spoke French as their first language rather than those from English-speaking backgrounds. Ensuring the equality of the English and French languages in Canada was also seen by several as a priority of significant importance. Participants expressed that the ability to obtain services in both official languages was a fundamental right of all Canadians and was a key responsibility of the federal government to uphold. This was seen as especially critical in situations such as healthcare provision, where the ability of patients to communicate to their doctors or nurses was essential in terms of providing a proper level of care.

Asked whether there were any additional actions that could be taken by the federal government towards supporting the Francophone community in Canada, a number of participants suggested increased funding for French language education, including French speaking post-secondary programs, subsidies and grants for those electing to study in French, and incentives for Francophone graduates to come to French-speaking communities to work and live. Unrelated to education, some also suggested improving public transit options for French-speaking rural areas, believing that by increasing the accessibility of these communities they would be able to attract a larger number of French-speaking immigrants.

## Retirement Concerns (Newfoundland and Labrador People Nearing Retirement)

Participants facing the prospect of retiring in the near future discussed issues related to financial planning for retirement and their concerns as they transition into this next phase of their lives. To begin, participants were asked to identify the issues that were of importance to them personally and those which they felt the Government of Canada should be focusing on to a greater extent. Responses were focused in three areas: the cost of living (including the potential impact of inflation on their quality of life in retirement), access to healthcare, and climate change. On the last issue, participants expressed concerns about the effects a deteriorating environment would have on their children and future generations, with some describing climate change as the most significant issue of our time.

The cost of living and housing affordability were the two main concerns raised by participants when asked more specifically about the most pressing issues facing those nearing retirement. Those anticipating living primarily from fixed pension payments worried about the effect of inflationary pressures on their retirement income, particularly in the event of rising energy costs. Several saw themselves as being increasingly financially vulnerable if their retirement savings continued to lose purchasing power. Those who mentioned housing felt there should be more options regarding accommodation for seniors and the elderly who need additional support and care, other than long-term care facilities. Some recommended enhancing in-home care services which would permit aging people to remain in place, possibly with other family members, as well as provide a smoother transition to a co-operative or communal setting.

Cost of living and affordability issues were consistent themes throughout the course of the conversation and surfaced again when participants spoke about their biggest concerns when looking ahead towards retirement. Several were of the opinion that declining stock markets, volatility within the housing market, and an unpredictable financial outlook were placing many near-retirees in a highly precarious financial position. This had prompted several participants to rethink their retirement plans and consider a number of alternative strategies:

- A few participants believed that the concept of retirement, as currently understood, was outdated. It was their view that they would likely continue working until they were no longer able to do so. This position reflected a belief that older persons still had much to offer society as useful and valuable members of the labour force;

- Some spoke about postponing their retirement for several years. These participants emphasized the need to build up their retirement portfolios, anticipating that to live comfortably during their retirement years, it would cost them more than they originally had anticipated; and
- Others preferred a more incremental approach and were considering a transition from full-time employment to semi-retirement prior to stopping work altogether. In this context, several volunteered that they could imagine themselves working in jobs that have traditionally been filled by younger people and which they believed were experiencing labour shortages at present (e.g., retail sector, museums, etc.).

Most were of the view that the current cost of living was having a significant impact on their retirement planning. Some described their long-term financial outlook as bleak and were pessimistic as to whether this would improve by the time they had expected to retire. A few participants also worried that a portion of their pensions or retirement income would be clawed back by the federal government by way of taxation. This was also a concern among some participants who wished to supplement their pensions or social assistance payments with additional earnings from ad hoc or part-time employment. Within this context some participants suggested the idea of a Universal Basic Income (UBI), such as has been piloted or implemented in other jurisdictions including some parts of Europe. The perception was that some type of guaranteed annual income would greatly enhance the quality of life for many adult Canadians, including retirees. Others mentioned the need for the federal government to consider a broader implementation of subsidies for essential goods such as groceries as a way for older Canadians to save on their food bills without having to sacrifice nutrition and a healthy diet.

Retirement planning was identified as an important priority for all participants. Among participants, however, there were varying levels of familiarity with, and importance placed on, federal programs such as the Canada Pension Plan (CPP), Old Age Security (OAS), and the Guaranteed Income Supplement (GIS). While generally aware of these income support programs, participants were less certain of the specific details, particularly with respect to the GIS. Most believed they would not qualify for the GIS, based on their household income, and that they may be required to repay all or a part of the OAS and CPP once they were eligible to receive them. On balance, participants felt that the CPP and OAS would be important and helpful components of their retirement income, although they expected to rely primarily on income received from employer-funded pensions, Registered Retirement Savings Plans (RRSPs), and other savings. A number of participants suggested that contributions to RRSPs alone, while an element of their retirement planning, would not be sufficient to sustain them financially through their retirement. Most participants indicated that they were planning to make use of multiple retirement income sources, including income support programs, and that they would likely need to moderate and carefully manage their spending.

Participants were provided with some additional information about each of the three government programs and then prompted for their reactions:

*The Old Age Security (OAS) pension amount is payable to seniors 65 and over who have a minimum of 10 years of residence in Canada after age 18. It is considered taxable income and is subject to a recovery*

tax if your individual net annual income is higher than the net world income threshold set for the year (\$79,845 for 2021).

*The Guaranteed Income Supplement (GIS) is an additional non-taxable benefit payable to low-income OAS pensioners. A person's entitlement is based on their marital status and level of income. The GIS is recalculated each July based on your net income in the previous calendar year. Payments can increase, decrease or even stop according to changes in your annual net income.*

*The Canada Pension Plan (CPP) retirement pension is a monthly, taxable benefit that replaces part of your work earnings income in retirement when you retire. The amount you receive each month is based on your average earnings throughout your working life, your contributions to the CPP, and the age you decide to start your CPP retirement pension. The earlier you apply, the less you will receive on a monthly basis. To receive a retirement pension, you must be at least 60 years old and have made at least one valid contribution to the CPP.*

*OAS, GIS and CPP benefits are adjusted each year to reflect changes in the Consumer Price Index (OAS and GIS are reviewed in January, April, July and October; CPP rate increases are calculated once a year and come into effect each January) to ensure that they keep up with the cost of living.*

Participants were generally unaware that OAS, GIS and CPP benefits would now be adjusted or indexed annually to the Consumer Price Index (CPI) and reacted quite favourably to this information. Many were also unaware of the income threshold which applies to OAS, above which the benefit is subject to a recovery tax.

Participants were made aware of two changes to these programs which have occurred over the last few years and discussed the extent to which either or both would impact them in any way. These included:

- A CPP enhancement which began being phased-in in 2019 and provides higher benefits in retirement in exchange for making higher CPP contributions – Some were unsure whether they would be able to take advantage of the CPP enhancement option given that their contribution is managed through their employer. Several believed they may not have the ability to increase their CPP contribution. Others expressed some regret that they had not known about the enhancement provision earlier in order to be able to take advantage of it for a longer period of time. At the same time, most felt the enhancement would be very beneficial for future generations who may find it more difficult to save for their retirement. It was also thought that higher contributions to CPP were necessary to ensure the program's long-term sustainability; and
- An automatic 10% increase in the OAS pension for seniors who are 75 years of age or older, as of July 2022 – Participants' reactions to this information were somewhat muted, given their earlier comments anticipating that a portion or all of this benefit may be recovered by the federal government based on their expected income in retirement. While not the view of all participants, some felt that the 10% increase should apply to all seniors 65 years and older, rather than beginning at age 75. They questioned on what basis the decision to increase the

OAS for those aged 75 or older had been made, feeling that the age threshold was rather arbitrary.

In concluding the discussion, participants commented that programs like CPP, OAS and GIS while helpful, would not permit one to live comfortably in retirement on their own without access to other retirement income sources. Many viewed these programs as supplementary to their own investments and/or employer-funded pensions. Some also commented that an individual's financial situation in retirement also depended a great deal on their home ownership status and the extent to which they are holding debt as they near retirement.

When asked what else the Government of Canada should do to help support those planning for retirement, participants suggested a review of the income thresholds for GIS and OAS, with consideration being given to raising them and reducing or removing the extent to which these might potentially be clawed back. In particular, some participants felt that the federal government should review the implications for couples who file their taxes together versus individually to ensure that a household's combined income level was not adversely affecting their eligibility for these programs, or the amount recovered by the federal government.

## First Nations Issues (Ontario First Nations Living On-Reserve)

Participants in one group discussed a range of issues related to First Nations peoples. Conversations focused on the challenges currently facing their respective communities as well as participant experiences related to accessing federal government services. All participants resided in Ontario and identified as currently living on reserve.

Though perceiving First Nations issues as having been in the headlines more often in recent years, very few believed that the Government of Canada had made much in the way of tangible progress towards addressing the most pressing concerns for their communities. Asked to identify instances where the federal government had been successful with respect to its handling of First Nations issues, no positive actions or initiatives could be recalled. Focusing on areas where the federal government could improve going forward, participants provided a wide range of responses. These included:

- Access to clean drinking water – It was felt that there needed to be further action towards ensuring that all First Nations communities had access to clean drinking water. This was seen as a shared responsibility between the federal government and each individual community, with both sides needing to work together to identify where essential services may be lacking and to find ways to expediently address these needs;
- Affordable housing – A number of participants identified a lack of affordable housing as a pressing need in their communities, believing there to be few safe and cost-effective options available for those living on reserve. The impression was also added that many reserves lacked available space to build additional housing. It was thought that this had further compounded

issues related to housing by limiting the options available to these communities to improve their housing situation; and

- Relationship with law enforcement – Some also viewed the relationship between law enforcement and their communities to be increasingly strained. This perspective applied both to the relationship between those in the community with their own police force (which was primarily viewed as an extension of the Ontario Provincial Police (OPP)) as well as with other branches of law enforcement such as Royal Canadian Mounted Police (RCMP) and the Canadian Border Services Agency (CBSA) for those living closer to the Canada-U.S. border. It was felt by some that there is a pervasive lack of understanding and trust shared between First Nations communities and law enforcement as a whole.

Asked whether they felt safety to be an area of concern for their community, most indicated that it was. Several described drug use and addiction as growing issues on their reserves, leading to an increase in violent or criminal acts by those suffering from these afflictions. A number of participants, and especially those living close to the Canada-U.S. border, believed the crime rate in their communities to be relatively high. A few participants recalled being personally stopped or detained by law enforcement due to concerns that they were engaged in criminal activity and felt this represented an overreach on the part of law enforcement in their area. Some also spoke of safety concerns related to the limited or deteriorating infrastructure on their reserves, recounting that in some instances it could take several days or even weeks for power to be restored following a major storm. No participants felt their communities had sufficient access to safety resources. It was reported by some that their reserves lacked access to services such as ambulances and that often safety concerns had to be communicated via word of mouth as there was no rapid alert system in place. Focusing on policing in other communities, no participants were aware of a recent agreement between the Siksika First Nation, the Government of Canada, and the Government of Alberta to transition local police services from the RCMP to a self-administered First Nations police service. While cautiously optimistic about the potential for a wider transition to police services primarily operated by First Nations communities, most believed the success of these initiatives would depend on the presence of proper oversight, with some worried that these self-operated police forces may themselves be prone to corruption without a system of accountability in place.

Focusing next on the accessibility of federal services on their respective reserves, most expressed having limited experience in interacting with agencies, departments, or representatives of the Government of Canada. While a small number recalled applying for and renewing their passport as well as utilizing Crown services such as Canada Post, few other instances could be recalled in which they had made use of federal government services. Most were of the opinion that the Government of Canada could be doing more in terms of ensuring those living on reserve had access to the same level of service as other Canadians. A number of participants felt greater efforts could be taken by Indigenous Services Canada (ISC) to educate First Nations individuals regarding their status cards and the benefits they are entitled to. A few were also of the opinion that the renewal process for these cards could be far easier, with some questioning why their status cards had expiry dates in the first place. Many also called for the Government of Canada to devote greater resources towards establishing high-speed Internet and reliable phone connectivity on their reserves, believing this to be severely lacking in many communities at present.

# Appendix A – Recruiting Scripts

# English Recruiting Script

## Privy Council Office Recruiting Script – September 2022 English Groups

### Recruitment Specifications Summary

- Groups conducted online.
- Each group is expected to last for two hours.
- Recruit 8 participants.
- Incentives will be \$100 per person and will be sent to participants via e-transfer following the group.

Specifications for the focus groups are as follows:

Group	Date	Time (EDT)	Local Time	Location	Composition	Moderator
1	Wed., August 31 <sup>st</sup>	8:00-10:00	6:00-8:00 (MDT)	Mid-size and Major Centres Prairies	General Population	TBW
3	Wed., September 7 <sup>th</sup>	6:00-8:00	6:00-8:00 (EDT) 7:00-9:00 (ADT)	Eastern Canada (Atlantic Region & ON)	Young Adults, aged 25-30	TBW
4	Mon., September 12 <sup>th</sup>	8:00-10:00	6:00-8:00 (CST) 7:00-9:00 (CDT) 6:00-8:00 (MDT) 5:00-7:00 (PDT)	Western Canada (SK, MB, AB, BC)	Young Adults, aged 18-24	TBW
5	Tues., September 13 <sup>th</sup>	6:00-8:00	6:00-8:00 (EDT)	Frontenac Region – Ontario	Travellers	DN
7	Thurs., September 15 <sup>th</sup>	8:00-10:00	6:00-8:00 (CST)	Small Centres/Rural Prairies	Concerned About the Economy	TBW
8	Tues., September 20 <sup>th</sup>	6:00-8:00	6:00-8:00 (EDT)	City of London	Healthcare Workers	DN
9	Thurs., September 22 <sup>nd</sup>	5:00-7:00	6:00-8:00 (ADT) 6:30-8:30 (NDT)	Atlantic Canada	Firearms Owners	TBW
11	Wed., September 28 <sup>th</sup>	4:30-6:30	5:30-7:30 (ADT) 6:00-8:00 (NDT)	Newfoundland and Labrador	People Nearing Retirement	DN
12	Thurs., September 29 <sup>th</sup>	6:00-8:00	6:00-8:00 (EDT)	Ontario	First Nations Living on Reserve	DN



## Recruiting Script

### INTRODUCTION

Hello, my name is **[RECRUITER NAME]**. I'm calling from The Strategic Counsel, a national public opinion research firm, on behalf of the Government of Canada. / Bonjour, je m'appelle **[NOM DU RECRUTEUR]**. Je vous téléphone du Strategic Counsel, une entreprise nationale de recherche sur l'opinion publique, pour le compte du gouvernement du Canada.

Would you prefer to continue in English or French? / Préférez-vous continuer en français ou en anglais?  
**[CONTINUE IN LANGUAGE OF PREFERENCE]**

### RECORD LANGUAGE

English **CONTINUE**  
French **THANK AND END**

On behalf of the Government of Canada, we're organizing a series of online video focus group discussions to explore current issues of interest to Canadians.

The format is a "round table" discussion, led by an experienced moderator. Participants will be given a cash honorarium in appreciation of their time.

Your participation is completely voluntary, and all your answers will be kept confidential. We are only interested in hearing your opinions - no attempt will be made to sell or market you anything. The report that is produced from the series of discussion groups we are holding will not contain comments that are attributed to specific individuals.

But before we invite you to attend, we need to ask you a few questions to ensure that we get a good mix/variety of people in each of the groups. May I ask you a few questions?

Yes **CONTINUE**  
No **THANK AND END**

### SCREENING QUESTIONS

1. Have you, or has anyone in your household, worked for any of the following types of organizations in the last 5 years?

A market research firm	<b>THANK AND END</b>
A marketing, branding, or advertising agency	<b>THANK AND END</b>
A magazine or newspaper	<b>THANK AND END</b>
A federal/provincial/territorial government department or agency	<b>THANK AND END</b>
A political party	<b>THANK AND END</b>
In public/media relations	<b>THANK AND END</b>
In radio/television	<b>THANK AND END</b>

No, none of the above

**CONTINUE**

1a. **IN ALL LOCATIONS:** Are you a retired Government of Canada employee?

Yes **THANK AND END**  
 No **CONTINUE**

2. In which city do you reside?

LOCATION	CITIES	
Mid-size and Major Centres Prairies	<p>Cities include:</p> <p><u>Manitoba</u>: Winnipeg, Brandon, Steinbach, Winkler, Portage la Prairie, Thompson.</p> <p><u>Saskatchewan</u>: Saskatoon, Regina, Prince Albert, Moose Jaw.</p> <p><b>ENSURE 4 PARTICIPANTS FROM EACH PROVINCE. NO MORE THAN TWO FROM EACH CITY. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION.</b></p>	<b>CONTINUE – GROUP 1</b>
Eastern Canada (Atlantic Region & ON)	<p>Cities could include (but are not limited to):</p> <p><u>NS</u>: Halifax, Dartmouth, Cape Breton-Sydney.</p> <p><u>NB</u>: Moncton, Saint John, Fredericton, Dieppe, Miramichi, Edmundston.</p> <p><u>PEI</u>: Charlottetown, Summerside.</p> <p><u>N&amp;L</u>: St. John’s, Conception Bay, Mount Pearl, Corner Brook.</p> <p><u>ON</u>: Toronto, Ottawa-Gatineau, Hamilton, Kitchener, London, Oshawa, Thunder Bay, Sudbury, Peterborough, Belleville, Stratford, Bolton, Collingwood, Owen Sound, Brockville, Cobourg, Fort Erie, Simcoe.</p> <p><b>ENSURE 4 PARTICIPANTS FROM ONTARIO. AT LEAST 1 PARTICIPANT FROM EACH ATLANTIC PROVINCE. ENSURE A GOOD MIX OF CITIES ACROSS BOTH REGIONS. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.</b></p>	<b>CONTINUE – GROUP 3</b>
Western Canada (SK, MB, AB, BC)	<p>Cities include (but are not limited to):</p> <p><u>Saskatchewan</u>: Saskatoon, Regina, Prince Albert, Moose Jaw, Swift Current, Yorkton, North Battleford, Warman, Weyburn, Estevan.</p> <p><u>Manitoba</u>: Winnipeg, Brandon, Steinbach, Winkler, Portage la Prairie, Thompson, Selkirk, Morden.</p> <p><u>Alberta</u>: Calgary, Edmonton, Red Deer, Lethbridge, Airdrie, Fort McMurray, Medicine Hat, Grande Prairie, Spruce Grove, Fort Saskatchewan,</p>	<b>CONTINUE – GROUP 4</b>

	<p>Chestermere, Beaumont, Camrose, Stony Plain, Sylvan Lake.</p> <p><u>British Columbia</u>: Vancouver, Victoria, Kelowna, Abbotsford, Surrey, Kamloops, Chilliwack, Prince George, Vernon, Penticton, Parksville, Duncan, Tsawwassen, Ladner, Squamish, Fort St. John.</p> <p><b>ENSURE 2 PARTICIPANTS FROM EACH PROVINCE. NO MORE THAN 1 FROM EACH CITY. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.</b></p>	
Frontenac County – Ontario	<p>Cities could include (but are not limited to): Kingston, Frontenac Islands, South Frontenac, North Frontenac, Central Frontenac.</p> <p><b>AIM FOR MAX OF 4 PARTICIPANTS FROM KINGSTON. AIM FOR A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.</b></p>	<b>CONTINUE – GROUP 5</b>
Small Centres/Rural Prairies	<p>Cities include (but are not limited to):</p> <p>Small population = &lt;50,000</p> <p><u>Manitoba</u>: Steinbach, Winkler, Portage la Prairie, Thompson, Selkirk, Morden, Dauphin, The Pas, Niverville, Stonewall, Oakbank, Neepawa, Flin Flon.</p> <p><u>Saskatchewan</u>: Swift Current, Yorkton, North Battleford, Warman, Weyburn, Estevan, Martensville, Melfort, La Ronge, Humboldt, Meadow Lake.</p> <p><b>ENSURE 4 PARTICIPANTS FROM EACH PROVINCE. NO MORE THAN TWO PER CITY. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION.</b></p>	<b>CONTINUE – GROUP 7</b>
City of London – Ontario	<p>City includes: City of London.</p> <p><b>PARTICIPANTS SHOULD RESIDE IN THE ABOVE-NOTED CENTER PROPER.</b></p>	<b>CONTINUE – GROUP 8</b>
Atlantic Canada	<p>Cities include (but are not limited to):</p> <p>Cities could include (but are not limited to):</p> <p><u>NS</u>: Halifax, Dartmouth, Cape Breton-Sydney.</p> <p><u>NB</u>: Moncton, Saint John, Fredericton, Dieppe, Miramichi, Edmundston.</p> <p><u>PEI</u>: Charlottetown, Summerside.</p>	<b>CONTINUE – GROUP 9</b>

	<p><b>N&amp;L:</b> St. John's, Conception Bay, Mount Pearl, Corner Brook.</p> <p><b>AIM FOR 2 PARTICIPANTS FROM EACH PROVINCE. ENSURE A GOOD MIX OF CITIES WITHIN EACH PROVINCE. NO MORE THAN 1 PER CITY.</b></p>	
Newfoundland and Labrador	<p>Cities could include (but are not limited to): St. John's, Conception Bay South, Mount Pearl, Paradise, Corner Brook, Grand Falls-Windsor, Gander, Portugal Cove-St. Phillip's, Happy Valley-Goose Bay, Torbay, Labrador City, Stephenville, Clarenville, Bay Roberts, and Marystown.</p> <p><b>MAX OF 4 PARTICIPANTS FROM ST. JOHN'S. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION INCLUDING THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.</b></p>	<b>CONTINUE – GROUP 11</b>
Ontario	<p>Reserves include (but are not limited to):</p> <p>Six Nations of the Grand River (Hamilton), Mohawks of Akwesasne (Cornwall), Mississaugas of the New Credit First Nation (St. Thomas), Mohawks of the Bay of Quinte (Kingston), Algonquins of Pikwakanagan (Pembroke), Nipissing First Nation (North Bay), Mississaugas of Scugog Island First Nation (Oshawa), Atikameksheng Anishnawbek (Sudbury), Wahnapiatae (Elliot Lake/Sudbury), Wahta Mohawks (Gravenhurst).</p>	<b>CONTINUE – GROUP 12</b>

2a. How long have you lived in [INSERT CITY]? **RECORD NUMBER OF YEARS.**

Less than two years	<b>THANK AND END</b>
Two years or more	<b>CONTINUE</b>
Don't know/Prefer not to answer	<b>THANK AND END</b>

3. Would you be willing to tell me in which of the following age categories you belong?

Under 18 years of age	<b>IF POSSIBLE, ASK FOR SOMEONE OVER 18 AND REINTRODUCE. OTHERWISE THANK AND END.</b>
18-24	<b>IF WESTERN CANADA = GROUP 4 IF EASTERN CANADA = THANK AND END ALL OTHER LOCATIONS, CONTINUE</b>
25-30	<b>IF EASTERN CANADA = GROUP 3 IF WESTERN CANADA = THANK AND END</b>

	<b>ALL OTHER LOCATIONS, CONTINUE</b>
31-44	<b>IF WESTERN CANADA = THANK AND END</b>
45-54	<b>IF EASTERN CANADA = THANK AND END</b>
55+	<b>ALL OTHER LOCATIONS, CONTINUE</b>
<b>VOLUNTEERED</b> Prefer not to answer	<b>THANK AND END</b>

**ENSURE A GOOD MIX OF AGES WITHIN EACH GROUP WHERE APPLICABLE. GROUP 11 WILL SKEW 55+.**

4. **ASK ONLY IF GROUP 5** Have you travelled, or do you plan to travel, outside of Canada in the past/next six months?

Yes, I have travelled outside of Canada in the past six months **CONTINUE TO Q.4a**

Yes, I plan to travel outside of Canada in the next six months **CONTINUE TO Q.4a**

No **THANK AND END**

**VOLUNTEERED** Prefer not to answer **THANK AND END**

**ENSURE GOOD MIX OF THOSE WHO HAVE TRAVELLED & PLANNING TO TRAVEL INTERNATIONALLY.**

- 4a. **ASK ONLY IF GROUP 5** Did you/do you plan to travel...?

Internationally **CONTINUE TO Q.4b**

Within Canada **THANK AND END**

**VOLUNTEERED** Prefer not to answer **THANK AND END**

**FOR GROUP 5, ENSURE A MIX OF THOSE WHO HAVE TRAVELLED RECENTLY AND/OR PLANNING TO TRAVEL (EVEN IF UNSURE WHERE THEY PLAN TO TRAVEL AT THIS POINT) (AT Q.4).**

- 4b. **ASK ONLY IF GROUP 5** To which of the following continents did you/do you plan to travel?

North America (excluding Canada) **CONTINUE**

South America **CONTINUE**

Asia **CONTINUE**

Africa **CONTINUE**

Europe **CONTINUE**

Australia **CONTINUE**

Antarctica **CONTINUE**

**ENSURE MIX OF CONTINENTS TRAVELLED TO.**

5. **ASK ONLY IF GROUP 7** When you think about Canada's economy today, do you think it is...?

Growing rapidly **THANK AND END**

Growing slowly **THANK AND END**

Stagnating **CONTINUE**

In a recession/or heading into a recession **CONTINUE**

In a depression/or heading into a depression **CONTINUE**

Not sure **THANK AND END**

**ENSURE MIX OF THOSE STAGNATING/RECESSION/DEPRESSION.**

6. **ASK ONLY IF GROUP 7** Thinking about the job market across the country today, do you think the number of full-time, well-paying jobs in Canada has increased in the past 5 years, decreased, or stayed about the same?

Increased	<b>THANK AND END</b>
Stayed about the same	<b>CONTINUE</b>
Decreased	<b>CONTINUE</b>
Not sure	<b>THANK AND END</b>

**ENSURE MIX OF THOSE SAYING STAYED SAME/DECREASED.**

7. **ASK ALL GROUPS** Which of the following best describes the industry sector in which you are currently employed?

Accommodation and Food Services  
 Administrative and Support, Waste Management and Remediation Services  
 Agriculture, Forestry, Fishing and Hunting  
 Arts, Entertainment and Recreation  
 Construction  
 Educational Services  
 Finance and Insurance  
 Health Care **IF CITY OF LONDON = GROUP 8**  
 Social Assistance  
 Information and Cultural Industries  
 Management of Companies and Enterprises  
 Manufacturing  
 Mining, Quarrying, and Oil and Gas Extraction  
 Other Services (except Public Administration)  
 Professional, Scientific and Technical Services  
 Public Administration  
 Real Estate and Rental and Leasing  
 Retail Trade  
 Transportation and Warehousing  
 Utilities  
 Wholesale Trade  
 Unemployed  
 Full Time Student  
 Retired **IF NEWFOUND AND LABRADOR = THANK AND END**  
 Other, please specify: \_\_\_\_\_

**CONTINUE FOR ALL.**

**ENSURE A GOOD MIX BY TYPE OF EMPLOYMENT FOR EACH GROUP. NO MORE THAN TWO PER SECTOR. NO INTERNATIONAL STUDENTS. GROUP 8 WILL ONLY BE IN HEALTH CARE SECTOR. MAX 5 STUDENTS IN GROUP 4.**

8. **ASK ONLY IF GROUP 8** You mentioned you work in the healthcare industry. In which of the following types of settings do you work?

Hospital  
 Long-term care facility  
 Doctor's office/Clinic  
 Pharmacy  
 Mental health services  
 Other, please specify: \_\_\_\_\_

**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**ENSURE A GOOD MIX BY TYPE OF SETTING.**

9. **ASK ONLY IF GROUP 8** What is your current occupation?

Nurse or nursing assistant	<b>CONTINUE</b>
Pharmacist or pharmacy technician	<b>CONTINUE</b>
Paramedic	<b>CONTINUE</b>
Physician or physician's assistant	<b>CONTINUE</b>
Home care worker/personal support worker	<b>CONTINUE</b>
Dentist/Dental hygienist	<b>THANK AND END</b>
Dietician	<b>THANK AND END</b>
Therapist (massage, occupational, speech, etc.)	<b>THANK AND END</b>
Veterinarian or veterinary assistant	<b>THANK AND END</b>
Laboratory technician	<b>THANK AND END</b>
Hospital volunteer	<b>THANK AND END</b>
Administrative staff	<b>THANK AND END</b>
Other, please specify: _____	

**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**ENSURE A GOOD MIX BY OCCUPATION. AIM FOR 2-3 NURSES IN VARIOUS SETTINGS AT Q.8.**

10. **ASK ONLY IF GROUP 9** Do you have any of the following...?

All-terrain vehicle  
 Mountain bike  
 Firearm **CONTINUE TO Q.11**  
 Camping gear  
 Kayak or canoe

**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**IF 'NO' TO 'FIREARM' AT Q.10 = THANK AND END**

11. **ASK ONLY IF GROUP 9** You mentioned owning a firearm. What are the main reasons you own a firearm? (Select all that apply).

For protection of person/property  
 For hunting  
 For sport shooting (including target, trap, and skeet shooting)  
 As part of a gun collection

For your job

**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**ENSURE A GOOD MIX BY REASONS FOR OWNING A FIREARM.**  
**IF 'GUN COLLECTION' OR 'FOR YOUR JOB' ONLY, TERMINATE.**

12. **ASK ONLY IF GROUP 9** Approximately how many firearms do you own?

One **CONTINUE**

Two-four **CONTINUE**

Five or more **CONTINUE**

**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**AIM FOR A MIX OF THOSE WITH VARYING NUMBERS OF FIREARMS.**

13. **ASK ONLY IF GROUP 9** What type(s) of firearm(s) do you currently own? (Open-end)

---

**RECORD AND CONTINUE**

**VOLUNTEERED** Prefer not to answer **CONTINUE**  
**AT LEAST 2 HANDGUN OWNERS. AIM FOR A GOOD MIX BY TYPE OF FIREARMS OWNED.**

14. **ASK ONLY IF GROUP 11** Which of the following categories best describes your current employment status?

Working full-time (35 hours or more per week) **CONTINUE**

Working part-time (less than 35 hours per week) **CONTINUE**

Self-employed **CONTINUE**

Unemployed **THANK AND END**

Student **THANK AND END**

Retired **THANK AND END**

Not in the workforce [Full-time homemaker, not looking for work] **THANK AND END**

**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**ENSURE A GOOD MIX BY THOSE WORKING FULL-TIME, PART-TIME, AND SELF-EMPLOYED.**

15. **ASK ONLY IF GROUP 11** Are you planning on retiring in the next 5 years?

Yes **CONTINUE**

No **THANK AND END**

**VOLUNTEERED** Prefer not to answer **THANK AND END**

16. **ASK ONLY IF GROUP 12** Do you identify as Indigenous?

Yes **CONTINUE TO Q.16a**

No **THANK AND END**

**VOLUNTEERED** Prefer not to answer **THANK AND END**

16a. **ASK ONLY IF GROUP 12** Do you identify as...?

First Nations (On-reserve) **CONTINUE**



First Nations (Off-reserve) **THANK AND END**  
 Métis **THANK AND END**  
 Inuit **THANK AND END**  
 None of the above **THANK AND END**

17. **ASK ALL GROUPS** Which of the following categories best describes your total household income in 2021?  
 That is, the total income of all persons in your household combined, before taxes.

Under \$20,000  
 \$20,000 to just under \$40,000  
 \$40,000 to just under \$60,000  
 \$60,000 to just under \$80,000  
 \$80,000 to just under \$100,000  
 \$100,000 to just under \$150,000  
 \$150,000 and above **CONTINUE**  
**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**ENSURE A GOOD MIX IN ALL GROUPS.**

18. **ASK ALL GROUPS EXCEPT GROUP 12** Which of the following racial or cultural groups best describes you?  
 (multi-select)

White/Caucasian  
 South Asian (e.g., East Indian, Pakistani, Sri Lankan)  
 Chinese  
 Black  
 Latin American  
 Filipino  
 Arab  
 Southeast Asian (e.g., Vietnamese, Cambodian, Thai)  
 Korean or Japanese  
 Indigenous  
 Other (specify)  
**VOLUNTEERED** Prefer not to answer **THANK AND END**  
**ENSURE A GOOD MIX.**

19. **[DO NOT ASK]** Gender **RECORD BY OBSERVATION.**

Male	<b>CONTINUE</b>
Female	<b>CONTINUE</b>

**ENSURE A GOOD MIX BY GENDER IN EACH GROUP WHERE APPLICABLE.**

20. Are you familiar with the concept of a focus group?

Yes **CONTINUE**  
 No **EXPLAIN THE FOLLOWING** *“a focus group consists of six to eight participants and one*

*moderator. During a two-hour session, participants are asked to discuss a wide range of issues related to the topic being examined."*

21. As part of the focus group, you will be asked to actively participate in a conversation. Thinking of how you engage in group discussions, how would you rate yourself on a scale of 1 to 5 where 1 means 'you tend to sit back and listen to others' and 5 means 'you are usually one of the first people to speak'?

1-2                    **THANK AND END**  
3-5                    **CONTINUE**

22. As this group is being conducted online, in order to participate you will need to have high-speed Internet and a computer with a working webcam, microphone and speaker. **RECRUITER TO CONFIRM THE FOLLOWING. TERMINATE IF NO TO EITHER.**

Participant has high-speed access to the Internet  
Participant has a computer/webcam

23. Have you used online meeting software, such as Zoom, Webex, Microsoft Teams, Google Hangouts/Meet, etc., in the last two years?

Yes            **CONTINUE**  
No            **CONTINUE**

24. How skilled would you say you are at using online meeting platforms on your own, using a scale of 1 to 5, where 1 means you are not at all skilled, and 5 means you are very skilled?

1-2            **THANK AND END**  
3-5            **CONTINUE**

25. During the discussion, you could be asked to read or view materials on screen and/or participate in poll-type exercises online. You will also be asked to actively participate online using a webcam. Can you think of any reason why you may have difficulty reading the materials or participating by video?

**TERMINATE IF RESPONDENT OFFERS ANY REASON SUCH AS SIGHT OR HEARING PROBLEM, A WRITTEN OR VERBAL LANGUAGE PROBLEM, A CONCERN WITH NOT BEING ABLE TO COMMUNICATE EFFECTIVELY, ANY CONCERNS WITH USING A WEBCAM OR IF YOU AS THE INTERVIEWER HAVE A CONCERN ABOUT THE PARTICIPANT'S ABILITY TO PARTICIPATE EFFECTIVELY.**

26. Have you ever attended a focus group discussion, an interview or survey which was arranged in advance and for which you received a sum of money?

Yes            **CONTINUE**  
No            **SKIP TO Q.30**

27. How long ago was the last focus group you attended?

Less than 6 months ago **THANK AND END**  
More than 6 months ago **CONTINUE**

28. How many focus group discussions have you attended in the past 5 years?

0-4 groups **CONTINUE**

5 or more groups **THANK AND END**

29. On what topics were they and do you recall who or what organization the groups were being undertaken for?

**TERMINATE IF ANY ON SIMILAR/SAME TOPIC OR GOVERNMENT OF CANADA IDENTIFIED AS ORGANIZATION**

#### **ADDITIONAL RECRUITING CRITERIA**

Now we have just a few final questions before we give you the details of the focus group, including the time and date.

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

Grade 8 or less

Some high school

High school diploma or equivalent

Registered Apprenticeship or other trades certificate or diploma

College, CEGEP or other non-university certificate or diploma

University certificate or diploma below bachelor's level

Bachelor's degree

Post graduate degree above bachelor's level

**VOLUNTEERED** Prefer not to answer **THANK AND END**

**ENSURE A GOOD MIX.**

31. The focus group discussion will be audio-taped and video-taped for research purposes only. The taping is conducted to assist our researchers in writing their report. Do you consent to being audio-taped and video-taped?

Yes

No **THANK AND END**

## INVITATION

I would like to invite you to this online focus group discussion, which will take place the evening of **[INSERT DATE/TIME BASED ON GROUP # IN CHART ON PAGE 1]**. The group will be two hours in length and you will receive \$100 for your participation following the group via an e-transfer.

Please note that there may be observers from the Government of Canada at the group and that the discussion will be videotaped. By agreeing to participate, you have given your consent to these procedures.

Would you be willing to attend?

Yes            **CONTINUE**  
No             **THANK AND END**

May I please have your full name, a telephone number that is best to reach you at as well as your e-mail address if you have one so that I can send you the details for the group?

**Name:**

**Telephone Number:**

**E-mail Address:**

You will receive an e-mail from **The Strategic Counsel** with the instructions to login to the online group. Should you have any issues logging into the system specifically, you can contact our technical support team at [support@thestrategiccounsel.com](mailto:support@thestrategiccounsel.com).

We ask that you are online at least 15 minutes prior to the beginning of the session in order to ensure you are set up and to allow our support team to assist you in case you run into any technical issues. We also ask that you restart your computer prior to joining the group.

You may be required to view some material during the course of the discussion. If you require glasses to do so, please be sure to have them handy at the time of the group. Also, you will need a pen and paper in order to take some notes throughout the group.

This is a firm commitment. If you anticipate anything preventing you from attending (either home or work-related), please let me know now and we will keep your name for a future study. If for any reason you are unable to attend, please let us know as soon as possible at **[1-800-xxx-xxxx]** so we can find a replacement.

Thank you very much for your time.

**RECRUITED BY:** \_\_\_\_\_

**DATE RECRUITED:** \_\_\_\_\_

# French Recruiting Script

**Bureau du Conseil privé  
Questionnaire de recrutement – septembre 2022  
Groupes en français**

**Résumé des consignes de recrutement**

- Groupes tenus en ligne.
- Durée prévue de chaque rencontre : deux heures.
- Recrutement de huit participants.
- Incitatifs de 125 \$ par personne, versés aux participants par transfert électronique après la rencontre.

Caractéristiques des groupes de discussion :

GROUPE	DATE	HEURE (HAE)	HEURE (LOCALE)	LIEU	COMPOSITION DU GROUPE	MODÉRATEUR
2	1 septembre	18 h-20 h	18 h-20 h	Ontario	Population générale	MP
6	14 septembre	18-20 h	18 h-20 h	L'Est et Centre du Canada (Ont. et N.-B.)	Jeunes adultes de 18 à 30 ans	MP
11	27 septembre	17-19 h	18 h-20 h	Nouveau-Brunswick	Population générale	MP

## Questionnaire de recrutement

### INTRODUCTION

Hello, my name is **[RECRUITER NAME]**. I'm calling from The Strategic Counsel, a national public opinion research firm, on behalf of the Government of Canada / Bonjour, je m'appelle **[NOM DU RECRUTEUR]**. Je vous téléphone du Strategic Counsel, une entreprise nationale de recherche sur l'opinion publique, pour le compte du gouvernement du Canada.

Would you prefer to continue in English or French? / Préférez-vous continuer en français ou en anglais?  
**[CONTINUER DANS LA LANGUE PRÉFÉRÉE]**

### NOTER LA LANGUE ET CONTINUER

Anglais **REMERCIER ET CONCLURE**

Français **CONTINUER**

Nous organisons, pour le compte du gouvernement du Canada, une série de groupes de discussion vidéo en ligne afin d'explorer des questions d'actualité qui intéressent les Canadiens.

La rencontre prendra la forme d'une table ronde animée par un modérateur expérimenté. Les participants recevront un montant d'argent en remerciement de leur temps.

Votre participation est entièrement volontaire et toutes vos réponses seront confidentielles. Nous aimerions simplement connaître vos opinions : personne n'essaiera de vous vendre quoi que ce soit ou de promouvoir des produits. Notre rapport sur cette série de groupes de discussion n'attribuera aucun commentaire à une personne en particulier.

Avant de vous inviter à participer, je dois vous poser quelques questions qui nous permettront de former des groupes suffisamment diversifiés. Puis-je vous poser quelques questions?

Oui **CONTINUER**

Non **REMERCIER ET CONCLURE**

### QUESTIONS DE SÉLECTION

1. Est-ce que vous ou une personne de votre ménage avez travaillé pour l'un des types d'organisations suivants au cours des cinq dernières années?

Une société d'études de marché

**REMERCIER ET CONCLURE**

Une agence de commercialisation, de marque ou de publicité

**REMERCIER ET CONCLURE**

Un magazine ou un journal

**REMERCIER ET CONCLURE**

Un ministère ou un organisme gouvernemental fédéral, provincial ou territorial

**REMERCIER ET CONCLURE**

Un parti politique

**REMERCIER ET CONCLURE**

Dans les relations publiques ou les relations avec les médias

**REMERCIER ET CONCLURE**

Dans le milieu de la radio ou de la télévision

**REMERCIER ET CONCLURE**

Non, aucune de ces réponses

**CONTINUER**

1a. **POUR TOUS LES LIEUX** : Êtes-vous un ou une employé(e) retraité(e) du gouvernement du Canada?

Oui **REMERCIER ET CONCLURE**  
 Non **CONTINUER**

2. Quelle est la première langue que vous avez apprise lorsque vous étiez enfant et que vous parlez toujours couramment aujourd’hui?

Anglais **REMERCIER ET CONCLURE**

Français **CONTINUER**

Autre [Préciser ou non la langue, selon les besoins de l’étude] **REMERCIER ET CONCLURE**

Préfère ne pas répondre **REMERCIER ET CONCLURE**

3. Dans quelle ville habitez-vous?

LIEU	VILLES	
Ontario	<p>Ces villes peuvent notamment comprendre :</p> <p>Ottawa, Greater Sudbury, North Bay, Welland, Cornwall, Timmins, Clarence-Rockland, Prescott and Russell), Pembroke, Hawkesbury, Elliot Lake, Temiskaming Shores, Lakeshore.</p> <p><b>ASSURER UNE BONNE REPRÉSENTATION DES VILLES DE LA PROVINCE. RECRUTER DES RÉSIDENTS DE GRANDES ET DE PETITES COLLECTIVITÉS.</b></p>	<b>CONTINUER – GROUPE 2</b>
L’Est et Centre du Canada (ON & NB)	<p>Ces villes peuvent notamment comprendre :</p> <p><u>Ontario</u> : Ottawa, Greater Sudbury, North Bay, Welland, Cornwall, Timmins, Clarence-Rockland, Pembroke, Hawkesbury, Elliot Lake, Temiskaming Shores, Lakeshore, Russell.</p> <p><u>Nouveau-Brunswick</u> : Campbellton-Miramichi, Moncton-Richibucto, Edmundston-Woodstock, Fredericton-Oromocto, Saint John-St. Stephen.</p>	<b>CONTINUER – GROUPE 6</b>

	<b>RECRUTER QUATRE PERSONNES POUR CHAQUE PROVINCE. ASSURER UNE BONNE REPRÉSENTATION DES VILLES DE CHAQUE PROVINCE. PAS PLUS DE DEUX PARTICIPANTS PAR VILLE. RECRUTER DES RÉSIDENTS DE GRANDES ET DE PETITES COLLECTIVITÉS.</b>	
Nouveau-Brunswick	Les villes du N-B. peuvent notamment comprendre : Campbellton-Miramichi, Moncton-Richibucto, Edmundston-Woodstock, Fredericton-Oromocto, Saint John-St. Stephen.  <b>ASSURER UNE BONNE REPRÉSENTATION DES VILLES DE LA PROVINCE. PAS PLUS DE DEUX PARTICIPANTS PAR VILLE. RECRUTER DES RÉSIDENTS DE GRANDES ET DE PETITES COLLECTIVITÉS.</b>	<b>CONTINUER – GROUPE 11</b>
Autre lieu	-	<b>REMERCIER ET CONCLURE</b>
<b>RÉPONSE SPONTANÉE</b> Préfère ne pas répondre	-	<b>REMERCIER ET CONCLURE</b>

3a. Depuis combien de temps habitez-vous à [INSÉRER LE NOM DE LA VILLE]? **NOTER LE NOMBRE D'ANNÉES.**

Moins de deux ans	<b>REMERCIER ET CONCLURE</b>
Deux ans ou plus	<b>CONTINUER</b>
Ne sais pas/Préfère ne pas répondre	<b>REMERCIER ET CONCLURE</b>

**ASSURER UNE BONNE REPRÉSENTATION EN FONCTION DU NOMBRE D'ANNÉES DE RÉSIDENCE DANS LA VILLE. PAS PLUS DE DEUX PAR GROUPE DOIVENT Y VIVRE DEPUIS MOINS DE 5 ANS.**

4. Seriez-vous prêt/prête à m'indiquer votre tranche d'âge dans la liste suivante?

Moins de 18 ans	<b>SI POSSIBLE, DEMANDER À PARLER À UNE PERSONNE DE 18 ANS OU PLUS ET REFAIRE L'INTRODUCTION. SINON, REMERCIER ET CONCLURE.</b>
18 à 24	<b>+ L'EST ET CENTRE DU CANADA (ON &amp; NB) = GROUPE 6 TOUS LES AUTRES LIEUX, CONTINUER</b>
25 à 30	
31 à 44	<b>+ L'EST ET CENTRE DU CANADA (ON &amp; NB) = REMERCIER ET CONCLURE.</b>
45 à 54	
55 ans ou plus	<b>TOUS LES AUTRES LIEUX, CONTINUER</b>



<b>RÉPONSE SPONTANÉE</b> Préfère ne pas répondre	<b>REMERCIER ET CONCLURE</b>
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**ASSURER UNE BONNE REPRÉSENTATION DES ÂGES DANS CHAQUE GROUPE, S'IL Y A LIEU.**

5. **[NE PAS DEMANDER] Sexe NOTER SELON VOTRE OBSERVATION.**

Homme  
Femme

**ASSURER UNE PROPORTION ÉGALE D'HOMMES ET DE FEMMES DANS CHAQUE GROUPE.**

6. Est-ce que vous connaissez le concept du « groupe de discussion » ?

Oui **CONTINUER**

Non **EXPLIQUER QUE** : « un groupe de discussion se compose de six à huit participants et d'un modérateur. Au cours d'une période de deux heures, les participants sont invités à discuter d'un éventail de questions reliées au sujet abordé ».

7. Dans le cadre du groupe de discussion, on vous demandera de participer activement à une conversation. En pensant à la manière dont vous interagissez lors de discussions en groupe, quelle note vous donneriez-vous sur une échelle de 1 à 5 si 1 signifie « j'ai tendance à ne pas intervenir et à écouter les autres parler » et 5, « je suis habituellement une des premières personnes à parler » ?

1-2 **REMERCIER ET CONCLURE**

3-5 **CONTINUER**

8. Étant donné que ce groupe se réunira en ligne, vous aurez besoin, pour participer, d'un accès Internet haut débit et d'un ordinateur muni d'une caméra Web, d'un microphone et d'un haut-parleur en bon état de marche. **CONFIRMER LES POINTS CI-DESSOUS. METTRE FIN À L'APPEL SI NON À L'UN DES TROIS.**

Le participant a accès à Internet haut débit

Le participant a un ordinateur avec caméra Web

9. Avez-vous utilisé des logiciels de réunion en ligne tels que Zoom, Webex, Microsoft Teams, Google Hangouts/Meet, etc., au cours des deux dernières années?

Oui **CONTINUER**

Non **CONTINUER**

10. Sur une échelle de 1 à 5 où 1 signifie que vous n'êtes pas du tout habile et 5 que vous êtes très habile, comment évaluez-vous votre capacité à utiliser seul(e) les plateformes de réunion en ligne?

1-2 **REMERCIER ET CONCLURE**

3-5 **CONTINUER**

11. Au cours de la discussion, vous pourriez devoir lire ou visionner du matériel affiché à l'écran, ou faire des exercices en ligne comme ceux qu'on trouve dans les sondages. On vous demandera aussi de participer activement à la discussion en ligne à l'aide d'une caméra Web. Pensez-vous avoir de la difficulté, pour une raison ou une autre, à lire les documents ou à participer à la discussion par vidéo?

**CONCLURE L'ENTRETIEN SI LE RÉPONDANT SIGNALE UN PROBLÈME DE VISION OU D'AUDITION, UN PROBLÈME DE LANGUE PARLÉE OU ÉCRITE, S'IL CRAINT DE NE POUVOIR COMMUNIQUER EFFICACEMENT, SI L'UTILISATION D'UNE CAMÉRA WEB LUI POSE PROBLÈME, OU SI VOUS, EN TANT QU'INTERVIEWEUR, AVEZ DES DOUTES QUANT À SA CAPACITÉ DE PARTICIPER EFFICACEMENT AUX DISCUSSIONS.**

12. Avez-vous déjà participé à un groupe de discussion, à une entrevue ou à un sondage organisé à l'avance en contrepartie d'une somme d'argent?

Oui      **CONTINUER**  
Non      **PASSER À LA Q.16**

13. À quand remonte le dernier groupe de discussion auquel vous avez participé?

À moins de six mois, **REMERCIER ET CONCLURE**  
À plus de six mois, **CONTINUER**

14. À combien de groupes de discussion avez-vous participé au cours des cinq dernières années?

0 à 4 groupes, **CONTINUER**  
5 groupes ou plus **REMERCIER ET CONCLURE**

15. Quel était leur sujet, et vous rappelez-vous pour qui ou pour quelle organisation ces groupes étaient organisés?

**TERMINER SI LE SUJET EST SEMBLABLE OU IDENTIQUE, OU SI L'ORGANISATION NOMMÉE EST LE GOUVERNEMENT DU CANADA**

#### **CRITÈRES DE RECRUTEMENT SUPPLÉMENTAIRES**

Il me reste quelques dernières questions avant de vous donner les détails du groupe de discussion, comme l'heure et la date.

16. Parmi les choix suivants, lequel décrit le mieux le secteur d'activité dans lequel vous travaillez?

Administrations publiques  
Agriculture, foresterie, pêche et chasse  
Arts, spectacle et loisirs  
Autres services, sauf les administrations publiques  
Commerce de détail  
Commerce de gros  
Construction  
Extraction minière, exploitation en carrière, et extraction de pétrole et de gaz  
Fabrication

Finance et assurances  
Gestion de sociétés et d'entreprises  
Hébergement et services de restauration  
Industrie de l'information et industrie culturelle  
Services administratifs, services de soutien, services de gestion des déchets et services d'assainissement  
Services d'enseignement  
Services immobiliers et services de location et de location à bail  
Services professionnels, scientifiques et techniques  
Services publics  
Soins de santé et assistance sociale  
Transport et entreposage  
Sans emploi  
Aux études à temps plein  
À la retraite – **DEMANDER : « DANS QUEL SECTEUR TRAVAILLIEZ-VOUS AVANT? » ET NOTER LA RÉPONSE.**  
Autre situation ou autre secteur; veuillez préciser : \_\_\_\_\_

**CONTINUER POUR TOUS LES RÉPONDANTS. ASSURER UNE BONNE REPRÉSENTATION DES TYPES D'EMPLOI DANS CHAQUE GROUPE. PAS PLUS DE DEUX RÉPONDANTS PAR SECTEUR D'ACTIVITÉ. PAS D'ÉTUDIANTS ÉTRANGERS. GROUPE 6 PAS PLUS DE TROIS RÉPONDANTS AUX ÉTUDES À TEMPS PLEIN.**

17. Lequel ou lesquels des groupes raciaux ou culturels suivants vous décrivent le mieux? (Plusieurs choix possibles)

Blanc  
Sud-asiatique (p. ex., indien, pakistanais, sri-lankais)  
Chinois  
Noir  
Latino-américain  
Philippin  
Arabe  
Asiatique du sud-est (p. ex., vietnamien, cambodgien, thaïlandais)  
Coréen ou japonais  
Autochtone  
Autre groupe racial ou culturel (préciser)  
**RÉPONSE SPONTANÉE : Préfère ne pas répondre**  
**ASSURER UN BON MÉLANGE.**

18. Quel est le niveau de scolarité le plus élevé que vous avez atteint?

École primaire  
Études secondaires partielles  
Diplôme d'études secondaires ou l'équivalent  
Certificat ou diplôme d'apprenti inscrit ou d'une école de métiers  
Certificat ou diplôme d'un collège, cégep ou autre établissement non universitaire

Certificat ou diplôme universitaire inférieur au baccalauréat  
Baccalauréat

Diplôme d'études supérieur au baccalauréat

**RÉPONSE SPONTANÉE** : Préfère ne pas répondre

**ASSURER UN BON MÉLANGE.**

19. Laquelle des catégories suivantes décrit le mieux le revenu annuel total de votre ménage en 2021 – c'est-à-dire le revenu cumulatif de l'ensemble des membres de votre ménage avant impôt?

Moins de 20 000 \$

20 000 \$ à moins de 40 000 \$

40 000 \$ à moins de 60 000 \$

60 000 \$ à moins de 80 000 \$

80 000 \$ à moins de 100 000 \$

100 000 \$ à moins de 150 000 \$

150 000 \$ ou plus

**RÉPONSE SPONTANÉE** : Préfère ne pas répondre

**ASSURER UN BON MÉLANGE, S'IL Y A LIEU.**

20. La discussion sera enregistrée sur bandes audio et vidéo, strictement aux fins de la recherche. Les enregistrements aideront nos chercheurs à rédiger leur rapport. Est-ce que vous consentez à ce qu'on vous enregistre sur bandes audio et vidéo?

Oui

Non **REMERCIER ET CONCLURE**

## INVITATION

J'aimerais vous inviter à ce groupe de discussion en ligne, qui aura lieu le **[DONNER LA DATE ET L'HEURE EN FONCTION DU N° DE GROUPE INDIQUÉ DANS LE TABLEAU, PAGE 1]**. La discussion durera deux heures et vous recevrez 125 \$ pour votre participation. Ce montant vous sera envoyé par transfert électronique après la tenue du groupe de discussion.

Veillez noter que des observateurs du gouvernement du Canada pourraient être présents au groupe et que la discussion sera enregistrée sur bande vidéo. En acceptant de participer, vous donnez votre consentement à ces modalités.

Est-ce que vous accepteriez de participer?

Oui	<b>CONTINUER</b>
Non	<b>REMERCIER ET CONCLURE</b>

Puis-je avoir votre nom complet, le numéro de téléphone où vous êtes le plus facile à joindre et votre adresse électronique, si vous en avez une, pour vous envoyer les détails au sujet du groupe?

**Nom :**

**Numéro de téléphone :**

**Adresse courriel :**

Vous recevrez un courrier électronique du **Strategic Counsel** expliquant comment rejoindre le groupe en ligne. Si la connexion au système vous pose des difficultés, veuillez en aviser notre équipe de soutien technique à : [support@thestrategiccounsel.com](mailto:support@thestrategiccounsel.com).

Nous vous prions de vous mettre en ligne au moins 15 minutes avant l'heure prévue, afin d'avoir le temps de vous installer et d'obtenir l'aide de notre équipe de soutien en cas de problèmes techniques. Veuillez également redémarrer votre ordinateur avant de vous joindre au groupe.

Vous pourriez devoir lire des documents au cours de la discussion. Si vous utilisez des lunettes, assurez-vous de les avoir à portée de main durant la rencontre. Vous aurez également besoin d'un stylo et de papier pour prendre des notes.

Ce rendez-vous est un engagement ferme. Si vous pensez ne pas pouvoir participer pour des raisons personnelles ou professionnelles, veuillez m'en aviser dès maintenant et nous conserverons votre nom pour une étude ultérieure. Enfin, si jamais vous n'êtes pas en mesure de participer, veuillez nous prévenir le plus rapidement possible au **[1-800-xxx-xxxx]** pour que nous puissions trouver quelqu'un pour vous remplacer.

Merci de votre temps.

**RECRUTEMENT FAIT PAR :** \_\_\_\_\_

**DATE DU RECRUTEMENT :** \_\_\_\_\_

## Appendix B – Moderator’s Guides

# English Moderator's Guide

## MODERATOR'S GUIDE – September 2022 MASTER

### **INTRODUCTION (10 minutes)** All Locations

- Moderator or technician should let participants know that they will need pen and paper in order to take some notes, jot down some thoughts around some material that we will show them later in the discussion.

### **Ontario First Nations** Ontario First Nations Living On-Reserve

In keeping with Indigenous Protocol and building respectful relationships between Indigenous and non-Indigenous peoples in Canada, it is customary to acknowledge the Traditional Territories or Ancestral Lands of Indigenous peoples.

We are meeting virtually so I'd like to acknowledge that the Indigenous peoples are the traditional stewards of the lands and waters in the places where each of us are attending the meeting this evening.

We recognize and deeply appreciate their historic connection to these places. We also recognize the contributions that Métis, Inuit, and First Nations have made, both in shaping and strengthening our communities, provinces, and the country as a whole.

MODERATOR SHOULD KNOW WHAT TERRITORY THEY ARE LOCATED ON, IF ASKED

NOTE TO MODERATOR: Inform participants that we will be discussing potentially triggering topics (e.g., topics related to residential schools); emphasize that their participation is voluntary, and they can take a break or ask to move past a question if anything is triggering.

Topics could be intensely emotional. We want to acknowledge this upfront and reassure you that we are here to listen. Please share only what you feel comfortable sharing and feel free to turn off your video.

I'm going to provide the number for the National Indian Residential School crisis line in the chat as a resource anyone can call at any time. This will also be posted at the end of the group for your reference.

TECH SUPPORT TO SHARE IN CHAT:

National Indian Residential School crisis line: 1-866-925-4419

**GOVERNMENT OF CANADA IN THE NEWS (5-20 minutes) All Locations**

- What have you seen, read, or heard about the Government of Canada in the last few days?
  - **Mid-size and Major Centres Prairies, Ontario Francophones** Do you remember where you heard this news?
- **New Brunswick Francophones, Newfoundland and Labrador People Nearing Retirement** Have you seen, read, or heard anything about the Government of Canada's response to Hurricane Fiona?
  - Are they doing anything to help the provinces?

**New Brunswick Francophones, Newfoundland and Labrador People Nearing Retirement SHOW ON SCREEN:**

The Government of Canada is doing the following in response to Hurricane Fiona:

- The Government Operations Centre is working with staff in the region and is coordinating the federal response to tropical storm Fiona.
- In response to Requests for Federal Assistance from Nova Scotia, Prince Edward Island and Newfoundland and Labrador, the Government of Canada is providing support with recovery and clean up.
- The Canadian Armed Forces have mobilized resources and personnel to provide on the ground support to local authorities where needed.
- The Government of Canada has established a donation-matching program with the Canadian Red Cross to support Canadians impacted by Hurricane Fiona. Donations will support the range of emergency services the Red Cross is delivering to those in need including interim housing, clothing, food, and other essential supplies.
- **New Brunswick Francophones, Newfoundland and Labrador People Nearing Retirement** What are your initial thoughts about these actions?
  - Are they doing enough to help the affected communities?
  - What else could they be doing?
- **Ontario First Nations Living On-Reserve** PROMPT AS NECESSARY: Have you heard anything about the National Day for Truth and Reconciliation on September 30? What have you heard?



- What are your expectations of this day?

**ECONOMIC PRIORITIES & TERMINOLOGY (20-35 minutes)** Mid-size and Major Centres Prairies, Ontario Francophones, Eastern and Central Canada Francophone Young Adults

**Economic Priorities and Terms** Mid-size and Major Centres Prairies, Ontario Francophones

- In your opinion, what are the top issues the Government of Canada should be prioritizing?
  - IF NOT MENTIONED: What about the economy?
  - Thinking of the various issues you've mentioned, where does the economy rank as a top priority? What makes you say that?
  - What specifically with respect to the economy are you most concerned about – what do you think is the most pressing economic issue?

We've been discussing the economy, how you prioritize economic issues and your concerns. I would now like to get a better understanding from you about what comes to mind when you hear the following:

**SHOW ON SCREEN:**

A fair economy

A green economy

A progressive economy

An economy that works for all Canadians

An inclusive economy

An innovative economy

**ASK FOR EACH:**

- What does this term mean to you?
- What would a [INSERT AS APPLICABLE]: fair/green/progressive/inclusive/innovative economy/economy that works for all Canadians look like to you?

**POLL:** Now I'd like you to choose the kind of economy the Government of Canada should be aiming to build:

- A fair economy
- A green economy

- A progressive economy
- An economy that works for all Canadians
- An inclusive economy
- An innovative economy

*MODERATOR TO GO THROUGH MOST POPULAR SELECTIONS*

*AS TIME ALLOWS, ALSO ASK FOR EACH:*

- Would having this kind of economy address the economic issue you mentioned earlier/the one you are most concerned about? What makes you say that?

Here's another set of terms I'd like your thoughts on:

**SHOW ON SCREEN:**

Supporting the middle class

Supporting workers

- What is the difference, if any, between these two terms?
- How should the Government of Canada support workers?
  - Would this address the economic issue you mentioned earlier? What makes you say that?
- How should the Government of Canada support the middle class?
  - Would this address the economic issue you mentioned earlier? What makes you say that?

Now, the final set of terms...

**SHOW ON SCREEN:**

Labour force

Workforce

- What is the difference, if any, between these two terms?

**Economic Statements Eastern and Central Canada Francophone Young Adults**

I'm going to show you some terms and get your thoughts.

**SHOW ON SCREEN:**

- An economy which benefits all Canadians.
- An economy focused on the welfare of Canadians.
- An economy that is working for all Canadians.
- An economy that delivers for all Canadians.
- An economy that is doing the job for all Canadians.
- An economy which provides results for all Canadians.
- An economy which includes all Canadians.

- Do these all mean the same thing, or do you see differences between any of them?

**POLL:** Now I'd like you to choose which one you prefer (respondents to select one only):

- An economy which benefits all Canadians.
- An economy focused on the welfare of Canadians.
- An economy that is working for all Canadians.
- An economy that delivers for all Canadians.
- An economy that is doing the job for all Canadians.
- An economy which provides results for all Canadians.
- An economy which includes all Canadians.

*MODERATOR TO GO THROUGH SELECTIONS*

Now I'm going to show you a couple of other statements...

**SHOW ON SCREEN:**

- We continue our work so that all Canadians can benefit from the economy.
- We continue our work so that all Canadians can be at the centre.

- If the Government of Canada had this kind of messaging, would it make sense to you?
- Is it appropriate for the Government of Canada to have this kind of messaging?

**POLL:** Now I'd like you to choose which one you prefer:

- We continue our work so that all Canadians can benefit from the economy.

- We continue our work so that all Canadians can be at the centre.

*MODERATOR TO GO THROUGH SELECTIONS*

**GOVERNMENT OF CANADA PERFORMANCE ON ECONOMIC ISSUES (30 minutes)** Mid-size and Major Centres Prairies, Ontario Francophones

- What work, if any, is the Government of Canada doing to address economic issues?
- When it comes to addressing economic issues, is the Government of Canada generally on the right or wrong track? What makes you say that?
- What major news or announcements over the past few months, if any, do you remember seeing/hearing about the Government of Canada's work on addressing economic issues?
  - What do you take away from this?

Mid-size and Major Centres Prairies *NOTE TO MODERATOR: SKIP ENVIRONMENT QUESTIONS IF SHORT ON TIME AND JUMP TO CHILD CARE*

- And what work, if any, is the Government of Canada doing to help with the environment and climate change?
- When you think of things the Government of Canada has done, or could do, on the environment and climate change, do you see these kinds of actions as being a part of a strategy to address economic issues, or not connected? What makes you say that?
  - In your opinion, would policies like this help build a fair, inclusive, or progressive economy?
  - Do you think they could support workers? The middle class? How so?

**SHOW ON SCREEN:**

Some of the things the Government of Canada's has announced it is doing include:

- Driving down carbon pollution from the oil and gas sector
- Investing in clean electricity
- Helping industries develop and adopt clean technology to assist them in reaching net-zero emissions

- Does knowing about these things change your perception as to whether action on the environment and climate change are connected to addressing economic issues?
  - Do any of these 3 seem more connected to economic issues than others?

**Ontario Francophones** *NOTE TO MODERATOR: SKIP CHILDCARE QUESTIONS IF SHORT ON TIME AND JUMP TO DIGITAL CREDENTIALS*

Now, let's talk about childcare.

- What work, if any, is the Government of Canada doing to make childcare more affordable for parents?
- When you think of things the Government of Canada has done, or could do, on childcare, do you see these kinds of actions as being a part of a strategy to addressing economic issues, or not connected? What makes you say that?
  - In your opinion, does this work on childcare help build a fair, inclusive, or progressive economy?
  - Do you think it supports workers? The middle class? How so?

PROMPT IF NEEDED: The Government of Canada has reached agreements with all provinces and territories to make childcare services more affordable. The Government of Canada's plan is to lower the cost of childcare to an average of \$10/day and create 250,000 childcare spaces across Canada by 2025-2026.

IF CHILD CARE AGREEMENTS NOT BROUGHT UP EARLIER, ASK: Does knowing about these agreements and policies change your answer at all?

**DIGITAL CREDENTIALS (30 minutes)** **Mid-size and Major Centres Prairies, Ontario Francophones, Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Frontenac County Ontario Travellers, Eastern and Central Canada Francophone Young Adults**

I'd like to shift to a completely different topic now...

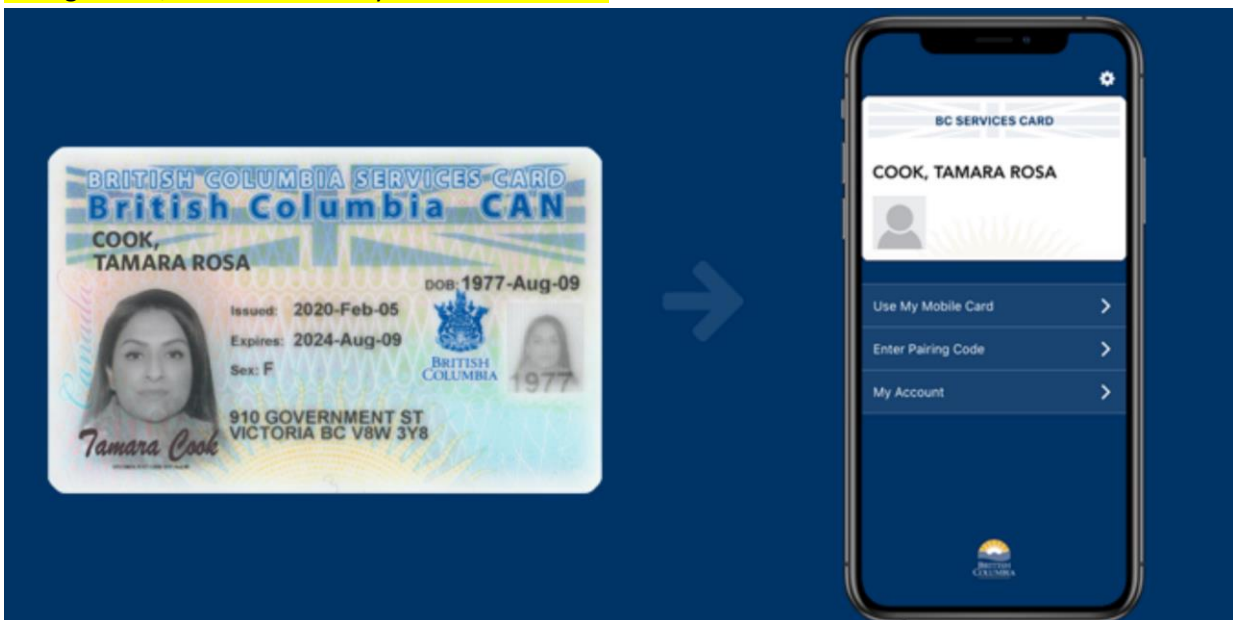
- Does anyone know what digital credentials are?
  - IF YES: How would you explain it?

**SHOW ON SCREEN:**

Digital credentials are a way for individuals to provide information about themselves electronically. Digital credentials are completely voluntary and can be used during service transactions instead of having to show up in person to provide required documents (or instead of providing a scan or photo of physical documents). In the same way that you would store your physical documents in a safe place, or in your wallet, your digital credentials can be securely stored on a personal device.

- Note that digital credentials are **not** the same thing as scanning or taking a photo of physical documents; these digital credentials are essentially the electronic **equivalent** of physical documents. I will show you an example of what I mean.

Mid-size and Major Centres Prairies, Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Frontenac County Ontario Travellers **SHOW ON SCREEN:**



- Mid-size and Major Centres Prairies, Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Frontenac County Ontario Travellers This is an example of a digital services card that was introduced in the province of British Columbia, Canada. On the right, you can see the electronic equivalent of the physical B.C. Services Card (on the left) which allows you to get access to provincial services, including health care.
- What are your initial reactions to digital credentials?
- Can you think of any examples of digital credentials that currently exist?

- Can you think of situations where individuals could use digital credentials?
  - PROMPT AS NEEDED: I provided an example of a digital [services card/driver's license] from [B.C., which can be used to access provincial services, such as health care/Quebec]. Can you think of other situations where individuals could use digital credentials?
  - IF ONLY SITUATIONS PROVIDED FOR THE [B.C./QUEBEC] EXAMPLE\*: Can you think of any other types of digital credentials aside from the [B.C./Quebec] example we've been discussing? How could these be used?

Mid-size and Major Centres Prairies, Ontario and Atlantic Region Young Adults, Western Canada Young Adults \*NOTE TO MODERATOR: Other examples of how the B.C. digital credentials can be used include accessing online services such as medical records, driver's licencing, school records, etc.

- What benefits, if any, do you think there are to using digital credentials?
- What concerns, if any, do you have about using digital credentials?
- Do you have any questions about digital credentials?
- Now, let's say digital credentials were widely used across Canada. What would that look like to you?
  - PROMPT AS NEEDED: For example, do you think service transactions would change? How so?

Ontario Francophones, Eastern and Central Canada Francophone Young Adults **SHOW ON SCREEN:**



- **Ontario Francophones, Eastern and Central Canada Francophone Young Adults** Here is an example of what digital credentials could look like. It is an electronic equivalent of a physical driver's licence from Quebec.

**PUBLIC HEALTH INFORMATION (45 minutes)** **Ontario and Atlantic Region Young Adults, Western Canada Young Adults, Eastern and Central Canada Francophone Young Adults**

- Now I'd like to ask you some general questions about how you get health-related information. Note that I'm talking about any kind of health-related information, so it could include Government of Canada information, but doesn't have to.
- Thinking back on the past few months, what are some examples of health-related topics that you wanted more information on?
  - IF THEY SAY NONE: Is it because you felt you had enough information?

*MODERATOR TO GO THROUGH EXAMPLES RAISED (IF MANY TOPICS, RESTRICT TO 1 EXAMPLE PER PARTICIPANT) AND ASK:*

- Can you walk me through how you went about finding information on this health issue?
  - What people, resources, or other sources of information did you use?



- IF THEY SAY INTERNET/GOOGLE, PROBE: How deep is your search? Do you click the first link? Why?
- IF THEY SAY SOCIAL MEDIA, PROBE: What social media platform? From whom? Celebrities? Scientific experts/doctors? Family and friends? Why?
- How many sources did you check to feel satisfied with the answers? Tell me about your reasoning.

**POLL:** I'm going to show you various sources of information. I'd like you to select the ones that you would use if you wanted more information on mental health. You can select up to 3. If you would never look up this kind of information, or if none of these are sources you would use, you don't need to select any.

- a. Television news
  - b. Radio, podcasts, and other broadcasts
  - c. Newspapers, and other written journalism (including news websites)
  - d. Canadian federal government briefings and/or websites
  - e. Provincial/Territorial government briefings and/or websites
  - f. International health authorities (e.g., the World Health Organization)
  - g. Healthcare workers (e.g., doctors, nurses)
  - h. Scientists
  - i. Social media (e.g., Facebook, Twitter, YouTube, Instagram, Tik Tok)
  - j. Celebrities
  - k. Online search engines (e.g., Google)
  - l. Friends and family
  - m. Work/school colleagues
- Are there any information sources missing from this list (i.e., any sources you would use to find information on mental health that were not listed here)?
    - IF YES: What's missing?
    - IF NOT MENTIONED: What about influencers? (AS NEEDED: influencers are those who post regularly about a topic on their preferred social media channels and generate large followings)
    - Were any of the items confusing or unclear?

*MODERATOR TO GO THROUGH MOST SELECTED OPTIONS*

**POLL:** I'm going to show you the same list of information sources, but this time I'd like you to select the ones you trust the most for health recommendations. You can select up to 3. If you don't trust any, you don't need to select any.

- a. Television news
  - b. Radio, podcasts, and other broadcasts
  - c. Newspapers, and other written journalism (including news websites)
  - d. Canadian federal government briefings and/or websites
  - e. Provincial/Territorial government briefings and/or websites
  - f. International health authorities (e.g., the World Health Organization)
  - g. Healthcare workers (e.g., doctors, nurses)
  - h. Scientists
  - i. Social media (e.g., Facebook, Twitter, YouTube, Instagram, Tik Tok)
  - j. Celebrities
  - k. Online search engines (e.g., Google)
  - l. Friends and family
  - m. Work/school colleagues
- Did any of you choose any different sources this time?
    - How do they differ and why?

**FIREARMS (20-60 minutes)** Ontario and Atlantic Region Young Adults, Small and Rural Centres  
Prairies Concerned About the Economy, Atlantic Canada Firearms Owners

- Has the Government of Canada ever done anything to address gun crime? Are they doing anything now?
  - Has anyone heard about proposed new firearm legislation?
    - IF YES: What have you heard?

**CLARIFY AS NEEDED/SHOW ON SCREEN:**

The Government of Canada has tabled new firearm-control legislation. The proposed legislation includes the following:

- **Implementing a national freeze on handguns** to prevent individuals from bringing newly-acquired handguns into Canada and from buying, selling, and transferring handguns within the country.

- **Taking away the firearms licenses** of those involved in acts of domestic violence or criminal harassment, such as stalking.
- **Fighting gun smuggling and trafficking** by increasing criminal penalties, providing more tools for law enforcement to investigate firearms crimes, and strengthening border security measures.
- **Addressing intimate partner violence, gender-based violence, and self-harm involving firearms** by creating a new “red flag” law that would enable courts to require that individuals considered a danger to themselves or others surrender their firearms to law enforcement, while protecting the safety of the individual applying to the red flag process, including by protecting their identity. In addition, the Government of Canada will invest \$6.6 million to help raise awareness of the new law and provide supports to vulnerable and marginalized groups to navigate the provisions.
- **Requiring magazines for long guns to be changed** so they can't carry any more than five rounds; sales of larger magazines would be banned.
- I'd like to go through each of these measures.

*MODERATOR TO GO THROUGH AND ASK FOR EACH MEASURE:*

- What's your reaction to this measure?
  - Is there anything you like about it?
  - Is there anything you dislike about it?

*ASK IF TIME:*

- Would any of these measures affect you personally?
- Thinking specifically about the freeze on handguns, do you have any questions or concerns about how this policy might be implemented?
- Do you think the measures included in this legislation go far enough in seeking to address gun crime, or should more be done to control access to guns in Canada?
  - IF YES: What else should the federal government be doing?

**Gun Measures and Crime Atlantic Canada Firearms Owners**

- How would you describe gun laws in Canada today? Would you say Canada is on the right track or wrong track on gun laws?

- In general, based on what you know, do you feel the laws covering guns in Canada are strict enough, too strict, or not strict enough? Why?
  - Is it easy or difficult to buy or obtain a firearm in Canada? What about a handgun? How do you know this?
- How would you describe the level of gun crime in Canada?
- Based on what you may have read, seen, or heard, would you say that gun violence has been increasing, decreasing, or staying the same in Canada? What about in your community?
  - IF GOING UP: Why do you think it has been going up?
  - IF GOING DOWN: Why do you think it's going down?
- What's behind gun crime? What are some of its causes?

**CLARIFY AS NEEDED/SHOW ON SCREEN:**

The Government of Canada introduced a temporary import ban on the importation of restricted handguns in August. Individuals and businesses cannot import restricted handguns into Canada, with limited exceptions. These restrictions will last until the national freeze comes into force.

- What are your thoughts on this interim measure?

**MODERATOR TO GO THROUGH REMAINING MEASURES AND ASK FOR EACH:**

- What's your reaction to this measure?
- Is there anything you like about it?
- Is there anything you dislike about it?
- Would any of these measures affect you personally?
- Do you think the measures included in this legislation go too far in seeking to address gun crime, go far enough, or should more be done to control access to guns in Canada?
  - IF MORE SHOULD BE DONE: What else should the federal government be doing?

**OIL AND GAS SECTOR (20 minutes) Western Canada Young Adults, Frontenac County Ontario Travellers, Small and Rural Centres Prairies Concerned About the Economy**

Moving on to a different topic...

- Have you heard, read, or seen anything about what the Government of Canada is doing in relation to the oil and gas sector?
  - PROMPT AS NEEDED: Have you heard of the Government of Canada's plan to cap emissions in the oil and gas sector?
  - IF YES: What have you heard? How/where did you hear about it?

**SHOW ON SCREEN:**

The Government of Canada has committed to reducing the pollution generated in Canada that causes climate change. To help reach this goal, the oil and gas sector will be required to cap and cut the pollution they create.

**This means that over the coming years, oil and gas companies will have to reduce the amount of emissions generated by their industrial activities. The cap will apply to the pollution their industrial work creates, not how much oil and gas they sell. In other words, companies will be able to continue producing oil and gas at the level of their choice, as long as they do so in an increasingly clean way.**

Consultations are underway on how best to design a national system to reach this goal.

- Do you support or oppose the Government of Canada capping emissions from the oil and gas sector? Why?
  - PROMPT AS NEEDED: How do you think this will impact climate change, if at all?
  - PROMPT AS NEEDED: How do you think this will impact the price of gasoline, if at all?
  - PROMPT AS NEEDED: What about the situation in Ukraine – do you think that should factor into whether the Government of Canada should cap emissions in the oil and gas sector, or do you think Canada is mostly unaffected, energy-wise, by what is occurring there?
- Do you think reducing emissions from the oil and gas sector is something Canada should be working towards, or not?
  - PROMPT AS NEEDED: Are there any reasons this should not be done?
- In your view, should the Government of Canada be getting involved to ensure the oil and gas sector reduces its emissions or do you think the sector will do this on its own, without any federal government involvement?

- Are there any circumstances under which you think it would be a good idea to boost oil and gas production?

**TRAVEL EXPERIENCES (45 minutes) Frontenac County Ontario Travellers**

- IF NOT MENTIONED: Have you seen, read, or heard anything recently about the Government of Canada's plan to address issues related to services for Canadians? If yes, what have you heard?
  - PROBE IF NECESSARY: Have you heard anything about delays related to processing passports and/or immigration applications, or of any issues at Canadian airports? If yes, what have you heard?

Passports

- Have you heard of anything the federal government has done to address passport processing delays? What have you heard?

CLARIFY AS NEEDED:

The Government of Canada has recently hired more than 700 new staff for passport offices, has decreased passport call centre wait times and has set up more passport pick-up service locations, including most recently the Service Canada Centre in Kingston.

- What are your thoughts on this? Do you think the federal government is doing enough to address passport processing delays? Why/why not?
- Whether you've experienced issues directly or just heard about them indirectly, what do you think is causing issues with accessing passport services?

**POLL:** I'm going to show you some possible reasons for these delays. I'd like you to select the ones you think are having the biggest impact on passport services. You can select all of them or none of them.

- a) An increase in the volume of applications
- b) A shift to mail applications which take more time to process
- c) Public health restrictions

- d) A large proportion of complex applications (i.e., applications with changes that may have occurred since the first application [e.g., contact information is outdated, dependents turned 18, missing documents, etc.]

*MODERATOR TO GO THROUGH SELECTIONS. IF TIME, ASK ABOUT ANY THAT FEW SELECTED (I.E., WHY THEY DON'T THINK THIS IS HAVING A MAJOR IMPACT)*

### Airports

- Have you heard of anything the federal government has done to address wait times and delays at Canadian airports? What have you heard?
- Have you heard of the Air Passenger Protection Regulations?
  - IF YES: Can you describe what it is?

#### CLARIFY AS NEEDED:

In Canada, airlines must follow the requirements of the Air Passenger Protection Regulations, which outline compensation requirements for passengers for flight disruptions due to incidents within an airline's control, including crew shortages if the airline could have prevented the flight disruption with proper planning.

I'm now going to show you some measures the Government of Canada has taken to address wait times and delays at Canadian airports:

#### SHOW ON SCREEN:

1. New regulations took effect on September 8, 2022 to ensure that passengers are offered the option of a refund for flights that are cancelled, or where there is a lengthy delay due to reasons outside of an air carrier's control. This includes major weather events or a pandemic, and instances where it is not possible for the air carrier to complete the passenger's itinerary within a reasonable time frame.
2. Since April 1, 740 screening officers have been hired across Canada. Efforts to increase screening officer staff levels at all airports continue.
3. To streamline customs processing at Toronto Pearson International Airport, there are now 12 eGates, 4 dedicated NEXUS eGates and 30 new primary inspection kiosks (PIKs).
4. Travellers arriving at Toronto Pearson, Vancouver or Montréal-Trudeau international airports can now save additional time by using the optional Advance CBSA Declaration feature in ArriveCAN to submit their customs and immigration declaration in advance of arrival.

- What are your thoughts on this? Do you think the federal government is doing enough to address wait times and delays at Canadian airports? Why/why not?

#### Immigration

- Have you heard of anything the federal government has done to address immigration backlogs? What have you heard?

#### CLARIFY AS NEEDED:

The Government of Canada recently announced that Immigration, Refugees and Citizenship Canada (IRCC) will have hired up to 1,250 new employees by the end of the fall to increase processing capacity and tackle the backlogs.

- What are your thoughts on this? Do you think the federal government is doing enough to address immigration backlogs? Why/why not?

#### HEALTH CANADA AD TESTING (15 minutes) Small and Rural Centres Prairies Concerned About the Economy

- Have any of you heard of the upcoming Canada Dental Benefit?

#### CLARIFY AS NEEDED:

The Canada Dental Benefit would provide eligible parents or guardians with direct payments to cover dental expenses for their children under 12-years-old.

The Benefit would provide payments up to \$650 per child per year for families with adjusted net income under \$90,000 per year and without dental coverage.

I'm going to show you a couple of creative concepts that could be used by the Government of Canada to inform Canadians about the upcoming Canada Dental Benefit.

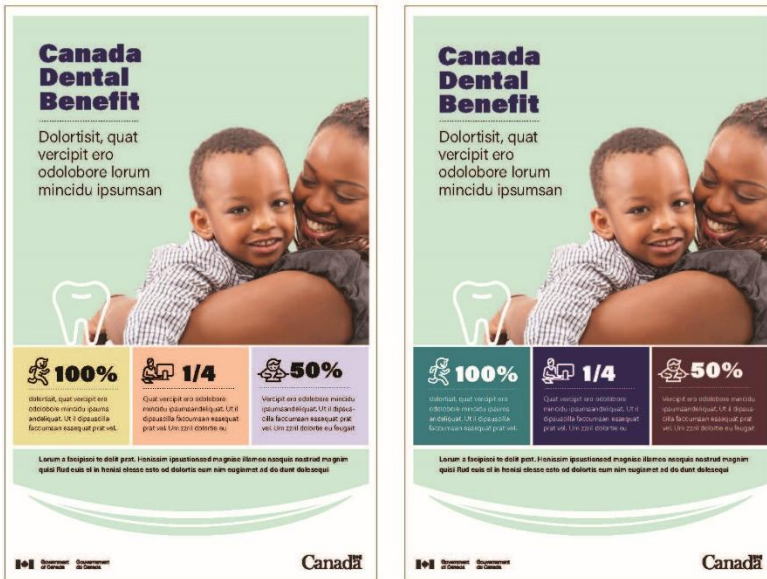
These creative concepts could be displayed on posters and fact sheets, on websites, or on social media. Note that these are still in draft format, so all text, other than the name of the benefit, is just a placeholder for the moment and is only meant to give you a visual sense of how the concepts would look.



Before we start...

- By a show of hands, who here is a parent of a child under 12? (TAKE NOTE OF PARTICIPANTS WITH HANDS RAISED)
- By a show of hands, who here does not have private dental insurance, either personally, or through another household member? (TAKE NOTE OF PARTICIPANTS WITH HANDS RAISED)

**SHOW ON SCREEN:**



- Overall, what do you think of the design of the posters?
- What do you like most about the posters? What do you like the least?
- Which poster option did you like best? Why?
- Would these posters stand out to you if you saw them online or in-person? Why do you say that?
- Would you be motivated to take action, such as visiting the Government of Canada website to learn more? What makes you say that?

**AGRICULTURE/FERTILIZER (30 minutes) Small and Rural Centres Prairies Concerned About the Economy**

- Have you heard, read, or seen anything about what the Government of Canada is doing in relation to the agriculture sector?
  - PROMPT AS NEEDED: Have you heard of the Government of Canada's plan to reduce greenhouse gas emissions from fertilizers?
  - IF YES: What have you heard? How/where did you hear about it?
  
- Would you say that fertilizer use on Canadian farms has increased over the last 15 years or so, stayed the same, or decreased?
  - IF INCREASED: Do you think increased fertilizer use is resulting in increased greenhouse gas emissions (GHGs)?
    - IF YES: Is this a concern, or do you think it only has a small impact on the overall GHGs produced in Canada?

**SHOW ON SCREEN:**

The Government of Canada is developing an approach to reduce emissions in Canadian agriculture. Efforts to achieve emissions reductions will focus on reducing emissions from nitrogen fertilizer, with a targeted 30% reduction by 2030 (compared to 2020 levels).

Canada's emissions reduction target **does not represent a mandatory reduction** in fertilizer use, but rather a **voluntary reduction in fertilizer emissions**. The goal is to maximize efficiency, optimize fertilizer use, encourage innovation, and to work collaboratively with the agriculture sector, farmers, and stakeholders in identifying opportunities to successfully reach this target while maintaining or increasing yields.

- Do you support or oppose the Government of Canada reducing emissions from fertilizer? Why?
  - PROMPT AS NEEDED: How do you think this will impact climate change, if at all?
  - PROMPT AS NEEDED: How do you think this will impact farmers, if at all?
  
- Do you think reducing fertilizer emissions is something Canada should be working towards, or not?
  - PROMPT AS NEEDED: Are there any reasons this should not be done?
  
- In your view, should the Government of Canada be getting involved to ensure the agriculture sector reduces its emissions or do you think the sector will do this on its own, without any federal government involvement?

- Do you think a 30% reduction by 2030 is too ambitious, achievable, or not ambitious enough? What makes you say that?

**PRIORITIES AND PERFORMANCE (10-20 minutes)** City of London Healthcare Workers, Atlantic Canada Firearms Owners, Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve

- In your opinion, what would you say the federal government is doing well? Why do you say that?
- What areas do you think the federal government needs to improve in? Why do you say that?
- Has your opinion of the federal government gotten better or worse over time? Why?
- In your opinion, what are the top issues [Indigenous peoples are facing] that the federal government should be prioritizing?

City of London Healthcare Workers *MODERATOR: IF PARTICIPANTS SAY HEALTH CARE, ACKNOWLEDGE AND LET THEM KNOW WE WILL BE HAVING A MORE IN-DEPTH DISCUSSION ON HEALTH CARE SHORTLY (I.E., AT THIS POINT, JUST WANT A QUICK RUN DOWN OF TOP ISSUES)*

- What news have you ever seen, read, or heard about the Government of Canada's past work on any of these issues?
- What work, if any, is the federal government planning to do on these files?
- Newfoundland and Labrador People Nearing Retirement In your opinion, what are the top issues impacting Newfoundland and Labrador that the Government of Canada should be prioritizing?
- Newfoundland and Labrador People Nearing Retirement Thinking about these priorities, is the federal government generally on the right track or wrong track? Why do you say that?
  - For those who say they are on the wrong track, what could the federal government do to get on the right track?
- Ontario First Nations Living On-Reserve On these priorities, is the federal government generally on the right track or wrong track? Why?
  - For those who say they are on the wrong track, what could the federal government do to get on the right track?

### **Clean Drinking Water Ontario First Nations Living On-Reserve**

- IF NOT MENTIONED: What about clean drinking water on reserves?
  - Have you seen, read, or heard anything about actions the Government of Canada has taken to ensure access to clean drinking water on reserves? What has it done?

I'm going to show you an infographic about the work being done by the federal government to lift long-term drinking water advisories and I will ask you for your opinion about it afterwards.

#### **SHOW ON SCREEN:**

Show the infographic 'Long-term drinking water advisories on public systems on reserves' and 'Progress on lifting long-term drinking water advisories on public systems on reserves.'

(<https://www.sac-isc.gc.ca/eng/1506514143353/1533317130660>)

- What are your reactions to these infographics?
- Now that you've seen this, how would you rate the progress the Government of Canada has made on this issue? Would you say they've made a lot of progress, a bit, or none?
  - Does anyone think that they have made things worse?
  - What more do you think could be done?

### **HEALTHCARE PRIORITIES (35 minutes) City of London Healthcare Workers**

I'd now like to focus on healthcare.

- In general, how do you feel about the quality and availability of healthcare in your area?
  - In general, do you think the healthcare system in your area is in need of major changes, minor changes, or few to no changes?
- Other than COVID-19, what are the most pressing challenges related to healthcare in your community?
- Have you heard of anything the federal government has done recently related to healthcare?
- Thinking about mental health, do you feel there is a need for governments to focus on improving mental health care in Canada?

- What could the Government of Canada do to help Canadians who have been struggling with their own mental health during the pandemic?
- And what about long-term care? What could be done to improve the situation in long-term care?
- Finally, what about access to family doctors and other primary care providers? What could be done to improve access?

**HEALTHCARE PRIORITIES AREAS (40 minutes) City of London Healthcare Workers**

I'd now like to discuss some priority areas in healthcare...

- Has anyone heard about any announcements made by the Government of Canada related to those areas of healthcare that it is prioritizing?
  - IF YES: What have you heard?

**SHOW ON SCREEN:**

The Government of Canada announced five priority areas in healthcare:

- (1) addressing health worker shortages and reducing wait times;
  - (2) increasing access to family health services;
  - (3) improving long term care and home care;
  - (4) addressing mental health and substance use; and
  - (5) modernizing health data management and virtual care.
- What are your initial reactions when you see this priority list?
  - Are there any priorities listed that you think are particularly important?
  - Are there any priorities listed that you do not think should be there? Why is that?
- NOTE TO MODERATOR: FOR EACH OF THE FIVE PRIORITIES, ASK ALL QUESTIONS BELOW*
- How would you expect the Government of Canada to address this priority? (PROBE FOR: Policies, investments, etc.)
    - Do you have any questions about this priority? Do you have any questions about what the Government of Canada plans to do to address this priority?
    - Is this something you think will have a positive impact? Will it impact you directly?

### CLIMATE CHANGE (25 minutes) New Brunswick Francophones

We're going to switch gears and speak a little about climate change...

- When you think about climate change, what comes to mind? What does it mean to you?
  - PROBE IF NECESSARY: disruption to wildlife, extreme weather, extreme temperatures, floods, droughts, wildfires, effects on fisheries, etc.
- How concerned are you about the potential impacts of climate change on your community?
- Has climate change impacted your community? How?
- Is your community at all prepared to handle these potential impacts of climate change?
- In the past 12 months, have you or a family member taken any measures to prepare your household for any possible impacts?
- Over the next few decades, do you foresee your community becoming more at risk of impacts of climate change? For example, will they be more prepared to handle situations like floods or hurricanes, or effects on fisheries, among many other scenarios mentioned earlier?

### OFFICIAL LANGUAGE MINORITY COMMUNITIES' CHALLENGES (25 minutes) New Brunswick Francophones

Let's talk about the French language in your communities in New Brunswick...

- Thinking about the French language in your communities in New Brunswick, how do you feel about the state of the French language?
  - Do you think it is threatened?
- **POLL:** I'm going to show you a list of items related to living as a Francophone in your region. I'd like you to select the ones you feel are a major challenge. You can select up to 3; if you don't think any are a challenge, then don't select any.
  - Accessing childcare services in French
  - Accessing information from the Government of Canada in French
  - Accessing media content (e.g., radio, television, Internet, newspapers) in French

- Attracting Francophones from outside the region to move here
- Ensuring the Francophone community remains strong in the future
- Feeling part of the Francophone community here
- Keeping young Francophones in the region
- Living in French in your region (e.g., participating in sports/activities, shopping, etc.)
- Speaking in French to a Government of Canada representative
- Transmitting the French language and culture to the next generation
- Accessing services from businesses in French

*MODERATOR TO GO THROUGH SELECTIONS*

- Were there any challenges missing from this list?

**OFFICIAL LANGUAGE GOVERNMENT PRIORITIES (25 minutes)** New Brunswick Francophones

- **POLL:** Now, I will show you a list of priorities related to official languages. I'd like you to select which of these priorities you believe are the most important for the Government of Canada to work on. You can select up to 3; if you don't think any should be a priority, don't select any.

**SHOW ON SCREEN:**

- Creating a strategy to support entrepreneurs in official language minority communities
- Ensuring every Canadian can be heard and understood by a judge in their official language of choice when before a court
- Ensuring that the private sector provides services in the preferred official language of Canadians
- Guaranteeing the equality of the English and French languages in Canada
- Increasing funding for schools for Francophone communities outside of Quebec
- Making investments to improve access to French immersion and French second-language programs across the country

*MODERATOR TO GO THROUGH SELECTIONS*

- Was there anything missing from this list?
- Is there anything the Government of Canada should be doing to support the Francophone community?

**HEALTH CARE (20-30 minutes)** Newfoundland and Labrador People Nearing Retirement, Ontario First Nations Living On-Reserve

Now I'd like to focus on the health care system in your community. [Then, we'll talk about your impressions on the quality of, and access to, health care services.]

- When you need health care, are you typically able to access it in your local community, or do you have to travel outside your community?

**Newfoundland and Labrador People Nearing Retirement** I'd like to get your impressions of the quality of health care services, and then we'll focus on access to health care services.

- Overall, how would you rate the quality of the health care system in your community? What makes you say that?
  - How does the quality compare to your perception of the quality of the health care system in Canada broadly?
- What about the quality of the care you receive when you have to travel outside your community?
- And how would you rate access to health care services in your community? What makes you say that?
- What are the biggest challenges facing health care in your area?
  - **Ontario First Nations Living On-Reserve** How should they be addressed?
- **Newfoundland and Labrador People Nearing Retirement** Does the Government of Canada have a role in addressing these challenges?
  - If yes, how should the Government of Canada help address these challenges?
- **Ontario First Nations Living On-Reserve** Have any of you had any recent experiences with health care services?
  - FOR THOSE WHO HAVE: How was your experience?
    - What worked well?
    - What needs to be improved?

**NEARING RETIREMENT ISSUES (40 minutes)** **Newfoundland and Labrador People Nearing Retirement**



- What is the most important issue for you personally that you think the Government of Canada should be focusing on the most? What makes you say that?
- And what's the most important issue facing those nearing retirement more broadly right now that the Government of Canada should be paying more attention to? What makes you say that?
- When thinking about retirement, what are your biggest concerns?
  - What about the cost of living?
    - How much of an impact, if at all, does the cost of living have on your retirement plans? If it has an impact, where are you noticing these impacts the most?
- How big of a priority, if at all, is retirement planning in your daily life? What, if anything, are you doing to prepare for your retirement?
- How important, if at all, are government programs like the Canada Pension Plan (CPP), Old Age Security (OAS), and the Guaranteed Income Supplement (GIS) in your retirement plans?

**SHOW ON SCREEN:**

Canada Pension Plan (CPP)

Old Age Security (OAS)

Guaranteed Income Supplement (GIS)

- What about Registered Retirement Savings Plans (RRSPs)?
- How familiar, if at all, are you with each of these programs?

**CLARIFY EACH PROGRAM/SHOW ON SCREEN:**

The Old Age Security (OAS) pension amount is payable to seniors 65 and over who have a minimum of 10 years of residence in Canada after age 18. It is considered taxable income and is subject to a recovery tax if your individual net annual income is higher than the net world income threshold set for the year (\$79,845 for 2021).

The Guaranteed Income Supplement (GIS) is an additional non-taxable benefit payable to low-income OAS pensioners. A person's entitlement is based on their marital status and level of income. The GIS is re-calculated each July based on your net income in the previous calendar year. Payments can increase, decrease or even stop according to changes in your annual net income.

The Canada Pension Plan (CPP) retirement pension is a monthly, taxable benefit that replaces part of your work earnings income in retirement when you retire. The amount you receive each month is based on your average earnings throughout your working life, your contributions to the CPP, and the age you decide to start your CPP retirement pension. The earlier you apply, the less you will receive on a monthly basis. To receive a retirement pension, you must be at least 60 years old and have made at least one valid contribution to the CPP.

OAS, GIS and CPP benefits are adjusted each year to reflect changes in the Consumer Price Index (*OAS and GIS are reviewed in January, April, July and October; CPP rate increases are calculated once a year and come into effect each January*) to ensure that they keep up with the cost of living.

- What are your reactions to this? Is there any information that you were unaware of before today?

Over the last few years, there have been some changes to these programs. We will review two of these now.

**SHOW ON SCREEN ONE AT A TIME:**

The CPP enhancement began being phased-in in 2019. It will provide higher benefits in retirement in exchange for making higher CPP contributions.

As of July 2022, seniors who are 75 years old or older receive an automatic 10% increase of their Old Age Security pension.

*MODERATOR TO GO THROUGH EACH AND ASK:*

- What is your reaction to this?
- Does this change impact you in any way? If so, how?
- Do you think that programs like the CPP, OAS, and GIS will help you live comfortably in retirement?
- What else should the Government of Canada do to help support those planning for retirement?

**COMMUNITY CHALLENGES (20 minutes) Ontario First Nations Living On-Reserve**

I'd now like to shift our attention to community issues more broadly.

- Do you think the Government of Canada is focusing about the right amount of attention on First Nations issues, not enough or too much? What makes you say that?
- Has the Government of Canada done anything well with respect to First Nations issues?
- What can they improve on?
- What important issues facing your community do you think the Government of Canada should focus on?
- Is safety an area of concern for your community? What makes you say that?
- Do you feel that you have enough access to community safety services in your region?
  - Is there anyone (e.g., a person/organization) to turn to if you have any concerns about the community safety services in your region?
- Has anyone read, heard, or seen anything about the recent Siksika Nation reaching a deal with the federal government and provincial government of Alberta to transition local police services from the RCMP to a self-administered First Nations police service?
  - What have you heard?
  - What are your reactions to this?
  - What are some of the expected impacts in the community?

**GOVERNMENT OF CANADA SERVICES (30 minutes) Ontario First Nations Living On-Reserve**

- PROBE FOR ALL PARTICIPANTS: I'd like to begin this part of the discussion by asking each of you if you have recently accessed federal government services.
  - What was the service that you accessed?
  - PROBE IF NECESSARY: Has anyone accessed services recently related to passports, employment insurance, Indigenous business development, education partnerships programs, etc.?
- Can you tell us about this recent experience accessing federal government services?
  - How did this contact happen (e.g., by phone, mail, website, in person)?

- PROBE FOR THOSE WHO WENT IN-PERSON: What did you think of the wait times?
- How would you describe your experience?
  - PROBE ON VARIOUS SERVICE ATTRIBUTES: For example, employee knowledge, consistency of information, issues/delays, resolving in timely fashion, etc.
- Did you ever receive conflicting information? Can you tell me about this? What kind of conflicting information did you get?
  - Where did you get it from? How did you handle this?
- Do you think the federal government is doing enough to address issues related to services for First Nations living on-reserve? Why/why not?
- Do you have any other suggestions for how to improve Government of Canada services for First Nations living on-reserve based on your experience?

**CONCLUSION (10-15 minutes)** All Locations

- Before we close, is there anything else you would like to say to the federal government? It can be an additional point related to anything we discussed today, or it could be something you think is important but wasn't discussed.

# French Moderator's Guide

## GUIDE DU MODÉRATEUR – SEPTEMBRE 2022 DOCUMENT MAÎTRE

### **INTRODUCTION (10 minutes)** Tous les lieux

- Le modérateur ou la personne responsable du soutien technique doit faire savoir aux participantes et aux participants qu'un stylo et du papier seront nécessaires afin de prendre des notes et d'écrire quelques réflexions au sujet des pièces de communication que nous leur montrerons plus tard au cours de la discussion.

### **Premières Nations de l'Ontario** Premières Nations de l'Ontario vivant dans les réserves

En accord avec le protocole autochtone et pour établir des relations respectueuses entre les peuples autochtones et non autochtones du Canada, il est de coutume de reconnaître les territoires traditionnels ou les terres ancestrales des peuples autochtones.

Comme nous nous réunissons virtuellement, je tiens à rappeler que les peuples autochtones sont les gardiens traditionnels des terres et des eaux dans chacun des endroits d'où nous participons à cette séance de discussion ce soir. Nous reconnaissons et apprécions profondément leur lien historique avec ces lieux. Nous reconnaissons également les contributions des Métis, des Inuits et des autres peuples autochtones, qui ont façonné et renforcé nos communautés, nos provinces et le pays dans son ensemble.

LE MODÉRATEUR DOIT SAVOIR SUR QUEL TERRITOIRE IL SE SITUE, SI ON LUI DEMANDE.

NOTE AU MODÉRATEUR : Informer les participantes et participants que nous allons discuter de sujets potentiellement déclencheurs (par exemple, des sujets liés aux pensionnats) ; insister sur le fait que leur participation est volontaire et qu'elles ou ils peuvent prendre une pause ou demander à ce qu'on passe à une autre question si quelque chose est déclencheur.

Les sujets peuvent être intensément émotionnels. Nous tenons à le reconnaître d'emblée et à vous rassurer sur le fait que nous sommes là pour vous écouter. Veuillez ne partager que ce avec quoi vous vous sentez à l'aise et n'hésitez pas à éteindre votre caméra.

Je vais vous transmettre le numéro de la Ligne d'écoute nationale des pensionnats indiens dans la boîte de clavardage à titre de ressource que toutes personnes peuvent appeler à tout moment. Ce numéro sera également affiché à la fin du groupe à titre de référence.

**LA PERSONNE RESPONSABLE DU SOUTIEN TECHNIQUE PARTAGERA DANS LA BOÎTE DE CLAVARDAGE LES RENSEIGNEMENTS SUIVANTS :**

Ligne d'écoute nationale des pensionnats indiens : 1-866-925-4419

**LE GOUVERNEMENT DU CANADA DANS L'ACTUALITÉ (5-20 minutes) Tous les lieux**

- Qu'avez-vous vu, lu ou entendu au sujet du gouvernement du Canada au cours des derniers jours ?
  - Centres de taille moyenne et grande des Prairies, francophones de l'Ontario Vous souvenez-vous où vous avez entendu cette nouvelle ?
- Francophones du Nouveau-Brunswick, personnes qui approchent la retraite de Terre-Neuve-et-Labrador Avez-vous vu, lu ou entendu quelque chose sur la réponse du gouvernement du Canada à l'ouragan Fiona ?
  - Fait-il quelque chose pour aider les provinces ?

**Francophones du Nouveau-Brunswick, personnes qui approchent la retraite de Terre-Neuve-et-Labrador AFFICHER À L'ÉCRAN :**

Voici ce que le gouvernement du Canada fait en réponse à l'ouragan Fiona :

- Le Centre des opérations du gouvernement travaille avec le personnel de la région et coordonne l'intervention fédérale à la tempête tropicale Fiona.
- En réponse aux demandes d'aide fédérale de la Nouvelle-Écosse, de l'Île-du-Prince-Édouard et de Terre-Neuve-et-Labrador, le gouvernement du Canada fournit un soutien pour le rétablissement et le nettoyage.
- Les Forces armées canadiennes ont mobilisé des ressources et du personnel afin de fournir un soutien sur le terrain aux autorités locales là où elles en ont besoin.
- Le gouvernement du Canada a établi un programme de jumelage de dons avec la Croix-Rouge canadienne pour aider les Canadiennes et Canadiens touchés par l'ouragan Fiona. Les dons appuieront la gamme de services d'urgence que la Croix-Rouge offre aux personnes qui en ont besoin, y compris du logement provisoire, des vêtements, de la nourriture et d'autres fournitures essentielles.

- **Francophones du Nouveau-Brunswick, personnes qui approchent la retraite de Terre-Neuve-et-Labrador** Quelles sont vos premières impressions quant à ces actions ?
  - En fait-il assez pour aider les collectivités touchées ?
  - Que pourrait-il faire d'autre ?
- **Premières Nations de l'Ontario vivant dans les réserves** DEMANDEZ SI NÉCESSAIRE : Avez-vous entendu quelque chose au sujet de la Journée nationale de la vérité et de la réconciliation qui aura lieu le 30 septembre ? Qu'avez-vous entendu ?
  - Quelles sont vos attentes pour cette journée ?

**LES PRIORITÉS ÉCONOMIQUES ET LA TERMINOLOGIE (20-35 minutes)** Centres de taille moyenne et grande des Prairies, francophones de l'Ontario, jeunes adultes francophones du centre et de l'est du Canada

**Priorités et termes économiques** Centres de taille moyenne et grande des Prairies, francophones de l'Ontario

- Selon vous, quels sont les principaux enjeux dont le gouvernement fédéral devrait en faire une priorité ?
  - SI CE N'EST PAS MENTIONNÉ : Qu'en est-il de l'économie ?
  - Si vous pensez aux différents enjeux que vous avez mentionnés, où se situe l'économie comme priorité absolue ? Qu'est-ce qui vous fait dire cela ?
  - Quel est l'aspect spécifique de l'économie qui vous préoccupe le plus — quel est, selon vous, l'enjeu économique le plus urgent ?

Nous venons de discuter de l'économie, de la priorité que vous accordez aux enjeux économiques et à vos préoccupations. J'aimerais maintenant que vous me disiez ce qui vous vient à l'esprit lorsque vous entendez ce qui suit :

**AFFICHER À L'ÉCRAN :**

- Une économie juste
- Une économie verte
- Une économie progressive
- Une économie qui travaille pour tous les Canadiens
- Une économie inclusive
- Une économie innovatrice

*DEMANDER POUR CHACUN :*

- Que signifie ce terme pour vous ?
- À quoi cela ressemblerait-il pour vous [INSÉRER SELON LE CAS] : une économie juste/verte/progressive/inclusive/innovatrice/qui travaille pour tous les Canadiens ?

**SONDAGE :** Maintenant, je voudrais que vous choisissiez le type d'économie que le Gouvernement du Canada devrait viser à bâtir :

- Une économie juste
- Une économie verte
- Une économie progressive
- Une économie qui travaille pour tous les Canadiens
- Une économie inclusive
- Une économie innovatrice

LE MODÉRATEUR PASSERA EN REVUE LES CHOIX LES PLUS POPULAIRES

SI LE TEMPS LE PERMET, DEMANDER ÉGALEMENT POUR CHACUN DE CES CHOIX :

- Ce type d'économie permettrait-il de traiter de l'enjeu économique que vous avez mentionné précédemment ou de celui qui vous préoccupe le plus ? Qu'est-ce qui vous fait dire cela ?

Voici une autre série de termes pour lesquels je souhaiterais avoir votre avis :

**AFFICHER À L'ÉCRAN :**

- Soutenir la classe moyenne
- Soutenir les travailleuses et les travailleurs
- Quelle est la différence, le cas échéant, entre ces deux termes ?
- De quelle façon le gouvernement du Canada devrait-il soutenir les travailleuses et les travailleurs ?
  - Cela permettrait-il de traiter de l'enjeu économique que vous avez mentionné précédemment ? Qu'est-ce qui vous fait dire cela ?
- De quelle façon le gouvernement du Canada devrait-il soutenir la classe moyenne ?



- Cela permettrait-il de traiter de l'enjeu économique que vous avez mentionné précédemment ? Qu'est-ce qui vous fait dire cela ?

Maintenant, la dernière série de termes...

**AFFICHER À L'ÉCRAN :**

- Population active
- Main-d'œuvre
  
- Quelle est la différence, le cas échéant, entre ces deux termes ?

**Affirmations relatives à l'économie** Jeunes adultes francophones du centre et de l'est du Canada

Je vais vous montrer quelques termes et vous demander votre avis.

**AFFICHER À L'ÉCRAN :**

- Une économie qui rapporte pour tous les Canadiens.
- Une économie centrée sur le bien-être des Canadiens.
- Une économie qui se met au travail pour tous les Canadiens.
- Une économie qui livre la marchandise pour tous les Canadiens.
- Une économie qui fait le job pour tous les Canadiens.
- Une économie qui donne des résultats pour tous les Canadiens.
- Une économie qui comprend tous les Canadiens.
  
- Est-ce que tous ces termes signifient la même chose, ou voyez-vous des différences entre certains d'entre eux ?

**SONDAGE :** Je voudrais maintenant que vous choisissiez celui que vous préférez (les répondant[e]s doivent n'en choisir qu'un seul) :

- Une économie qui rapporte pour tous les Canadiens.
- Une économie centrée sur le bien-être des Canadiens.
- Une économie qui se met au travail pour tous les Canadiens.
- Une économie qui livre la marchandise pour tous les Canadiens.
- Une économie qui fait le job pour tous les Canadiens.
- Une économie qui donne des résultats pour tous les Canadiens.

- Une économie qui comprend tous les Canadiens.

*LE MODÉRATEUR PASSERA EN REVUE LES CHOIX*

Je vais maintenant vous montrer deux autres énoncés...

**AFFICHER À L'ÉCRAN :**

- On continue notre travail pour que tous les Canadiens tirent profit de l'économie.
- On continue notre travail pour que tous les Canadiens soient au centre de l'économie.
- Si le gouvernement du Canada adoptait ce genre de message, cela aurait-il du sens pour vous ?
- Est-il approprié pour le gouvernement du Canada de communiquer ce genre de message ?

**SONDAGE :** Je voudrais maintenant que vous choisissiez celui que vous préférez :

- On continue notre travail pour que tous les Canadiens tirent profit de l'économie.
- On continue notre travail pour que tous les Canadiens soient au centre de l'économie.

*LE MODÉRATEUR PASSERA EN REVUE LES CHOIX*

**LA PERFORMANCE DU GOUVERNEMENT DU CANADA QUANT AUX ENJEUX ÉCONOMIQUES**

**(30 minutes)** Centres de taille moyenne et grande des Prairies, francophones de l'Ontario

- Quel travail le gouvernement fédéral fait-il, le cas échéant, pour traiter des enjeux économiques ?
- Pour ce qui est de traiter des enjeux économiques, le gouvernement du Canada est-il généralement sur la bonne voie ou sur la mauvaise voie ? Qu'est-ce qui vous fait dire cela ?
- Quelles sont les principales nouvelles ou annonces que vous vous rappelez avoir vues ou entendues au cours des quelques derniers mois, le cas échéant, concernant le travail du gouvernement du Canada sur les enjeux économiques ?
  - Que retenez-vous de cela ?

**Centres de taille moyenne et grande des Prairies** *NOTE AU MODÉRATEUR : SI À COURT DE TEMPS, SAUTER LES QUESTIONS SUR L'ENVIRONNEMENT ET PASSER À CELLES SUR LA GARDE DES JEUNES ENFANTS*

- Et quel travail, le cas échéant, le gouvernement du Canada fait-il pour contribuer aux efforts en matière d'environnement et de changement climatique ?
- Lorsque vous pensez à ce que le gouvernement du Canada a fait ou pourrait faire en matière d'environnement et de changement climatique, avez-vous l'impression que les actions de ce genre font partie d'une stratégie qui vise à traiter des enjeux économiques, ou qu'il n'y a aucun lien ? Qu'est-ce qui vous fait dire cela ?
  - À votre avis, de telles politiques aideraient-elles à bâtir une économie juste, inclusive ou progressive ?
  - Pensez-vous qu'elles pourraient contribuer à soutenir les travailleuses et les travailleurs ? La classe moyenne ? Comment ?

**AFFICHER À L'ÉCRAN :**

Parmi certaines des choses que le gouvernement du Canada a annoncé qu'il faisait figurent les suivantes :

- Réduire la pollution par le carbone dans le secteur pétrolier et gazier
- Investir dans l'électricité propre
- Aider les industries à développer et à adopter des technologies propres qui leur serviront à atteindre la carboneutralité
- Le fait de connaître ces choses change-t-il votre perception quant au lien entre l'action sur l'environnement et le changement climatique et traiter des enjeux économiques ?
  - Parmi ces trois, est-ce que certaines semblent plus liées aux enjeux économiques que d'autres ?

**Francophones de l'Ontario** *NOTE AU MODÉRATEUR : SAUTER CES QUESTIONS SI LE TEMPS NE LE PERMET PAS ET PASSER AUX JUSTIFICATIFS NUMÉRIQUES.*

Maintenant, parlons de garde de jeunes enfants.

- Quel travail, le cas échéant, le gouvernement du Canada fait-il pour rendre les services de garde des jeunes enfants plus abordable pour les parents ?

- Lorsque vous pensez à ce que le gouvernement du Canada a fait ou pourrait faire en matière de garde de jeunes enfants, avez-vous l'impression que les actions de ce genre font partie d'une stratégie qui vise à traiter des enjeux économiques, ou qu'il n'y a aucun lien ? Qu'est-ce qui vous fait dire cela ?
  - À votre avis, ce travail en matière de garde de jeunes enfants aide-t-il à bâtir une économie juste, inclusive ou progressive ?
  - Selon vous, cela soutient-il les travailleuses et les travailleurs ? La classe moyenne ? Comment ?

**PRÉCISER SI NÉCESSAIRE :** Le gouvernement du Canada a conclu des ententes avec toutes les provinces et territoires pour rendre les services de garde des jeunes enfants plus abordable. Le plan du gouvernement du Canada vise à réduire les frais de garde d'enfants à 10 \$ par jour en moyenne et à créer 250 000 places en garderie au Canada d'ici 2025-2026.

**SI LES ENTENTES SUR LA GARDE D'ENFANTS N'ONT PAS ÉTÉ ÉVOQUÉES PRÉCÉDEMMENT,**  
**DEMANDER :** Est-ce que le fait d'avoir pris connaissance de ces ententes et politiques vous amène à changer de réponse d'une quelconque façon ?

**JUSTIFICATIFS NUMÉRIQUES (30 minutes)** Centres de taille moyenne et grande des Prairies, francophones de l'Ontario, jeunes adultes de l'Ontario et de la région de l'Atlantique, jeunes adultes de l'Ouest canadien, voyageurs du comté de Frontenac (Ontario), jeunes adultes francophones du centre et de l'est du Canada

J'aimerais maintenant passer à un sujet complètement différent...

- Y a-t-il quelqu'un qui sait ce qu'est un justificatif numérique ?
  - SI OUI : Comment l'expliqueriez-vous ?

**AFFICHER À L'ÉCRAN :**

Les justificatifs numériques sont un moyen pour les personnes de fournir des renseignements sur leur identité par voie électronique. Les justificatifs numériques reposent sur une base entièrement volontaire et peuvent être utilisés lors de transactions de services plutôt que de devoir se présenter en personne pour fournir les documents requis (ou plutôt que de devoir transmettre une version numérisée ou une photo de documents physiques). De la même façon que vous placerez vos documents physiques dans un endroit sûr ou dans votre portefeuille, vos justificatifs numériques peuvent être stockés de manière sécurisée sur un appareil personnel.

- Veuillez noter que les justificatifs numériques ne sont **pas** la même chose que de numériser ou prendre une photo de documents physiques ; ces justificatifs numériques sont essentiellement **l'équivalent** électronique de documents physiques. Je vais vous montrer un exemple pour illustrer mon propos.

Centres de taille moyenne et grande des Prairies, jeunes adultes de l'Ontario et de la région de l'Atlantique, jeunes adultes de l'Ouest canadien, voyageurs du comté de Frontenac (Ontario)

AFFICHER À L'ÉCRAN :



- Centres de taille moyenne et grande des Prairies, jeunes adultes de l'Ontario et de la région de l'Atlantique, jeunes adultes de l'Ouest canadien, voyageurs du comté de Frontenac (Ontario)  
Voici un exemple de la carte de services numérique adoptée par la province de la Colombie-Britannique, au Canada. Vous pouvez voir l'équivalent électronique de la carte de services physique de la C.-B. (à gauche), qui vous permet d'accéder aux services provinciaux, y compris les soins de santé.
- Quelles sont vos premières réactions à l'égard des justificatifs numériques ?
- Pouvez-vous penser à des exemples de justificatifs numériques qui existent actuellement ?

- Pouvez-vous penser à des situations où une personne pourrait se servir de justificatifs numériques ?
  - DEMANDER AU BESOIN : Je vous ai donné l'exemple [d'une carte de services numérique de la Colombie-Britannique qui peut être utilisée pour accéder à des services provinciaux, comme les soins de santé/d'un permis de conduire numérique du Québec]. Pouvez-vous penser à d'autres situations où une personne pourrait se servir de justificatifs numériques ?
  - SI LES SITUATIONS PROPOSÉES NE SONT QUE POUR L'EXEMPLE [DE LA C.-B./DU QUÉBEC]\* : Pouvez-vous penser à d'autres types de justificatifs numériques en dehors de l'exemple [de la C.-B./du Québec] dont nous avons discuté ? De quelle façon pourraient-ils être utilisés ?

**Centres de taille moyenne et grande des Prairies, jeunes adultes de l'Ontario et de la région de l'Atlantique, jeunes adultes de l'Ouest canadien** \*NOTE AU MODÉRATEUR : D'autres exemples de la façon dont les justificatifs numériques de la C.-B. peuvent être utilisés comprennent l'accès à des services en ligne tels que les dossiers médicaux, les permis de conduire, les dossiers scolaires, etc.

- Quels avantages, le cas échéant, pensez-vous qu'il y a à utiliser des justificatifs numériques ?
- Quelles sont vos préoccupations, le cas échéant, concernant l'utilisation des justificatifs numériques ?
- Avez-vous des questions au sujet des justificatifs numériques ?
- Maintenant, supposons que les justificatifs numériques soient largement utilisés partout au Canada. À quoi cela ressemblerait-il pour vous ?
  - DEMANDER AU BESOIN : Par exemple, pensez-vous que les transactions de service changeraient ? Comment ?

**Francophones de l'Ontario, jeunes adultes francophones du centre et de l'est du Canada** **AFFICHER À L'ÉCRAN :**



- Francophones de l'Ontario, jeunes adultes francophones du centre et de l'est du Canada Voici un exemple de ce à quoi pourrait ressembler un justificatif d'identité numérique. Il s'agit d'un équivalent électronique du permis de conduire physique du Québec.

**INFORMATION EN MATIÈRE DE SANTÉ PUBLIQUE (45 minutes)** Jeunes adultes de l'Ontario et de la région de l'Atlantique, jeunes adultes de l'Ouest canadien, jeunes adultes francophones du centre et de l'est du Canada

- Je voudrais maintenant vous poser quelques questions générales sur la façon dont vous obtenez des informations relatives à la santé. Veuillez noter que je parle de toute sorte d'information relative à la santé, ce qui pourrait inclure des informations provenant du gouvernement du Canada, mais pas nécessairement.
- Au cours des quelques derniers mois, pouvez-vous citer des exemples de sujets liés à la santé sur lesquels vous souhaitez obtenir plus d'informations ?
  - SI L'ON RÉPOND AUCUNE : Est-ce parce que vous estimiez avoir suffisamment d'information ?

*LE MODÉRATEUR PASSERA EN REVUE LES EXEMPLES CITÉS (S'IL Y A PLUSIEURS SUJETS, SE LIMITER À UN EXEMPLE PAR PERSONNE) ET DEMANDERA :*

- Pouvez-vous me décrire comment vous avez procédé pour trouver des informations sur cette question de santé ?
  - Quelles personnes, ressources ou autres sources d'information avez-vous consultées ?
    - SI L'ON RÉPOND INTERNET OU GOOGLE, SONDER : Dans quelle mesure faites-vous une recherche approfondie ? Est-ce que vous cliquez sur le premier lien ? Pourquoi ?
    - SI L'ON RÉPOND MÉDIAS SOCIAUX, SONDER : Quelle plateforme de média social ? De qui ? Des personnalités connues ? Des expertes ou experts scientifiques ou des médecins ? Ami[e]s ou famille ? Pourquoi ?
  - Combien de sources avez-vous consultées pour vous satisfaire des réponses ? Expliquez-moi votre raisonnement.

**SONDAGE :** Je vais vous montrer différentes sources d'information. Je voudrais que vous choisissiez celles que vous utiliseriez si vous vouliez plus d'informations sur la santé mentale. Vous pouvez en choisir jusqu'à trois. Dans le cas où vous ne recherchiez jamais ce type d'information, ou vous n'utiliseriez aucune de ces sources, vous n'avez pas à en choisir une.

- a. Actualités télévisées
  - b. Radio, balados et autres émissions
  - c. Journaux et autre presse écrite (y compris les sites Web d'actualités)
  - d. Séances d'information ou sites Web du gouvernement fédéral canadien
  - e. Séances d'information ou sites Web des gouvernements provinciaux et territoriaux
  - f. Autorités sanitaires internationales (p. ex. l'Organisation mondiale de la Santé)
  - g. Travailleurs ou travailleuses de la santé (p. ex. des médecins, des infirmières ou infirmiers)
  - h. Des scientifiques
  - i. Médias sociaux (p. ex. Facebook, Twitter, YouTube, Instagram, TikTok)
  - j. Personnalités connues
  - k. Moteur de recherche en ligne (p. ex. Google)
  - l. Ami[e]s et famille
  - m. Collègues de travail ou d'école
- Y a-t-il des sources d'information qui manquent dans cette liste (c.-à-d. des sources que vous utiliseriez pour trouver de l'information sur la santé mentale et qui ne figuraient pas sur la liste) ?
    - SI OUI : Qu'est-ce qui manque ?
    - SI CE N'EST PAS MENTIONNÉ : Qu'en est-il des influenceurs ? (AU BESOIN : Les influenceurs sont des personnes qui publient régulièrement du contenu sur un sujet donné sur leurs réseaux sociaux préférés et qui comptent un grand nombre d'abonnés.)



- Y avait-il certains éléments qui prêtaient à confusion ou qui n'étaient pas clairs ?

*LE MODÉRATEUR PASSERA EN REVUE LES OPTIONS CHOISIES PAR LE PLUS GRAND NOMBRE DE PERSONNES*

**SONDAGE :** Je vais vous montrer la même liste de sources d'information, mais cette fois-ci, je voudrais que vous choisissiez celles auxquelles vous faites le plus confiance pour des recommandations en matière de santé. Vous pouvez en choisir jusqu'à trois. Si vous ne faites confiance à aucune d'entre elles, vous n'avez pas à en choisir une.

- a. Actualités télévisées
  - b. Radio, balados et autres émissions
  - c. Journaux et autre presse écrite (y compris les sites Web d'actualités)
  - d. Séances d'information ou sites Web du gouvernement fédéral canadien
  - e. Séances d'information ou sites Web des gouvernements provinciaux et territoriaux
  - f. Autorités sanitaires internationales (p. ex. l'Organisation mondiale de la Santé)
  - g. Travailleurs ou travailleuses de la santé (p. ex. des médecins, des infirmières ou infirmiers)
  - h. Des scientifiques
  - i. Médias sociaux (p. ex. Facebook, Twitter, YouTube, Instagram, TikTok)
  - j. Personnalités connues
  - k. Moteur de recherche en ligne (p. ex. Google)
  - l. Ami[e]s et famille
  - m. Collègues de travail ou d'école
- Y en a-t-il parmi vous qui ont choisi des sources différentes cette fois-ci ?
    - Comment sont-elles différentes, et pourquoi ?

**ARMES À FEU (20-60 minutes)** Jeunes adultes de l'Ontario et de la région de l'Atlantique, personnes préoccupées par l'économie des centres de petite taille et ruraux des Prairies, propriétaires d'armes à feu du Canada atlantique

- Le gouvernement du Canada a-t-il déjà fait quelque chose pour lutter contre les crimes commis avec des armes à feu ? Fait-il quelque chose maintenant ?
  - Y en a-t-il qui ont entendu parler de la nouvelle loi proposée sur les armes à feu ?
    - SI OUI : Qu'avez-vous entendu ?

**ÉCLAIRCISSEMENT AU BESOIN/AFFICHER À L'ÉCRAN :**

Le gouvernement du Canada a déposé un nouveau projet de loi sur le contrôle des armes à feu. Celui-ci comprend les mesures suivantes :

- **Mise en œuvre d'un gel national des armes de poing** afin d'empêcher les gens d'apporter au Canada des armes de poing nouvellement acquises ou de les acheter, de les vendre et de les transférer dans le pays.
- **Révocation des permis d'armes à feu** des personnes impliquées dans des actes de violence domestique ou de harcèlement criminel.
- **Lutte contre la contrebande et le trafic d'armes à feu** au moyen de sanctions pénales plus sévères, d'outils supplémentaires permettant aux forces de l'ordre d'enquêter sur les crimes commis avec des armes à feu et de mesures de sécurité renforcées aux frontières.
- **Lutte contre la violence conjugale, la violence fondée sur le sexe et l'automutilation au moyen d'une arme à feu** grâce à une loi « drapeau rouge » qui permettrait aux tribunaux d'exiger que les personnes considérées comme un danger pour elles-mêmes ou pour autrui remettent leurs armes à feu aux forces de l'ordre, tout en assurant la sécurité de la personne qui présente une demande dans le cadre du processus « drapeau rouge », notamment en protégeant son identité. De plus, le gouvernement investira 6,6 millions de dollars pour mieux faire connaître cette nouvelle loi et aider les groupes vulnérables et marginalisés à en consulter les dispositions.
- **Exiger la modification des chargeurs d'armes d'épaule** pour qu'ils ne puissent jamais contenir plus de cinq cartouches ; la vente des chargeurs à plus grande capacité serait interdite.
- J'aimerais passer en revue chacune de ces mesures.

*LE MODÉRATEUR PASSERA EN REVUE CHACUNE DES MESURES ET DEMANDERA :*

- Quelle est votre réaction à cette mesure ?
  - Y a-t-il quelque chose concernant celle-ci qui vous plaît ?
  - Y a-t-il quelque chose concernant celle-ci qui vous déplaît ?

*DEMANDER SI LE TEMPS LE PERMET :*

- Y a-t-il des mesures qui vous toucheraient personnellement ?
- En ce qui concerne le gel des armes de poing plus particulièrement, avez-vous des questions ou des préoccupations quant à la façon dont cette politique pourrait être mise en œuvre ?

- Pensez-vous que les mesures contenues dans ce projet de loi vont suffisamment loin dans la lutte contre les crimes commis avec des armes à feu, ou faut-il en faire plus pour contrôler l'accès aux armes à feu au Canada ?
  - SI OUI : Que pourrait faire d'autre le gouvernement fédéral ?

**Mesures concernant les armes et la criminalité Propriétaires d'armes à feu du Canada atlantique**

- Comment décririez-vous les lois sur les armes à feu au Canada aujourd'hui ? Diriez-vous que le Canada est sur la bonne voie ou sur la mauvaise voie en matière de lois sur les armes à feu ?
- En général, selon ce que vous savez, pensez-vous que les lois sur les armes à feu au Canada sont assez strictes, trop strictes ou pas assez strictes ? Pourquoi ?
  - Est-il facile ou difficile d'acheter ou d'obtenir une arme à feu au Canada ? Qu'en est-il d'une arme de poing ? Comment le savez-vous ?
- Comment décririez-vous le niveau de crimes commis avec des armes à feu au Canada ?
- D'après ce que vous avez pu lire, voir ou entendre, diriez-vous que la violence armée augmente, diminue ou reste la même au Canada ? Qu'en est-il dans votre collectivité ?
  - SI ELLE A AUGMENTÉ : Pourquoi pensez-vous qu'elle a augmenté ?
  - SI ELLE A DIMINUÉ : Pourquoi pensez-vous qu'elle a diminué ?
- Qu'est-ce qui se cache derrière les crimes commis avec des armes à feu ? Quelles sont certaines de ses causes ?

**ÉCLAIRCISSEMENT AU BESOIN/AFFICHER À L'ÉCRAN :**

Le gouvernement du Canada a instauré au mois d'août une interdiction temporaire d'importation d'armes de poing à autorisation restreinte. Les particuliers et les entreprises ne peuvent pas importer d'armes de poing au Canada, à quelques exceptions près. Ces restrictions dureront jusqu'à l'entrée en vigueur du gel national.

- Que pensez-vous de cette mesure provisoire ?

**LE MODÉRATEUR PASSERA EN REVUE CHACUNE DES MESURES ET DEMANDERA :**

- Quelle est votre réaction à cette mesure ?
- Y a-t-il quelque chose concernant celle-ci qui vous plaît ?

- Y a-t-il quelque chose concernant celle-ci qui vous déplaît ?
- Y a-t-il des mesures qui vous toucheraient personnellement ?
- Pensez-vous que les mesures contenues dans ce projet de loi sont excessives dans le cadre de la lutte contre le crime par armes à feu, qu'elles sont suffisantes ou qu'il faudrait en faire davantage pour contrôler l'accès aux armes à feu au Canada ?
  - SI L'ON RÉPOND « IL FAUDRAIT EN FAIRE DAVANTAGE » : Que pourrait faire d'autre le gouvernement fédéral ?

**SECTEUR PÉTROLIER ET GAZIER (20 minutes)** Jeunes adultes de l'Ouest canadien, voyageurs du comté de Frontenac (Ontario), personnes préoccupées par l'économie des centres de petite taille et ruraux des Prairies

Passons à un autre sujet...

- Avez-vous entendu, lu ou vu quelque chose sur ce que fait le gouvernement du Canada relativement au secteur pétrolier et gazier ?
  - DEMANDER AU BESOIN : Avez-vous entendu parler du plan du gouvernement du Canada visant à plafonner les émissions dans le secteur pétrolier et gazier ?
  - SI OUI : Qu'avez-vous entendu ? Comment ou où en avez-vous entendu parler ?

**AFFICHER À L'ÉCRAN :**

Le gouvernement du Canada s'est engagé à réduire la pollution générée au Canada qui cause le changement climatique. Pour aider à atteindre cet objectif, le secteur pétrolier et gazier sera tenu de plafonner et de réduire la pollution qu'il crée.

**Cela signifie qu'au cours des prochaines années, les entreprises pétrolières et gazières devront réduire la quantité d'émissions générées par leurs activités industrielles. Le plafond s'appliquera à la pollution créée par leurs activités industrielles, et non pas à la quantité de pétrole et de gaz qu'elles vendent. En d'autres termes, les entreprises pourront continuer de produire les quantités de pétrole et de gaz qu'elles souhaitent, à condition de le faire de manière de plus en plus propre.**

Des consultations sont en cours sur la meilleure façon de concevoir un système national pour atteindre cet objectif.

- Êtes-vous favorable ou vous opposez-vous à ce que le gouvernement du Canada plafonne les émissions du secteur pétrolier et gazier ? Pourquoi ?
  - DEMANDER AU BESOIN : Selon vous, quel impact cela aura-t-il sur le changement climatique, le cas échéant ?
  - DEMANDER AU BESOIN : Selon vous, quel impact cela aura-t-il sur le prix de l'essence, le cas échéant ?
  - DEMANDER AU BESOIN : Qu'en est-il de la situation en Ukraine — selon vous, cela devrait-il être pris en compte dans la décision du gouvernement du Canada de plafonner les émissions dans le secteur pétrolier et gazier ou pensez-vous que le Canada est plutôt épargné sur le plan énergétique par ce qui se passe là-bas ?
- Pensez-vous que le Canada devrait travailler dans le sens de faire réduire les émissions du secteur pétrolier et gazier, ou non ?
  - DEMANDER AU BESOIN : Y a-t-il des raisons pour lesquelles il ne faudrait pas le faire ?
- À votre avis, le gouvernement du Canada devrait-il intervenir pour s'assurer que le secteur pétrolier et gazier réduit ses émissions ou pensez-vous que le secteur le fera de lui-même, sans l'intervention du gouvernement fédéral ?
- Y a-t-il des circonstances dans lesquelles vous pensez que ce serait une bonne idée d'augmenter la production de pétrole et de gaz ?

#### **EXPÉRIENCES DE VOYAGES (45 minutes) Voyageurs du comté de Frontenac (Ontario)**

- SI CE N'EST PAS MENTIONNÉ : Avez-vous vu, lu ou entendu quelque chose récemment concernant le plan du gouvernement du Canada pour remédier aux enjeux de prestation de services à la population canadienne ? Si oui, qu'avez-vous entendu ?
  - DEMANDER SI NÉCESSAIRE : Avez-vous entendu parler de retards dans le traitement des passeports ou des demandes d'immigration, ou encore de tout autre enjeu dans les aéroports canadiens ? Si oui, qu'avez-vous entendu ?

#### **Passeports**

- Avez-vous entendu quelque chose sur ce que le gouvernement fédéral a fait pour remédier aux retards dans le traitement des passeports ? Qu'avez-vous entendu ?

ÉCLAIRCISSEMENT AU BESOIN :

Le gouvernement du Canada a récemment embauché plus de 700 nouveaux employés pour les bureaux de passeport, a réduit les temps d'attente dans les centres d'appels de passeport et a ajouté un plus grand nombre de points de service de retrait de passeport, y compris plus récemment le Centre Service Canada à Kingston.

- Qu'en pensez-vous ? Pensez-vous que le gouvernement fédéral en fait assez pour remédier aux délais de traitement des passeports ? Pourquoi ou pourquoi pas ?
- Que vous ayez connu des problèmes directement ou que vous en ayez entendu parler indirectement, qu'est-ce qui explique, selon vous, les difficultés d'accès aux services de passeport ?

**SONDAGE :** Je vais vous montrer quelques raisons possibles pour les retards. J'aimerais que vous choisissiez celles qui, selon vous, ont le plus grand impact sur les services de passeport. Vous pouvez toutes les sélectionner ou n'en sélectionner aucune.

- a) Une augmentation du volume de demandes
- b) Un recours aux demandes par la poste, dont le délai de traitement est plus long
- c) Les restrictions de santé publique
- d) Une forte proportion de demandes complexes (c.-à-d. des demandes qui comportent des changements qui ont pu se produire depuis la première demande [p. ex. des coordonnées périmées, des personnes à charge qui ont atteint l'âge de 18 ans, des documents manquants, etc.]

*LE MODÉRATEUR PASSERA EN REVUE LES CHOIX. SI LE TEMPS LE PERMET, S'ENQUÉRIR DE CELLES QUE PEU ONT CHOISIES (C.-À-D. POURQUOI PENSE-T-ON QU'ELLES N'ONT PAS D'IMPACT MAJEUR).*

### Aéroports

- Avez-vous entendu quelque chose sur ce que le gouvernement fédéral a fait pour remédier aux temps d'attente et aux retards dans les aéroports canadiens ? Qu'avez-vous entendu ?
- Avez-vous entendu parler du *Règlement sur la protection des passagers aériens* ?
  - SI OUI : Pouvez-vous décrire ce dont il s'agit ?

ÉCLAIRCISSEMENT AU BESOIN :

Au Canada, les transporteurs aériens doivent respecter les exigences du *Règlement sur la protection des passagers aériens*, qui énonce les exigences en matière d'indemnisation des passagers en cas d'interruption de vol en raison d'incidents sous le contrôle d'un transporteur aérien, y compris les pénuries de membres d'équipage lorsque le transporteur aurait pu être en mesure de prévenir l'interruption de vol grâce à une planification adéquate.

Je vais maintenant vous montrer certaines mesures que le gouvernement du Canada a prises pour remédier aux temps d'attente et aux retards dans les aéroports canadiens :

#### **AFFICHER À L'ÉCRAN :**

1. De nouveaux règlements entrés en vigueur le 8 septembre 2022 font en sorte que les passagers se verront offrir l'option d'un remboursement pour les vols qui sont annulés, ou lorsqu'il y a un long retard pour des raisons indépendantes de la volonté d'un transporteur aérien. Cela inclut des phénomènes météorologiques majeurs ou une pandémie, et des situations où il n'est pas possible pour le transporteur aérien de s'assurer que le passager complète son itinéraire prévu dans un délai raisonnable.
  2. Depuis le 1 avril, 740 agents de contrôle ont été embauchés dans l'ensemble du Canada. Les efforts visant à accroître les niveaux de dotation des agents de contrôle dans tous les aéroports se poursuivent.
  3. Pour faciliter l'entrée et accélérer le traitement des voyageurs, il y a maintenant 12 portes électroniques, quatre portes électroniques NEXUS dédiées et 30 nouvelles bornes d'inspection primaire (BIP) à l'aéroport international Toronto Pearson.
  4. Les voyageurs qui arrivent aux aéroports internationaux de Toronto Pearson, de Vancouver ou de Montréal-Trudeau peuvent maintenant gagner plus de temps en utilisant la fonction optionnelle de Déclaration de l'ASFC faite à l'avance dans ArriveCAN pour soumettre leur déclaration de douane et d'immigration avant l'arrivée.
- Qu'en pensez-vous ? Pensez-vous que le gouvernement fédéral en fait assez pour remédier aux temps d'attente et aux retards dans les aéroports canadiens ? Pourquoi ou pourquoi pas ?

#### Immigration

- Avez-vous entendu quelque chose sur ce que le gouvernement fédéral a fait pour remédier aux arriérés d'immigration ? Qu'avez-vous entendu ?

#### ÉCLAIRCISSEMENT AU BESOIN :

Le gouvernement du Canada a récemment annoncé qu'Immigration, Réfugiés et Citoyenneté Canada (IRCC) aura embauché près de 1 250 nouveaux employés d'ici la fin de l'automne afin d'augmenter la capacité de traitement du ministère et de s'attaquer aux arriérés à court terme.

- Qu'en pensez-vous ? Pensez-vous que le gouvernement fédéral en fait assez pour s'attaquer aux arriérés d'immigration ? Pourquoi ou pourquoi pas ?

**ÉVALUATION DE PUBLICITÉS DE SANTÉ CANADA (15 minutes) Personnes préoccupées par l'économie des centres de petite taille et ruraux des Prairies**

- Est-ce que quelqu'un a entendu parler de la Prestation dentaire canadienne qui sera bientôt mise en place ?

**ÉCLAIRCISSEMENT AU BESOIN :**

La Prestation dentaire canadienne proposée offrirait aux parents ou aux tuteurs admissibles des paiements directs pour couvrir les frais dentaires de leurs enfants âgés de moins de 12 ans.

Les paiements annuels de la Prestation dentaire canadienne pourraient atteindre 650 \$ par enfant pour les familles dont le revenu net rajusté est inférieur à 90 000 \$ par année et qui n'ont pas de couverture pour les soins dentaires.

Je vais vous montrer quelques concepts créatifs qui pourraient être utilisés par le gouvernement du Canada pour informer les Canadiennes et les Canadiens de la Prestation dentaire canadienne à venir.

Ces concepts créatifs pourraient être présentés sous forme d'affiches et de fiches d'information, sur des sites Web ou dans les médias sociaux. Ces concepts créatifs pourraient être présentés sous forme d'affiches et de fiches d'information, sur des sites Web ou dans les médias sociaux. Il est à noter que ces concepts sont encore à l'état d'ébauche, de sorte que tout le texte, à l'exception du nom de la prestation, n'est que pour le moment un espace réservé et ne sert qu'à vous donner une idée visuelle de ce à quoi les concepts ressembleraient.

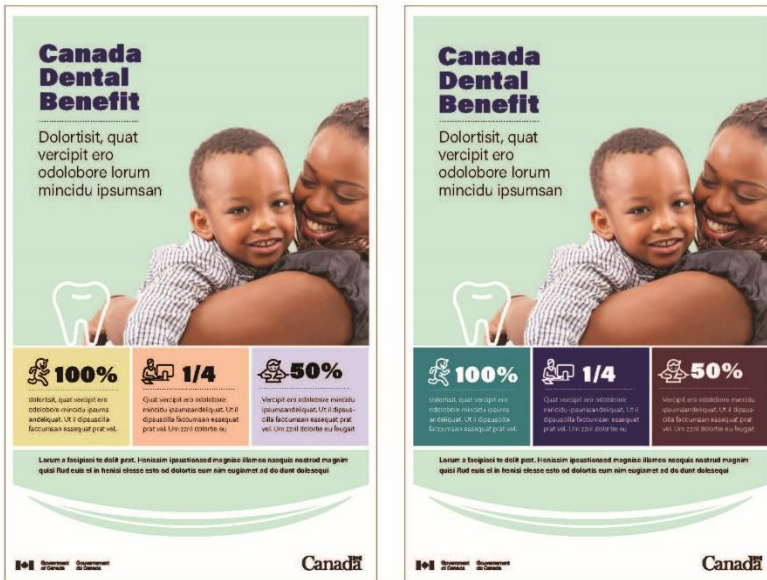
Avant de commencer...

- À main levée, qui parmi vous est parent d'un enfant de moins de 12 ans ? (PRENDRE NOTE DES PARTICIPANT[E]S QUI ONT LA MAIN LEVÉE)



- À main levée, qui parmi vous n’a pas d’assurance dentaire privée, que ce soit à titre personnel ou par le biais d’un autre membre de votre ménage ? (PRENDRE NOTE DES PARTICIPANT[E]S QUI ONT LA MAIN LEVÉE)

**AFFICHER À L’ÉCRAN :**



- Globalement, que pensez-vous de la conception des affiches ?
- Qu’est-ce qui vous plaît le plus au sujet de ces affiches ? Qu’est-ce qui vous déplaît le plus ?
- Quelle option d’affiche avez-vous préférée ? Pourquoi ?
- Est-ce que ces affiches se démarqueraient si vous les voyiez en ligne ou en personne ? Pourquoi dites-vous cela ?
- Cela vous motiverait-il à agir, tel que consulter le site Web du gouvernement du Canada pour en apprendre davantage ? Qu’est-ce qui vous fait dire cela ?

**AGRICULTURE/ENGRAIS (30 minutes) Personnes préoccupées par l’économie des centres de petite taille et ruraux des Prairies**

- Avez-vous vu, lu ou entendu quelque chose au sujet de ce que le gouvernement du Canada fait en lien avec le secteur agricole ?

- DEMANDER AU BESOIN : Avez-vous entendu parler du plan du gouvernement du Canada visant à réduire les émissions de gaz à effet de serre attribuables aux engrais ?
- SI OUI : Qu'avez-vous entendu ? Comment ou où en avez-vous entendu parler ?
- Diriez-vous que l'utilisation d'engrais dans les fermes canadiennes a augmenté au cours des 15 dernières années environ, est demeurée la même ou a diminué ?
  - SI ELLE A AUGMENTÉ : Pensez-vous qu'une utilisation accrue d'engrais entraîne une augmentation des émissions de gaz à effet de serre (GES) ?
    - SI OUI : Est-ce une préoccupation, ou pensez-vous que cela n'a qu'un faible impact sur l'ensemble des GES produits au Canada ?

**AFFICHER À L'ÉCRAN :**

Le gouvernement du Canada élabore actuellement une approche qui vise à réduire les émissions en agriculture au Canada. Les mesures pour y parvenir seront axées sur la réduction des émissions attribuables à l'engrais azoté avec pour cible une réduction de 30 % d'ici 2030 (par rapport aux niveaux de 2020).

La cible de réduction des émissions du Canada **ne constitue pas une réduction obligatoire** de l'utilisation d'engrais, mais plutôt une **réduction volontaire des émissions attribuables aux engrais**. L'objectif est de maximiser l'efficacité, optimiser l'utilisation des engrais, favoriser l'innovation, et de collaborer avec le secteur agricole, les partenaires et les parties prenantes en vue de déceler les possibilités qui nous permettront d'atteindre cette cible tout en maintenant ou en augmentant les rendements.

- Êtes-vous favorable ou vous opposez-vous à ce que le gouvernement du Canada réduise les émissions d'engrais ? Pourquoi ?
  - DEMANDER AU BESOIN : Selon vous, quel impact cela aura-t-il sur le changement climatique, le cas échéant ?
  - DEMANDER AU BESOIN : Selon vous, quel impact cela aura-t-il sur les agriculteurs, le cas échéant ?
- Pensez-vous que le Canada devrait travailler dans le sens de réduire les émissions d'engrais, ou non ?
  - DEMANDER AU BESOIN : Y a-t-il des raisons pour lesquelles il ne faudrait pas le faire ?

- À votre avis, le gouvernement du Canada devrait-il intervenir pour s'assurer que le secteur de l'agriculture réduit ses émissions ou pensez-vous que le secteur le fera de lui-même, sans l'intervention du gouvernement fédéral ?
- Pensez-vous qu'une réduction de 30 % d'ici 2030 est trop ambitieuse, est réalisable ou n'est pas assez ambitieuse ? Qu'est-ce qui vous fait dire cela ?

**PRIORITÉS ET PERFORMANCE (10-20 minutes)** Travailleur[-euse]s de la santé de la ville de London, propriétaires d'armes à feu du Canada atlantique, personnes qui approchent la retraite de Terre-Neuve-et-Labrador, Premières Nations de l'Ontario vivant dans les réserves

- À votre avis, que fait de bien le gouvernement fédéral ? Pourquoi dites-vous cela ?
- Selon vous, sur quels plans le gouvernement fédéral doit-il s'améliorer ? Pourquoi dites-vous cela ?
- Votre opinion du gouvernement fédéral s'est-elle améliorée ou détériorée au fil du temps ? Pourquoi ?
- À votre avis, quels sont les principaux enjeux auxquels sont confrontés [les peuples autochtones] et dont le gouvernement fédéral devrait traiter en priorité ?

Travailleur[-euse]s de la santé de la ville de London MODÉRATEUR : SI LES PARTICIPANT[E]S MENTIONNENT LES SOINS DE SANTÉ, LEUR INDIQUER QUE C'EST NOTÉ ET QUE NOUS AURONS UNE DISCUSSION PLUS APPROFONDIE SUR LES SOINS DE SANTÉ SOUS PEU (C.-À-D. QUE POUR LE MOMENT, NOUS SOUHAITONS SEULEMENT OBTENIR UN RAPIDE APERÇU DES PRINCIPAUX ENJEUX)

- Quelles nouvelles avez-vous déjà vues, lues ou entendues au sujet du travail effectué par le gouvernement du Canada dans le passé sur l'un de ces dossiers ?
- Quel travail, le cas échéant, le gouvernement fédéral prévoit-il de faire dans ces dossiers ?
- **Personnes qui approchent la retraite de Terre-Neuve-et-Labrador** À votre avis, quels sont les principaux enjeux qui ont un impact sur Terre-Neuve-et-Labrador et dont le gouvernement fédéral devrait traiter en priorité ?

- **Personnes qui approchent la retraite de Terre-Neuve-et-Labrador** En ce qui concerne ces priorités, le gouvernement du Canada est-il généralement sur la bonne voie ou sur la mauvaise voie ? Pourquoi dites-vous cela ?
  - Pour les personnes qui disent qu'il est sur la mauvaise voie, que pourrait faire le gouvernement fédéral pour se mettre sur la bonne voie ?
- **Premières Nations de l'Ontario vivant dans les réserves** En ce qui concerne ces priorités, le gouvernement fédéral est-il généralement sur la bonne voie ou sur la mauvaise voie ? Pourquoi ?
  - Pour les personnes qui disent qu'il est sur la mauvaise voie, que pourrait faire le gouvernement fédéral pour se mettre sur la bonne voie ?

**L'eau potable Premières Nations de l'Ontario vivant dans les réserves**

- **SI CE N'EST PAS MENTIONNÉ** : Qu'en est-il de l'eau potable propre dans les réserves ?
  - Avez-vous vu, lu ou entendu quelque chose au sujet des actions prises par le gouvernement du Canada pour assurer l'accès à l'eau potable propre dans les réserves ? Qu'a-t-il fait ?

Je vais vous montrer un document infographique portant sur le travail qu'effectue le gouvernement fédéral afin de lever les avis à long terme sur la qualité de l'eau potable et ensuite je vous demanderai votre opinion à ce sujet.

**AFFICHER À L'ÉCRAN :**

Afficher le document infographique « Avis sur la qualité de l'eau potable à long terme touchant des systèmes publics dans les réserves » et « Progrès dans la levée des avis à long terme concernant la qualité de l'eau potable visant les systèmes publics d'approvisionnement en eau dans les réserves ». (<https://www.sac-isc.gc.ca/fra/1506514143353/1533317130660>)

- Quelles sont vos réactions à ces infographies ?
- Maintenant que vous avez vu cela, comment évaluez-vous les progrès réalisés par le gouvernement du Canada quant à cette question ? Diriez-vous qu'il a fait beaucoup de progrès, un peu, ou aucun ?
  - Y a-t-il quelqu'un qui pense qu'ils ont aggravé la situation ?
  - Que pensez-vous que l'on puisse faire de plus ?

**PRIORITÉS EN MATIÈRE DE SOINS DE SANTÉ (35 minutes)** Travailleur[-euse]s de la santé de la ville de London

J'aimerais maintenant me pencher sur les soins de santé.

- En général, que pensez-vous de la qualité et de la disponibilité des soins de santé dans votre région ?
  - En général, pensez-vous que le système de santé dans votre région nécessite des changements majeurs, des changements mineurs ou peu à pas de changements ?
- Outre la COVID-19, quels sont les défis les plus pressants en matière de soins de santé dans votre communauté ?
- Avez-vous entendu quoi que ce soit au sujet de ce que le gouvernement fédéral a fait récemment en matière de soins de santé ?
- En ce qui concerne la santé mentale, pensez-vous qu'il est nécessaire que les gouvernements se penchent sur l'amélioration des soins de santé mentale au Canada ?
  - Que pourrait faire le gouvernement du Canada pour aider les Canadiennes et les Canadiens qui sont aux prises avec leur propre santé mentale pendant la pandémie ?
- Et qu'en est-il des soins de longue durée ? Que pourrait-on faire pour améliorer la situation des soins de longue durée ?
- Et finalement, qu'en est-il de l'accès aux médecins de famille et aux autres fournisseurs de soins primaires ? Que pourrait-on faire pour en améliorer l'accès ?

**DOMAINES PRIORITAIRES EN MATIÈRE DE SOINS DE SANTÉ (40 minutes)** Travailleur[-euse]s de la santé de la ville de London

J'aimerais maintenant discuter de certains domaines prioritaires en matière de soins de santé...

- Est-ce que quelqu'un a entendu parler d'annonces faites par le gouvernement du Canada concernant les domaines de soins de santé auxquels il accorde la priorité ?
  - SI OUI : Qu'avez-vous entendu ?

**AFFICHER À L'ÉCRAN :**

Le gouvernement du Canada a récemment annoncé cinq domaines prioritaires en matière de soins de santé :

- (1) remédier aux pénuries de personnel de la santé et réduire les temps d'attente ;
- (2) augmenter l'accès aux soins de santé familiale ;
- (3) améliorer les soins de longue durée et les soins à domicile ;
- (4) s'attaquer aux questions de santé mentale et de consommation de substances ;
- (5) moderniser la gestion des données sur la santé et les soins virtuels.

- Quelles sont vos premières réactions lorsque vous voyez cette liste de priorités ?
- Parmi les priorités énumérées, y en a-t-il qui vous semblent particulièrement importantes ?
- Y a-t-il des priorités qui, selon vous, ne devraient pas figurer sur la liste ? Pour quelles raisons ?

*NOTE AU MODÉRATEUR : POUR CHACUNE DES CINQ PRIORITÉS, POSER TOUTES LES QUESTIONS CI-DESSOUS*

- De quelle manière vous attendriez-vous à ce que le gouvernement du Canada réponde à cette priorité ? (SONDER POUR : politiques, investissements, etc.)
  - Avez-vous des questions au sujet de cette priorité ? Avez-vous des questions en lien avec ce que le gouvernement du Canada prévoit de faire pour répondre à cette priorité ?
  - Pensez-vous que ce soit quelque chose qui aura un impact positif ? Aura-t-elle un impact direct sur vous ?

### **CHANGEMENT CLIMATIQUE (25 minutes) Francophones du Nouveau-Brunswick**

Nous allons changer de sujet et parler un peu du changement climatique...

- Lorsque vous pensez au changement climatique, qu'est-ce qui vous vient à l'esprit ? Qu'est-ce que cela signifie pour vous ?
  - SONDER SI NÉCESSAIRE : perturbation de la faune, phénomènes météorologiques extrêmes, des températures extrêmes, des inondations, des sécheresses, des feux de forêt, les effets sur les pêches, etc.
- Dans quelle mesure les impacts potentiels du changement climatique sur votre collectivité vous préoccupent-ils ?

- Le changement climatique a-t-il eu un impact sur votre collectivité ? De quelle manière ?
- Votre collectivité est-elle préparée de quelque manière à faire face à ces impacts potentiels du changement climatique ?
- Au cours des 12 derniers mois, est-ce que vous ou un membre de votre famille avez pris des mesures pour préparer votre ménage à tout impact possible ?
- Au cours des prochaines décennies, estimez-vous que votre collectivité deviendra plus vulnérable aux impacts du changement climatique ? Par exemple, sera-t-elle mieux préparée à faire face à des événements tels que des inondations ou des ouragans, ou aux effets sur les pêches, parmi les nombreux autres scénarios mentionnés précédemment ?

### **LES COMMUNAUTÉS DE LANGUE OFFICIELLE EN SITUATION MINORITAIRE (25 minutes)**

#### **Francophones du Nouveau-Brunswick**

Parlons de la langue française dans vos collectivités au Nouveau-Brunswick...

- En ce qui concerne la langue française dans vos communautés au Nouveau-Brunswick, que pensez-vous de l'état de la langue française ?
  - Pensez-vous qu'elle est menacée ?
- **SONDAGE :** Je vais vous présenter une liste d'éléments qui ont trait à la vie en tant que francophone dans votre région. J'aimerais que vous choisissiez ceux qui, selon vous, représentent un défi majeur. Vous pouvez en choisir jusqu'à trois ; n'en sélectionnez pas si vous pensez qu'il n'y en a aucun qui représente un défi.
  - Accéder à des services de garde d'enfants en français
  - Accéder à l'information provenant du gouvernement du Canada en français
  - Accéder à du contenu médiatique (radio, télévision, Internet, journaux) en français
  - Attirer des francophones venant de l'extérieur de la région pour s'installer ici
  - S'assurer que la communauté francophone demeurera forte pour les années à venir
  - Avoir le sentiment de faire partie de la communauté francophone d'ici
  - Retenir les jeunes francophones dans la région
  - Vivre en français dans votre région (par exemple, participer à des sports/activités, faire les courses, etc.)
  - Parler en français à un[e] représentant[e] du gouvernement du Canada

- Transmettre la langue et la culture française à la prochaine génération
- Accéder aux services offerts par les commerces en français

*LE MODÉRATEUR PASSERA EN REVUE LES CHOIX*

- Est-ce qu'il y avait quoi que ce soit qui manquait dans cette liste ?

**PRIORITÉS GOUVERNEMENTALES EN MATIÈRE DE LANGUE OFFICIELLE (25 minutes) Francophones du Nouveau-Brunswick**

- **SONDAGE** : Maintenant, je vais vous présenter une liste de priorités en matière de langue officielle. J'aimerais que vous choisissiez celles qui, selon vous, constituent les plus importantes sur lesquelles le gouvernement du Canada doit travailler. Vous pouvez en choisir jusqu'à trois ; n'en sélectionnez pas si vous pensez qu'il n'y en a aucune qui représente une priorité.

**AFFICHER À L'ÉCRAN :**

- Créer une stratégie pour soutenir les entrepreneurs au sein des communautés de langue officielle en situation minoritaire
- S'assurer que chaque Canadien peut être entendu et compris par un juge dans la langue officielle de son choix devant un tribunal
- S'assurer que le secteur privé offre des services dans la langue officielle de choix des Canadiennes et Canadiens
- Garantir l'égalité des langues française et anglaise au Canada
- Augmenter le financement des écoles pour les communautés francophones hors Québec
- Investir pour améliorer l'accès aux programmes d'immersion en français et de français langue seconde dans tout le pays

*LE MODÉRATEUR PASSERA EN REVUE LES CHOIX*

- Y avait-il quoi que ce soit qui manquait à cette liste ?
- Y a-t-il quoi que ce soit que le gouvernement du Canada devrait faire pour soutenir la communauté francophone ?

**SOINS DE SANTÉ (20-30 minutes) Personnes qui approchent la retraite de Terre-Neuve-et-Labrador, Premières Nations de l'Ontario vivant dans les réserves**



J'aimerais maintenant me pencher sur le système de soins de santé du Canada. [Ensuite, nous parlerons de vos impressions sur la qualité et l'accès aux services de soins de santé.]

- Lorsque vous avez besoin de soins de santé, pouvez-vous généralement y avoir accès dans votre collectivité locale, ou devez-vous vous déplacer à l'extérieur de votre collectivité ?

**Personnes qui approchent la retraite de Terre-Neuve-et-Labrador** J'aimerais recueillir vos impressions sur la qualité des services de soins de santé au Canada, puis nous nous pencherons sur l'accès aux services de soins de santé.

- Dans l'ensemble, comment évalueriez-vous la qualité du système de soins de santé dans votre collectivité ? Qu'est-ce qui vous fait dire cela ?
  - Comment la qualité se compare-t-elle à votre perception de la qualité du système de soins de santé au Canada plus largement ?
- Qu'en est-il de la qualité des soins que vous recevez lorsque vous devez vous déplacer à l'extérieur de votre collectivité ?
- Et comment évalueriez-vous l'accès aux services de soins de santé dans votre collectivité ? Qu'est-ce qui vous fait dire cela ?
- Quels sont les plus grands défis liés aux soins de santé dans votre région ?
  - **Premières Nations de l'Ontario vivant dans les réserves** Comment devrait-on les aborder ?
- **Personnes qui approchent la retraite de Terre-Neuve-et-Labrador** Le gouvernement du Canada a-t-il un rôle à jouer dans la réponse à ces défis ?
  - Si oui, comment le gouvernement du Canada devrait-il aider à répondre à ces défis ?
- **Premières Nations de l'Ontario vivant dans les réserves** Y a-t-il parmi vous des personnes qui ont eu recours récemment à des services de soins de santé ?
  - POUR LES PERSONNES QUI Y ONT EU RECOURS : Comment s'est déroulée votre expérience ?
    - Qu'est-ce qui a bien fonctionné ?
    - Qu'est-ce qui doit être amélioré ?

**ENJEUX À L'APPROCHE DE LA RECHERCHE (40 minutes) Personnes qui approchent la retraite de Terre-Neuve-et-Labrador**

- Quel est l'enjeu le plus important pour vous personnellement et celui sur lequel vous estimez que le gouvernement du Canada devrait se concentrer le plus ? Qu'est-ce qui vous fait dire cela ?
- Et quel est l'enjeu le plus important auquel sont confrontées en ce moment les personnes qui approchent la retraite, plus largement, et qui devrait retenir davantage l'attention du gouvernement du Canada ? Qu'est-ce qui vous fait dire cela ?
- Lorsque vous pensez à la retraite quelles sont vos plus grandes préoccupations ?
  - Qu'en est-il du coût de la vie ?
    - Dans quelle mesure le coût de la vie a-t-il un impact, le cas échéant, sur vos plans de retraite ? Dans quelle mesure le coût de la vie a-t-il un impact, le cas échéant, sur vos plans de retraite ? Si cela a un impact, où le remarquez-vous le plus ?
- Dans quelle mesure la planification de la retraite est-elle une priorité, le cas échéant, dans votre vie quotidienne ? Que faites-vous, le cas échéant, pour préparer votre retraite ?
- Quelle est l'importance, le cas échéant, des programmes gouvernementaux comme le Régime de pensions du Canada (RPC), la pension de la Sécurité de la vieillesse (SV) et le Supplément de revenu garanti (SRG) dans vos plans de retraite ?

**AFFICHER À L'ÉCRAN :**

Régime de pensions du Canada (RPC)

La pension de la Sécurité de la vieillesse (SV)

Supplément de revenu garanti (SRG)

- Qu'en est-il des régimes enregistrés d'épargne-retraite (REER) ?
- Dans quelle mesure ces programmes vous sont-ils familiers, le cas échéant ?

**ÉCLAIRCIR CHAQUE PROGRAMME/AFFICHER À L'ÉCRAN :**

Le montant de la pension de la Sécurité de la vieillesse (SV) est payable aux personnes âgées de 65 ans et plus qui ont résidé au Canada pendant au moins 10 ans depuis l'âge de 18 ans. Ce revenu est imposable et est assujéti à un impôt de récupération si le revenu annuel net est supérieur au seuil du revenu net de toutes provenances fixé pour l'année en question (79 845 \$ pour 2021).

Le Supplément de revenu garanti (SRG) est une prestation supplémentaire non imposable payable aux pensionnés de la SV à faible revenu. Le montant de l'Allocation qu'une personne recevra est établi en fonction de son état matrimonial et de son revenu. Le SRG est recalculé chaque année en juillet en fonction de son revenu net de l'année civile précédente. Les paiements peuvent augmenter, diminuer ou même cesser en fonction de la variation de son revenu net annuel.

La pension de retraite du Régime de pensions du Canada (RPC) est une prestation mensuelle imposable qui assure un remplacement partiel du revenu au moment de la retraite. Le montant de vos prestations mensuelles est établi en fonction de la moyenne des revenus tout au long de votre vie active, de vos cotisations au RPC, et de l'âge auquel vous décidez de commencer à recevoir votre pension de retraite du RPC. Plus tôt vous faites votre demande, moins vous recevrez mensuellement. Pour recevoir une pension de retraite, vous devez avoir au moins 60 ans et avoir versé au moins une cotisation valide au RPC.

Les prestations de la SV, du SRG et du RPC sont ajustées chaque année en fonction des variations dans l'indice des prix à la consommation (*la SV et le SRG sont révisés en janvier, avril, juillet et octobre ; les augmentations des taux des prestations du Régime de pensions du Canada (RPC) sont calculées une fois par année et entrent en vigueur en janvier*) afin de s'assurer qu'elles suivent le coût de la vie.

- Quelles sont vos réactions à cela ? Y a-t-il des informations dont vous n'étiez pas au courant avant aujourd'hui ?

Au cours des dernières années, certains changements ont été apportés à ces programmes. Nous allons maintenant en passer deux en revue.

#### **AFFICHER À L'ÉCRAN UN À LA FOIS :**

La mise en œuvre progressive du RPC bonifié a commencé en 2019. Elle entraînera le versement de prestations plus élevées à la retraite en contrepartie de cotisations plus élevées au RPC.

À compter de juillet 2022, les personnes âgées de 75 ans et plus verront une augmentation automatique de 10 % de leur pension de la Sécurité de la vieillesse.

#### **LE MODÉRATEUR PASSERA EN REVUE CHAQUE ÉLÉMENT ET DEMANDERA :**

- Quelle est votre réaction à cela ?

- Ce changement a-t-il un quelconque impact sur vous ? Si oui, comment ?
- Pensez-vous que des programmes comme le RPC, la SV et le SRG vous aideront à vivre confortablement à la retraite ?
- Que devrait faire d'autre le gouvernement du Canada pour apporter un soutien aux personnes qui planifient leur retraite ?

**DÉFIS POUR LES COLLECTIVITÉS (20 minutes) Premières Nations de l'Ontario vivant dans les réserves**

J'aimerais maintenant qu'on porte notre attention sur les enjeux relatifs aux collectivités de manière plus générale.

- Pensez-vous que le gouvernement du Canada accorde aux enjeux des Premières Nations un degré d'attention qui est à peu près juste, insuffisant ou trop élevé ? Qu'est-ce qui vous fait dire cela ?
- Le gouvernement du Canada a-t-il fait quelque chose de bien en ce qui concerne les enjeux des Premières Nations ?
- Que peut-il améliorer ?
- Quels sont les enjeux importants auxquels votre collectivité est confrontée et sur lesquels, selon vous, le gouvernement du Canada devrait se concentrer ?
- La sécurité est-elle un sujet de préoccupation pour votre communauté ? Qu'est-ce qui vous fait dire cela ?
- Avez-vous l'impression d'avoir suffisamment accès aux services de sécurité communautaire dans votre région ?
  - Y a-t-il quelqu'un (p. ex. une personne ou un organisme) à qui vous pouvez vous adresser si vous avez des préoccupations au sujet des services de sécurité communautaire dans votre région ?
- Est-ce que quelqu'un a lu, entendu ou vu quelque chose récemment au sujet de la Nation des Siksika qui a conclu une entente avec le gouvernement fédéral et le gouvernement provincial de

l'Alberta pour que les services de police locaux passent de la GRC à un service de police des Premières Nations autogéré ?

- Qu'avez-vous entendu ?
- Quelles sont vos réactions à cela ?
- Quels sont certains des impacts anticipés dans la collectivité ?

**SERVICES DU GOUVERNEMENT DU CANADA (30 minutes) Premières Nations de l'Ontario vivant dans les réserves**

- SONDER CHAQUE PARTICIPANT[E]S : J'aimerais commencer cette partie de la discussion en demandant à chacun d'entre vous à quels services du gouvernement fédéral vous avez récemment accédé.
  - Quel était le service auquel vous avez accédé ?
  - SONDER SI NÉCESSAIRE : Est-ce que quelqu'un a récemment accédé à des services en lien avec les passeports, l'assurance-emploi, le développement des entreprises autochtones, le programme des partenariats en éducation, etc. ?
- Pouvez-vous nous parler de cette récente expérience d'accès aux services du gouvernement fédéral ?
  - De quelle manière ce contact a-t-il eu lieu (par exemple, par téléphone, par la poste, sur le site Web, en personne) ?
    - SONDER LES PERSONNES QUI SONT ALLÉES EN PERSONNE : Qu'avez-vous pensé des temps d'attente ?
  - Comment décririez-vous votre expérience ?
    - SONDER SUR DIVERS ATTRIBUTS DE SERVICE : Par exemple, les connaissances des employé[e]s, la cohérence de l'information, problèmes/délais de traitements, obtenir une résolution en temps opportun, etc.
  - Avez-vous parfois reçu des informations contradictoires ? Pouvez-vous m'en parler ? Quel type d'information contradictoire avez-vous reçue ?
    - D'où provenait-elle ? Comment avez-vous géré cela ?
- Pensez-vous que le gouvernement fédéral en fait suffisamment pour remédier aux enjeux concernant les services aux Premières Nations vivant dans les réserves ? Pourquoi ou pourquoi pas ?
- En fonction de votre expérience, avez-vous d'autres suggestions pour améliorer les services qu'offre le gouvernement du Canada aux Premières Nations vivant dans les réserves ?

**CONCLUSION (10-15 minutes)** Tous les lieux

- Avant de conclure, y a-t-il autre chose que vous souhaiteriez dire au gouvernement fédéral ? Il peut s'agir de précisions sur les sujets abordés aujourd'hui ou d'un sujet que vous jugez important, mais dont nous n'avons pas discuté.

## Appendix C – Advertising Concepts

## Digital Credentials – British Columbia (Mid-size and Major Centres Prairies, Ontario and Atlantic Canada Young Adults, Western Canada Young Adults, Frontenac County Ontario Travellers)



The image above depicts an example image of a digital credential. The image is in two parts. On the left side, a traditional British Columbia ID card is depicted. The top-most part of the card says 'British Columbia Services Card' in white block letters, and directly below 'British Columbia CAN' in larger, blue block letters. Below this is the individual's name, 'Cook, Tamara Rosa' and accompanying photograph with the ID holder's signature below. This image is accompanied by information including: date issued, date expired, sex, address, and date of birth. The centre-right of the ID shows the British Columbia official Coat of Arms as well as holographic image of the ID holder accompanied by their year of birth. Beside this ID card is a left-ward arrow pointing to an example of a digital version of this ID card. Shown in the frame of a smartphone, we see an app depicting a digital ID card with the text 'BC Services Card' and the individual's name, 'Cook, Tamara Rosa' and picture below. Below this sample ID, we see three tappable options: 'Use My Mobile Card,' 'Enter Pairing Code,' and 'My Account'. At the bottom of the framed image is the British Columbia logo.



# Digital Credentials – Quebec (Ontario Francophones, Eastern and Central Canada Francophone Young Adults)



The image above depicts an example of a French digital credential. Presented as it would appear on a smartphone, the image is accompanied by a bright blue header and footer. On the header, the text 'Permis de conduire' is written, with a white arrow pointing to the left on the left side of the screen. Under this are two user tabs that read 'VOIR' and 'SÉCURITÉ', with the image currently toggled to the 'VOIR' tab. Below this is a digital image of a Quebec driver's licence with an image of a woman with long, dark hair. Under this, the information from the driver's licence is written out in text, with each information box descending vertically. First listed is the ID holder's name, or 'Prénom,' (ANNE-MARIE) and below that, their last name, or 'Nom de famille,' (LAPOINTE). Below this are additional information boxes respectively labelled 'Date de naissance', 'Numéro de permis de conduire', 'Date de délivrance du permis de conduire', and 'Date d'expiration du permis de conduire'. Each information box is accompanied by a small lock symbol, with the information in each of these information boxes censored with a dotted line. To the right of the locks on the 'Date de naissance,' 'Numéro de permis de conduire,' and 'Date de délivrance du permis de conduire' information boxes are three eye icons in bright blue. On the footer, the image shows four different options a user could select, accompanied by images. From left to right, these are: Utiliser eID (accompanied by the silhouette of a person), Documents (accompanied by an image of a stack of documents), Histoire (accompanied by a downward facing and upward facing arrow), and Paramètres (accompanied by the image of a gear).

# Canada Dental Benefit (Small and Rural Centres Prairies Concerned About the Economy)

**Canada Dental Benefit**

Dolortisit, quat vercipit ero odolobore lorum mincidu ipsumsan

**100%** **1/4** **50%**

Quat vercipit ero odolobore lorum mincidu ipsumsan. Ut si dipuacilla focurum essequeat praet vel. Ut zzzit doctore eu fugiat.

Quat vercipit ero odolobore lorum mincidu ipsumsan. Ut si dipuacilla focurum essequeat praet vel. Ut zzzit doctore eu fugiat.

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Canada

**Canada Dental Benefit**

Dolortisit, quat vercipit ero odolobore lorum mincidu ipsumsan

**100%** **1/4** **50%**

Quat vercipit ero odolobore lorum mincidu ipsumsan. Ut si dipuacilla focurum essequeat praet vel. Ut zzzit doctore eu fugiat.

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Canada

The visuals above depict two versions of the same advertising concept for the Canada Dental Benefit. Both versions have a light green background, with a white footer which includes the Government of Canada logo in the bottom left corner and official wordmark in the bottom right corner. In the top left of both images is the text 'Canada Dental Benefit' in large, emboldened, dark blue letters with brown placeholder text directly below, with a line separating the two texts. Taking up most of the centre of each concept is the image of a mother hugging her child, both of whom are smiling. The mother is seen looking at her child, while the child is looking more forward. At the leftmost part of this image, there is a visual white outline of a tooth. Below this are three text boxes. On the leftmost concept, these boxes are yellow, light orange, and light purple in colour. On the rightmost concept they are teal, dark blue, and brown. From left to right, the boxes in each of the concepts contain a percentage or fraction. In the leftmost concept, the text is in black, while the rightmost concept has white text. The first box depicts 100% in emboldened font (accompanied by the silhouette of a child running), the second shows 1/4 in emboldened font (showing an individual using a computer), and the final box depicts 50% in emboldened font (showing an individual sitting at a desk writing). Below these images and numbers is smaller placeholder text. Under the boxes in each concept, there is two lines of placeholder text in brown and emboldened font.

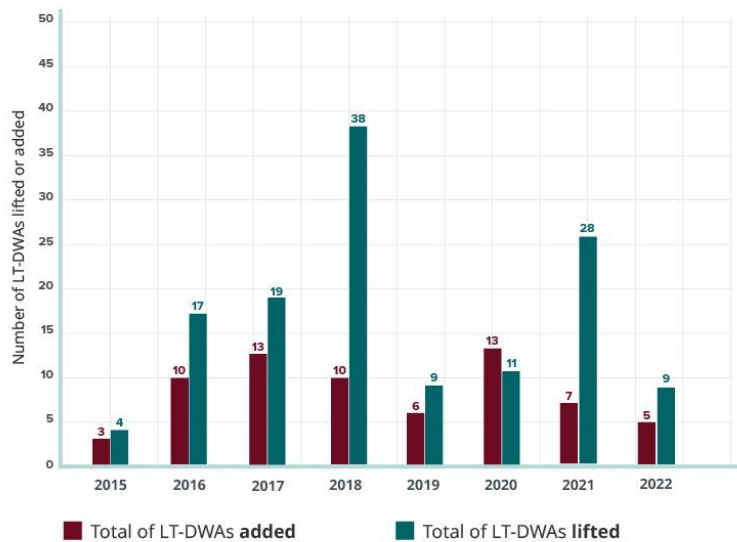
# Water Advisory Progress – Bar Graph (Ontario First Nations Living On-Reserve)

Updated September 15, 2022



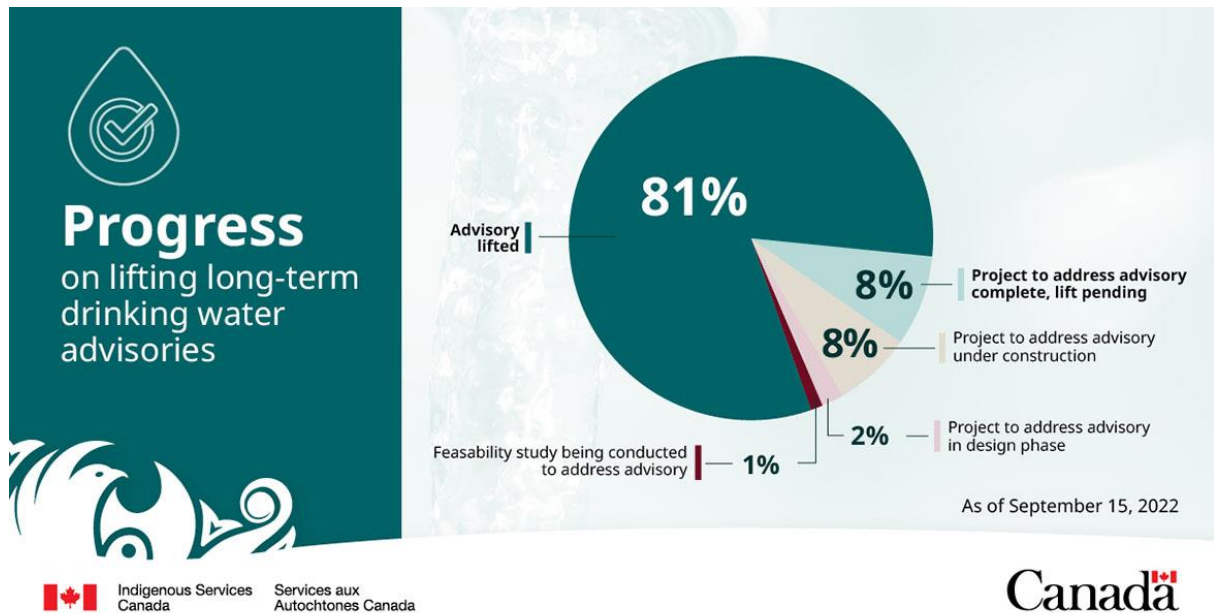
**135**  
long-term drinking water advisories **lifted** since November 2015

**32** long-term drinking water advisories **in effect in 28** communities



The image above depicts a selection of statistics and a bar graph demonstrating the progress made by the federal government towards lifting long-term drinking water advisories (LT-DWAs) on Indigenous reserves since November 2015. The top left portion of the image contains a water drop logo with a checkmark inside, accompanied by the text: '135 long-term drinking water advisories **lifted** since November 2015,' in teal font, with the '135' larger and in bold. Separated by a single dotted teal line, the top right contains text stating: '32 long-term drinking water advisories in effect in 28 communities,' in maroon font, with the '32' and '28' larger and in bold. The bottom two-thirds of the graphic depict a bar graph. The y-axis for the graph is 'Number of LT-DWAs lifted or added', the x-axis is 'Total of LT-DWAs added' and 'Total of LT-DWAs lifted', with a maroon and teal bar representing each, respectively. The data depicted on the bar graph is as follows: 2015 – 3 LT-DWAs added/4 LT-DWAs lifted, 2016 – 10 added/17 lifted, 2017 – 13 added/19 lifted, 2018 – 10 added/38 lifted, 2019 – 6 added/9 lifted, 2020 – 13 added/11 lifted, 2021 – 7 added/28 lifted, 2022 – 5 added/9 lifted'. The infographic was updated as of September 15<sup>th</sup>, 2022.

## Water Advisory Progress – Pie Chart (Ontario First Nations Living On-Reserve)



The image above is primarily comprised of a pie chart and accompanying statistics demonstrating the progress made by the federal government towards lifting long-term drinking-water advisories (LT-DWAs) on Indigenous reserves in recent years. The leftmost third of the image is a dark teal background with white text: 'Progress on lifting long-term drinking water advisories,' with the word 'progress' in larger font and emboldened. Above this text is a water drop logo with an encircled checkmark inside, and below is an Indigenous-inspired artwork in white, accompanied by the Indigenous Services Canada logo underneath it. In the bottom right of the image is the Government of Canada wordmark. The rest of the image is comprised of the pie chart depicting the progress made by the federal government on the matter thus far. The data is as follows: 81% – Advisory Lifted (dark teal), 8% – Project to address advisory complete, lift pending (light teal), 8% – Project to address advisory under construction (beige), 2% – Project to address advisory in design phase (light purple), and 1% – Feasibility study being conducted to address advisory (maroon). The infographic was updated as of September 15<sup>th</sup>, 2022.