

Ministry of Housing and Social Development  
Public Perceptions of Gaming Survey (09/10 Fiscal Year)

Executive Summary Report  
December 2009



BCStats

*Revised January 7th, 2009*

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## EXECUTIVE SUMMARY

On behalf of the Ministry of Housing and Social Development's Gaming Policy and Enforcement Branch, BC Stats conducted a randomized telephone survey of 1,200 British Columbians in October 2009 regarding their familiarity and satisfaction with the Province's management of gaming. This survey was compared to a baseline established in 2006/2007 and subsequent yearly surveys.<sup>1</sup>

## KEY FINDINGS

### *Regulation of Gambling*

- Less than half of all respondents reported being familiar with the regulation of gambling in BC.<sup>2</sup> Familiarity has decreased 4% from fiscal 2008/2009 to 2009/2010.
- Approximately one-in-five respondents were satisfied with gambling regulation.

### *Addressing Problem Gambling*

- Forty percent of respondents said they were familiar with the efforts of the provincial government to address problem gambling in BC.
- Satisfaction with efforts to address problem gambling decreased from fiscal 2008/2009 to 2009/2010.

### *Distribution of Gambling Revenue*

- Familiarity with the distribution of gambling revenue increased for the first time in three years from fiscal 2008/2009 to 2009/2010. Two-in-five respondents reported being "very" or "somewhat" familiar with the distribution of gambling revenue.
- Satisfaction with the distribution of gambling revenue is at a four year low of less than 10%.

### *The Role of Knowledge*

- For all three areas (gambling regulation, efforts to address problem gambling, and distribution of gambling revenue) respondents who are less familiar are much more likely to respond that they "don't know" when asked to rate their satisfaction.
- Conversely, as familiarity increases so does satisfaction for all three areas of gaming management.

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<sup>1</sup> In previous years, the survey was administered monthly over the period between December and March. In the 2009-2010 fiscal year the survey was administered in one month (October). As a result, data for the 2008-2009 fiscal year is included in a report entitled "2009 Public Perceptions of Gaming Survey, Executive Summary Report" and data for the 2009-2010 year will be referred to using the fiscal year 09/10.

<sup>2</sup> The term "familiar" is used to describe respondents who said they were either "somewhat" or "very familiar."

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*Overall*

- Positive relationships were found between familiarity and satisfaction for all three sets of questions. The more familiar British Columbians were with the regulation and management of gambling in B.C., the more likely they were to be satisfied with the regulation and management of gambling.

**Table 1: Overall Findings**

		06/07	07/08	08/09	09/10
Regulation of Gambling	Percent Familiar	42.6%	47.4%	47.3%	43.0%
	Percent Satisfied	30.8%	28.6%	29.8%	18.3%
Efforts to Address Problem Gambling	Percent Familiar	39.6%	43.5%	45.0%	39.7%
	Percent Satisfied	16.9%	17.5%	19.1%	12.6%
Distribution of Gambling Revenue	Percent Familiar	36.6%	36.8%	36.5%	40.2%
	Percent Satisfied	16.4%	18.5%	16.4%	9.9%

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## 1.0 INTRODUCTION

The Gaming Policy and Enforcement Branch (the Branch), of the Ministry of Housing and Social Development (the Ministry), is responsible for regulating all gaming in B.C., ensuring the integrity of people and equipment involved in the gaming industry and for investigating allegations of wrongdoing. This includes regulatory oversight of the BC Lottery Corporation (which conducts and manages lotteries, casinos and commercial bingo halls), all gaming service providers and gaming workers, B.C.'s horse racing industry, and licensed gaming events.

Another main function of the Branch, as outlined in their business plan, is to manage responsible gaming programs and to manage the distribution of gaming funds to charitable organizations and communities.

Since 2006, the Branch has commissioned BC Stats to conduct a yearly survey to probe British Columbians' perceptions of the Branch's performance in fulfilling these goals by measuring familiarity and satisfaction with the regulation and management of gaming in the province.

The survey addressed three aspects of gaming management in B.C.:

- **Regulation of Gambling** - the percentage of British Columbians surveyed who are familiar with the conduct of legal gambling in B.C. and the percentage who are satisfied with the conduct of legal gambling;
- **Efforts to Address Problem Gambling** - the percentage of British Columbians surveyed who are familiar with how the government is addressing problem gambling in B.C. and the percentage who are satisfied with how the government is addressing problem gambling; and
- **Distribution of Gambling Revenue** - the percentage of British Columbians surveyed who are familiar with the distribution of gambling revenue in B.C. (e.g., municipal revenue sharing, economic development, charitable gambling, health care, etc.) and the percentage who are satisfied with the distribution of gambling revenue.

This report is organized into the following sections:

- **Methods:** a summary of the methods used for questionnaire design, sampling, data collection and data analysis.
- **Results:** overall and demographic analysis of survey results
- **Conclusion:** a summary of findings.
- **Appendix A:** a copy of the questionnaire.
- **Addendum:** a set of detailed frequency tables.

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## 2.0 METHODS

This section describes the design of the survey, how the survey was administered, the samples used, and how the data were analyzed.

### 2.1 Survey Design and Administration

In collaboration with BC Stats, the Branch developed six questions to measure public perceptions of the regulation and management of gaming in B.C. The same six questions have been asked in all iterations of the survey.

The 2009-2010 fiscal<sup>3</sup> Public Perceptions of Gaming survey was administered by NRG Research Group on behalf of BC Stats and the Gaming Policy and Enforcement Branch. Using random-digit dialing and computer assisted telephone interviewing, 1,200 BC residents completed the survey between October 13<sup>th</sup> and 30<sup>th</sup>, 2009. The survey was administered as part of a multi-client partnership that sought to reduce survey costs and respondent burden by asking respondents from the general population to answer survey questions relating to three distinct topics while collecting demographic information, which would be shared by all partners, only once.

Respondents were informed that individual responses are kept confidential as required under Section 9 of the *Statistics Act*, and that names and personal information would not be linked to responses or comments in any of the material provided to the Branch.

### 2.2 Sample

The target population for the survey was persons 18 years of age or older living in B.C. As the survey was conducted using a sample of telephone numbers, households without telephones were excluded from the sample population. These households account for less than three percent of the target population.

The sample of 1,200 respondents was divided across the five Health Authorities (HA) with a maximum gender split of 45% to 55% at the Health Service Delivery Area (HSDA) level. Within each HA, sampling units were allocated to the province's 14 HSDAs in proportion to their representation in each Health Authority.

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<sup>3</sup> In previous years, the survey was administered monthly over the period between December and March. In the 2009-2010 fiscal year the survey was administered in one month (October). As a result, data for the 2008-2009 fiscal year is included in a report entitled "2009 Public Perceptions of Gaming Survey, Executive Summary Report" and data for the 2009-2010 year will be referred to using the fiscal year 09/10.

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The distributions of respondents across the demographic variables are shown in Section 3.1 (Table 3).

### 2.3 Margin of Error

While the overall number of responses to the survey administered in the 2009/2010 fiscal year was 1,200, the number of valid responses for a given question on the survey varies. For each question, some respondents refused to answer and others indicated that they did not know an answer. Non-valid responses (“don’t know” and “refusal”) are excluded from analysis unless otherwise specified.

The margins of error ranged from  $\pm 1.9\%$  to  $\pm 2.8\%$ . For example, based on the margin of error  $\pm 2.8\%$  for the question, “Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to regulation gambling in BC”, for which 43.0% answered “very” or “somewhat familiar”, we can expect that if this survey was repeatedly administered, between 40.2% and 45.8% of respondents would report familiarity (either “very” or “somewhat familiar”) with these government efforts, 19 times out of 20.

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**Table 2: Margins of Error**

<b>Sample Size</b>	<b>Key Question:</b>	<b>Margin of Error: 95% Confidence Level</b>	<b>Percent Positive</b>
1,189	Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to regulate gambling in BC?	2.8%	43.0%
1,017	How satisfied are you with the efforts of the provincial government to regulate gambling in B.C.?	2.4%	18.3%
1,155	Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to address problem gambling in BC?	2.8%	39.7%
1,020	How satisfied are you with the efforts of the provincial government to address problem gambling in BC?	2.0%	12.6%
1,164	Would you say that you are very, somewhat, not very or not at all familiar with the distribution of revenue from gambling in BC?	2.8%	40.2%
981	How satisfied are you with the distribution of revenue from gambling in BC?	1.9%	9.9%

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### 3.0 RESULTS

This section of the report presents the key findings of the Public Perceptions of B.C. Gaming Survey for the 2009/2010 fiscal year. Percentages reported in figures and tables may not add to 100% due to rounding.

#### 3.1 Demographic Analysis

Table 3 presents demographic data for the current iteration of the survey. The table includes the total number of valid responses (count) returned for each question and the percentage of valid responses for each response option. The count of invalid responses (i.e., where the respondent refused to respond or answered “don’t know”) is not shown in the tables and is not calculated into the percentages.

**Table 3: Respondent Demographics**

		2009/10 Fiscal (n=1200)	
		Count	Percent
Health Authority	Interior Health Authority	238	19.8%
	Fraser Health Authority	236	19.7%
	Vancouver Coastal Health Authority	252	21.0%
	Vancouver Island Health Authority	238	19.8%
	Northern Health Authority	236	19.7%
	Total	1,200	100.0%
Gender	Male	562	46.8%
	Female	638	53.2%
	Total	1,200	100.0%
Age	18-34	139	11.7%
	35-44	154	12.9%
	45-54	292	24.5%
	55-64	302	25.3%
	65+	306	25.6%
	Total	1,193	100.0%

Ethnic background	White/Caucasian	1,000	83.3%
	Aboriginal/First Nation	72	6.0%
	Other (specified)	59	4.9%
	Chinese	30	2.5%
	South Asian (East Indian, Pakistani, Punjabi, Sri Lankan)	20	1.7%
	East or Southeast Asian (excluding Chinese)	19	1.6%
	Total	1,200	100.0%

What is the language that you first learned at home in childhood & still understand?	English	977	81.9%
	Other (includes Italian, Dutch and Other specified)	112	9.4%
	German	46	3.9%
	Chinese	27	2.3%
	French	20	1.7%
	Punjabi	11	0.9%
	Total	1,193	100.0%

Total household income for the last 12 months	Less than \$15,000	70	7.3%
	\$15 to under 30 thousand	135	14.0%
	\$30 to under 45 thousand	145	15.0%
	\$45 to under 60 thousand	124	12.8%
	\$60 to under 80 thousand	153	15.9%
	\$80 to under 100 thousand	95	9.8%
	\$100 to under 120 thousand	92	9.5%
	\$120 thousand or more	151	15.6%
	Total	965	100.0%

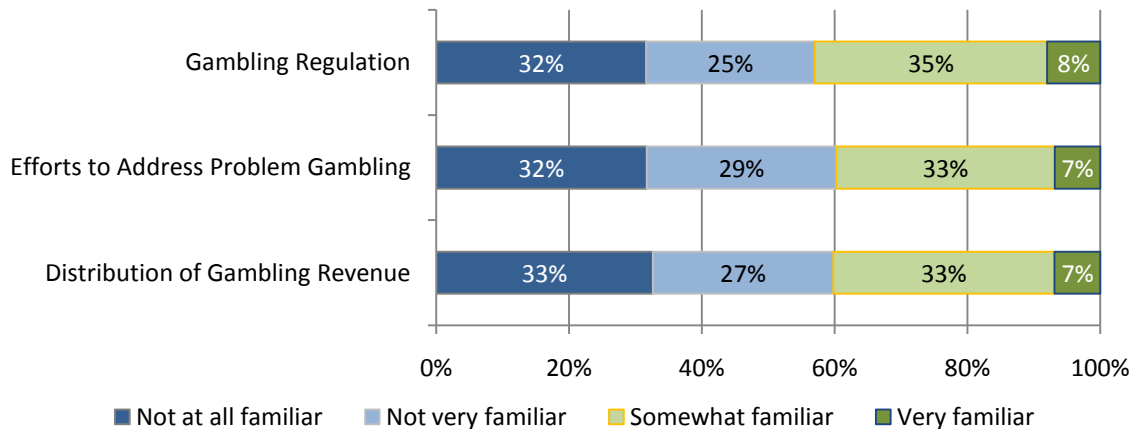
Highest grade or level of education attained	Less than secondary	159	14.1%
	Completed secondary	213	18.9%
	Some post-secondary	199	17.6%
	Completed post-secondary	557	49.4%
	Total	1,128	100.0%

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## 3.2 Familiarity with the Management of Gaming in BC

Figure 1 illustrates the reported level of familiarity respondents had with three aspects of gaming management in BC: gambling regulation, the governments' efforts to address problem gambling and the distribution of gambling revenue. For all three questions, a larger proportion of respondents felt they were unfamiliar (either "not at all familiar" or "not very familiar") with the management of gaming than familiar (either "somewhat familiar" or "very familiar").

**Figure 1: Overall Familiarity with the Management of Gambling in BC, 2009**



Over half of all respondents (57%) reported that they were either "not at all familiar" or "not very familiar" with the regulation of gambling in British Columbia. Thirty-five percent reported being "somewhat" familiar and 8% reported they were "very familiar" with the provincial regulation of gambling.

Similar to the findings regarding gambling regulation, three-fifths (61%) of respondents felt they were "not at all familiar" or "not very familiar" with the provincial government's efforts to address problem gambling and only 7% reported being "very familiar" with these efforts.

Sixty percent of respondents reported being "not at all familiar" or "not very familiar" with the distribution of gambling revenue in British Columbia. Of the remaining 40%, 33% indicated that they were "somewhat familiar" and 7% reported being "very familiar" with the distribution of gambling revenue.

### 3.3 Satisfaction with the Management of Gambling in BC

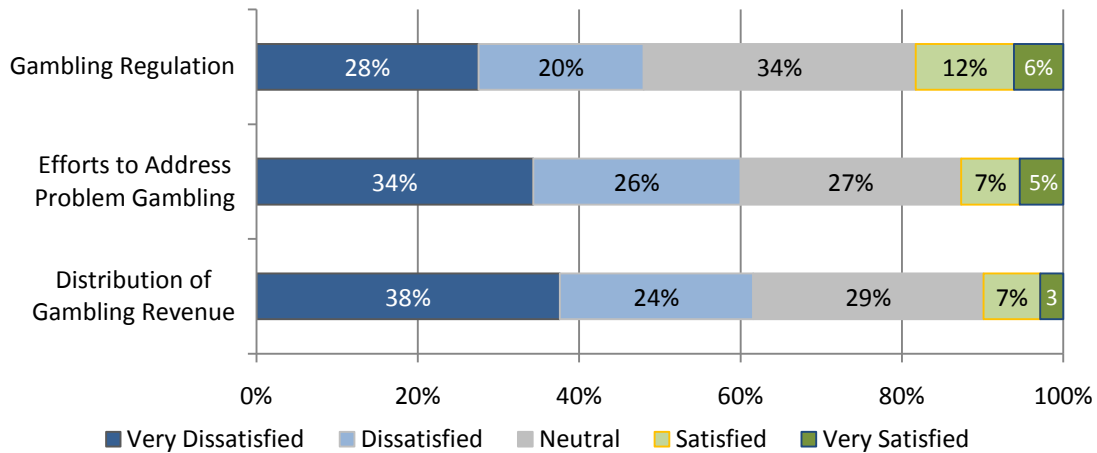
Respondents were asked to rate their satisfaction with the three aspects of gaming management on a scale from 1 to 5, where 1 was very dissatisfied and 5 was very satisfied.

When asked specifically about gambling regulation, nearly half (48%) of respondents indicated they were dissatisfied; that is, either “dissatisfied” or “very dissatisfied”. One-third of respondents indicated a satisfaction level of 3 (neutral) and the remaining 18% reported being either “satisfied” or “very satisfied”.

Sixty percent of respondents reported being dissatisfied with efforts to address problem gambling, 27% were neutral and 12% indicated that they were satisfied.

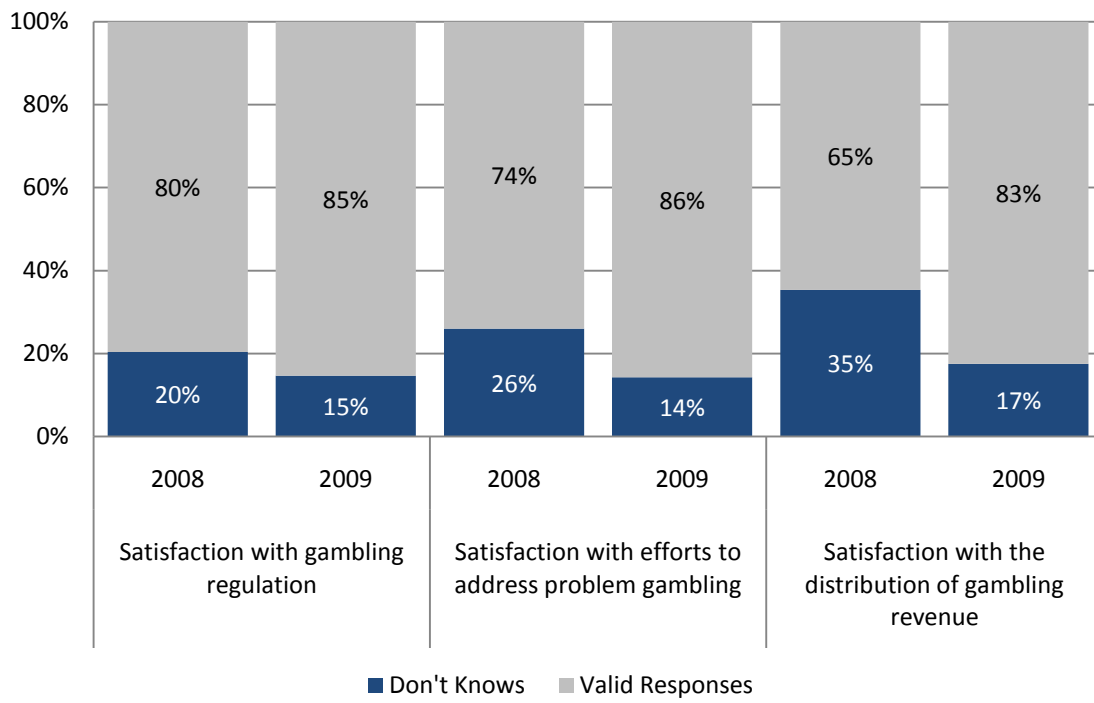
Over three-fifths (62%) of respondents indicated that they were dissatisfied with the distribution of gambling revenue in BC. Of the remaining respondents, 29% were neutral and 10% were satisfied with the distribution of gambling revenue in the province.

**Figure 2: Overall Satisfaction with the Management of Gambling in BC, 2009**



In the 2008/2009 fiscal year a significant proportion (ranging from 20% to 35%) of respondents answered “don’t know” when asked to rate their satisfaction with the different aspects of gaming management in British Columbia. In the 2009/2010 fiscal year less than 20% of respondents answered “don’t know” when asked to rate their satisfaction with gaming management in BC. The proportion of respondents who answered “don’t know” for each question compared to the number of valid responses is shown in Figure .

**Figure 3: Don't Knows**



### 3.4 Familiarity and Satisfaction over Time

Familiarity with the distribution of gambling revenue was an aspect of gaming management which saw an increase in the 2009/2010 fiscal year. Familiarity with the regulation of gambling, and efforts to address problem gambling dropped in 2009/2010 to levels similar to what was seen in the 2006/2007 fiscal year.

Satisfaction with all levels of gaming management decreased in the 2009/2010 fiscal year. Based on the margins of error for each of the questions, all changes were statistically significant.

**Table 4: Percent Positive by Year**

		06/07	07/08	08/09	09/10
Regulation of Gambling	% Somewhat Familiar or Very Familiar	42.6%	47.4%	47.3%	43.0%
	% Satisfied or Very Satisfied	30.8%	28.6%	29.8%	18.3%
Efforts to Address Problem Gambling	% Somewhat Familiar or Very Familiar	39.6%	43.5%	45.0%	39.7%
	% Satisfied or Very Satisfied	16.9%	17.5%	19.1%	12.6%
Distribution of Gambling Revenue	% Somewhat Familiar or Very Familiar	36.6%	36.8%	36.5%	40.2%
	% Satisfied or Very Satisfied	16.4%	18.5%	16.4%	9.9%

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### 3.5 The Role of Knowledge

When asked to rate their satisfaction with any aspect of gaming management (gambling regulation, efforts of the government to address problem gambling or distribution of gambling revenue) between 14% and 17% of respondents answered “don’t know”. The proportion of respondents who answered “don’t know” is inversely related to respondent familiarity with the management of gambling. For respondents who indicated that they were “not at all familiar” with the various aspects of gaming management, the proportion of respondents who answered “don’t know” was over one-quarter. Conversely, for respondents who reported being “very familiar” with aspects of gaming management, the proportion of respondents who answered “don’t know” was less than 4% in all cases.

Chi-square tests were performed on familiarity and satisfaction for each aspect of gaming management to determine the statistical significance of the relationships between familiarity and satisfaction. Chi-square tests use expected and observed frequencies to test the influence of one variable, in this case familiarity on another variable, satisfaction.

Cases where respondents answered “don’t know” regarding their satisfaction were included in the analysis but refusals were removed, as were those who answered “don’t know” when asked about their familiarity.

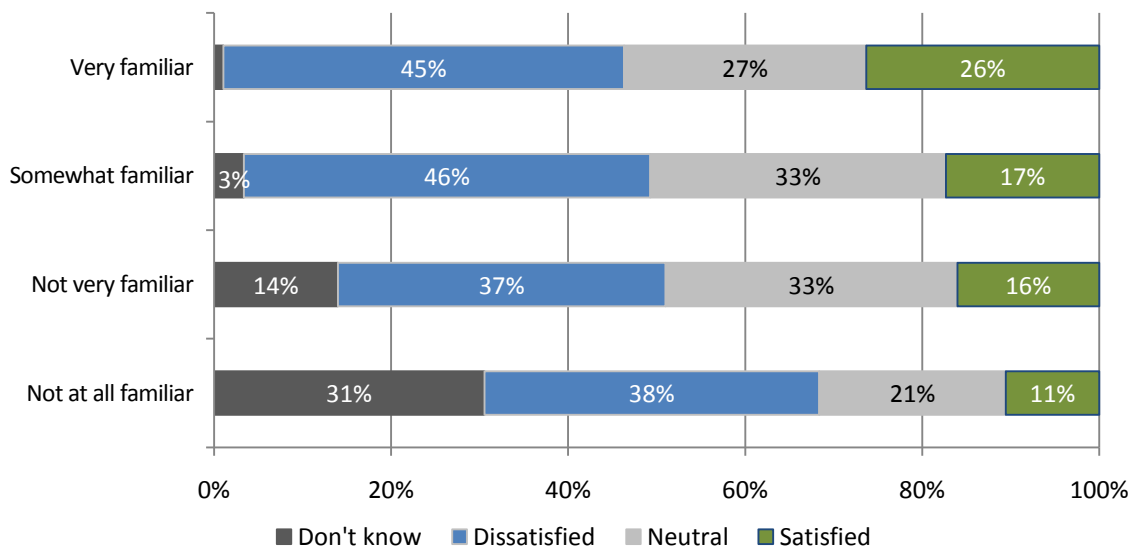
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### 3.5.1 The Regulation of Gambling

Figure 2 shows that as familiarity with the regulation of gambling increases, so does satisfaction. Respondents who reported being “very familiar” with the regulation of gambling were more likely to indicate that they were satisfied with this aspect of gaming management. Respondents who were “not at all familiar” with gambling regulation were most likely (31%) to report that they “don’t know” when asked to rate their satisfaction with gambling regulation. Within this same group, respondents were three times more likely to indicate that they were dissatisfied (38%) with the regulation of gambling than satisfied (11%).

The relationship between familiarity and satisfaction for the regulation of gambling was found to be statistically significant at the 0.01 level when a chi-square test was performed. This means that we can expect there to be a statistically significant relationship between familiarity and satisfaction 99 times out of 100.

**Figure 2: Regulation of Gambling**



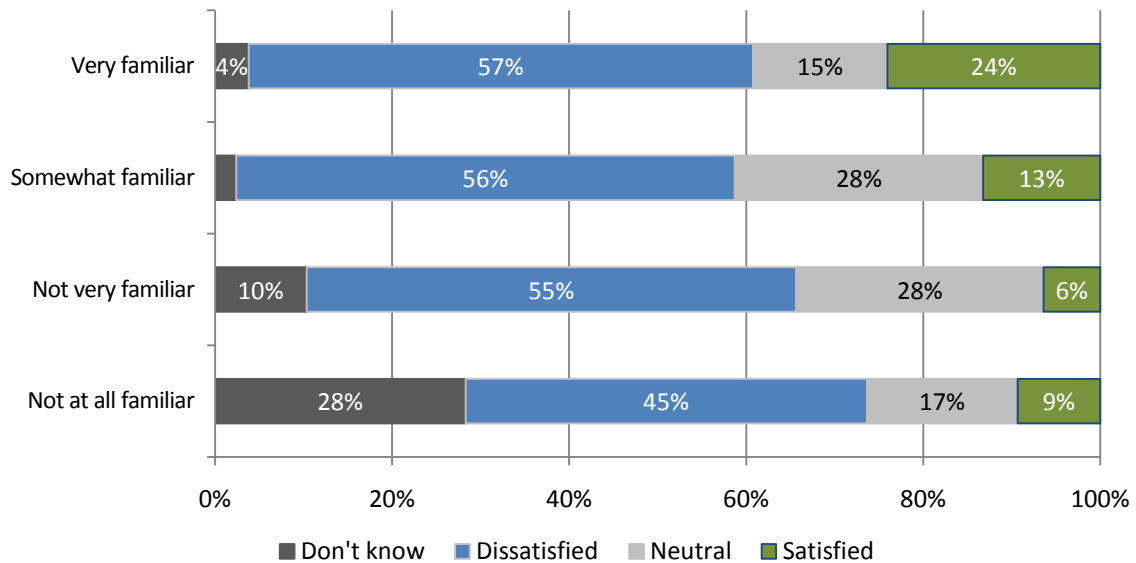
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### 3.5.2 Efforts to Address Problem Gambling

The majority of respondents who had some familiarity with the topic (they didn't answer "not at all familiar") were dissatisfied with efforts to address problem gambling. Over one-quarter of respondents who reported being "not at all familiar" with these efforts declined to rate their satisfaction with the government's efforts (they answered "don't know"). For respondents who report being "very familiar" with efforts to address problem gambling, 24% were satisfied.

The relationship between familiarity and satisfaction for efforts to address problem gambling was found to be statistically significant at the 0.01 level when a chi-square test was performed.

**Figure 3: Efforts to Address Problem Gambling**



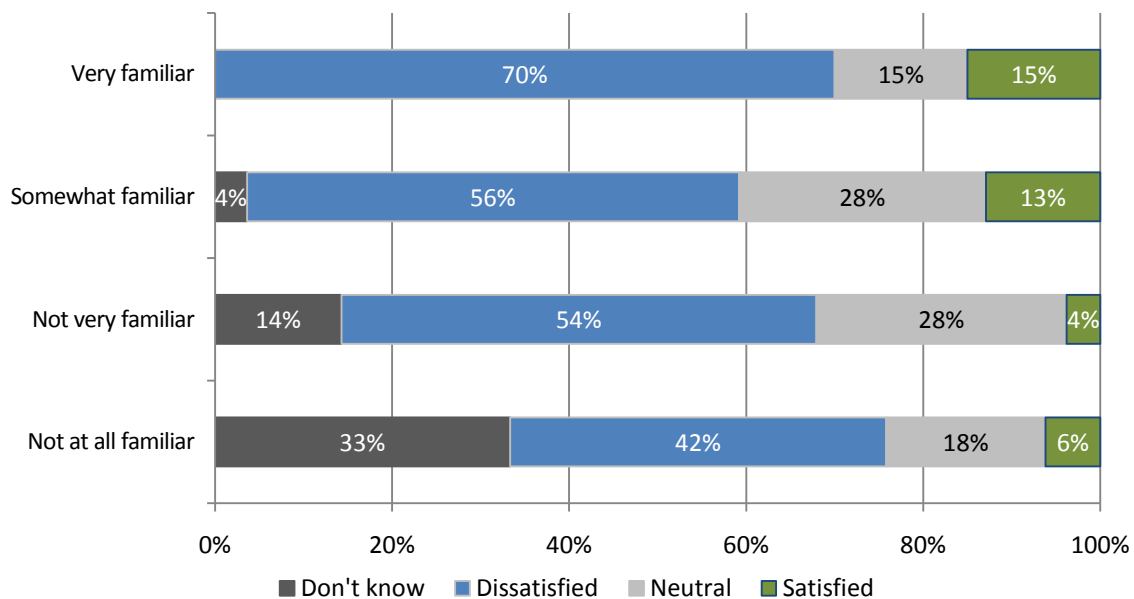
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### 3.5.3 Distribution of Gambling Revenue

When asked about the distribution of gambling revenue, the majority (70%) of respondents who reported being “very familiar” were also dissatisfied. In fact, for respondents who claimed to be “very familiar,” “somewhat familiar” and “not very familiar” over half were dissatisfied with the distribution of gambling revenue. Between 15% and 28% of respondents (regardless of familiarity) were neutral about the distribution of gambling revenue. The largest proportion of respondents who were satisfied with this aspect of gaming management were those who claimed to be “very familiar.”

The relationship between familiarity and satisfaction for distribution of gambling revenue was found to be statistically significant at the 0.01 level when a chi-square test was performed.

**Figure 4: Distribution of Gambling Revenue**



The major trend illustrated in Figures 4, 5, and 6 is that as familiarity increases so does satisfaction. Even when dissatisfaction is high among all groups, those with greater familiarity are more likely to be satisfied than those with less familiarity about the subject.

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### 3.6 Conclusion

In the 2009/2010 fiscal year survey we see significant decreases in satisfaction regarding all three aspects of gaming management. Familiarity with the regulation of gambling, and the Province's efforts to address problem gambling decreased while familiarity with the distribution of gambling revenue increased.

With regard to the regulation of gambling, there is a strong relationship between familiarity and satisfaction; as familiarity with gambling regulation increases so does satisfaction. While this fiscal year saw a decrease in satisfaction, there is room to improve through increased public awareness of the role of the Gaming Policy and Enforcement Branch.

Sixty percent of respondents are either "not at all familiar" or "not very familiar" with the Province's efforts to address problem gambling. Similarly, sixty percent report being dissatisfied with the Province's efforts. Additional efforts to familiarize the public with the Branch initiatives to combat problem gambling may lead to increased satisfaction.

The current trend of increased familiarity and decreased satisfaction with the distribution of gambling revenue in the 2009/2010 fiscal year compared with previous years (illustrated in Table 3), in addition to the findings presented in Figure 6 illustrate that the information the public is getting about the distribution of gambling revenue is having a negative effect on satisfaction.

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## APPENDIX A - QUESTIONNAIRE

### Introduction

Hello, this is \_\_\_\_\_ calling on behalf of BC Stats, the central statistics agency of the provincial government. We are conducting a survey to help shape government planning and policy in some important areas. The survey will take approximately 10 minutes.

May I speak to a person in your household who is 18 years old or older and who will be having the next birthday?

IF TARGET RESPONDENT NOT AVAILABLE, ARRANGE CALLBACK  
RE-INTRODUCE IF SPEAKING TO NEW PERSON

Your participation in this interview is completely voluntary. Before we continue, I would like you to know that all feedback you give will be kept confidential by BC Stats under Section 9 of the Statistics Act. BC Stats cannot disclose information that could be used to identify an individual response to any person, organization or government agency.

### Persuaders and Answers to Frequently Asked Questions

- ▶ This survey takes about 10 minutes.
- ▶ Please be assured we are not selling or soliciting anything.
- ▶ All responses are kept confidential and we never release respondents' personal information.
- ▶ Your phone number was selected at random from a list of phone numbers in British Columbia.
- ▶ For survey validation: Call Beth Collins, BC Stats at (250) 356-7982.

### Questions about Gaming

First, I would like to ask you a few questions about gambling in BC.

A1. Would you say that you are very, somewhat, not very or not at all familiar with the regulation of gambling, in BC – this includes lotteries, bingo, raffles, casinos and horse-racing?

- 3 - Very familiar
- 2 - Somewhat familiar
- 1 - Not very familiar
- 0 - Not at all familiar
- Don't know
- Refused

A2. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the efforts of the provincial government to regulate gambling in BC?

- 1 - Very Dissatisfied
- 2
- 3
- 4
- 5 - Very Satisfied

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Don't know  
Refused

A3. Would you say that you are very, somewhat, not very or not at all familiar with the efforts of the provincial government to address problem gambling in BC?

3 - Very familiar  
2 - Somewhat familiar  
1 - Not very familiar  
0 - Not at all familiar  
Don't know  
Refused

A4. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the efforts of the provincial government to address problem gambling in BC?

1 - Very Dissatisfied  
2  
3  
4  
5 - Very Satisfied  
Don't know  
Refused

A5. Would you say that you are very, somewhat, not very or not at all familiar with the distribution of revenue from gambling in BC?

3 - Very familiar  
2 - Somewhat familiar  
1 - Not very familiar  
0 - Not at all familiar  
Don't know  
Refused

A6. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the distribution of revenue from gambling in BC?

1 - Very Dissatisfied  
2  
3  
4  
5 - Very Satisfied  
Don't know  
Refused

### **Demographic Information**

Before we end the survey, I would like to ask a few questions about you, for use for quality control and categorizing the survey data.

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D1. RECORD GENDER

D2. What year were you born?

Record Year

AGECALC. Calculate age based on YOB and MOB.

AGECAT. [ASK ONLY IF AGECALC CANNOT BE CALCULATED] Could you tell me if you are...

- 16 to 25,
- 26 to 35,
- 36 to 45,
- 46 to 55,
- 56 to 65,
- Or more than 65 years old?
- DON'T KNOW
- REFUSED

AGECATCALC. Calculate age group using AGECAT categories for all participants. Use AGECALC for applicable participants, and AGECAT for others. If AGECAT is not valid, call them 'DID NOT GIVE AGE INFORMATION'.

D3: What is the highest grade or level of education you have ever attained? [READ AS NECESSARY]

No schooling

Some elementary

Completed elementary

Some secondary

Completed secondary

Some community college, technical college, CEGEP or nurse's training

Completed community college, technical college, CEGEP or nurse's training

Some university or teacher's college

Completed university or teacher's college

Other education or training

DON'T KNOW

REFUSED

D4 What is your best estimate of your total household income for the last 12 months before taxes and deductions? Please include income from all household members and from all sources.

Was it....?

Less than \$15,000

\$15 to under 30 thousand

\$30 to under 45 thousand

\$45 to under 60 thousand

\$60 to under 80 thousand

\$80 to under 100 thousand

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\$100 to under 120 thousand  
\$120 thousand or more  
DON'T KNOW  
REFUSED

D5. Do you consider yourself to be an Aboriginal person, that is First Nations, Metis, or Inuit?"

Yes, No, Don't Know, Refused

D6. (IF D5 = "Yes" CODE D10 AS 01 AND DO NOT ASK D6)

How do you describe your ethnic background?

PreCodes DO NOT READ.

01 - Aboriginal/First Nation  
02 - Arab  
03 - Black or African  
04 - Chinese  
05 - Latin American/ Hispanic  
06 - Filipino  
07 - Japanese  
08 - South East Asian (e.g. Cambodian, Indonesian, Vietnamese, Laotian)  
09 - Korean  
10 - South Asian (e.g. East Indian, Pakistani, Punjabi, Sri Lankan)  
11 - West Asian (e.g. Afghan, Iranian)  
12 - White/Caucasian  
13 - Other, specify: \_\_\_\_\_  
Don't Know  
Refused

AT THIS POINT, IF D6 = 01 AND D5 = NO, AUTOMATICALLY CODE D5 AS YES

LD7. LANGUAGE. What is the language that you first learned at home in childhood and still understand? Precodes, DO NOT READ

English (81%)  
French (1%)  
Chinese (26%)  
German (15%)  
Punjabi (11%)  
Italian (5%)  
Dutch (5%)  
Other (Specify)  
Don't Know  
Refused