

## 1. INTRODUCTION

This appendix contains verbatim quotations taken from the audio tapes of the three focus groups. Each quotation is preceded by three numbers:

- The first identifies each of the four focus groups:
  - 1 = English-speaking under 40
  - 2 = English-speaking 40+
  - 3 = French-speaking
  
- The second is the sequential number of the quotation. In order to maintain an atmosphere conducive to the emergence of ideas, participants were not constrained to adhere to a rigid discussion agenda. Comments were subsequently grouped under relevant headings for analytical and reporting purposes. However, the second number reveals at what point in the discussion the comment was made, which can be useful in interpreting findings.
  
- The third is the confidential number assigned to each participant. Questions asked by the moderator are included only when they are necessary to understanding the meaning of a remark and are clearly identified.