

**Citizens with a preference for English or French who reported they had always received services in their preferred official language during their interactions with Tele-Care 811 in the last 12 months**

Unit : %

	Year 2024	Year 2023
<b>Province</b>		
New Brunswick	93.9	90.5
<b>Health zones</b>		
Zone 1 - Moncton and South-East Area	93.6	90.0
Zone 2 - Fundy Shore and Saint John Area	98.6	92.5
Zone 3 - Fredericton and River Valley Area	94.9	93.2
Zone 4 - Madawaska and North-West Area	S	83.5
Zone 5 - Restigouche Area	S	90.3
Zone 6 - Bathurst and Acadian Peninsula Area	89.8	84.1
Zone 7 - Miramichi Area	82.8	84.2
<b>Age</b>		
18-64	94.0	89.5
65 and over	93.6	93.9
<b>Gender</b>		
Female	94.1	92.1
Male	94.5	89.1
<b>2SLGBTQIA+ status</b>		
2SLGBTQIA+	94.5	94.1
<b>Language</b>		
Most comfortable in English	98.4	92.5

	Year 2024	Year 2023
Most comfortable in French	79.1	79.8
Comfortable in both English and French	S	S
<b>Indigenous identity</b>		
Indigenous	S	S
<b>Immigrant</b>		
Immigrants	97.2	92.1
<b>Education level</b>		
High school or less	93.9	83.1
Postsecondary	94.1	93.6
<b>Disability or special need</b>		
Disability or special need	91.0	87.0
<b>Household income</b>		
Less than \$30,000	89.2	83.7
\$30,000 to less than \$60,000	89.6	87.8
\$60,000 or more	97.8	94.7
<b>Racialized groups</b>		
Racialized groups	94.3	89.9

## About

This indicator is the percentage of citizens with a preference for English or French who reported they had always received services in their preferred official language during their interactions with Tele-Care 811 in the last 12 months.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is based on respondents who have a preference between English or French when receiving health services and who used Tele-Care 811 in the last 12 months. This indicator is calculated by dividing the number of respondents who answered "always" by the number of respondents who answered "never, sometimes, usually or always" to the question: During your interaction(s) with Tele-Care 811, how often did you receive the services in the language you preferred?

Unit	Interpretation	NBHC code
%	Higher is better	PC_LINTC_1

### Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size