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

Unit : %

	Year 2025	Year 2024	Year 2023
Province			
New Brunswick	**90.5**	**93.9**	**90.5**
Health zones			
Zone 1 - Moncton and South-East Area	**89.5**	**93.6**	**90.0**
Zone 2 - Fundy Shore and Saint John Area	**97.0**	**98.6**	**92.5**
Zone 3 - Fredericton and River Valley Area	**89.7**	**94.9**	**93.2**
Zone 4 - Madawaska and North-West Area	**75.1**	S	**83.5**
Zone 5 - Restigouche Area	**86.4**	S	**90.3**
Zone 6 - Bathurst and Acadian Peninsula Area	**88.3**	**89.8**	**84.1**
Zone 7 - Miramichi Area	**93.3**	**82.8**	**84.2**
Age			
18-64	**90.0**	**94.0**	**89.5**
65 and over	**92.5**	**93.6**	**93.9**
Gender			
Female	**91.4**	**94.1**	**92.1**
Male	**89.1**	**94.5**	**89.1**
2SLGBTQIA+ status			
2SLGBTQIA+	**92.9**	**94.5**	**94.1**
Language			
Most comfortable in English	**96.6**	**98.4**	**92.5**

	Year 2025	Year 2024	Year 2023
Most comfortable in French	**78.6**	**79.1**	**79.8**
Comfortable in both English and French	S	S	S
Indigenous identity			
Indigenous	S	S	S
Immigrant			
Immigrants	**81.1**	**97.2**	**92.1**
Education level			
High school or less	**88.9**	**93.9**	**83.1**
Postsecondary	**92.8**	**94.1**	**93.6**
Disability or special need			
Disability or special need	**95.0**	**91.0**	**87.0**
Household income			
Less than $30,000	**88.1**	**89.2**	**83.7**
$30,000 to less than $60,000	**90.6**	**89.6**	**87.8**
$60,000 or more	**93.0**	**97.8**	**94.7**
Racialized groups			
Racialized groups	**88.6**	**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 servicesin 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