

# Citizens with a preference for English who reported that they 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
Province		
New Brunswick	97.3	93.0
Health zones		
Zone 1 - Moncton and South-East Area	96.8	91.2
Zone 2 - Fundy Shore and Saint John Area	99.2	92.5
Zone 3 - Fredericton and River Valley Area	96.7	95.9
Zone 4 - Madawaska and North-West Area	S	S
Zone 5 - Restigouche Area	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	S	S
Zone 7 - Miramichi Area	S	88.7
Age		
18-64	96.7	92.1
65 and over	100.0	96.0
Gender		
Female	96.5	95.0
Male	99.5	91.5
2SLGBTQIA+ status		
2SLGBTQIA+	95.4	95.8
Language		
Most comfortable in English	98.4	92.8



Most comfortable in French         n/a         S           Comfortable in both English and French         S         S           Indigenous identity         Indigenous         S         S           Immigrant         Immigrants         S         92.1           Education level         High school or less         97.5         84.7           Postsecondary         97.1         96.6           Disability or special need         92.8         91.0           Household income         Less than \$30,000         93.5         85.4           \$30,000 to less than \$60,000         94.4         89.4           \$60,000 or more         99.7         98.3           Racialized groups         S         92.0		Year 2024	<b>Year</b> 2023
Indigenous identity           Indigenous         S         S           Immigrant         Education level           High school or less         97.5         84.7           Postsecondary         97.1         96.6           Disability or special need         92.8         91.0           Household income         93.5         85.4           \$30,000 to less than \$60,000         94.4         89.4           \$60,000 or more         99.7         98.3           Racialized groups	Most comfortable in French	n/a	S
Indigenous         S         S           Immigrant         S         92.1           Education level           High school or less         97.5         84.7           Postsecondary         97.1         96.6           Disability or special need           Disability or special need         92.8         91.0           Household income           Less than \$30,000         93.5         85.4           \$30,000 to less than \$60,000         94.4         89.4           \$60,000 or more         99.7         98.3           Racialized groups	Comfortable in both English and French	S	S
Immigrant         S         92.1           Education level         97.5         84.7           Postsecondary         97.1         96.6           Disability or special need         92.8         91.0           Household income         93.5         85.4           \$30,000 to less than \$60,000         94.4         89.4           \$60,000 or more         99.7         98.3           Racialized groups	Indigenous identity		
Education level         Education level           High school or less         97.5         84.7           Postsecondary         97.1         96.6           Disability or special need         92.8         91.0           Household income         92.8         91.0           Less than \$30,000         93.5         85.4           \$30,000 to less than \$60,000         94.4         89.4           \$60,000 or more         99.7         98.3           Racialized groups	Indigenous	S	S
Education level         High school or less       97.5       84.7         Postsecondary       97.1       96.6         Disability or special need         Disability or special need       92.8       91.0         Household income         Less than \$30,000       93.5       85.4         \$30,000 to less than \$60,000       94.4       89.4         \$60,000 or more       99.7       98.3         Racialized groups	Immigrant		
High school or less       97.5       84.7         Postsecondary       97.1       96.6         Disability or special need         Household income         Less than \$30,000       93.5       85.4         \$30,000 to less than \$60,000       94.4       89.4         \$60,000 or more       99.7       98.3         Racialized groups	Immigrants	S	92.1
Postsecondary       97.1       96.6         Disability or special need         Disability or special need       92.8       91.0         Household income         Less than \$30,000       93.5       85.4         \$30,000 to less than \$60,000       94.4       89.4         \$60,000 or more       99.7       98.3         Racialized groups	Education level		
Disability or special need         Disability or special need       92.8       91.0         Household income         Less than \$30,000       93.5       85.4         \$30,000 to less than \$60,000       94.4       89.4         \$60,000 or more       99.7       98.3         Racialized groups	High school or less	97.5	84.7
Disability or special need       92.8       91.0         Household income         Less than \$30,000       93.5       85.4         \$30,000 to less than \$60,000       94.4       89.4         \$60,000 or more       99.7       98.3         Racialized groups	Postsecondary	97.1	96.6
Household income  Less than \$30,000 93.5 85.4  \$30,000 to less than \$60,000 94.4 89.4  \$60,000 or more 99.7 98.3  Racialized groups	Disability or special need		
Less than \$30,000       93.5       85.4         \$30,000 to less than \$60,000       94.4       89.4         \$60,000 or more       99.7       98.3         Racialized groups	Disability or special need	92.8	91.0
\$30,000 to less than \$60,000  \$60,000 or more  \$99.7  Racialized groups	Household income		
\$60,000 or more 99.7 98.3  Racialized groups	Less than \$30,000	93.5	85.4
Racialized groups	\$30,000 to less than \$60,000	94.4	89.4
	\$60,000 or more	99.7	98.3
Racialized groups S 92.0	Racialized groups		
	Racialized groups	S	92.0



## **About**

This indicator is the percentage of citizens with a preference for English who reported that they 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 for English 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_2

# Caption

n/a = Not applicable / not available

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