

## 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
<b>Province</b>		
New Brunswick	97.3	93.0
<b>Health zones</b>		
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
<b>Age</b>		
18-64	96.7	92.1
65 and over	100.0	96.0
<b>Gender</b>		
Female	96.5	95.0
Male	99.5	91.5
<b>2SLGBTQIA+ status</b>		
2SLGBTQIA+	95.4	95.8
<b>Language</b>		
Most comfortable in English	98.4	92.8

	Year 2024	Year 2023
Most comfortable in French	n/a	S
Comfortable in both English and French	S	S
<b>Indigenous identity</b>		
Indigenous	S	S
<b>Immigrant</b>		
Immigrants	S	92.1
<b>Education level</b>		
High school or less	97.5	84.7
Postsecondary	97.1	96.6
<b>Disability or special need</b>		
Disability or special need	92.8	91.0
<b>Household income</b>		
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
<b>Racialized groups</b>		
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?

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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