

## Citizens with a preference for French 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 2025	Year 2024	Year 2023
<b>Province</b>			
New Brunswick	75.7	80.6	79.4
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	75.7	S	84.7
Zone 2 - Fundy Shore and Saint John Area	S	S	n/a
Zone 3 - Fredericton and River Valley Area	S	S	S
Zone 4 - Madawaska and North-West Area	S	S	S
Zone 5 - Restigouche Area	S	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	S	86.9	S
Zone 7 - Miramichi Area	S	S	S
<b>Age</b>			
18-64	74.5	81.0	76.5
65 and over	S	79.9	86.7
<b>Gender</b>			
Female	78.4	84.8	79.5
Male	72.8	75.3	77.5
<b>2SLGBTQIA+ status</b>			
2SLGBTQIA+	S	S	S
<b>Language</b>			
Most comfortable in English	S	S	S

	Year 2025	Year 2024	Year 2023
Most comfortable in French	<b>78.6</b>	<b>79.1</b>	<b>79.7</b>
Comfortable in both English and French	S	S	S
<b>Indigenous identity</b>			
Indigenous	n/a	S	S
<b>Immigrant</b>			
Immigrants	S	S	S
<b>Education level</b>			
High school or less	<b>74.3</b>	<b>83.1</b>	<b>75.3</b>
Postsecondary	<b>80.9</b>	<b>80.8</b>	<b>80.8</b>
<b>Disability or special need</b>			
Disability or special need	S	S	S
<b>Household income</b>			
Less than \$30,000	S	S	S
\$30,000 to less than \$60,000	<b>79.1</b>	<b>71.9</b>	<b>80.8</b>
\$60,000 or more	<b>77.4</b>	<b>88.9</b>	<b>78.9</b>
<b>Racialized groups</b>			
Racialized groups	S	S	S

## About

This indicator is the percentage of citizens with a preference for French 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 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?

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Unit	Interpretation	NBHC code
%	Higher is better	PC_LINTC_3

## Caption

n/a = Not applicable / not available

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