

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

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