

## Citizens receiving home care services from a home support worker who reported that their home support worker always kept them informed about when they would arrive at their home in the last 2 months

Unit : %

	Year 2018	Year 2015	Year 2012
<b>Province</b>			
New Brunswick	71.6	74.0	81.4
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	75.6	72.2	84.6
Zone 2 - Fundy Shore and Saint John Area	72.1	78.9	85.5
Zone 3 - Fredericton and River Valley Area	70.8	71.1	84.9
Zone 4 - Madawaska and North-West Area	62.2	68.2	66.3
Zone 5 - Restigouche Area	76.8	75.2	81.4
Zone 6 - Bathurst and Acadian Peninsula Area	69.7	73.7	73.0
Zone 7 - Miramichi Area	72.4	77.5	82.2
<b>Communities</b>			
Bathurst, Beresford, Petit-Rocher Area	71.4	76.2	73.0
Bouctouche, Richibucto, Saint-Antoine Area	89.7	81.0	79.8
Campbellton, Atholville, Tide Head Area	74.7	71.0	85.6
Caraquet, Paquetville, Bertrand Area	74.5	80.0	67.8
Dalhousie, Balmoral, Belledune Area	78.5	78.1	78.1
Dieppe and Memramcook	72.0	77.3	S
Douglas, Saint Marys, Doaktown Area	72.9	65.6	86.9
Edmundston, Rivière-Verte, Lac Baker Area	57.8	68.9	67.6
Florenceville-Bristol, Woodstock, Wakefield Area	67.0	70.8	79.6
Fredericton	68.1	63.9	87.7

	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>68.4</b>	<b>67.6</b>	<b>63.3</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>80.8</b>	<b>80.0</b>	<b>88.4</b>
Miramichi, Rogersville, Blackville Area	<b>70.4</b>	<b>79.3</b>	<b>87.0</b>
Moncton	<b>72.1</b>	<b>68.9</b>	<b>82.1</b>
Nackawic, McAdam, Canterbury Area	<b>77.3</b>	<b>69.2</b>	<b>89.0</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>82.5</b>	<b>73.7</b>	<b>70.6</b>
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>77.5</b>	<b>81.2</b>	<b>84.5</b>
Quispamsis, Rothesay, Hampton Area	<b>76.9</b>	<b>78.7</b>	<b>78.1</b>
Riverview and Coverdale	<b>71.1</b>	<b>72.0</b>	<b>94.2</b>
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	<b>74.6</b>	<b>78.1</b>	<b>87.9</b>
Salisbury and Petitcodiac	<b>65.5</b>	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>77.1</b>	<b>72.5</b>	<b>88.0</b>
Shippagan, Lamèque, Inkerman Area	<b>67.2</b>	<b>64.8</b>	<b>78.0</b>
St. George, Grand Manan, Blacks Harbour Area	<b>64.4</b>	<b>79.7</b>	<b>85.1</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>60.3</b>	<b>66.0</b>	<b>81.0</b>
Sussex, Norton, Sussex Corner Area	<b>71.4</b>	<b>86.9</b>	<b>84.1</b>
Tracadie and Saint-Isidore	<b>65.6</b>	<b>70.1</b>	S

## Age

	Year 2018	Year 2015	Year 2012
18-64	<b>70.2</b>	<b>72.0</b>	<b>82.3</b>
65 and over	<b>72.2</b>	<b>74.9</b>	<b>81.2</b>
<b>Gender</b>			
Female	<b>71.5</b>	<b>74.7</b>	<b>81.5</b>
Male	<b>71.7</b>	<b>72.4</b>	<b>81.3</b>
<b>Language</b>			
Preferred language of service: English	<b>72.4</b>	<b>74.2</b>	<b>85.2</b>
Preferred language of service: French	<b>66.9</b>	<b>69.8</b>	<b>71.3</b>
<b>Indigenous identity</b>			
Indigenous	<b>68.7</b>	<b>55.8</b>	<b>77.4</b>
Non-Indigenous	<b>71.8</b>	<b>75.0</b>	<b>81.7</b>
<b>Education level</b>			
High school or less	<b>72.2</b>	<b>74.8</b>	<b>81.3</b>
Postsecondary	<b>69.3</b>	<b>70.8</b>	<b>82.2</b>
<b>Household income</b>			
Less than \$25,000	<b>71.3</b>	<b>73.7</b>	<b>80.1</b>
\$25,000 to less than \$60,000	<b>69.6</b>	<b>70.8</b>	<b>83.1</b>
\$60,000 or more	<b>S</b>	<b>S</b>	<b>88.1</b>

## About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that their home support worker always kept them informed about when they would arrive at their home in the last 2 months.

## Source

Home Care Survey

## Calculations

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: In the last 2 months, how often did home support workers keep you informed about when they would arrive at your home?

## Notes

The 2021 edition of the Home Care Survey was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, users are advised to use the survey data with caution, especially when creating estimates for small sub-populations or when comparing it to other editions of the survey.

Unit	NBHC code
%	HS_APPIW_1

### Caption

n/a = Not applicable / not available

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