

## Citizens receiving home care services from a home support worker who reported that their home support worker always explained things in a way that was easy to understand in the last 2 months

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	80.2	77.2	77.8	84.5
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	79.8	76.9	75.9	89.4
Zone 2 - Fundy Shore and Saint John Area	81.0	75.3	78.3	85.0
Zone 3 - Fredericton and River Valley Area	79.9	76.8	78.5	86.0
Zone 4 - Madawaska and North-West Area	75.8	73.5	74.6	72.4
Zone 5 - Restigouche Area	82.2	81.4	77.8	85.4
Zone 6 - Bathurst and Acadian Peninsula Area	79.3	78.0	78.2	82.2
Zone 7 - Miramichi Area	85.0	83.9	80.8	84.4
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	76.4	80.4	81.8	79.6
Bouctouche, Richibucto, Saint-Antoine Area	86.6	84.4	71.7	89.0
Campbellton, Atholville, Tide Head Area	80.0	85.3	70.5	83.0
Caraquet, Paquetville, Bertrand Area	80.7	74.1	70.5	82.0
Dalhousie, Balmoral, Belledune Area	83.8	78.4	83.1	87.2
Dieppe and Memramcook	72.4	66.3	85.8	S
Douglas, Saint Marys, Doaktown Area	78.6	78.8	79.4	85.6
Edmundston, Rivière-Verte, Lac Baker Area	76.0	68.3	73.1	68.9
Florenceville-Bristol, Woodstock, Wakefield Area	83.5	73.9	74.2	82.1
Fredericton	74.4	71.6	77.9	88.3

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>74.6</b>	<b>79.0</b>	<b>75.6</b>	<b>73.9</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>77.5</b>	<b>86.4</b>	<b>88.6</b>	<b>88.6</b>
Miramichi, Rogersville, Blackville Area	<b>85.8</b>	<b>84.1</b>	<b>81.3</b>	<b>86.0</b>
Moncton	<b>73.8</b>	<b>75.5</b>	<b>76.3</b>	<b>89.7</b>
Nackawic, McAdam, Canterbury Area	<b>87.1</b>	<b>85.9</b>	<b>84.5</b>	<b>81.5</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>81.9</b>	<b>83.3</b>	<b>79.7</b>	<b>80.6</b>
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>82.4</b>	<b>84.6</b>	<b>82.4</b>	<b>88.4</b>
Quispamsis, Rothesay, Hampton Area	<b>83.2</b>	<b>71.3</b>	<b>75.0</b>	<b>77.7</b>
Riverview and Coverdale	<b>84.3</b>	<b>76.9</b>	<b>73.4</b>	<b>97.5</b>
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	<b>76.0</b>	<b>72.5</b>	<b>74.9</b>	<b>83.5</b>
Salisbury and Petitcodiac	S	<b>69.7</b>	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>84.5</b>	<b>81.1</b>	<b>83.6</b>	<b>86.7</b>
Shippagan, Lamèque, Inkerman Area	<b>82.0</b>	<b>83.5</b>	<b>80.8</b>	<b>82.6</b>
St. George, Grand Manan, Blacks Harbour Area	<b>90.7</b>	<b>78.3</b>	<b>79.0</b>	<b>87.6</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>85.0</b>	<b>86.5</b>	<b>90.9</b>	<b>84.9</b>
Sussex, Norton, Sussex Corner Area	<b>84.1</b>	<b>74.5</b>	<b>82.4</b>	<b>87.5</b>
Tracadie and Saint-Isidore	<b>82.2</b>	<b>72.9</b>	<b>73.4</b>	<b>91.4</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	79.1	74.7	74.7	83.8
65 and over	80.7	78.3	79.3	84.9
<b>Gender</b>				
Female	80.3	78.1	78.6	84.4
Male	80.1	75.4	75.9	84.7
<b>Language</b>				
Preferred language of service: English	80.9	77.6	77.6	86.5
Preferred language of service: French	78.7	75.0	75.9	78.6
<b>Indigenous identity</b>				
Indigenous	90.2	80.0	69.1	80.5
Non-Indigenous	80.5	77.5	78.7	84.8
<b>Education level</b>				
High school or less	81.9	78.5	79.0	84.0
Postsecondary	75.0	73.5	71.4	86.6
<b>Household income</b>				
Less than \$25,000	80.0	76.9	77.9	82.4
\$25,000 to less than \$60,000	83.4	75.4	80.0	89.9
\$60,000 or more	S	S	S	86.7

## 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 explained things in a way that was easy to understand 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 do each of the following: explain things in a way that was easy to understand?

## 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.

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Unit	NBHC code
%	HS_COM02_1

## Caption

n/a = Not applicable / not available

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