

## Citizens receiving home care services from home support workers who reported that the staff always listened carefully to them in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	77.0	77.3	75.4	76.5
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	74.2	76.9	74.0	76.9
Zone 2 - Fundy Shore and Saint John Area	74.5	75.1	73.9	77.1
Zone 3 - Fredericton and River Valley Area	73.4	75.8	74.0	73.3
Zone 4 - Madawaska and North-West Area	74.9	72.9	72.0	67.5
Zone 5 - Restigouche Area	84.5	80.9	80.2	78.5
Zone 6 - Bathurst and Acadian Peninsula Area	83.9	80.0	80.5	83.1
Zone 7 - Miramichi Area	84.7	85.6	78.1	79.4
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	83.0	76.6	81.0	84.9
Bouctouche, Richibucto, Saint-Antoine Area	81.9	86.1	86.2	79.8
Campbellton, Atholville, Tide Head Area	87.5	75.1	76.8	77.1
Caraquet, Paquetville, Bertrand Area	87.2	79.8	80.3	83.4
Dalhousie, Balmoral, Belledune Area	82.2	85.2	82.8	79.5
Dieppe and Memramcook	S	69.4	65.1	75.5
Douglas, Saint Marys, Doaktown Area	S	80.7	78.0	77.5
Edmundston, Rivière-Verte, Lac Baker Area	73.5	76.2	68.8	65.5
Florenceville-Bristol, Woodstock, Wakefield Area	70.8	78.5	75.0	72.2
Fredericton	63.2	69.7	64.6	65.2
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Falls, Saint-Léonard, Drummond Area	75.5	69.0	73.3	69.6
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	76.5	75.2	82.9
Miramichi, Rogersville, Blackville Area	85.6	86.3	77.0	77.9
Moncton	67.0	71.3	70.2	78.9
Nackawic, McAdam, Canterbury Area	S	83.0	80.6	74.9
Neguac, Alnwick, Esgenoopetitj Area	S	83.1	83.2	82.5
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	75.7	83.8	74.8
Quispamsis, Rothesay, Hampton Area	74.2	78.4	75.2	71.1
Riverview and Coverdale	S	76.2	73.4	73.8
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	71.8	70.3	73.4	73.8
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	88.5	82.3	80.8	84.5
Shippagan, Lamèque, Inkerman Area	87.1	83.5	85.2	84.4
St. George, Grand Manan, Blacks Harbour Area	S	74.2	81.8	87.3
St. Stephen, Saint Andrews, Campobello Island Area	79.0	78.9	77.1	79.5
Sussex, Norton, Sussex Corner Area	76.5	82.6	65.6	81.7
Tracadie and Saint-Isidore	81.9	84.7	77.2	77.0
<b>Age</b>				
18-64	74.9	75.5	72.0	72.4

	Year 2024	Year 2021	Year 2018	Year 2015
65 and over	77.5	78.0	76.9	78.6
<b>Gender</b>				
Female	75.8	76.6	75.0	76.2
Male	80.3	78.7	76.1	77.0
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	76.2	n/a	n/a	n/a
Most comfortable in French	79.3	n/a	n/a	n/a
Comfortable in both English and French	80.1	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	S	89.3	81.3	69.1
<b>Immigrant</b>				
Immigrants	57.5	n/a	n/a	n/a
<b>Education level</b>				
High school or less	79.6	79.0	77.4	77.7
Postsecondary	68.8	71.3	69.8	68.7
<b>Disability or special need</b>				
Disability or special need	72.1	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	77.2	n/a	n/a	n/a
\$30,000 to less than \$60,000	66.9	n/a	n/a	n/a
\$60,000 or more	S	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Racialized groups</b>				
Racialized groups	S	n/a	n/a	n/a

### About

This indicator is the percentage of citizens receiving home care services from home support workers who reported that the staff always listened carefully to them 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: listen carefully to you?

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<b>Unit</b>	<b>Interpretation</b>	<b>NBHC code</b>
%	Higher is better	HS_COM03_1

### Caption

n/a = Not applicable / not available

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