

## 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

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

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

Unit	Interpretation	NBHC code
%	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