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
Province				
New Brunswick	**77.0**	**77.3**	**75.4**	**76.5**
Health zones				
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**
Communities				
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

Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	74.9	75.5	72.0	72.4

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	Year 2024	Year 2021	Year 2018	Year 2015
65 and over	77.5	78.0	76.9	78.6
Gender				
Female	75.8	76.6	75.0	76.2
Male	80.3	78.7	76.1	77.0
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
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
Indigenous identity				
Indigenous	S	89.3	81.3	69.1
Immigrant				
Immigrants	57.5	n/a	n/a	n/a
Education level				
High school or less	79.6	79.0	77.4	77.7
Postsecondary	68.8	71.3	69.8	68.7
Disability or special need				
Disability or special need	72.1	n/a	n/a	n/a
Household income				
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
Racialized groups				
Racialized groups	S	n/a	n/a	n/a

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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