Citizens receiving home care services from home support workers who reported that the staff always treated them with courtesy and respect in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	87.6	87.6	85.5	86.4
Health zones				
Zone 1 - Moncton and South-East Area	88.7	85.7	84.7	86.1
Zone 2 - Fundy Shore and Saint John Area	86.1	87.5	85.3	87.1
Zone 3 - Fredericton and River Valley Area	84.4	87.4	83.3	86.0
Zone 4 - Madawaska and North-West Area	84.6	82.1	83.1	81.7
Zone 5 - Restigouche Area	94.7	90.6	90.8	85.0
Zone 6 - Bathurst and Acadian Peninsula Area	90.4	90.0	87.4	90.3
Zone 7 - Miramichi Area	91.0	93.2	88.3	87.2
Communities				
Bathurst, Beresford, Petit-Rocher Area	87.8	88.8	85.0	93.7
Bouctouche, Richibucto, Saint-Antoine Area	90.7	87.9	90.7	88.6
Campbellton, Atholville, Tide Head Area	93.6	87.1	85.1	82.3
Caraquet, Paquetville, Bertrand Area	92.7	88.7	90.1	91.2
Dalhousie, Balmoral, Belledune Area	95.6	93.1	95.3	86.9
Dieppe and Memramcook	S	80.2	76.1	80.9
Douglas, Saint Marys, Doaktown Area	S	86.2	81.5	85.3
Edmundston, Rivière-Verte, Lac Baker Area	86.2	85.2	79.8	80.5
Florenceville-Bristol, Woodstock, Wakefield Area	84.5	86.8	80.4	85.7
Fredericton	74.5	84.3	78.6	78.5

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	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	82.6	78.3	85.8	84.3
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	91.1	94.2	93.1
Miramichi, Rogersville, Blackville Area	90.6	94.4	86.2	85.7
Moncton	85.6	81.6	82.0	88.7
Nackawic, McAdam, Canterbury Area	S	90.8	83.7	88.0
Neguac, Alnwick, Esgenoopetitj Area	S	88.6	98.3	90.0
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	89.3	90.2	91.0
Quispamsis, Rothesay, Hampton Area	84.8	87.4	84.3	85.5
Riverview and Coverdale	S	87.9	89.3	83.6
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	83.6	85.0	84.9	84.5
Salisbury and Petitcodiac	S	S	77.2	S
Shediac, Beaubassin East and Cap-Pelé	88.3	94.6	88.9	90.2
Shippagan, Lamèque, Inkerman Area	92.9	91.3	95.6	89.5
St. George, Grand Manan, Blacks Harbour Area	S	92.9	88.0	90.1
St. Stephen, Saint Andrews, Campobello Island Area	88.5	90.6	84.7	89.6
Sussex, Norton, Sussex Corner Area	91.5	88.9	84.1	90.2
Tracadie and Saint-Isidore	91.8	92.2	85.0	81.5

Age

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	Year 2024	Year 2021	Year 2018	Year 2015
18-64	84.9	86.4	81.6	82.7
65 and over	88.3	88.0	87.2	88.3

Gender

	Year 2024	Year 2021	Year 2018	Year 2015
Female	87.4	87.4	85.2	86.0
Male	88.5	88.0	86.0	87.3

2SLGBTQIA+ status

	Year 2024	Year 2021	Year 2018	Year 2015
2SLGBTQIA+	S	n/a	n/a	n/a

Language

	Year 2024	Year 2021	Year 2018	Year 2015
Most comfortable in English	87.9	n/a	n/a	n/a
Most comfortable in French	87.9	n/a	n/a	n/a
Comfortable in both English and French	87.7	n/a	n/a	n/a

Indigenous identity

	Year 2024	Year 2021	Year 2018	Year 2015
Indigenous	S	97.2	85.0	84.2

Immigrant

	Year 2024	Year 2021	Year 2018	Year 2015
Immigrants	78.3	n/a	n/a	n/a

Education level

	Year 2024	Year 2021	Year 2018	Year 2015
High school or less	89.0	88.7	87.0	87.1
Postsecondary	84.0	84.2	79.2	81.9

Disability or special need

	Year 2024	Year 2021	Year 2018	Year 2015
Disability or special need	83.8	n/a	n/a	n/a

Household income

	Year 2024	Year 2021	Year 2018	Year 2015
Less than $30,000	88.5	n/a	n/a	n/a
$30,000 to less than $60,000	79.3	n/a	n/a	n/a

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	Year 2024	Year 2021	Year 2018	Year 2015
$60,000 or more	S	n/a	n/a	n/a

Racialized groups

	Year 2024	Year 2021	Year 2018	Year 2015
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 treated them with courtesy and respect 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: treat you with courtesy and respect?

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Unit	Interpretation	NBHC code
%	Higher is better	HS_COM04_1

Caption
n/a = Not applicable / not available
S = Data suppressed due to confidentiality requirements and/or small sample size