# 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** |

| | 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

| | 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** | | | | |
| Female | **87.4** | **87.4** | **85.2** | **86.0** |
| Male | **88.5** | **88.0** | **86.0** | **87.3** |
| **2SLGBTQIA+ status** | | | | |
| 2SLGBTQIA+ | S | n/a | n/a | n/a |
| **Language** | | | | |
| 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** | | | | |
| Indigenous | S | **97.2** | **85.0** | **84.2** |
| **Immigrant** | | | | |
| Immigrants | **78.3** | n/a | n/a | n/a |
| **Education level** | | | | |
| 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** | | | | |
| Disability or special need | **83.8** | n/a | n/a | n/a |
| **Household income** | | | | |
| 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 |

| | Year 2024 | Year 2021 | Year 2018 | Year 2015 |
|---|---|---|---|---|
| $60,000 or more | S | n/a | n/a | n/a |
| **Racialized groups** | | | | |
| 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 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?

| 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