

## Citizens receiving home care services from a home support worker who reported that their home support worker always treated them with courtesy and respect in the last 2 months

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	87.6	85.5	86.4	90.3
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	85.7	84.7	86.1	90.7
Zone 2 - Fundy Shore and Saint John Area	87.5	85.3	87.1	90.1
Zone 3 - Fredericton and River Valley Area	87.4	83.3	86.0	91.5
Zone 4 - Madawaska and North-West Area	82.1	83.1	81.7	84.2
Zone 5 - Restigouche Area	90.6	90.8	85.0	89.6
Zone 6 - Bathurst and Acadian Peninsula Area	90.0	87.4	90.3	92.4
Zone 7 - Miramichi Area	93.2	88.3	87.2	91.7
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	88.8	85.0	93.7	90.8
Bouctouche, Richibucto, Saint-Antoine Area	87.9	90.7	88.6	93.4
Campbellton, Atholville, Tide Head Area	87.1	85.1	82.3	89.2
Caraquet, Paquetville, Bertrand Area	88.7	90.1	91.2	94.4
Dalhousie, Balmoral, Belledune Area	93.1	95.3	86.9	89.9
Dieppe and Memramcook	80.2	76.1	80.9	S
Douglas, Saint Marys, Doaktown Area	86.2	81.5	85.3	89.8
Edmundston, Rivière-Verte, Lac Baker Area	85.2	79.8	80.5	82.2
Florenceville-Bristol, Woodstock, Wakefield Area	86.8	80.4	85.7	86.5
Fredericton	84.3	78.6	78.5	93.7

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>78.3</b>	<b>85.8</b>	<b>84.3</b>	<b>84.9</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>91.1</b>	<b>94.2</b>	<b>93.1</b>	<b>95.9</b>
Miramichi, Rogersville, Blackville Area	<b>94.4</b>	<b>86.2</b>	<b>85.7</b>	<b>91.6</b>
Moncton	<b>81.6</b>	<b>82.0</b>	<b>88.7</b>	<b>85.7</b>
Nackawic, McAdam, Canterbury Area	<b>90.8</b>	<b>83.7</b>	<b>88.0</b>	<b>89.6</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>88.6</b>	<b>98.3</b>	<b>90.0</b>	<b>91.9</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	<b>89.3</b>	<b>90.2</b>	<b>91.0</b>	<b>92.1</b>
Quispamsis, Rothesay, Hampton Area	<b>87.4</b>	<b>84.3</b>	<b>85.5</b>	<b>82.0</b>
Riverview and Coverdale	<b>87.9</b>	<b>89.3</b>	<b>83.6</b>	<b>94.8</b>
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	<b>85.0</b>	<b>84.9</b>	<b>84.5</b>	<b>90.2</b>
Salisbury and Petitcodiac	S	<b>77.2</b>	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>94.6</b>	<b>88.9</b>	<b>90.2</b>	<b>91.9</b>
Shippagan, Lamèque, Inkerman Area	<b>91.3</b>	<b>95.6</b>	<b>89.5</b>	<b>94.9</b>
St. George, Grand Manan, Blacks Harbour Area	<b>92.9</b>	<b>88.0</b>	<b>90.1</b>	<b>89.4</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>90.6</b>	<b>84.7</b>	<b>89.6</b>	<b>90.3</b>
Sussex, Norton, Sussex Corner Area	<b>88.9</b>	<b>84.1</b>	<b>90.2</b>	<b>93.2</b>
Tracadie and Saint-Isidore	<b>92.2</b>	<b>85.0</b>	<b>81.5</b>	<b>92.3</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	86.4	81.6	82.7	87.8
65 and over	88.0	87.2	88.3	91.8

**Gender**

Female	87.4	85.2	86.0	89.7
Male	88.0	86.0	87.3	91.8

**Language**

Preferred language of service: English	88.1	85.0	86.3	90.7
Preferred language of service: French	86.6	86.0	84.6	88.6

**Indigenous identity**

Indigenous	97.2	85.0	84.2	92.1
Non-Indigenous	87.6	85.6	86.9	90.3

**Education level**

High school or less	88.7	87.0	87.1	91.0
Postsecondary	84.2	79.2	81.9	88.2

**Household income**

Less than \$25,000	87.6	85.0	86.2	90.1
\$25,000 to less than \$60,000	88.6	86.9	88.1	91.2
\$60,000 or more	S	S	S	89.1

### About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that their home support worker 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?

### Notes

The 2021 edition of the Home Care Survey was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, users are advised to use the survey data with caution, especially when creating estimates for small sub-populations or when comparing it to other editions of the survey.

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Unit	NBHC code
%	HS_COM04_1

### Caption

n/a = Not applicable / not available

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