

## Citizens receiving home care services from a home support worker who reported that it is very easy to call their home support worker or agency when they need help, information or advice

Unit : %

	Year 2018	Year 2015	Year 2012
<b>Province</b>			
New Brunswick	61.5	63.7	58.6
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	62.4	62.9	62.1
Zone 2 - Fundy Shore and Saint John Area	71.7	72.4	71.8
Zone 3 - Fredericton and River Valley Area	70.3	74.2	76.2
Zone 4 - Madawaska and North-West Area	33.6	34.7	21.7
Zone 5 - Restigouche Area	58.8	64.2	47.3
Zone 6 - Bathurst and Acadian Peninsula Area	46.4	52.8	33.1
Zone 7 - Miramichi Area	67.9	70.2	58.9
<b>Communities</b>			
Bathurst, Beresford, Petit-Rocher Area	57.9	56.5	34.7
Bouctouche, Richibucto, Saint-Antoine Area	71.5	62.5	48.9
Campbellton, Atholville, Tide Head Area	55.8	57.8	43.9
Caraquet, Paquetville, Bertrand Area	36.8	57.9	25.2
Dalhousie, Balmoral, Belledune Area	61.0	68.4	49.9
Dieppe and Memramcook	55.4	65.1	S
Douglas, Saint Marys, Doaktown Area	76.5	84.6	74.6
Edmundston, Rivière-Verte, Lac Baker Area	29.7	30.8	24.3
Florenceville-Bristol, Woodstock, Wakefield Area	67.0	65.1	71.5
Fredericton	64.6	65.1	71.6

	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>42.0</b>	<b>43.8</b>	<b>19.5</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>88.6</b>	<b>98.2</b>	<b>90.7</b>
Miramichi, Rogersville, Blackville Area	<b>74.6</b>	<b>74.3</b>	<b>71.3</b>
Moncton	<b>58.5</b>	<b>67.2</b>	<b>67.1</b>
Nackawic, McAdam, Canterbury Area	<b>81.1</b>	<b>76.0</b>	<b>80.0</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>36.9</b>	<b>61.5</b>	<b>29.6</b>
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>70.3</b>	<b>77.6</b>	<b>78.4</b>
Quispamsis, Rothesay, Hampton Area	<b>71.9</b>	<b>71.9</b>	<b>60.9</b>
Riverview and Coverdale	<b>61.5</b>	<b>58.8</b>	<b>80.7</b>
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	<b>68.7</b>	<b>68.9</b>	<b>67.0</b>
Salisbury and Petitcodiac	<b>55.4</b>	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>63.2</b>	<b>54.2</b>	<b>36.2</b>
Shippagan, Lamèque, Inkerman Area	<b>40.0</b>	<b>52.2</b>	<b>40.6</b>
St. George, Grand Manan, Blacks Harbour Area	<b>77.2</b>	<b>71.2</b>	<b>77.4</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>72.8</b>	<b>77.6</b>	<b>73.3</b>
Sussex, Norton, Sussex Corner Area	<b>74.0</b>	<b>77.7</b>	<b>86.7</b>
Tracadie and Saint-Isidore	<b>36.8</b>	<b>39.6</b>	<b>28.1</b>

## Age

	Year 2018	Year 2015	Year 2012
18-64	<b>59.1</b>	<b>60.4</b>	<b>54.4</b>
65 and over	<b>62.6</b>	<b>65.4</b>	<b>61.2</b>
<b>Gender</b>			
Female	<b>61.8</b>	<b>64.9</b>	<b>58.4</b>
Male	<b>60.9</b>	<b>61.3</b>	<b>59.2</b>
<b>Language</b>			
Preferred language of service: English	<b>69.9</b>	<b>66.8</b>	<b>71.7</b>
Preferred language of service: French	<b>38.0</b>	<b>44.6</b>	<b>24.6</b>
<b>Indigenous identity</b>			
Indigenous	<b>59.5</b>	<b>58.9</b>	<b>45.9</b>
Non-Indigenous	<b>61.6</b>	<b>64.1</b>	<b>59.4</b>
<b>Education level</b>			
High school or less	<b>61.8</b>	<b>64.7</b>	<b>58.2</b>
Postsecondary	<b>61.2</b>	<b>59.0</b>	<b>62.7</b>
<b>Household income</b>			
Less than \$25,000	<b>60.6</b>	<b>63.4</b>	<b>55.5</b>
\$25,000 to less than \$60,000	<b>63.1</b>	<b>63.3</b>	<b>63.5</b>
\$60,000 or more	<b>S</b>	<b>S</b>	<b>73.8</b>

## About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that it is very easy to call their home support worker or agency when they need help, information or advice.

## Source

Home Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "very easy" by the number of respondents who answered "very difficult, somewhat difficult, somewhat easy, very easy" to the question: How easy or difficult is it to call your home support worker or the agency to get help, information or advice?

## 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.

Unit	NBHC code
%	HS_OFF01_1

### Caption

n/a = Not applicable / not available

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