

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
Province			
New Brunswick	61.5	63.7	58.6
Health zones			
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
Communities			
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	42.0	43.8	19.5
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	88.6	98.2	90.7
Miramichi, Rogersville, Blackville Area	74.6	74.3	71.3
Moncton	58.5	67.2	67.1
Nackawic, McAdam, Canterbury Area	81.1	76.0	80.0
Neguac, Alnwick, Esgenoopetitj Area	36.9	61.5	29.6
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	70.3	77.6	78.4
Quispamsis, Rothesay, Hampton Area	71.9	71.9	60.9
Riverview and Coverdale	61.5	58.8	80.7
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	68.7	68.9	67.0
Salisbury and Petitcodiac	55.4	S	S
Shediac, Beaubassin East and Cap-Pelé	63.2	54.2	36.2
Shippagan, Lamèque, Inkerman Area	40.0	52.2	40.6
St. George, Grand Manan, Blacks Harbour Area	77.2	71.2	77.4
St. Stephen, Saint Andrews, Campobello Island Area	72.8	77.6	73.3
Sussex, Norton, Sussex Corner Area	74.0	77.7	86.7
Tracadie and Saint-Isidore	36.8	39.6	28.1

Age

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

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