# Citizens receiving home care services from a home support worker who reported that it was very easy to fill out all the necessary paperwork before they started receiving services

Unit : %

| | Year 2018 | Year 2015 | Year 2012 |
|---|---|---|---|
| **Province** | | | |
| New Brunswick | **31.9** | **26.4** | **23.1** |
| **Health zones** | | | |
| Zone 1 - Moncton and South-East Area | **34.3** | **28.3** | **23.1** |
| Zone 2 - Fundy Shore and Saint John Area | **39.8** | **32.9** | **28.8** |
| Zone 3 - Fredericton and River Valley Area | **34.8** | **28.1** | **29.5** |
| Zone 4 - Madawaska and North-West Area | **17.6** | **11.6** | **12.8** |
| Zone 5 - Restigouche Area | **33.7** | **23.8** | **22.0** |
| Zone 6 - Bathurst and Acadian Peninsula Area | **21.9** | **21.4** | **16.9** |
| Zone 7 - Miramichi Area | **30.1** | **29.5** | **15.3** |
| **Communities** | | | |
| Bathurst, Beresford, Petit-Rocher Area | **31.1** | **24.5** | **16.0** |
| Bouctouche, Richibucto, Saint-Antoine Area | **40.9** | **22.3** | **16.9** |
| Campbellton, Atholville, Tide Head Area | **33.7** | **18.8** | **25.5** |
| Caraquet, Paquetville, Bertrand Area | **16.2** | **17.8** | **22.1** |
| Dalhousie, Balmoral, Belledune Area | **33.8** | **27.5** | **19.0** |
| Dieppe and Memramcook | **29.0** | **33.8** | S |
| Douglas, Saint Marys, Doaktown Area | **28.8** | **26.7** | **37.1** |
| Edmundston, Rivière-Verte, Lac Baker Area | **16.1** | **11.5** | **13.1** |
| Florenceville-Bristol, Woodstock, Wakefield Area | **36.6** | **20.3** | **24.9** |
| Fredericton | **32.7** | **27.5** | **36.6** |

| | Year 2018 | Year 2015 | Year 2012 |
|---|---|---|---|
| Grand Bay-Westfield, Westfield, Greenwich Area | S | S | S |
| Grand Falls, Saint-Léonard, Drummond Area | **18.8** | **11.4** | **14.7** |
| Hillsborough, Riverside-Albert, Alma Area | S | S | S |
| Kedgwick, Saint-Quentin and Grimmer | S | S | S |
| Minto, Chipman, Cambridge-Narrows Area | **50.4** | **25.0** | **22.5** |
| Miramichi, Rogersville, Blackville Area | **32.4** | **35.0** | **18.4** |
| Moncton | **36.4** | **34.9** | **29.5** |
| Nackawic, McAdam, Canterbury Area | **30.7** | **32.3** | S |
| Neguac, Alnwick, Esgenoopetitj Area | **18.3** | **18.3** | S |
| New Maryland, Kingsclear, Lincoln Area | S | S | S |
| Oromocto, Gagetown, Fredericton Junction Area | S | S | S |
| Perth-Andover, Plaster Rock, Tobique Area | **26.3** | **31.0** | **31.2** |
| Quispamsis, Rothesay, Hampton Area | **29.4** | **22.4** | **20.5** |
| Riverview and Coverdale | **32.3** | **30.6** | **34.0** |
| Sackville, Dorchester, Port Elgin Area | S | S | S |
| Saint John, Simonds and Musquash | **40.6** | **34.8** | **29.7** |
| Salisbury and Petitcodiac | S | S | S |
| Shediac, Beaubassin East and Cap-Pelé | **31.5** | **22.0** | S |
| Shippagan, Lamèque, Inkerman Area | **11.5** | **26.8** | **19.1** |
| St. George, Grand Manan, Blacks Harbour Area | **55.0** | **37.0** | **23.0** |
| St. Stephen, Saint Andrews, Campobello Island Area | **43.4** | **36.9** | **27.1** |
| Sussex, Norton, Sussex Corner Area | **37.1** | **29.4** | **35.9** |
| Tracadie and Saint-Isidore | **17.7** | **10.8** | S |

## Age

| | Year 2018 | Year 2015 | Year 2012 |
|---|---|---|---|
| 18-64 | **31.3** | **26.2** | **22.7** |
| 65 and over | **32.2** | **26.6** | **23.3** |
| **Gender** | | | |
| Female | **32.8** | **27.2** | **22.3** |
| Male | **30.2** | **24.9** | **25.1** |
| **Language** | | | |
| Preferred language of service: English | **37.5** | **28.3** | **27.6** |
| Preferred language of service: French | **16.1** | **14.8** | **13.1** |
| **Indigenous identity** | | | |
| Indigenous | **37.2** | **24.3** | **23.7** |
| Non-Indigenous | **31.6** | **26.4** | **23.1** |
| **Education level** | | | |
| High school or less | **31.6** | **26.7** | **21.5** |
| Postsecondary | **32.4** | **27.2** | **29.7** |
| **Household income** | | | |
| Less than $25,000 | **31.7** | **26.9** | **22.7** |
| $25,000 to less than $60,000 | **29.2** | **25.1** | **23.3** |
| $60,000 or more | S | S | **35.6** |

## About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that it was very easy to fill out all the necessary paperwork before they started receiving services.

## 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: When you first started getting home care services, how easy or difficult was it to fill out all the necessary paperwork?

## 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_PGM04_1 |

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