

## Citizens receiving home care services from a home support worker who reported that they know who to contact if they have a complaint about their services

Unit : %

	Year 2018	Year 2015	Year 2012
<b>Province</b>			
New Brunswick	88.9	89.8	77.2
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	88.0	88.2	79.1
Zone 2 - Fundy Shore and Saint John Area	90.0	91.8	78.3
Zone 3 - Fredericton and River Valley Area	92.2	92.1	82.2
Zone 4 - Madawaska and North-West Area	85.0	87.6	75.0
Zone 5 - Restigouche Area	92.6	85.6	69.0
Zone 6 - Bathurst and Acadian Peninsula Area	84.4	88.1	73.0
Zone 7 - Miramichi Area	89.3	91.4	71.5
<b>Communities</b>			
Bathurst, Beresford, Petit-Rocher Area	89.7	89.6	71.4
Bouctouche, Richibucto, Saint-Antoine Area	88.2	92.9	71.9
Campbellton, Atholville, Tide Head Area	93.3	87.6	69.5
Caraquet, Paquetville, Bertrand Area	79.8	88.1	78.9
Dalhousie, Balmoral, Belledune Area	92.1	84.2	68.5
Dieppe and Memramcook	85.1	85.2	S
Douglas, Saint Marys, Doaktown Area	95.7	92.3	82.5
Edmundston, Rivière-Verte, Lac Baker Area	82.0	86.9	74.8
Florenceville-Bristol, Woodstock, Wakefield Area	91.6	90.5	86.7
Fredericton	94.2	89.6	81.2

	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>89.2</b>	<b>90.4</b>	<b>74.4</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>96.0</b>	<b>97.1</b>	<b>85.3</b>
Miramichi, Rogersville, Blackville Area	<b>89.2</b>	<b>91.5</b>	<b>71.3</b>
Moncton	<b>87.5</b>	<b>85.7</b>	<b>78.0</b>
Nackawic, McAdam, Canterbury Area	S	<b>88.3</b>	<b>79.2</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>89.8</b>	<b>91.3</b>	<b>72.0</b>
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>95.0</b>	<b>95.1</b>	<b>83.3</b>
Quispamsis, Rothesay, Hampton Area	<b>89.3</b>	<b>88.8</b>	<b>65.4</b>
Riverview and Coverdale	<b>83.0</b>	<b>76.4</b>	<b>80.0</b>
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	<b>89.3</b>	<b>91.0</b>	<b>78.7</b>
Salisbury and Petitcodiac	<b>93.6</b>	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>89.2</b>	<b>96.7</b>	<b>85.2</b>
Shippagan, Lamèque, Inkerman Area	<b>86.2</b>	<b>84.6</b>	<b>75.5</b>
St. George, Grand Manan, Blacks Harbour Area	<b>89.7</b>	<b>100.0</b>	<b>74.1</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>92.0</b>	<b>91.7</b>	<b>84.0</b>
Sussex, Norton, Sussex Corner Area	<b>89.5</b>	<b>92.2</b>	<b>87.6</b>
Tracadie and Saint-Isidore	<b>77.2</b>	<b>87.6</b>	<b>68.0</b>

## Age

	Year 2018	Year 2015	Year 2012
18-64	<b>86.9</b>	<b>86.8</b>	<b>75.6</b>
65 and over	<b>89.8</b>	<b>91.3</b>	<b>78.0</b>
<b>Gender</b>			
Female	<b>89.3</b>	<b>90.0</b>	<b>76.9</b>
Male	<b>88.2</b>	<b>89.3</b>	<b>77.9</b>
<b>Language</b>			
Preferred language of service: English	<b>90.4</b>	<b>90.2</b>	<b>79.8</b>
Preferred language of service: French	<b>84.6</b>	<b>87.3</b>	<b>70.7</b>
<b>Indigenous identity</b>			
Indigenous	<b>85.0</b>	<b>84.4</b>	<b>79.0</b>
Non-Indigenous	<b>89.0</b>	<b>90.4</b>	<b>77.3</b>
<b>Education level</b>			
High school or less	<b>89.3</b>	<b>90.5</b>	<b>77.7</b>
Postsecondary	<b>87.5</b>	<b>85.9</b>	<b>74.5</b>
<b>Household income</b>			
Less than \$25,000	<b>88.6</b>	<b>90.1</b>	<b>77.8</b>
\$25,000 to less than \$60,000	<b>88.4</b>	<b>89.2</b>	<b>77.9</b>
\$60,000 or more	<b>S</b>	<b>S</b>	<b>66.4</b>

## About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that they know who to contact if they have a complaint about their services.

## Source

Home Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "yes" by the number of respondents who answered "yes or no" to the question: Do you know who to contact if you want to make a complaint about your home care services?

## 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_PGMCO_1

### Caption

n/a = Not applicable / not available

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