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
Province			
New Brunswick	**88.9**	**89.8**	**77.2**
Health zones			
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**
Communities			
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	**89.2**	**90.4**	**74.4**
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	**96.0**	**97.1**	**85.3**
Miramichi, Rogersville, Blackville Area	**89.2**	**91.5**	**71.3**
Moncton	**87.5**	**85.7**	**78.0**
Nackawic, McAdam, Canterbury Area	S	**88.3**	**79.2**
Neguac, Alnwick, Esgenoopetitj Area	**89.8**	**91.3**	**72.0**
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	**95.0**	**95.1**	**83.3**
Quispamsis, Rothesay, Hampton Area	**89.3**	**88.8**	**65.4**
Riverview and Coverdale	**83.0**	**76.4**	**80.0**
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	**89.3**	**91.0**	**78.7**
Salisbury and Petitcodiac	**93.6**	S	S
Shediac, Beaubassin East and Cap-Pelé	**89.2**	**96.7**	**85.2**
Shippagan, Lamèque, Inkerman Area	**86.2**	**84.6**	**75.5**
St. George, Grand Manan, Blacks Harbour Area	**89.7**	**100.0**	**74.1**
St. Stephen, Saint Andrews, Campobello Island Area	**92.0**	**91.7**	**84.0**
Sussex, Norton, Sussex Corner Area	**89.5**	**92.2**	**87.6**
Tracadie and Saint-Isidore	**77.2**	**87.6**	**68.0**

Age

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

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