

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