

## Citizens receiving home care services from a home support worker who reported that it was very easy or somewhat easy to get information before they started receiving their services

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	75.4	76.6	75.1	74.0
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	69.6	66.1	66.9	68.2
Zone 2 - Fundy Shore and Saint John Area	73.7	76.7	73.9	75.7
Zone 3 - Fredericton and River Valley Area	74.5	79.9	75.4	79.3
Zone 4 - Madawaska and North-West Area	78.1	74.1	75.5	66.2
Zone 5 - Restigouche Area	83.6	79.4	78.9	70.2
Zone 6 - Bathurst and Acadian Peninsula Area	78.9	83.5	83.6	79.1
Zone 7 - Miramichi Area	81.5	81.2	77.5	73.3
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	80.7	80.7	85.5	80.6
Bouctouche, Richibucto, Saint-Antoine Area	67.5	69.4	72.6	64.7
Campbellton, Atholville, Tide Head Area	86.7	73.6	77.9	67.3
Caraquet, Paquetville, Bertrand Area	76.9	90.6	87.1	74.7
Dalhousie, Balmoral, Belledune Area	81.3	84.1	79.6	72.4
Dieppe and Memramcook	62.0	56.9	74.7	S
Douglas, Saint Marys, Doaktown Area	87.1	86.7	88.8	75.2
Edmundston, Rivière-Verte, Lac Baker Area	79.0	76.9	80.6	70.6
Florenceville-Bristol, Woodstock, Wakefield Area	78.0	79.3	67.7	80.7
Fredericton	69.6	73.0	58.3	77.0

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>78.6</b>	<b>72.5</b>	<b>70.4</b>	<b>60.2</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>79.9</b>	<b>91.7</b>	<b>88.9</b>	<b>80.6</b>
Miramichi, Rogersville, Blackville Area	<b>82.1</b>	<b>80.9</b>	<b>76.7</b>	<b>71.4</b>
Moncton	<b>69.9</b>	<b>62.9</b>	<b>61.4</b>	<b>66.6</b>
Nackawic, McAdam, Canterbury Area	<b>70.5</b>	<b>74.5</b>	<b>87.4</b>	<b>77.6</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>79.2</b>	<b>83.0</b>	<b>78.8</b>	<b>77.6</b>
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>76.7</b>	<b>80.0</b>	<b>80.8</b>	<b>85.6</b>
Quispamsis, Rothesay, Hampton Area	<b>73.2</b>	<b>73.6</b>	<b>65.9</b>	<b>65.0</b>
Riverview and Coverdale	<b>80.3</b>	<b>77.6</b>	<b>65.5</b>	<b>69.4</b>
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	<b>70.3</b>	<b>76.0</b>	<b>70.6</b>	<b>73.6</b>
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>71.1</b>	<b>67.1</b>	<b>70.5</b>	<b>68.7</b>
Shippagan, Lamèque, Inkerman Area	<b>74.1</b>	<b>85.6</b>	<b>80.1</b>	<b>72.0</b>
St. George, Grand Manan, Blacks Harbour Area	<b>82.0</b>	<b>84.7</b>	<b>83.0</b>	<b>83.6</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>83.1</b>	<b>79.2</b>	<b>80.4</b>	<b>83.3</b>
Sussex, Norton, Sussex Corner Area	<b>72.1</b>	<b>75.8</b>	<b>80.8</b>	<b>76.0</b>
Tracadie and Saint-Isidore	<b>80.2</b>	<b>83.2</b>	<b>78.8</b>	<b>88.2</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	65.8	69.3	67.9	65.6
65 and over	78.9	79.8	78.6	78.5
<b>Gender</b>				
Female	76.5	77.1	76.9	74.4
Male	73.1	75.5	71.1	72.8
<b>Language</b>				
Preferred language of service: English	73.6	75.5	74.3	73.8
Preferred language of service: French	80.0	81.1	82.1	74.9
<b>Indigenous identity</b>				
Indigenous	56.9	67.3	66.9	66.1
Non-Indigenous	75.9	76.9	75.3	74.4
<b>Education level</b>				
High school or less	77.1	77.6	76.6	75.8
Postsecondary	71.4	72.3	68.2	66.2
<b>Household income</b>				
Less than \$25,000	75.0	76.1	76.3	73.7
\$25,000 to less than \$60,000	75.9	78.3	74.1	74.2
\$60,000 or more	S	S	S	54.6

## About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that it was very easy or somewhat easy to get information before they started receiving their services.

## Source

Home Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "somewhat easy or very easy" by the number of respondents who answered "very difficult, somewhat difficult, somewhat easy or very easy" to the question: Before you started getting home care services, how easy or difficult was it to get information about home care services in New Brunswick?

## 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.

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Unit	NBHC code
%	HS_PGME2_2

## Caption

n/a = Not applicable / not available

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