

## Citizens receiving home care services from a home support worker who reported that they had a problem getting the information they needed about their services

Unit : %

	Year 2018	Year 2015	Year 2012
<b>Province</b>			
New Brunswick	8.2	8.9	8.6
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	9.5	12.4	12.7
Zone 2 - Fundy Shore and Saint John Area	7.8	9.2	9.8
Zone 3 - Fredericton and River Valley Area	8.4	8.6	3.9
Zone 4 - Madawaska and North-West Area	11.7	9.9	12.5
Zone 5 - Restigouche Area	7.2	6.5	9.1
Zone 6 - Bathurst and Acadian Peninsula Area	6.2	6.4	6.7
Zone 7 - Miramichi Area	6.0	6.0	5.7
<b>Communities</b>			
Bathurst, Beresford, Petit-Rocher Area	6.5	6.5	7.4
Bouctouche, Richibucto, Saint-Antoine Area	S	9.0	21.3
Campbellton, Atholville, Tide Head Area	10.1	9.5	S
Caraquet, Paquetville, Bertrand Area	S	S	S
Dalhousie, Balmoral, Belledune Area	S	S	10.2
Dieppe and Memramcook	13.6	S	S
Douglas, Saint Marys, Doaktown Area	S	S	S
Edmundston, Rivière-Verte, Lac Baker Area	12.0	10.5	9.9
Florenceville-Bristol, Woodstock, Wakefield Area	6.7	10.6	S
Fredericton	14.9	15.2	S

	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>10.5</b>	<b>7.0</b>	<b>13.7</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S
Miramichi, Rogersville, Blackville Area	<b>6.4</b>	<b>4.9</b>	<b>5.6</b>
Moncton	<b>12.5</b>	<b>17.9</b>	<b>13.0</b>
Nackawic, McAdam, Canterbury Area	S	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	<b>8.0</b>	S
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	S
Quispamsis, Rothesay, Hampton Area	S	<b>17.6</b>	S
Riverview and Coverdale	S	S	<b>16.8</b>
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	<b>7.1</b>	<b>10.9</b>	<b>10.8</b>
Salisbury and Petitcodiac	S	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>6.7</b>	S	S
Shippagan, Lamèque, Inkerman Area	S	<b>13.0</b>	S
St. George, Grand Manan, Blacks Harbour Area	S	S	S
St. Stephen, Saint Andrews, Campobello Island Area	<b>13.5</b>	<b>10.7</b>	S
Sussex, Norton, Sussex Corner Area	<b>8.8</b>	S	<b>9.8</b>
Tracadie and Saint-Isidore	<b>8.0</b>	S	S

## Age

	Year 2018	Year 2015	Year 2012
18-64	12.0	13.3	12.5
65 and over	6.4	6.6	6.1
<b>Gender</b>			
Female	8.1	9.3	8.6
Male	8.4	7.9	8.6
<b>Language</b>			
Preferred language of service: English	8.4	9.1	8.6
Preferred language of service: French	8.3	7.0	8.3
<b>Indigenous identity</b>			
Indigenous	22.1	20.4	16.9
Non-Indigenous	8.2	8.2	8.3
<b>Education level</b>			
High school or less	7.3	8.0	7.5
Postsecondary	12.5	13.8	12.4
<b>Household income</b>			
Less than \$25,000	7.7	8.2	8.9
\$25,000 to less than \$60,000	10.0	6.9	6.2
\$60,000 or more	S	S	13.4

### About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that they had a problem getting the information they needed 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: Have you ever had a problem getting the information you needed about 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.

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Unit	NBHC code
%	HS_PGMPI_1

### Caption

n/a = Not applicable / not available

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