# 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:%

	<b>Year</b> 2018	<b>Year</b> 2015	<b>Year</b> 2012
Province		8.9	8.6
New Brunswick	8.2		
Health zones			
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
Communities			
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



	<b>Year</b> 2018	<b>Year</b> 2015	<b>Year</b> 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	10.5	7.0	13.7
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	6.4	4.9	5.6
Moncton	12.5	17.9	13.0
Nackawic, McAdam, Canterbury Area	S	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	8.0	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	17.6	S
Riverview and Coverdale	S	S	16.8
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	7.1	10.9	10.8
Salisbury and Petitcodiac	S	S	S
Shediac, Beaubassin East and Cap-Pelé	6.7	S	S
Shippagan, Lamèque, Inkerman Area	S	13.0	S
St. George, Grand Manan, Blacks Harbour Area	S	S	S
St. Stephen, Saint Andrews, Campobello Island Area	13.5	10.7	S
Sussex, Norton, Sussex Corner Area	8.8	S	9.8
Tracadie and Saint-Isidore	8.0	S	S

## Age

Data downloaded from the NBHC website on September 8, 2025 More information available at: https://nbhc.ca/indicators/hs\_pgmpi\_1



18-64  12.0  13.3  12.5    65 and over  6.4  6.6  6.1    Gender   8.1  9.3  8.6    Male  8.4  7.9  8.6    Language   8.4  7.9  8.6    Preferred language of service: English  8.4  9.1  8.6    Preferred language of service: Ergnish  8.4  9.1  8.6    Indigenous identity  8.3  7.0  8.3    Indigenous identity  22.1  20.4  16.9    Non-Indigenous  8.2  8.2  8.3    Education level  7.3  8.0  7.5    Postsecondary  12.5  13.8  12.4    Household income   25.000  7.7  8.2  8.9    25.000 to less than \$25,000  7.7  8.2  8.9  8.9  8.9  8.9    \$25,000 to less than \$26,000  7.7  8.2  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9  8.9		<b>Year</b> 2018	<b>Year</b> 2015	<b>Year</b> 2012
Gender      Female    8.1    9.3    8.6      Male    8.4    7.9    8.6      Language    R.4    9.1    8.6      Preferred language of service: English    8.4    9.1    8.6      Preferred language of service: French    8.3    7.0    8.3      Indigenous identity    1    16.9    16.9      Non-Indigenous    8.2    8.2    8.3      Education level    1    1.5    13.8    12.4      High school or less    7.3    8.0    7.5      Postsecondary    12.5    13.8    12.4      Household income    1    1    8.9      \$25,000 to less than \$60,000    10.0    6.9    6.2	18-64	12.0	13.3	12.5
Female    8.1    9.3    8.6      Male    8.4    7.9    8.6      Language     8.4    7.9    8.6      Language     8.4    7.9    8.6      Preferred language of service: English    8.4    9.1    8.6      Preferred language of service: French    8.3    7.0    8.3      Indigenous identity     16.9    16.9      Non-Indigenous    8.2    8.2    8.3      Education level     12.5    13.8    12.4      High school or less    7.3    8.0    7.5    7.5      Postsecondary    12.5    13.8    12.4    12.4      Household income     2.5,000    7.7    8.2    8.9      \$25,000 to less than \$60,000    10.0    6.9    6.2    6.2	65 and over	6.4	6.6	6.1
Male    8.4    7.9    8.6      Language    Preferred language of service: English    8.4    9.1    8.6      Preferred language of service: French    8.3    7.0    8.3      Indigenous identity    1    16.9      Non-Indigenous    8.2    8.2    8.3      Education level    12.5    13.8    12.4      High school or less    7.7    8.2    8.9      Stacondary    12.5    13.8    12.4      Household income    10.0    6.9    6.2	Gender			
Language    Preferred language of service: English  8.4  9.1  8.6    Preferred language of service: French  8.3  7.0  8.3    Indigenous identity  100  16.9    Non-Indigenous  8.2  8.2  8.3    Education level  7.3  8.0  7.5    Postsecondary  12.5  13.8  12.4    Household income  7.7  8.2  8.9    \$25,000 to less than \$60,000  10.0  6.9  6.2	Female	8.1	9.3	8.6
Preferred language of service: English  8.4  9.1  8.6    Preferred language of service: French  8.3  7.0  8.3    Indigenous identity  1000000000000000000000000000000000000	Male	8.4	7.9	8.6
Preferred language of service: French    8.3    7.0    8.3      Indigenous identity    Indigenous    22.1    20.4    16.9      Non-Indigenous    8.2    8.2    8.3      Education level    7.3    8.0    7.5      Postsecondary    12.5    13.8    12.4      Household income    7.7    8.2    8.9      \$25,000 to less than \$60,000    10.0    6.9    6.2	Language			
Indigenous identity    Indigenous  22.1  20.4  16.9    Non-Indigenous  8.2  8.2  8.3    Education level  7.3  8.0  7.5    Postsecondary  12.5  13.8  12.4    Household income  7.7  8.2  8.9    \$25,000 to less than \$60,000  10.0  6.9  6.2	Preferred language of service: English	8.4	9.1	8.6
Indigenous  22.1  20.4  16.9    Non-Indigenous  8.2  8.2  8.3    Education level  7.3  8.0  7.5    High school or less  7.3  8.0  7.5    Postsecondary  12.5  13.8  12.4    Household income  7.7  8.2  8.9    \$25,000 to less than \$60,000  10.0  6.9  6.2	Preferred language of service: French	8.3	7.0	8.3
Non-Indigenous  8.2  8.2  8.3    Education level	Indigenous identity			
Education level    High school or less  7.3  8.0  7.5    Postsecondary  12.5  13.8  12.4    Household income       Less than \$25,000  7.7  8.2  8.9    \$25,000 to less than \$60,000  10.0  6.9  6.2	Indigenous	22.1	20.4	16.9
High school or less  7.3  8.0  7.5    Postsecondary  12.5  13.8  12.4    Household income  7.7  8.2  8.9    Less than \$25,000  7.7  8.2  8.9    \$25,000 to less than \$60,000  10.0  6.9  6.2	Non-Indigenous	8.2	8.2	8.3
Postsecondary  12.5  13.8  12.4    Household income  Image: Comparison of the second se	Education level			
Household income    7.7    8.2    8.9      Less than \$25,000    7.7    8.2    8.9      \$25,000 to less than \$60,000    10.0    6.9    6.2	High school or less	7.3	8.0	7.5
Less than \$25,000  7.7  8.2  8.9    \$25,000 to less than \$60,000  10.0  6.9  6.2	Postsecondary	12.5	13.8	12.4
\$25,000 to less than \$60,000 6.9 6.2	Household income			
	Less than \$25,000	7.7	8.2	8.9
\$60.000 or more S S 13.4	\$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.

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