

# Citizens receiving home care services from a home support worker who reported that they had problems with the services they received from their home support worker in the last 2 months

Unit: %

	<b>Year</b> 2018	<b>Year</b> 2015	<b>Year</b> 2012
Province			
New Brunswick	9.1	7.8	7.4
Health zones			
Zone 1 - Moncton and South-East Area	10.5	9.5	8.8
Zone 2 - Fundy Shore and Saint John Area	9.5	9.9	10.5
Zone 3 - Fredericton and River Valley Area	11.0	10.1	8.1
Zone 4 - Madawaska and North-West Area	7.8	5.9	6.3
Zone 5 - Restigouche Area	8.5	5.6	6.1
Zone 6 - Bathurst and Acadian Peninsula Area	7.2	4.8	3.3
Zone 7 - Miramichi Area	5.3	2.7	S
Communities			
Bathurst, Beresford, Petit-Rocher Area	7.2	5.2	S
Bouctouche, Richibucto, Saint-Antoine Area	S	8.1	S
Campbellton, Atholville, Tide Head Area	S	S	S
Caraquet, Paquetville, Bertrand Area	S	S	0.0
Dalhousie, Balmoral, Belledune Area	10.6	6.4	9.1
Dieppe and Memramcook	20.7	S	S
Douglas, Saint Marys, Doaktown Area	9.4	S	S
Edmundston, Rivière-Verte, Lac Baker Area	10.6	9.4	7.0
Florenceville-Bristol, Woodstock, Wakefield Area	7.7	8.2	12.6
Fredericton	20.9	22.2	9.1



	Year 2018	<b>Year</b> 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	S	S	S
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	0.0
Miramichi, Rogersville, Blackville Area	6.1	3.5	S
Moncton	13.3	11.9	13.6
Nackawic, McAdam, Canterbury Area	0.0	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	0.0
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	9.7
Quispamsis, Rothesay, Hampton Area	10.2	S	14.3
Riverview and Coverdale	S	S	S
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	9.8	12.3	12.2
Salisbury and Petitcodiac	S	S	S
Shediac, Beaubassin East and Cap-Pelé	6.9	10.4	S
Shippagan, Lamèque, Inkerman Area	S	S	S
St. George, Grand Manan, Blacks Harbour Area	S	S	S
St. Stephen, Saint Andrews, Campobello Island Area	15.3	10.8	S
Sussex, Norton, Sussex Corner Area	5.9	6.7	S
Tracadie and Saint-Isidore	11.0	S	0.0

# Age



18-64       11.1       11.2       8.9         65 and over       8.1       6.1       6.6         Gender         Female       9.6       7.6       7.9         Male       8.1       8.2       6.0         Language         Preferred language of service: English       10.2       8.1       8.4         Preferred language of service: French       6.9       6.7       4.9         Indigenous identity         Indigenous identity       \$       16.4       \$         Non-Indigenous       8       16.4       \$         Education level       \$       7.5       6.4         Postsecondary       13.0       7.5       6.4         Postsecondary       8.7       7.8       7.1         Eess than \$25,000       8.7       7.8       7.1         \$5,000 to less than \$60,000       9       6.3       8.6         \$60,000 or more       \$       8       8       14.9		<b>Year</b> 2018	<b>Year</b> 2015	Year 2012
Gender           Female         9.6         7.6         7.9           Male         8.1         8.2         6.0           Language           Preferred language of service: English         10.2         8.1         8.4           Preferred language of service: French         6.9         6.7         4.9           Indigenous identity           Indigenous         S         16.4         S           Non-Indigenous         9.1         7.7         7.4           Education level           High school or less         8.0         7.5         6.4           Postsecondary         13.0         10.5         11.3           Household income           Less than \$25,000         8.7         7.8         7.1           \$25,000 to less than \$60,000         9.9         6.3         8.5	18-64	11.1	11.2	8.9
Female         9.6         7.6         7.9           Male         8.1         8.2         6.0           Language           Preferred language of service: English         10.2         8.1         8.4           Preferred language of service: French         6.9         6.7         4.9           Indigenous identity           Indigenous         S         16.4         S           Non-Indigenous         9.1         7.7         7.4           Education level           High school or less         8.0         7.5         6.4           Postsecondary         13.0         10.5         11.3           Household income         8.7         7.8         7.1           \$25,000 to less than \$60,000         9.9         6.3         8.5	65 and over	8.1	6.1	6.6
Male       8.1       8.2       6.0         Language       Preferred language of service: English       10.2       8.1       8.4         Preferred language of service: French       6.9       6.7       4.9         Indigenous identity       Indigenous       S       16.4       S         Non-Indigenous       9.1       7.7       7.4         Education level       High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income       Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Gender			
Language         Preferred language of service: English       10.2       8.1       8.4         Preferred language of service: French       6.9       6.7       4.9         Indigenous identity       Indigenous       S       16.4       S         Non-Indigenous       9.1       7.7       7.4         Education level       High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income       Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Female	9.6	7.6	7.9
Preferred language of service: English         10.2         8.1         8.4           Preferred language of service: French         6.9         6.7         4.9           Indigenous identity         Indigenous         S         16.4         S           Non-Indigenous         9.1         7.7         7.4           Education level         High school or less         8.0         7.5         6.4           Postsecondary         13.0         10.5         11.3           Household income         Less than \$25,000         8.7         7.8         7.1           \$25,000 to less than \$60,000         9.9         6.3         8.5	Male	8.1	8.2	6.0
Preferred language of service: French         6.9         6.7         4.9           Indigenous identity         Indigenous         S         16.4         S           Non-Indigenous         9.1         7.7         7.4           Education level         High school or less         8.0         7.5         6.4           Postsecondary         13.0         10.5         11.3           Household income         Less than \$25,000         8.7         7.8         7.1           \$25,000 to less than \$60,000         9.9         6.3         8.5	Language			
Indigenous identity         Indigenous       S       16.4       S         Non-Indigenous       9.1       7.7       7.4         Education level         High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income         Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Preferred language of service: English	10.2	8.1	8.4
Indigenous       S       16.4       S         Non-Indigenous       9.1       7.7       7.4         Education level         High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income         Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Preferred language of service: French	6.9	6.7	4.9
Non-Indigenous       9.1       7.7       7.4         Education level         High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income         Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Indigenous identity			
Education level         High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income         Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Indigenous	S	16.4	S
High school or less       8.0       7.5       6.4         Postsecondary       13.0       10.5       11.3         Household income         Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Non-Indigenous	9.1	7.7	7.4
Postsecondary 13.0 10.5 11.3  Household income  Less than \$25,000 8.7 7.8 7.1  \$25,000 to less than \$60,000 9.9 6.3 8.5	Education level			
Household income Less than \$25,000 8.7 7.8 7.1 \$25,000 to less than \$60,000 9.9 6.3 8.5	High school or less	8.0	7.5	6.4
Less than \$25,000       8.7       7.8       7.1         \$25,000 to less than \$60,000       9.9       6.3       8.5	Postsecondary	13.0	10.5	11.3
\$25,000 to less than \$60,000 <b>9.9 6.3 8.5</b>	Household income			
	Less than \$25,000	8.7	7.8	7.1
\$60,000 or more S S 14.9	\$25,000 to less than \$60,000	9.9	6.3	8.5
	\$60,000 or more	S	S	14.9



#### **About**

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that they had problems with the services they received from their home support worker in the last 2 months.

#### 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: In the last 2 months, did you have any problems with the care you got from your home support worker?

#### **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 PGMPR 1	

## Caption

n/a = Not applicable / not available

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