

## 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 : %

|                                                  | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--------------------------------------------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |
| New Brunswick                                    | 9.1          | 7.8          | 7.4          |
| <b>Health zones</b>                              |              |              |              |
| 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            |
| <b>Communities</b>                               |              |              |              |
| 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<br>2018 | Year<br>2015 | Year<br>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            | <b>0.0</b>   |
| Miramichi, Rogersville, Blackville Area            | <b>6.1</b>   | <b>3.5</b>   | S            |
| Moncton                                            | <b>13.3</b>  | <b>11.9</b>  | <b>13.6</b>  |
| Nackawic, McAdam, Canterbury Area                  | <b>0.0</b>   | S            | S            |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | S            | <b>0.0</b>   |
| New Maryland, Kingsclear, Lincoln Area             | S            | S            | S            |
| Oromocto, Gagetown, Fredericton Junction Area      | S            | S            | S            |
| Perth-Andover, Plaster Rock, Tobique Area          | S            | S            | <b>9.7</b>   |
| Quispamsis, Rothesay, Hampton Area                 | <b>10.2</b>  | S            | <b>14.3</b>  |
| Riverview and Coverdale                            | S            | S            | S            |
| Sackville, Dorchester, Port Elgin Area             | S            | S            | S            |
| Saint John, Simonds and Musquash                   | <b>9.8</b>   | <b>12.3</b>  | <b>12.2</b>  |
| Salisbury and Petitcodiac                          | S            | S            | S            |
| Shediac, Beaubassin East and Cap-Pelé              | <b>6.9</b>   | <b>10.4</b>  | 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 | <b>15.3</b>  | <b>10.8</b>  | S            |
| Sussex, Norton, Sussex Corner Area                 | <b>5.9</b>   | <b>6.7</b>   | S            |
| Tracadie and Saint-Isidore                         | <b>11.0</b>  | S            | <b>0.0</b>   |

## Age

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