

# Citizens receiving home care services from a home support worker who would definitely recommend their home support worker or agency to family or friends if they needed home care services

Unit: %

Province	<b>Year</b> 2018	Year 2015	Year 2012
New Brunswick	69.4	73.6	74.3
Health zones			
Zone 1 - Moncton and South-East Area	66.9	74.0	69.0
Zone 2 - Fundy Shore and Saint John Area	63.3	70.4	70.9
Zone 3 - Fredericton and River Valley Area	68.0	70.6	78.6
Zone 4 - Madawaska and North-West Area	74.2	77.8	64.7
Zone 5 - Restigouche Area	70.9	73.0	76.8
Zone 6 - Bathurst and Acadian Peninsula Area	78.5	80.1	79.4
Zone 7 - Miramichi Area	73.5	73.4	86.4
Communities			
Bathurst, Beresford, Petit-Rocher Area	79.5	81.6	75.5
Bouctouche, Richibucto, Saint-Antoine Area	75.7	85.6	69.2
Campbellton, Atholville, Tide Head Area	67.9	75.3	85.1
Caraquet, Paquetville, Bertrand Area	79.2	81.5	86.2
Dalhousie, Balmoral, Belledune Area	73.3	71.3	70.2
Dieppe and Memramcook	57.7	67.7	S
Douglas, Saint Marys, Doaktown Area	72.0	71.5	89.0
Edmundston, Rivière-Verte, Lac Baker Area	73.5	76.0	66.3
Florenceville-Bristol, Woodstock, Wakefield Area	70.6	71.8	73.8
Fredericton	54.4	59.5	69.7



	<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	74.1	79.1	59.7
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	88.6	88.8	90.9
Miramichi, Rogersville, Blackville Area	74.0	69.5	86.8
Moncton	61.9	73.4	65.2
Nackawic, McAdam, Canterbury Area	70.1	65.9	85.8
Neguac, Alnwick, Esgenoopetitj Area	71.5	81.4	85.4
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	77.8	80.3	76.9
Quispamsis, Rothesay, Hampton Area	63.2	73.3	59.9
Riverview and Coverdale	64.1	63.5	68.2
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	58.8	65.2	62.8
Salisbury and Petitcodiac	56.3	S	S
Shediac, Beaubassin East and Cap-Pelé	75.8	79.3	76.2
Shippagan, Lamèque, Inkerman Area	82.6	84.7	82.6
St. George, Grand Manan, Blacks Harbour Area	76.5	74.3	81.7
St. Stephen, Saint Andrews, Campobello Island Area	63.3	68.4	86.0
Sussex, Norton, Sussex Corner Area	66.8	77.4	84.1
Tracadie and Saint-Isidore	74.3	70.1	80.7

# Age



18-64       67.4       69.0       70.1         65 and over       70.3       75.9       76.8         Gender         Female       68.1       73.2       73.7         Male       72.1       74.5       76.1         Language         Preferred language of service: English       66.1       72.1       74.0         Preferred language of service: French       78.7       78.9       74.9         Indigenous identity         Indigenous       75.8       64.8       67.6         Non-Indigenous       75.8       64.8       67.6         Education level       4       74.2       74.6         Education level       5.3       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7         \$60,000 or more       5       5       71.5		<b>Year</b> 2018	<b>Year</b> 2015	<b>Year</b> 2012
Gender         Female       68.1       73.2       73.7         Male       72.1       74.5       76.1         Language         Preferred language of service: English       66.1       72.1       74.0         Preferred language of service: French       78.7       78.9       74.9         Indigenous identity         Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	18-64	67.4	69.0	70.1
Female       68.1       73.2       73.7         Male       72.1       74.5       76.1         Language         Preferred language of service: English       66.1       72.1       74.0         Preferred language of service: French       78.7       78.9       74.9         Indigenous identity         Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	65 and over	70.3	75.9	76.8
Male       72.1       74.5       76.1         Language         Preferred language of service: English       66.1       72.1       74.0         Preferred language of service: French       78.7       78.9       74.9         Indigenous identity       Indigenous       69.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level       High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income       Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Gender			
Language         Preferred language of service: English       66.1       72.1       74.0         Preferred language of service: French       78.7       78.9       74.9         Indigenous identity         Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Female	68.1	73.2	73.7
Preferred language of service: English       66.1       72.1       74.0         Preferred language of service: French       78.7       78.9       74.9         Indigenous identity       Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level       High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income       Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Male	72.1	74.5	76.1
Preferred language of service: French       78.7       78.9       74.9         Indigenous identity       Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level       High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income       Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Language			
Indigenous identity         Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Preferred language of service: English	66.1	72.1	74.0
Indigenous       75.8       64.8       67.6         Non-Indigenous       69.8       74.2       74.6         Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Preferred language of service: French	78.7	78.9	74.9
Non-Indigenous       69.8       74.2       74.6         Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Indigenous identity			
Education level         High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Indigenous	75.8	64.8	67.6
High school or less       71.5       74.9       75.3         Postsecondary       63.1       67.0       71.1         Household income         Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Non-Indigenous	69.8	74.2	74.6
Postsecondary 63.1 67.0 71.1  Household income  Less than \$25,000 71.2 74.5 74.6  \$25,000 to less than \$60,000 67.8 72.6 73.7	Education level			
Household income Less than \$25,000 71.2 74.5 74.6 \$25,000 to less than \$60,000 67.8 72.6 73.7	High school or less	71.5	74.9	75.3
Less than \$25,000       71.2       74.5       74.6         \$25,000 to less than \$60,000       67.8       72.6       73.7	Postsecondary	63.1	67.0	71.1
\$25,000 to less than \$60,000 <b>67.8 72.6 73.7</b>	Household income			
	Less than \$25,000	71.2	74.5	74.6
\$60,000 or more S S 71.5	\$25,000 to less than \$60,000	67.8	72.6	73.7
	\$60,000 or more	S	S	71.5



#### **About**

This indicator is the percentage of citizens receiving home care services from a home support worker who would definitely recommend their home support worker or agency to family or friends if they needed home care services.

#### Source

Home Care Survey

## **Calculations**

This indicator is calculated by dividing the number of respondents who answered "definitely yes" by the number of respondents who answered "definitely no, probably no, probably yes or definitely yes" to the question: Would you recommend this home support worker or agency to your family or friends if they needed home care?

## **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\_PGMRE\_1

# Caption

n/a = Not applicable / not available

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