

Citizens receiving home care services from home support workers who gave a favourable rating of 8, 9 or 10 for the services they received from the staff in the last 2 months [scale 0-10]

Unit: %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	88.7	87.9	87.0	88.7
Health zones				
Zone 1 - Moncton and South-East Area	88.9	88.0	85.0	85.4
Zone 2 - Fundy Shore and Saint John Area	87.1	85.7	84.5	87.4
Zone 3 - Fredericton and River Valley Area	86.7	85.3	88.6	90.3
Zone 4 - Madawaska and North-West Area	86.1	86.7	88.9	85.2
Zone 5 - Restigouche Area	87.3	93.3	87.7	89.2
Zone 6 - Bathurst and Acadian Peninsula Area	92.3	90.6	87.3	93.6
Zone 7 - Miramichi Area	95.2	93.1	91.2	91.6
Communities				
Bathurst, Beresford, Petit-Rocher Area	90.5	90.0	85.9	95.3
Bouctouche, Richibucto, Saint-Antoine Area	90.0	90.3	90.0	92.8
Campbellton, Atholville, Tide Head Area	79.9	88.8	85.9	87.1
Caraquet, Paquetville, Bertrand Area	94.3	84.8	93.4	92.9
Dalhousie, Balmoral, Belledune Area	92.8	96.6	89.1	90.7
Dieppe and Memramcook	S	82.5	78.2	74.9
Douglas, Saint Marys, Doaktown Area	S	88.7	90.7	95.1
Edmundston, Rivière-Verte, Lac Baker Area	86.8	89.0	86.6	83.2
Florenceville-Bristol, Woodstock, Wakefield Area	91.7	87.5	90.9	90.3
Fredericton	76.7	80.5	83.3	84.7



	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	82.0	85.0	91.5	87.2
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	90.2	92.1	93.0
Miramichi, Rogersville, Blackville Area	96.3	93.8	89.3	89.6
Moncton	88.2	88.7	82.4	85.1
Nackawic, McAdam, Canterbury Area	S	89.1	97.0	90.3
Neguac, Alnwick, Esgenoopetitj Area	S	90.3	100.0	95.7
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	86.5	89.0	93.0
Quispamsis, Rothesay, Hampton Area	88.2	88.8	88.3	84.6
Riverview and Coverdale	S	77.0	87.1	78.8
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	84.7	81.7	82.0	84.7
Salisbury and Petitcodiac	S	S	81.7	S
Shediac, Beaubassin East and Cap-Pelé	91.5	87.8	87.6	88.2
Shippagan, Lamèque, Inkerman Area	92.7	96.4	92.4	98.7
St. George, Grand Manan, Blacks Harbour Area	S	88.2	85.2	92.9
St. Stephen, Saint Andrews, Campobello Island Area	90.6	84.9	83.7	85.5
Sussex, Norton, Sussex Corner Area	93.6	93.0	86.9	93.2
Tracadie and Saint-Isidore	93.9	91.4	83.7	84.0

Age



18-64 85.8 86.3 84.9 84.6 65 and over 89.4 88.5 87.9 90.0 Gender Female 88.9 87.6 86.5 88. Male 88.8 88.4 88.0 90.0 2SLGBTQIA+ status 2SLGBTQIA+ S n/a n/a n. Language Most comfortable in English 88.1 n/a n/a n. Comfortable in French 90.9 n/a n/a n. Indigenous identity Indigenous identity Indigenous identity Immigrant 92.3 n/a n/a n. Education level High school or less 89.4 88.3 88.0 89. Postsecondary 86.7 86.0 83.3 86. Disability or special need Disability or special need 84.7 n/a n/a n/a Disability or special need		Year	Year	Year	Year
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Female 88.9 87.6 86.5 88.8 Male 88.8 88.4 88.0 90.0 2SLGBTQIA+ status 2SLGBTQIA+ S n/a	65 and over	89.4	88.5	87.9	90.8
Male 88.8 88.4 88.0 90.0 2SLGBTQIA+ status 2SLGBTQIA+ S n/a	Gender				
2SLGBTQIA+ status 3	Female	88.9	87.6	86.5	88.0
2SLGBTQIA+ S n/a n/a n.a Language Most comfortable in English 88.1 n/a n/a n.a Most comfortable in French 90.9 n/a n/a n.a Comfortable in both English and French 88.7 n/a n/a n.a Indigenous identity Immigrant Immigrant S 88.7 86.3 81. Immigrants 92.3 n/a n/a n.a Education level High school or less 89.4 88.3 88.0 89.9 Postsecondary 86.7 86.0 83.3 86.0 Disability or special need 84.7 n/a n/a n.a Household income Household income	Male	88.8	88.4	88.0	90.4
Language Most comfortable in English 88.1 n/a n/a n/a Most comfortable in French 90.9 n/a n/a n/a Comfortable in both English and French 88.7 n/a n/a n/a Indigenous identity Indigenous S 88.7 86.3 81. Immigrant Education level High school or less 89.4 88.3 88.0 89. Postsecondary 86.7 86.0 83.3 86. Disability or special need 84.7 n/a n/a n/a Household income 84.7 n/a n/a n/a	2SLGBTQIA+ status				
Most comfortable in English 88.1 n/a n/a n/a Most comfortable in French 90.9 n/a n/a n/a Comfortable in both English and French 88.7 n/a n/a n/a Indigenous identity Immigrant Immigrants 92.3 n/a n/a n/a Education level High school or less 89.4 88.3 88.0 89. Postsecondary 86.7 86.0 83.3 86. Disability or special need 84.7 n/a n/a n/a Household income 84.7 n/a n/a n/a	2SLGBTQIA+	S	n/a	n/a	n/a
Most comfortable in French 90.9 n/a n/a n.a Comfortable in both English and French 88.7 n/a n/a n.a Indigenous identity Indigenous S 88.7 86.3 81. Immigrant Education level High school or less 89.4 88.3 88.0 89. Postsecondary 86.7 86.0 83.3 86. Disability or special need Disability or special need Household income Household income	Language				
Comfortable in both English and French 88.7 n/a n/a n/a Indigenous identity Indigenous S 88.7 86.3 81. Immigrant Immigrants 92.3 n/a n/a n/a n/a n/a n/a Education level High school or less 89.4 88.3 88.0 89. Postsecondary 86.7 86.0 83.3 86. Disability or special need Disability or special need Household income 84.7 n/a n/a n/a n/a n/a	Most comfortable in English	88.1	n/a	n/a	n/a
Indigenous identity Indigenous S 88.7 86.3 81.5	Most comfortable in French	90.9	n/a	n/a	n/a
Indigenous S 88.7 86.3 81.7 Immigrant Education level High school or less 89.4 88.3 88.0 89.2 Postsecondary 86.7 86.0 83.3 86.7 Disability or special need 84.7 n/a n/a n/a Household income Household income	Comfortable in both English and French	88.7	n/a	n/a	n/a
Immigrant 92.3 n/a n/a n/a Education level High school or less 89.4 88.3 88.0 89.9 Postsecondary 86.7 86.0 83.3 86.0 Disability or special need 84.7 n/a n/a n/a Household income 84.7 n/a n/a n/a	Indigenous identity				
Immigrants 92.3 n/a n/a n/a Education level High school or less 89.4 88.3 88.0 89.2 Postsecondary 86.7 86.0 83.3 86.0 Disability or special need 84.7 n/a n/a n/a Household income 84.7 n/a n/a n/a	Indigenous	S	88.7	86.3	81.5
Education level High school or less 89.4 88.3 88.0 89. Postsecondary 86.7 86.0 83.3 86. Disability or special need Disability or special need 84.7 n/a	Immigrant				
High school or less 89.4 88.3 88.0 89.4 Postsecondary 86.7 86.0 83.3 86.7 Disability or special need 84.7 n/a n/a n/a n/a household income	Immigrants	92.3			
Postsecondary 86.7 86.0 83.3 86.7 Disability or special need Disability or special need 84.7 n/a n/a n/a n/a Household income			n/a	n/a	n/a
Disability or special need Disability or special need 84.7 n/a n/a n/a Household income	Education level		n/a	n/a	n/a
Disability or special need 84.7 n/a n/a n/a Household income					n/a 89.0
Household income	High school or less	89.4	88.3	88.0	
	High school or less Postsecondary	89.4	88.3	88.0	89.0
Less than \$30,000 88.6 n/a n/a n/a	High school or less Postsecondary Disability or special need	89.4 86.7	88.3 86.0	88.0 83.3	89.0
2000 than \$600,000	High school or less Postsecondary Disability or special need Disability or special need	89.4 86.7	88.3 86.0	88.0 83.3	89.0
\$30,000 to less than \$60,000 88.3 n/a n/a n/a	High school or less Postsecondary Disability or special need Disability or special need	89.4 86.7	88.3 86.0	88.0 83.3	89.0 86.0



	Year 2024	Year 2021	Year 2018	Year 2015
\$60,000 or more	S	n/a	n/a	n/a
Racialized groups				
Racialized groups	S	n/a	n/a	n/a



About

This indicator is the percentage of citizens receiving home care services from home support workers who gave a favourable rating of 8, 9 or 10 for the services they received from the staff in the last 2 months [scale 0-10].

Source

Home Care Survey

Calculations

This indicator is calculated by dividing the number of respondents who answered "8, 9, 10" by the number of respondents who answered "0 to 10" to the question: Using any number from 0 to 10, where 0 is the worst home care possible and 10 is the best home care possible, what number would you use to rate the services you have received from home support workers in the last 2 months?

Unit	Interpretation	NBHC code
%	Higher is better	HS_SAT01_1

Caption

n/a = Not applicable / not available

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