

# 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: %

	<b>Year</b> 2024	<b>Year</b> 2021	<b>Year</b> 2018	<b>Year</b> 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	00 0		07.4
	. 0.0	88.8	85.9	87.1
Caraquet, Paquetville, Bertrand Area	94.3	84.8	85.9 93.4	92.9
Caraquet, Paquetville, Bertrand Area  Dalhousie, Balmoral, Belledune Area				
	94.3	84.8	93.4	92.9
Dalhousie, Balmoral, Belledune Area	94.3 92.8	84.8 96.6	93.4 89.1	92.9
Dalhousie, Balmoral, Belledune Area  Dieppe and Memramcook	<b>94.3 92.8</b> S	84.8 96.6 82.5	93.4 89.1 78.2	92.9 90.7 74.9
Dalhousie, Balmoral, Belledune Area  Dieppe and Memramcook  Douglas, Saint Marys, Doaktown Area	94.3 92.8 S	84.8 96.6 82.5 88.7	93.4 89.1 78.2 90.7	92.9 90.7 74.9 95.1



	<b>Year</b> 2024	Year 2021	<b>Year</b> 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       84.7       n/a       n/a       n/a <th></th> <th>Year</th> <th>Year</th> <th>Year</th> <th>Year</th>		Year	Year	Year	Year
65 and over         89.4         88.5         87.9         90.0           Gender         Female         88.9         87.6         86.5         88.           Maile         88.8         88.4         88.0         90.0           2SLGBTQIA+ status         2SLGBTQIA+ status           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         Indigenous identity           Immigrant         S         88.7         86.3         81.           Immigrant         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           Disability or s	40.04				2015
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.           Most comfortable in French         90.9         n/a         n/a         n.           Comfortable in both English and French         88.7         n/a         n/a         n.           Indigenous identity         Indigenous identity         Inmigrant         S         88.7         86.3         81.           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         84.7         n/a         n/a         n.           Household income         84.7         n/a         n/a         n.					84.7
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 <b>88.3</b> 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



	<b>Year</b> 2024	<b>Year</b> 2021	<b>Year</b> 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