

Citizens receiving home care services from a home support worker who give a favourable rating of 8, 9 or 10 for services received from their home support worker in the last 2 months (scale 0 to 10)

Unit : %

| | Year 2021 | Year 2018 | Year 2015 | Year 2012 |
|--|--------------|--------------|--------------|--------------|
| Province | | | | |
| New Brunswick | 87.9 | 87.0 | 88.7 | 87.9 |
| Health zones | | | | |
| Zone 1 - Moncton and South-East Area | 88.0 | 85.0 | 85.4 | 86.2 |
| Zone 2 - Fundy Shore and Saint John Area | 85.7 | 84.5 | 87.4 | 87.1 |
| Zone 3 - Fredericton and River Valley Area | 85.3 | 88.6 | 90.3 | 89.6 |
| Zone 4 - Madawaska and North-West Area | 86.7 | 88.9 | 85.2 | 77.5 |
| Zone 5 - Restigouche Area | 93.3 | 87.7 | 89.2 | 89.6 |
| Zone 6 - Bathurst and Acadian Peninsula Area | 90.6 | 87.3 | 93.6 | 93.9 |
| Zone 7 - Miramichi Area | 93.1 | 91.2 | 91.6 | 91.9 |
| Communities | | | | |
| Bathurst, Beresford, Petit-Rocher Area | 90.0 | 85.9 | 95.3 | 92.9 |
| Bouctouche, Richibucto, Saint-Antoine Area | 90.3 | 90.0 | 92.8 | 88.8 |
| Campbellton, Atholville, Tide Head Area | 88.8 | 85.9 | 87.1 | 89.7 |
| Caraquet, Paquetville, Bertrand Area | 84.8 | 93.4 | 92.9 | 92.6 |
| Dalhousie, Balmoral, Belledune Area | 96.6 | 89.1 | 90.7 | 89.6 |
| Dieppe and Memramcook | 82.5 | 78.2 | 74.9 | S |
| Douglas, Saint Marys, Doaktown Area | 88.7 | 90.7 | 95.1 | 85.9 |
| Edmundston, Rivière-Verte, Lac Baker Area | 89.0 | 86.6 | 83.2 | 78.5 |
| Florenceville-Bristol, Woodstock, Wakefield Area | 87.5 | 90.9 | 90.3 | 88.8 |
| Fredericton | 80.5 | 83.3 | 84.7 | 86.4 |

| | Year 2021 | Year 2018 | Year 2015 | Year 2012 |
|--|--------------|--------------|--------------|--------------|
| Grand Bay-Westfield, Westfield, Greenwich Area | S | S | S | S |
| Grand Falls, Saint-Léonard, Drummond Area | 85.0 | 91.5 | 87.2 | 77.1 |
| Hillsborough, Riverside-Albert, Alma Area | S | S | S | S |
| Kedgwick, Saint-Quentin and Grimmer | S | S | S | S |
| Minto, Chipman, Cambridge-Narrows Area | 90.2 | 92.1 | 93.0 | 95.3 |
| Miramichi, Rogersville, Blackville Area | 93.8 | 89.3 | 89.6 | 91.9 |
| Moncton | 88.7 | 82.4 | 85.1 | 81.3 |
| Nackawic, McAdam, Canterbury Area | 89.1 | 97.0 | 90.3 | 88.9 |
| Neguac, Alnwick, Esgenoopetitj Area | 90.3 | 100.0 | 95.7 | 91.9 |
| New Maryland, Kingsclear, Lincoln Area | S | S | S | S |
| Oromocto, Gagetown, Fredericton Junction Area | S | S | S | S |
| Perth-Andover, Plaster Rock, Tobique Area | 86.5 | 89.0 | 93.0 | 90.3 |
| Quispamsis, Rothesay, Hampton Area | 88.8 | 88.3 | 84.6 | 80.0 |
| Riverview and Coverdale | 77.0 | 87.1 | 78.8 | 91.6 |
| Sackville, Dorchester, Port Elgin Area | S | S | S | S |
| Saint John, Simonds and Musquash | 81.7 | 82.0 | 84.7 | 84.3 |
| Salisbury and Petitcodiac | S | 81.7 | S | S |
| Shediac, Beaubassin East and Cap-Pelé | 87.8 | 87.6 | 88.2 | 87.9 |
| Shippagan, Lamèque, Inkerman Area | 96.4 | 92.4 | 98.7 | 97.4 |
| St. George, Grand Manan, Blacks Harbour Area | 88.2 | 85.2 | 92.9 | 94.1 |
| St. Stephen, Saint Andrews, Campobello Island Area | 84.9 | 83.7 | 85.5 | 92.5 |
| Sussex, Norton, Sussex Corner Area | 93.0 | 86.9 | 93.2 | 88.8 |
| Tracadie and Saint-Isidore | 91.4 | 83.7 | 84.0 | 94.6 |

Age

| | Year 2021 | Year 2018 | Year 2015 | Year 2012 |
|--|--------------|--------------|--------------|--------------|
| 18-64 | 86.3 | 84.9 | 84.7 | 85.4 |
| 65 and over | 88.5 | 87.9 | 90.8 | 89.5 |
| Gender | | | | |
| Female | 87.6 | 86.5 | 88.0 | 87.3 |
| Male | 88.4 | 88.0 | 90.4 | 89.4 |
| Language | | | | |
| Preferred language of service: English | 87.4 | 86.3 | 88.5 | 88.2 |
| Preferred language of service: French | 88.8 | 88.6 | 89.1 | 87.3 |
| Indigenous identity | | | | |
| Indigenous | 88.7 | 86.3 | 81.5 | 91.0 |
| Non-Indigenous | 87.8 | 87.1 | 89.2 | 87.9 |
| Education level | | | | |
| High school or less | 88.3 | 88.0 | 89.0 | 88.5 |
| Postsecondary | 86.0 | 83.3 | 86.0 | 86.3 |
| Household income | | | | |
| Less than \$25,000 | 87.3 | 87.1 | 89.1 | 87.8 |
| \$25,000 to less than \$60,000 | 90.2 | 86.8 | 90.2 | 87.6 |
| \$60,000 or more | S | S | S | 85.3 |

About

This indicator is the percentage of citizens receiving home care services from a home support worker who give a favourable rating of 8, 9 or 10 for services received from their home support worker in the last 2 months (scale 0 to 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?

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_SAT01_1 |

Caption

n/a = Not applicable / not available

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