

## 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
<b>Province</b>				
New Brunswick	87.9	87.0	88.7	87.9
<b>Health zones</b>				
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
<b>Communities</b>				
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

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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
<b>Gender</b>				
Female	87.6	86.5	88.0	87.3
Male	88.4	88.0	90.4	89.4
<b>Language</b>				
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
<b>Indigenous identity</b>				
Indigenous	88.7	86.3	81.5	91.0
Non-Indigenous	87.8	87.1	89.2	87.9
<b>Education level</b>				
High school or less	88.3	88.0	89.0	88.5
Postsecondary	86.0	83.3	86.0	86.3
<b>Household income</b>				
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.

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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