

# Citizens receiving home care services from home support workers who reported that they were very satisfied with the number of times they received services in the last 2 months

Unit: %

| Offit: 76  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| Province   |              |              |              |              |
| New Brunswick                                    | 69.8         | 67.9         | 64.4         | 65.8         |
| Health zones                                     |              |              |              |              |
| Zone 1 - Moncton and South-East Area             | 74.1         | 67.8         | 63.5         | 67.6         |
| Zone 2 - Fundy Shore and Saint John Area         | 71.9         | 73.0         | 68.2         | 71.7         |
| Zone 3 - Fredericton and River Valley Area       | 73.0         | 71.7         | 70.8         | 74.8         |
| Zone 4 - Madawaska and North-West Area           | 50.7         | 52.9         | 49.8         | 44.5         |
| Zone 5 - Restigouche Area                        | 66.0         | 66.7         | 67.4         | 59.9         |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 65.0         | 61.6         | 56.6         | 59.3         |
| Zone 7 - Miramichi Area                          | 76.0         | 72.8         | 67.6         | 66.4         |
| Communities                                      |              |              |              |              |
| Bathurst, Beresford, Petit-Rocher Area           | 61.7         | 67.3         | 65.2         | 71.1         |
| Bouctouche, Richibucto, Saint-Antoine Area       | 75.8         | 63.1         | 59.1         | 64.0         |
| Campbellton, Atholville, Tide Head Area          | 57.6         | 60.3         | 71.2         | 50.2         |
| Caraquet, Paquetville, Bertrand Area             | 70.0         | 55.0         | 60.7         | 49.0         |
| Dalhousie, Balmoral, Belledune Area              | 72.6         | 71.4         | 64.4         | 66.7         |
| Dieppe and Memramcook                            | S            | 57.6         | 62.1         | 72.9         |
| Douglas, Saint Marys, Doaktown Area              | S            | 77.8         | 64.1         | 83.1         |
| Edmundston, Rivière-Verte, Lac Baker Area        | 50.8         | 54.4         | 45.6         | 44.3         |
| Florenceville-Bristol, Woodstock, Wakefield Area | 82.3         | 70.8         | 67.2         | 70.7         |
| Fredericton                                      | 70.9         | 67.8         | 70.3         | 76.8         |
|  |              |              |              |              |



|  | <b>Year</b> 2024 | Year<br>2021 | Year<br>2018 | <b>Year</b> 2015 |
|--|------------------|--------------|--------------|------------------|
| Grand Bay-Westfield, Westfield, Greenwich Area     | S                | S            | S            | S                |
| Grand Falls, Saint-Léonard, Drummond Area          | 53.0             | 53.2         | 56.1         | 47.3             |
| Hillsborough, Riverside-Albert, Alma Area          | S                | S            | S            | S                |
| Kedgwick, Saint-Quentin and Grimmer                | S                | S            | S            | S                |
| Minto, Chipman, Cambridge-Narrows Area             | S                | 70.3         | 80.9         | 86.2             |
| Miramichi, Rogersville, Blackville Area            | 78.5             | 76.1         | 72.3         | 70.3             |
| Moncton  | 73.6             | 71.3         | 65.5         | 67.9             |
| Nackawic, McAdam, Canterbury Area                  | S                | 78.4         | 62.7         | 64.5             |
| Neguac, Alnwick, Esgenoopetitj Area                | S                | 59.8         | 45.2         | 58.6             |
| 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                | 74.3         | 76.8         | 76.1             |
| Quispamsis, Rothesay, Hampton Area                 | 69.6             | 73.6         | 72.3         | 63.7             |
| Riverview and Coverdale                            | S                | 64.2         | 63.9         | 64.9             |
| Sackville, Dorchester, Port Elgin Area             | S                | S            | S            | S                |
| Saint John, Simonds and Musquash                   | 67.4             | 71.0         | 64.6         | 66.5             |
| Salisbury and Petitcodiac                          | S                | S            | 52.5         | S                |
| Shediac, Beaubassin East and Cap-Pelé              | 78.4             | 68.7         | 62.3         | 66.9             |
| Shippagan, Lamèque, Inkerman Area                  | 73.1             | 58.8         | 52.7         | 49.6             |
| St. George, Grand Manan, Blacks Harbour Area       | S                | 69.8         | 80.9         | 82.8             |
| St. Stephen, Saint Andrews, Campobello Island Area | 75.5             | 79.2         | 65.5         | 72.6             |
| Sussex, Norton, Sussex Corner Area                 | 81.9             | 75.5         | 71.6         | 83.3             |
| Tracadie and Saint-Isidore                         | 63.1             | 56.4         | 44.9         | 48.0             |
|  |                  |              |              |                  |

## Age



| 18-64       65.6       65.8       64.0       64.1         65 and over       70.8       68.7       64.5       66.6         Gender         Female       69.5       67.8       63.7       65.1         Male       71.4       68.3       65.7       67.1         ZSLGBTQIA+ status         2SLGBTQIA+       S       n/a       n/a       n/a         Language         Most comfortable in English       73.5       n/a       n/a       n/a         Most comfortable in English       73.4       n/a       n/a       n/a         Comfortable in English and French       73.4       n/a       n/a       n/a         Indigenous identity         Indigenous identity         Immigrant         Education level         High school or less       71.3       68.2       65.1       67.         Postsecondary       64.5       67.3       60.0       62.2         Disability or special need         Disability or special need         Disability or special need       68.1 <th></th> <th>Year</th> <th>Year</th> <th>Year</th> <th>Year</th>  |  | Year | Year            | Year        | Year         |
|---|--|------|-----------------|-------------|--------------|
| 65 and over       70.8       68.7       64.5       66.3         Gender         Female       69.5       67.8       63.7       65.1         Maile       71.4       68.3       65.7       67.4         ZSLGBTQIA+ status         ZSLGBTQIA+       S       n/a       n/a       n/a         Language         Most comfortable in English       73.5       n/a       n/a       n/a         Most comfortable in French       58.9       n/a       n/a       n/a         Comfortable in both English and French       73.4       n/a       n/a       n/a         Indigenous identity       Indigenous identity       Indigenous identity       Inmigrant       Education level       Education level         High school or less       71.3       68.2       65.1       67.         Postsecondary       64.5       67.3       60.0       62.2         Disability or special need       68.1       n/a       n/a       n/a         Household income       Eess than \$30,000       69.0       n/a       n/a       n/a  | 10.64  | 2024 | 2021            | 2018        | 2015         |
| Gender           Female         69.5         67.8         63.7         65.4           Male         71.4         68.3         65.7         67.4           SZLGBTQIA+ status           ZSLGBTQIA+         S         n/a         n/a         n/a           Language           Most comfortable in English         73.5         n/a         n/a         n/a           Most comfortable in French         58.9         n/a         n/a         n/a           Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity           Indigenous identity         Indigenous         S         62.9         68.7         56.1           Immigrant         Education level           High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.           Disability or special need           Disability or special need         68.1         n/a         n/a         n/a           Household Income           Less than \$30,000         69.0         n/a   |  |      |                 |             |              |
| Female         69.5         67.8         63.7         65.7           Male         71.4         68.3         65.7         67.4           ZSLGBTQIA+ status           2SLGBTQIA+         S         n/a         n/a         n/a           Language           Most comfortable in English         73.5         n/a         n/a         n/a           Most comfortable in French         58.9         n/a         n/a         n/a           Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity         Immigrant           Immigrant         S         62.9         68.7         56.0           Immigrants         62.2         n/a         n/a         n/a           Education level         High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.0           Disability or special need           Disability or special need         68.1         n/a         n/a         n/a           Household income         Less than \$30,000         69.0         n/a         n/a  | oo and over  | 70.0 |                 | 04.3        |              |
| Male         71.4         68.3         65.7         67.1           2SLGBTQIA+ status         2SLGBTQIA+         S n/a n/a n/a n/a         1.6           Language         Most comfortable in English         73.5         n/a n/a n/a n/a n/a         n/a | Gender   |      |                 |             |              |
| 2SLGBTQIA+ status           2SLGBTQIA+         S         n/a         n/a         n/a           Language         Most comfortable in English         73.5         n/a         n/a         n/a           Most comfortable in French         58.9         n/a         n/a         n/a           Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity         Immigrant           Immigrant         S         62.9         68.7         56.0           Education level         High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.2           Disability or special need         Disability or special need           Disability or special need         68.1         n/a         n/a         n/a           Household income         Less than \$30,000         69.0         n/a         n/a         n/a   | Female   | 69.5 | 67.8            | 63.7        | 65.0         |
| Language         S         n/a         n/a         n/a           Most comfortable in English         73.5         n/a         n/a         n/a           Most comfortable in French         58.9         n/a         n/a         n/a           Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity         Indigenous         S         62.9         68.7         56.0           Immigrant         Immigrants         S         62.2         n/a         n/a         n/a           Education level         High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.           Disability or special need         68.1         n/a         n/a         n/a           Household income         Less than \$30,000         69.0         n/a         n/a         n/a  | Male   | 71.4 | 68.3            | 65.7        | 67.6         |
| Language         Most comfortable in English       73.5       n/a       n/a       n/a         Most comfortable in French       58.9       n/a       n/a       n/a         Comfortable in both English and French       73.4       n/a       n/a       n/a         Indigenous identity         Indigenous       S       62.9       68.7       56.1         Immigrant       Immigrants       62.2       n/a       n/a       n/a         Education level       High school or less       71.3       68.2       65.1       67.         Postsecondary       64.5       67.3       60.0       62.2         Disability or special need       68.1       n/a       n/a       n/a         Household income       Less than \$30,000       69.0       n/a       n/a       n/a   | 2SLGBTQIA+ status  |      |                 |             |              |
| Most comfortable in English         73.5         n/a         n/a         n/a           Most comfortable in French         58.9         n/a         n/a         n/a           Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity         Indigenous identity           Immigrant         S         62.9         68.7         56.1           Immigrant         Education level           High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.3           Disability or special need         68.1         n/a         n/a         n/a           Household income         Less than \$30,000         69.0         n/a         n/a         n/a         n/a   | 2SLGBTQIA+   | S    | n/a             | n/a         | n/a          |
| Most comfortable in French         58.9         n/a         n/a         n/a           Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity         Indigenous         S         62.9         68.7         56.0           Immigrant         Education level           High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.2           Disability or special need         Disability or special need           Household income         Less than \$30,000         69.0         n/a         n/a         n/a   | Language   |      |                 |             |              |
| Comfortable in both English and French         73.4         n/a         n/a         n/a           Indigenous identity         S 62.9 68.7 56.4           Immigrant         Ummigrants           Education level         High school or less         71.3 68.2 65.1 67.3         67.4           Postsecondary         64.5 67.3 60.0 62.3           Disability or special need         Disability or special need           Household income         Less than \$30,000         69.0 n/a n/a n/a n/a n/a   | Most comfortable in English  | 73.5 | n/a             | n/a         | n/a          |
| Indigenous identity           Indigenous         S         62.9         68.7         56.0           Immigrant         Education level           High school or less         71.3         68.2         65.1         67.           Postsecondary         64.5         67.3         60.0         62.2           Disability or special need         Disability or special need           Household income         Less than \$30,000         69.0         n/a         n/a         n/a   | Most comfortable in French   | 58.9 | n/a             | n/a         | n/a          |
| Indigenous         S         62.9         68.7         56.4           Immigrant         Education level           High school or less         71.3         68.2         65.1         67.2           Postsecondary         64.5         67.3         60.0         62.3           Disability or special need         68.1         n/a         n/a         n/a           Household income         Less than \$30,000         69.0         n/a         n/a         n/a  | Comfortable in both English and French   | 73.4 | n/a             | n/a         | n/a          |
| Immigrant         62.2         n/a         n/a         n/a           Education level         High school or less         71.3         68.2         65.1         67.2           Postsecondary         64.5         67.3         60.0         62.3           Disability or special need         58.1         n/a         n/a         n/a           Household income         69.0         n/a         n/a         n/a         n/a  | Indigenous identity  |      |                 |             |              |
| Immigrants       62.2       n/a       n/a       n/a         Education level       High school or less       71.3       68.2       65.1       67.3         Postsecondary       64.5       67.3       60.0       62.3         Disability or special need       68.1       n/a       n/a       n/a         Household income       4       69.0       n/a       n/a       n/a       n/a   | Indigenous   | S    | 62.9            | 68.7        | 56.6         |
| Education level         High school or less       71.3       68.2       65.1       67.3         Postsecondary       64.5       67.3       60.0       62.3         Disability or special need         Disability or special need       68.1       n/a       n/a       n/a         Household income         Less than \$30,000       69.0       n/a       n/a       n/a   | Immigrant  |      |                 |             |              |
| High school or less       71.3       68.2       65.1       67.3         Postsecondary       64.5       67.3       60.0       62.3         Disability or special need         Disability or special need       68.1       n/a       n/a       n/a         Household income         Less than \$30,000       69.0       n/a       n/a       n/a   | Immigrants   | 62.2 | n/a             | n/a         | n/a          |
| Postsecondary         64.5         67.3         60.0         62.3           Disability or special need           Disability or special need         68.1         n/a         n/a         n/a           Household income         Less than \$30,000         69.0         n/a         n/a         n/a   | Education level  |      |                 |             |              |
| Disability or special need  Disability or special need  68.1 n/a n/a n/a  Household income  Less than \$30,000 69.0 n/a n/a n/a   | Luucation level  |      |                 |             |              |
| Disability or special need 68.1 n/a n/a n/a  Household income  Less than \$30,000 69.0 n/a n/a n/a  |  | 71.3 | 68.2            | 65.1        | 67.1         |
| Household income  Less than \$30,000 69.0 n/a n/a n/a   | High school or less  |      |                 |             | 67.1<br>62.3 |
| Less than \$30,000 n/a n/a n/a  | High school or less Postsecondary  |      |                 |             |              |
|   | High school or less  Postsecondary  Disability or special need   | 64.5 | 67.3            | 60.0        |              |
|   | Postsecondary  Disability or special need  Disability or special need  | 64.5 | 67.3            | 60.0        | 62.3         |
| \$30,000 to less than \$60,000 65.8 n/a n/a   | High school or less  Postsecondary  Disability or special need  Disability or special need  Household income | 64.5 | <b>67.3</b> n/a | 60.0<br>n/a | 62.3         |



|                   | <b>Year</b> 2024 | <b>Year</b> 2021 | <b>Year</b> 2018 | Year<br>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 reported that they were very satisfied with the number of times they received services in the last 2 months.

#### Source

Home Care Survey

#### **Calculations**

This indicator is calculated by dividing the number of respondents who answered "very Satisfied" by the number of respondents who answered "very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied or very Satisfie to the question: How satisfied are you with the number of times you got home care services in the last 2 months?

| Unit | Interpretation   | NBHC code  |
|------|------------------|------------|
| %    | Higher is better | HS_SAT02_1 |

### Caption

n/a = Not applicable / not available

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