

# 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 2024	Year 2021	Year 2018	Year 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 2021	Year 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 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 n/a	62.3



	<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 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