

## Citizens receiving home care services from the Extra-Mural Program who reported that the staff always treated them as gently as possible in the last 2 months

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	91.7	90.1	89.9	94.8
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	90.9	92.8	89.9	95.4
Zone 2 - Fundy Shore and Saint John Area	93.5	90.3	91.4	96.9
Zone 3 - Fredericton and River Valley Area	94.4	91.6	92.3	94.9
Zone 4 - Madawaska and North-West Area	86.6	85.9	84.4	92.0
Zone 5 - Restigouche Area	91.5	90.9	91.4	90.5
Zone 6 - Bathurst and Acadian Peninsula Area	86.5	82.7	86.0	92.1
Zone 7 - Miramichi Area	91.8	91.6	90.5	96.6
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	85.5	87.1	87.4	91.7
Bouctouche, Richibucto, Saint-Antoine Area	85.7	92.8	90.4	95.1
Campbellton, Atholville, Tide Head Area	91.1	91.6	90.6	88.0
Caraquet, Paquetville, Bertrand Area	85.2	84.8	86.6	94.9
Dalhousie, Balmoral, Belledune Area	91.9	90.2	92.1	93.5
Dieppe and Memramcook	94.1	95.5	88.7	100.0
Douglas, Saint Marys, Doaktown Area	95.6	90.4	90.0	100.0
Edmundston, Rivière-Verte, Lac Baker Area	87.2	83.8	83.8	92.6
Florenceville-Bristol, Woodstock, Wakefield Area	95.3	91.5	94.1	93.0
Fredericton	91.5	89.1	93.4	96.1

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Grand Bay-Westfield, Westfield, Greenwich Area	88.4	93.0	94.6	100.0
Grand Falls, Saint-Léonard, Drummond Area	83.9	88.6	85.7	93.3
Hillsborough, Riverside-Albert, Alma Area	S	92.1	86.2	97.1
Kedgwick, Saint-Quentin and Grimmer	94.5	87.0	81.6	83.8
Minto, Chipman, Cambridge-Narrows Area	97.1	90.8	91.4	92.1
Miramichi, Rogersville, Blackville Area	92.5	93.6	92.8	97.4
Moncton	92.6	93.0	93.0	95.1
Nackawic, McAdam, Canterbury Area	100.0	95.0	94.1	100.0
Neguac, Alnwick, Esgenoopetitj Area	87.9	81.1	79.4	92.9
New Maryland, Kingsclear, Lincoln Area	92.6	98.6	91.9	95.7
Oromocto, Gagetown, Fredericton Junction Area	94.8	90.2	88.3	94.6
Perth-Andover, Plaster Rock, Tobique Area	95.6	92.5	87.7	92.4
Quispamsis, Rothesay, Hampton Area	91.7	93.1	92.8	93.6
Riverview and Coverdale	92.1	90.9	85.7	95.1
Sackville, Dorchester, Port Elgin Area	93.1	92.6	91.4	98.0
Saint John, Simonds and Musquash	92.3	87.0	89.5	95.4
Salisbury and Petitcodiac	90.4	93.2	88.4	96.2
Shediac, Beaubassin East and Cap-Pelé	89.1	92.1	87.6	92.4
Shippagan, Lamèque, Inkerman Area	82.0	85.1	88.9	92.3
St. George, Grand Manan, Blacks Harbour Area	97.0	93.1	88.7	100.0
St. Stephen, Saint Andrews, Campobello Island Area	96.4	94.0	95.9	99.2
Sussex, Norton, Sussex Corner Area	92.2	89.2	91.2	97.6
Tracadie and Saint-Isidore	93.5	75.3	78.6	90.2

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	91.2	88.7	88.7	94.7
65 and over	91.9	90.6	90.1	94.8
<b>Gender</b>				
Female	91.6	89.6	89.1	94.6
Male	91.9	90.7	90.8	95.2
<b>Language</b>				
Preferred language of service: English	93.1	91.8	92.0	95.9
Preferred language of service: French	86.4	83.4	84.4	91.6
<b>Indigenous identity</b>				
Indigenous	83.1	90.1	82.3	90.7
Non-Indigenous	92.3	90.3	90.6	95.0
<b>Education level</b>				
High school or less	91.3	90.0	89.7	94.5
Postsecondary	92.2	90.7	91.5	95.6
<b>Household income</b>				
Less than \$25,000	90.8	88.5	88.4	93.3
\$25,000 to less than \$60,000	92.1	91.6	90.5	96.3
\$60,000 or more	92.5	90.7	92.6	96.0

## About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that the staff always treated them as gently as possible in the last 2 months.

## Source

Home Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "always" by the number of respondents who answered "never, sometimes, usually or always" to the question: In the last 2 months, how often did Extra-Mural staff do each of the following: Treat you as gently as possible?

## 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
%	XM_COM01_1

## Caption

n/a = Not applicable / not available

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