

## Citizens receiving home care services from the Extra-Mural Program who reported that the staff always listened carefully to them in the last 2 months

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	88.4	87.6	87.0	92.4
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	87.9	89.0	87.8	92.0
Zone 2 - Fundy Shore and Saint John Area	89.0	87.9	86.7	93.2
Zone 3 - Fredericton and River Valley Area	89.6	86.8	86.7	92.1
Zone 4 - Madawaska and North-West Area	85.0	84.6	83.3	89.9
Zone 5 - Restigouche Area	91.6	91.0	89.2	92.2
Zone 6 - Bathurst and Acadian Peninsula Area	85.9	86.8	88.4	93.7
Zone 7 - Miramichi Area	88.3	87.8	87.2	94.0
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	84.4	88.9	86.3	92.4
Bouctouche, Richibucto, Saint-Antoine Area	89.0	92.5	93.9	93.2
Campbellton, Atholville, Tide Head Area	92.7	90.9	86.0	89.9
Caraquet, Paquetville, Bertrand Area	86.0	87.6	86.1	96.4
Dalhousie, Balmoral, Belledune Area	90.6	91.1	92.1	95.1
Dieppe and Memramcook	95.2	93.6	90.7	93.2
Douglas, Saint Marys, Doaktown Area	86.4	90.1	80.6	93.2
Edmundston, Rivière-Verte, Lac Baker Area	82.5	82.7	85.2	88.2
Florenceville-Bristol, Woodstock, Wakefield Area	89.6	88.0	87.0	94.7
Fredericton	88.7	84.4	88.9	90.1
Grand Bay-Westfield, Westfield, Greenwich Area	87.5	90.3	97.7	95.2

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Falls, Saint-Léonard, Drummond Area	87.6	86.8	81.6	91.5
Hillsborough, Riverside-Albert, Alma Area	S	85.3	88.3	90.3
Kedgwick, Saint-Quentin and Grimmer	88.6	86.4	80.9	92.6
Minto, Chipman, Cambridge-Narrows Area	89.5	85.6	92.0	88.0
Miramichi, Rogersville, Blackville Area	87.9	88.5	88.0	93.7
Moncton	85.7	87.2	86.3	90.1
Nackawic, McAdam, Canterbury Area	95.9	84.0	92.6	97.6
Neguac, Alnwick, Esgenoopetitj Area	90.9	83.8	83.5	95.3
New Maryland, Kingsclear, Lincoln Area	89.5	90.3	79.3	97.7
Oromocto, Gagetown, Fredericton Junction Area	88.8	88.8	82.0	88.6
Perth-Andover, Plaster Rock, Tobique Area	91.4	86.6	84.9	86.7
Quispamsis, Rothesay, Hampton Area	92.2	88.6	87.4	88.9
Riverview and Coverdale	87.1	83.6	88.6	91.6
Sackville, Dorchester, Port Elgin Area	91.4	87.0	82.9	94.0
Saint John, Simonds and Musquash	87.1	84.6	84.3	92.0
Salisbury and Petitcodiac	83.0	92.4	87.1	93.3
Shediac, Beaubassin East and Cap-Pelé	87.0	90.7	86.5	94.4
Shippagan, Lamèque, Inkerman Area	85.4	87.3	91.6	96.4
St. George, Grand Manan, Blacks Harbour Area	96.8	88.0	84.3	94.7
St. Stephen, Saint Andrews, Campobello Island Area	88.3	93.4	87.5	97.5
Sussex, Norton, Sussex Corner Area	84.8	88.8	90.1	93.7
Tracadie and Saint-Isidore	89.0	83.6	90.4	91.2
<b>Age</b>				
18-64	87.0	86.0	86.4	92.3

	Year 2021	Year 2018	Year 2015	Year 2012
65 and over	88.8	88.3	87.3	92.6
<b>Gender</b>				
Female	88.2	87.2	86.0	92.3
Male	88.6	88.2	88.2	92.6
<b>Language</b>				
Preferred language of service: English	88.7	88.0	87.0	92.7
Preferred language of service: French	86.4	86.2	86.9	91.8
<b>Indigenous identity</b>				
Indigenous	76.9	84.0	85.6	86.5
Non-Indigenous	88.8	87.9	87.4	92.7
<b>Education level</b>				
High school or less	88.3	87.9	86.8	92.4
Postsecondary	88.7	87.5	88.5	93.2
<b>Household income</b>				
Less than \$25,000	87.7	85.5	86.9	90.6
\$25,000 to less than \$60,000	88.9	90.1	87.8	94.4
\$60,000 or more	90.9	87.9	90.5	92.1

### About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that the staff always listened carefully to them 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: Listen carefully to you?

### 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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<b>Unit</b>	<b>NBHC code</b>
%	XM_COM03_1

### Caption

n/a = Not applicable / not available

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