

## Citizens receiving home care services from the Extra-Mural Program who reported that the staff always treated them with courtesy and respect in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	96.4	95.1	94.5	93.6
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	95.9	93.8	95.8	94.3
Zone 2 - Fundy Shore and Saint John Area	96.4	96.5	94.6	93.4
Zone 3 - Fredericton and River Valley Area	96.3	96.0	93.9	93.6
Zone 4 - Madawaska and North-West Area	95.1	92.0	91.5	91.4
Zone 5 - Restigouche Area	97.5	97.1	96.6	94.5
Zone 6 - Bathurst and Acadian Peninsula Area	97.1	94.9	93.8	94.6
Zone 7 - Miramichi Area	99.1	93.5	96.1	92.6
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	95.8	92.7	97.0	92.9
Bouctouche, Richibucto, Saint-Antoine Area	97.7	92.0	95.1	94.8
Campbellton, Atholville, Tide Head Area	98.6	96.3	94.3	92.2
Caraquet, Paquetville, Bertrand Area	99.0	96.0	92.9	94.4
Dalhousie, Balmoral, Belledune Area	96.4	97.8	99.1	96.6
Dieppe and Memramcook	97.3	99.1	97.3	95.6
Douglas, Saint Marys, Doaktown Area	100.0	97.2	93.1	86.6
Edmundston, Rivière-Verte, Lac Baker Area	95.6	93.3	92.2	91.8
Florenceville-Bristol, Woodstock, Wakefield Area	96.1	95.6	93.5	94.5
Fredericton	94.6	94.8	92.4	95.0

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	95.1	95.7	100.0
Grand Falls, Saint-Léonard, Drummond Area	93.7	91.0	91.4	91.2
Hillsborough, Riverside-Albert, Alma Area	S	S	95.3	93.2
Kedgwick, Saint-Quentin and Grimmer	S	88.6	88.8	90.4
Minto, Chipman, Cambridge-Narrows Area	95.0	96.6	94.7	96.8
Miramichi, Rogersville, Blackville Area	98.9	93.8	96.7	93.8
Moncton	95.1	94.6	96.6	95.9
Nackawic, McAdam, Canterbury Area	100.0	100.0	93.2	95.9
Neguac, Alnwick, Esgenoopetitj Area	S	92.1	92.9	86.7
New Maryland, Kingsclear, Lincoln Area	94.3	96.8	97.2	90.6
Oromocto, Gagetown, Fredericton Junction Area	97.9	95.7	94.0	94.0
Perth-Andover, Plaster Rock, Tobique Area	98.0	96.6	96.4	90.2
Quispamsis, Rothesay, Hampton Area	99.4	94.4	95.3	93.7
Riverview and Coverdale	94.3	94.8	92.6	90.5
Sackville, Dorchester, Port Elgin Area	95.1	92.9	95.3	92.8
Saint John, Simonds and Musquash	94.7	96.7	91.9	91.2
Salisbury and Petitcodiac	S	89.4	94.8	95.8
Shediac, Beaubassin East and Cap-Pelé	93.6	89.4	96.3	93.1
Shippagan, Lamèque, Inkerman Area	98.2	93.7	94.8	96.2
St. George, Grand Manan, Blacks Harbour Area	99.2	98.8	97.2	92.7
St. Stephen, Saint Andrews, Campobello Island Area	95.6	95.7	97.4	95.7
Sussex, Norton, Sussex Corner Area	95.4	97.3	95.8	94.7
Tracadie and Saint-Isidore	96.8	99.0	90.5	95.6

## Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	94.0	94.2	93.0	92.5
65 and over	96.8	95.4	95.2	94.2
<b>Gender</b>				
Female	96.3	94.9	94.3	92.8
Male	96.9	95.5	94.9	94.7
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	96.4	n/a	n/a	n/a
Most comfortable in French	97.0	n/a	n/a	n/a
Comfortable in both English and French	96.1	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	94.3	83.8	91.3	93.4
<b>Immigrant</b>				
Immigrants	93.6	n/a	n/a	n/a
<b>Education level</b>				
High school or less	96.8	94.7	94.6	93.9
Postsecondary	96.1	95.5	94.8	94.0
<b>Disability or special need</b>				
Disability or special need	95.0	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	96.1	n/a	n/a	n/a
\$30,000 to less than \$60,000	96.9	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
\$60,000 or more	97.4	n/a	n/a	n/a
<b>Racialized groups</b>				
Racialized groups	95.8	n/a	n/a	n/a

## 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 with courtesy and respect 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 with courtesy and respect?

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Unit	Interpretation	NBHC code
%	Higher is better	XM_COM04_1

## Caption

n/a = Not applicable / not available

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