

## 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 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	95.1	94.5	93.6	96.4
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	93.8	95.8	94.3	97.5
Zone 2 - Fundy Shore and Saint John Area	96.5	94.6	93.4	96.8
Zone 3 - Fredericton and River Valley Area	96.0	93.9	93.6	96.2
Zone 4 - Madawaska and North-West Area	92.0	91.5	91.4	94.2
Zone 5 - Restigouche Area	97.1	96.6	94.5	94.4
Zone 6 - Bathurst and Acadian Peninsula Area	94.9	93.8	94.6	94.9
Zone 7 - Miramichi Area	93.5	96.1	92.6	98.6
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	92.7	97.0	92.9	94.3
Bouctouche, Richibucto, Saint-Antoine Area	92.0	95.1	94.8	97.5
Campbellton, Atholville, Tide Head Area	96.3	94.3	92.2	95.2
Caraquet, Paquetville, Bertrand Area	96.0	92.9	94.4	100.0
Dalhousie, Balmoral, Belledune Area	97.8	99.1	96.6	93.3
Dieppe and Memramcook	99.1	97.3	95.6	100.0
Douglas, Saint Marys, Doaktown Area	97.2	93.1	86.6	100.0
Edmundston, Rivière-Verte, Lac Baker Area	93.3	92.2	91.8	94.0
Florenceville-Bristol, Woodstock, Wakefield Area	95.6	93.5	94.5	95.8
Fredericton	94.8	92.4	95.0	93.2

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	95.1	95.7	100.0	100.0
Grand Falls, Saint-Léonard, Drummond Area	91.0	91.4	91.2	96.4
Hillsborough, Riverside-Albert, Alma Area	S	95.3	93.2	97.1
Kedgwick, Saint-Quentin and Grimmer	88.6	88.8	90.4	86.7
Minto, Chipman, Cambridge-Narrows Area	96.6	94.7	96.8	98.2
Miramichi, Rogersville, Blackville Area	93.8	96.7	93.8	98.2
Moncton	94.6	96.6	95.9	97.5
Nackawic, McAdam, Canterbury Area	100.0	93.2	95.9	100.0
Neguac, Alnwick, Esgenoopetitj Area	92.1	92.9	86.7	100.0
New Maryland, Kingsclear, Lincoln Area	96.8	97.2	90.6	95.9
Oromocto, Gagetown, Fredericton Junction Area	95.7	94.0	94.0	98.2
Perth-Andover, Plaster Rock, Tobique Area	96.6	96.4	90.2	95.4
Quispamsis, Rothesay, Hampton Area	94.4	95.3	93.7	93.0
Riverview and Coverdale	94.8	92.6	90.5	96.1
Sackville, Dorchester, Port Elgin Area	92.9	95.3	92.8	100.0
Saint John, Simonds and Musquash	96.7	91.9	91.2	96.0
Salisbury and Petitcodiac	89.4	94.8	95.8	96.2
Shediac, Beaubassin East and Cap-Pelé	89.4	96.3	93.1	96.6
Shippagan, Lamèque, Inkerman Area	93.7	94.8	96.2	94.8
St. George, Grand Manan, Blacks Harbour Area	98.8	97.2	92.7	97.3
St. Stephen, Saint Andrews, Campobello Island Area	95.7	97.4	95.7	99.2
Sussex, Norton, Sussex Corner Area	97.3	95.8	94.7	98.2
Tracadie and Saint-Isidore	99.0	90.5	95.6	91.4

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	94.2	93.0	92.5	95.6
65 and over	95.4	95.2	94.2	96.6
<b>Gender</b>				
Female	94.9	94.3	92.8	96.0
Male	95.5	94.9	94.7	97.0
<b>Language</b>				
Preferred language of service: English	95.3	94.9	94.0	96.7
Preferred language of service: French	94.2	93.0	92.7	95.3
<b>Indigenous identity</b>				
Indigenous	83.8	91.3	93.4	96.8
Non-Indigenous	95.5	94.8	94.1	96.3
<b>Education level</b>				
High school or less	94.7	94.6	93.9	96.2
Postsecondary	95.5	94.8	94.0	96.8
<b>Household income</b>				
Less than \$25,000	94.4	93.8	92.8	95.6
\$25,000 to less than \$60,000	95.4	95.6	95.4	97.5
\$60,000 or more	95.9	95.3	96.3	97.4

## 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?

## 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_COM04_1

## Caption

n/a = Not applicable / not available

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