

## 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

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

## 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?

---

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