

# Citizens receiving home care services from the Extra-Mural Program who prefer to receive their services in English [among those who prefer English or French]

Unit: %

| OHIL. 70   | <b>Year</b><br>2021 | <b>Year</b><br>2018 | <b>Year</b><br>2015 | Year<br>2012 |
|--|---------------------|---------------------|---------------------|--------------|
| Province   | 2021                | 2010                | 2010                | 2012         |
| New Brunswick                                    | 78.7                | 75.8                | 73.7                | 73.9         |
| Health zones                                     |                     |                     |                     |              |
| Zone 1 - Moncton and South-East Area             | 78.5                | 75.0                | 70.9                | 73.8         |
| Zone 2 - Fundy Shore and Saint John Area         | 99.6                | 99.9                | 100.0               | 99.6         |
| Zone 3 - Fredericton and River Valley Area       | 99.4                | 99.4                | 99.5                | 99.0         |
| Zone 4 - Madawaska and North-West Area           | 12.1                | 14.3                | 14.4                | 12.2         |
| Zone 5 - Restigouche Area                        | 58.6                | 59.5                | 60.1                | 61.5         |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 22.8                | 18.4                | 22.7                | 19.5         |
| Zone 7 - Miramichi Area                          | 86.5                | 88.8                | 83.0                | 82.9         |
| Communities                                      |                     |                     |                     |              |
| Bathurst, Beresford, Petit-Rocher Area           | 53.8                | 44.9                | 58.4                | 41.5         |
| Bouctouche, Richibucto, Saint-Antoine Area       | 53.4                | 49.7                | 37.9                | 46.1         |
| Campbellton, Atholville, Tide Head Area          | 52.2                | 52.3                | 51.9                | 62.3         |
| Caraquet, Paquetville, Bertrand Area             | 6.2                 | 8.7                 | 9.9                 | 10.8         |
| Dalhousie, Balmoral, Belledune Area              | 64.4                | 67.6                | 67.1                | 60.4         |
| Dieppe and Memramcook                            | 48.6                | 48.1                | 36.0                | 38.3         |
| Douglas, Saint Marys, Doaktown Area              | 100.0               | 100.0               | 100.0               | 100.0        |
| Edmundston, Rivière-Verte, Lac Baker Area        | 5.0                 | 7.5                 | 11.4                | 8.4          |
| Florenceville-Bristol, Woodstock, Wakefield Area | 100.0               | 100.0               | 100.0               | 100.0        |
| Fredericton                                      | 99.0                | 98.6                | 100.0               | 99.3         |
|  |                     |                     |                     |              |



| Grand Bay-Westfield, Westfield, Greenwich Area         100.0         100.0         96.9           Grand Falls, Saint-Léonard, Drummond Area         27.8         31.9         20.3         20.9           Hillsborough, Riverside-Albert, Alma Area         100.0         100.0         100.0         100.0           Kedgwick, Saint-Quentin and Grimmer         S         S         S         S           Minto, Chipman, Cambridge-Narrows Area         100.0         100.0         100.0         100.0           Miramichi, Rogersville, Blackville Area         96.9         97.0         94.2         94.0           Moncton         89.2         87.1         82.3         80.8           Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgenoopetitij Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothessay, Hampton Area         99.6         99.9         98.  |  | Year<br>2021 | <b>Year</b><br>2018 | <b>Year</b><br>2015 | Year<br>2012 |
|--|--|--------------|---------------------|---------------------|--------------|
| Hillsborough, Riverside-Albert, Alma Area         100.0         100.0         100.0         100.0           Kedgwick, Saint-Quentin and Grimmer         S         S         S         S           Minto, Chipman, Cambridge-Narrows Area         100.0         100.0         100.0         100.0           Miramichi, Rogersville, Blackville Area         96.9         97.0         94.2         94.0           Moncton         89.2         87.1         82.3         80.8           Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgencopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0<   | Grand Bay-Westfield, Westfield, Greenwich Area     | 100.0        | 100.0               | 100.0               | 96.9         |
| Kedgwick, Saint-Quentin and Grimmer         S         S         S         S           Minto, Chipman, Cambridge-Narrows Area         100.0         100.0         100.0         100.0           Miramichi, Rogersville, Blackville Area         96.9         97.0         94.2         94.0           Moncton         89.2         87.1         82.3         80.8           Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgenoopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0   | Grand Falls, Saint-Léonard, Drummond Area          | 27.8         | 31.9                | 20.3                | 20.9         |
| Minto, Chipman, Cambridge-Narrows Area         100.0         100.0         100.0         100.0           Miramichi, Rogersville, Blackville Area         96.9         97.0         94.2         94.0           Moncton         89.2         87.1         82.3         80.8           Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgenoopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0 <td>Hillsborough, Riverside-Albert, Alma Area</td> <td>100.0</td> <td>100.0</td> <td>100.0</td> <td>100.0</td> | Hillsborough, Riverside-Albert, Alma Area          | 100.0        | 100.0               | 100.0               | 100.0        |
| Miramichi, Rogersville, Blackville Area         96.9         97.0         94.2         94.0           Moncton         89.2         87.1         82.3         80.8           Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgenoopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         99.3           Saint John, Simonds and Musquash         99.4         99.7         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0   | Kedgwick, Saint-Quentin and Grimmer                | S            | S                   | S                   | S            |
| Miramichi, Rogersville, Blackville Area         96.9         97.0         94.2         94.0           Moncton         89.2         87.1         82.3         80.8           Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgenoopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0         51.6           Shippagan, Lamèque, Inkerman Area         S         11.8         6.3 <t< td=""><td></td><td>100.0</td><td>100.0</td><td>100.0</td><td>100.0</td></t<>  |  | 100.0        | 100.0               | 100.0               | 100.0        |
| Nackawic, McAdam, Canterbury Area         100.0         99.0         100.0         100.0           Neguac, Alnwick, Esgenoopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0         51.6           Shippagan, Lamèque, Inkerman Area         S         11.8         6.3         S           St. George, Grand Manan, Blacks Harbour Area         100.0         100.0   |  | 96.9         | 97.0                | 94.2                | 94.0         |
| Neguac, Alnwick, Esgenoopetitj Area         27.8         39.1         25.1         28.8           New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         98.1           Saint John, Simonds and Musquash         99.4         99.7         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0         51.6           Shippagan, Lamèque, Inkerman Area         S         11.8         6.3         S           St. George, Grand Manan, Blacks Harbour Area         100.0         100.0         100.0         100.0           St. Stephen, Saint Andrews, Campobello Island Area         99.4   | Moncton  | 89.2         | 87.1                | 82.3                | 80.8         |
| New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         98.1           Saint John, Simonds and Musquash         99.4         99.7         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0         51.6           Shippagan, Lamèque, Inkerman Area         S         11.8         6.3         S           St. George, Grand Manan, Blacks Harbour Area         100.0         100.0         100.0         100.0           St. Stephen, Saint Andrews, Campobello Island Area         99.4         100.0         100.0         100.0           Sussex, Norton, Sussex Corner Area         100.0  | Nackawic, McAdam, Canterbury Area                  | 100.0        | 99.0                | 100.0               | 100.0        |
| New Maryland, Kingsclear, Lincoln Area         99.3         99.2         96.4         98.0           Oromocto, Gagetown, Fredericton Junction Area         100.0         99.1         100.0         100.0           Perth-Andover, Plaster Rock, Tobique Area         97.0         100.0         99.0         94.0           Quispamsis, Rothesay, Hampton Area         99.6         100.0         100.0         100.0           Riverview and Coverdale         98.5         98.9         98.4         100.0           Sackville, Dorchester, Port Elgin Area         98.3         100.0         100.0         99.3           Saint John, Simonds and Musquash         99.4         99.7         100.0         99.3           Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0         51.6           Shippagan, Lamèque, Inkerman Area         S         11.8         6.3         S           St. George, Grand Manan, Blacks Harbour Area         100.0         100.0         100.0         100.0           St. Stephen, Saint Andrews, Campobello Island Area         99.4         100.0         100.0         100.0           Sussex, Norton, Sussex Corner Area         100.0  |  | 27.8         | 39.1                | 25.1                | 28.8         |
| Perth-Andover, Plaster Rock, Tobique Area       97.0       100.0       99.0       94.0         Quispamsis, Rothesay, Hampton Area       99.6       100.0       100.0       100.0         Riverview and Coverdale       98.5       98.9       98.4       100.0         Sackville, Dorchester, Port Elgin Area       98.3       100.0       100.0       98.1         Saint John, Simonds and Musquash       99.4       99.7       100.0       99.3         Salisbury and Petitcodiac       100.0       100.0       100.0       100.0         Shediac, Beaubassin East and Cap-Pelé       52.6       46.5       43.0       51.6         Shippagan, Lamèque, Inkerman Area       S       11.8       6.3       S         St. George, Grand Manan, Blacks Harbour Area       100.0       100.0       100.0       100.0         St. Stephen, Saint Andrews, Campobello Island Area       99.4       100.0       100.0       100.0         Sussex, Norton, Sussex Corner Area       100.0       100.0       100.0       100.0  |  | 99.3         | 99.2                | 96.4                | 98.0         |
| Quispamsis, Rothesay, Hampton Area       99.6       100.0       100.0       100.0         Riverview and Coverdale       98.5       98.9       98.4       100.0         Sackville, Dorchester, Port Elgin Area       98.3       100.0       100.0       98.1         Saint John, Simonds and Musquash       99.4       99.7       100.0       99.3         Salisbury and Petitcodiac       100.0       100.0       100.0       100.0         Shediac, Beaubassin East and Cap-Pelé       52.6       46.5       43.0       51.6         Shippagan, Lamèque, Inkerman Area       S       11.8       6.3       S         St. George, Grand Manan, Blacks Harbour Area       100.0       100.0       100.0       100.0         St. Stephen, Saint Andrews, Campobello Island Area       99.4       100.0       100.0       100.0         Sussex, Norton, Sussex Corner Area       100.0       100.0       100.0       100.0   | Oromocto, Gagetown, Fredericton Junction Area      | 100.0        | 99.1                | 100.0               | 100.0        |
| Riverview and Coverdale       98.5       98.9       98.4       100.0         Sackville, Dorchester, Port Elgin Area       98.3       100.0       100.0       98.1         Saint John, Simonds and Musquash       99.4       99.7       100.0       99.3         Salisbury and Petitcodiac       100.0       100.0       100.0       100.0       100.0         Shediac, Beaubassin East and Cap-Pelé       52.6       46.5       43.0       51.6         Shippagan, Lamèque, Inkerman Area       S       11.8       6.3       S         St. George, Grand Manan, Blacks Harbour Area       100.0       100.0       100.0       100.0         St. Stephen, Saint Andrews, Campobello Island Area       99.4       100.0       100.0       100.0         Sussex, Norton, Sussex Corner Area       100.0       100.0       100.0       100.0   | Perth-Andover, Plaster Rock, Tobique Area          | 97.0         | 100.0               | 99.0                | 94.0         |
| Sackville, Dorchester, Port Elgin Area       98.3       100.0       100.0       98.1         Saint John, Simonds and Musquash       99.4       99.7       100.0       99.3         Salisbury and Petitcodiac       100.0       100.0       100.0       100.0         Shediac, Beaubassin East and Cap-Pelé       52.6       46.5       43.0       51.6         Shippagan, Lamèque, Inkerman Area       S       11.8       6.3       S         St. George, Grand Manan, Blacks Harbour Area       100.0       100.0       100.0       100.0         St. Stephen, Saint Andrews, Campobello Island Area       99.4       100.0       100.0       100.0         Sussex, Norton, Sussex Corner Area       100.0       100.0       100.0       100.0  | Quispamsis, Rothesay, Hampton Area                 | 99.6         | 100.0               | 100.0               | 100.0        |
| Saint John, Simonds and Musquash       99.4       99.7       100.0       99.3         Salisbury and Petitcodiac       100.0       100.0       100.0       100.0       100.0       100.0       100.0       51.6       52.6       46.5       43.0       51.6 <td< td=""><td>Riverview and Coverdale</td><td>98.5</td><td>98.9</td><td>98.4</td><td>100.0</td></td<>   | Riverview and Coverdale                            | 98.5         | 98.9                | 98.4                | 100.0        |
| Salisbury and Petitcodiac         100.0         100.0         100.0         100.0           Shediac, Beaubassin East and Cap-Pelé         52.6         46.5         43.0         51.6           Shippagan, Lamèque, Inkerman Area         S         11.8         6.3         S           St. George, Grand Manan, Blacks Harbour Area         100.0         100.0         100.0         100.0           St. Stephen, Saint Andrews, Campobello Island Area         99.4         100.0         100.0         100.0           Sussex, Norton, Sussex Corner Area         100.0         100.0         100.0         100.0   | Sackville, Dorchester, Port Elgin Area             | 98.3         | 100.0               | 100.0               | 98.1         |
| Shediac, Beaubassin East and Cap-Pelé 52.6 46.5 43.0 51.6 Shippagan, Lamèque, Inkerman Area S 11.8 6.3 S St. George, Grand Manan, Blacks Harbour Area 100.0 100.0 100.0 100.0 St. Stephen, Saint Andrews, Campobello Island Area 99.4 100.0 100.0 100.0 Sussex, Norton, Sussex Corner Area 100.0 100.0 100.0   | Saint John, Simonds and Musquash                   | 99.4         | 99.7                | 100.0               | 99.3         |
| Shippagan, Lamèque, Inkerman Area S 11.8 6.3 S St. George, Grand Manan, Blacks Harbour Area 100.0 100.0 100.0 100.0 St. Stephen, Saint Andrews, Campobello Island Area 99.4 100.0 100.0 100.0 Sussex, Norton, Sussex Corner Area 100.0 100.0 100.0   | Salisbury and Petitcodiac                          | 100.0        | 100.0               | 100.0               | 100.0        |
| St. George, Grand Manan, Blacks Harbour Area 100.0 100.0 100.0 100.0 St. Stephen, Saint Andrews, Campobello Island Area 99.4 100.0 100.0 100.0 Sussex, Norton, Sussex Corner Area 100.0 100.0 100.0  | Shediac, Beaubassin East and Cap-Pelé              | 52.6         | 46.5                | 43.0                | 51.6         |
| St. George, Grand Manan, Blacks Harbour Area 100.0 100.0 100.0 100.0 St. Stephen, Saint Andrews, Campobello Island Area 99.4 100.0 100.0 100.0 Sussex, Norton, Sussex Corner Area 100.0 100.0 100.0  |  |              | 11.8                | 6.3                 | S            |
| Sussex, Norton, Sussex Corner Area 100.0 100.0 100.0   |  |              | 100.0               | 100.0               | 100.0        |
|  | St. Stephen, Saint Andrews, Campobello Island Area | 99.4         | 100.0               | 100.0               | 100.0        |
| Tracadie and Saint-Isidore S 5.8 S S   | Sussex, Norton, Sussex Corner Area                 | 100.0        | 100.0               | 100.0               | 100.0        |
|  | Tracadie and Saint-Isidore                         | S            | 5.8                 | S                   | S            |

## Age



|  | <b>Year</b><br>2021 | <b>Year</b> 2018 | <b>Year</b> 2015 | Year<br>2012 |
|--|---------------------|------------------|------------------|--------------|
| 18-64                                  | 79.3                | 74.7             | 71.4             | 72.6         |
| 65 and over                            | 78.5                | 76.3             | 75.0             | 74.7         |
| Gender                                 |                     |                  |                  |              |
| Female                                 | 78.1                | 76.3             | 74.4             | 73.2         |
| Male                                   | 79.4                | 75.2             | 72.6             | 75.0         |
| Language                               |                     |                  |                  |              |
| Preferred language of service: English | 100.0               | 100.0            | 100.0            | 100.0        |
| Preferred language of service: French  | 0.0                 | 0.0              | 0.0              | 0.0          |
| Indigenous identity                    |                     |                  |                  |              |
| Indigenous                             | 83.3                | 80.5             | 72.0             | 78.9         |
| Non-Indigenous                         | 78.8                | 75.8             | 74.4             | 74.1         |
| Education level                        |                     |                  |                  |              |
| High school or less                    | 77.3                | 73.7             | 71.7             | 72.5         |
| Postsecondary                          | 82.7                | 80.7             | 81.2             | 78.3         |
| Household income                       |                     |                  |                  |              |
| Less than \$25,000                     | 72.0                | 69.3             | 67.1             | 69.1         |
| \$25,000 to less than \$60,000         | 79.4                | 78.1             | 76.1             | 76.2         |
| \$60,000 or more                       | 85.3                | 77.9             | 80.0             | 78.1         |
|  |                     |                  |                  |              |



#### **About**

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who prefer to receive their services in English [among those who prefer English or French].

#### Source

Home Care Survey

#### **Calculations**

This indicator is calculated by dividing the number of respondents who answered "English" by the number of respondents who answered "English or French" to the question: You have the right to be served in either English or French. Of these two languages, which is your preference?

#### **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.

 Unit
 NBHC code

 %
 XM\_LOS02\_4

### Caption

n/a = Not applicable / not available

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