

## Citizens receiving home care services from the Extra-Mural Program who reported that when they first started receiving services, someone from the program offered to give them services in the language of their choice (English or French)

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	94.9	94.1	92.8	89.1
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	95.6	95.9	93.2	90.2
Zone 2 - Fundy Shore and Saint John Area	91.6	91.9	86.7	82.7
Zone 3 - Fredericton and River Valley Area	94.4	90.7	90.5	89.2
Zone 4 - Madawaska and North-West Area	95.6	97.1	95.6	90.4
Zone 5 - Restigouche Area	98.9	96.8	98.4	94.3
Zone 6 - Bathurst and Acadian Peninsula Area	97.9	96.6	98.7	94.3
Zone 7 - Miramichi Area	96.7	95.4	95.8	91.8
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	99.6	95.8	97.9	92.6
Bouctouche, Richibucto, Saint-Antoine Area	96.2	95.6	94.8	93.5
Campbellton, Atholville, Tide Head Area	98.6	95.8	97.7	91.5
Caraquet, Paquetville, Bertrand Area	97.3	98.4	99.1	98.1
Dalhousie, Balmoral, Belledune Area	99.3	98.0	99.1	97.7
Dieppe and Memramcook	97.0	99.1	96.8	92.3
Douglas, Saint Marys, Doaktown Area	97.2	86.1	92.9	87.5
Edmundston, Rivière-Verte, Lac Baker Area	94.6	97.7	94.9	92.2
Florenceville-Bristol, Woodstock, Wakefield Area	94.8	93.9	89.4	90.9
Fredericton	93.6	90.1	85.9	89.0

	<b>Year 2021</b>	<b>Year 2018</b>	<b>Year 2015</b>	<b>Year 2012</b>
Grand Bay-Westfield, Westfield, Greenwich Area	<b>92.0</b>	<b>90.2</b>	<b>S</b>	<b>S</b>
Grand Falls, Saint-Léonard, Drummond Area	<b>96.6</b>	<b>95.5</b>	<b>96.1</b>	<b>89.3</b>
Hillsborough, Riverside-Albert, Alma Area	<b>97.2</b>	<b>97.4</b>	<b>87.0</b>	<b>S</b>
Kedgwick, Saint-Quentin and Grimmer	<b>97.6</b>	<b>98.4</b>	<b>97.7</b>	<b>85.1</b>
Minto, Chipman, Cambridge-Narrows Area	<b>96.6</b>	<b>94.5</b>	<b>89.7</b>	<b>95.7</b>
Miramichi, Rogersville, Blackville Area	<b>96.9</b>	<b>94.4</b>	<b>96.8</b>	<b>90.6</b>
Moncton	<b>95.8</b>	<b>95.2</b>	<b>93.0</b>	<b>90.4</b>
Nackawic, McAdam, Canterbury Area	<b>97.0</b>	<b>88.0</b>	<b>95.8</b>	<b>92.0</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>95.6</b>	<b>100.0</b>	<b>91.7</b>	<b>96.8</b>
New Maryland, Kingsclear, Lincoln Area	<b>91.4</b>	<b>87.2</b>	<b>94.3</b>	<b>81.8</b>
Oromocto, Gagetown, Fredericton Junction Area	<b>91.6</b>	<b>88.4</b>	<b>91.9</b>	<b>83.5</b>
Perth-Andover, Plaster Rock, Tobique Area	<b>95.0</b>	<b>93.3</b>	<b>94.1</b>	<b>89.2</b>
Quispamsis, Rothesay, Hampton Area	<b>89.7</b>	<b>91.1</b>	<b>86.0</b>	<b>79.6</b>
Riverview and Coverdale	<b>93.7</b>	<b>92.6</b>	<b>93.6</b>	<b>81.2</b>
Sackville, Dorchester, Port Elgin Area	<b>90.1</b>	<b>95.4</b>	<b>88.9</b>	<b>85.0</b>
Saint John, Simonds and Musquash	<b>92.2</b>	<b>89.5</b>	<b>82.6</b>	<b>84.0</b>
Salisbury and Petitcodiac	<b>98.1</b>	<b>97.3</b>	<b>90.4</b>	<b>S</b>
Shediac, Beaubassin East and Cap-Pelé	<b>96.8</b>	<b>97.0</b>	<b>93.7</b>	<b>94.0</b>
Shippagan, Lamèque, Inkerman Area	<b>97.6</b>	<b>97.5</b>	<b>98.3</b>	<b>94.5</b>
St. George, Grand Manan, Blacks Harbour Area	<b>94.0</b>	<b>92.3</b>	<b>88.2</b>	<b>78.2</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>90.5</b>	<b>94.3</b>	<b>91.8</b>	<b>82.2</b>
Sussex, Norton, Sussex Corner Area	<b>91.3</b>	<b>96.9</b>	<b>92.3</b>	<b>85.8</b>
Tracadie and Saint-Isidore	<b>95.7</b>	<b>95.3</b>	<b>100.0</b>	<b>93.4</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	95.1	95.5	92.9	91.3
65 and over	94.8	93.6	92.9	87.9

**Gender**

Female	94.5	93.6	92.3	89.2
Male	95.3	94.8	93.5	89.1

**Language**

Preferred language of service: English	94.7	93.2	91.1	87.7
Preferred language of service: French	96.5	96.8	97.2	92.7

**Indigenous identity**

Indigenous	98.6	88.4	89.7	79.2
Non-Indigenous	95.0	94.5	93.0	89.5

**Education level**

High school or less	95.5	94.2	93.1	89.3
Postsecondary	93.7	94.3	91.6	87.4

**Household income**

Less than \$25,000	95.3	95.2	94.0	88.6
\$25,000 to less than \$60,000	95.8	93.8	92.5	90.6
\$60,000 or more	93.5	94.7	91.5	85.4

### About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that when they first started receiving services, someone from the program offered to give them services in the language of their choice (English or French).

### Source

Home Care Survey

### Calculations

This indicator is calculated by dividing the number of respondents who answered "yes" by the number of respondents who answered "yes or no" to the question: When you first started receiving home care services from the Extra-Mural Program, did someone from the program offer to give you these services in the language (English or French) of your choice?

### 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_LOS03_1

### Caption

n/a = Not applicable / not available

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