

## Citizens receiving home care services from the Extra-Mural Program who reported that they always received the help or advice they needed when contacting the Extra-Mural Program office in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	97.2	96.5	96.6	97.3
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	96.9	97.6	96.0	97.1
Zone 2 - Fundy Shore and Saint John Area	95.8	95.9	95.6	96.9
Zone 3 - Fredericton and River Valley Area	96.5	94.8	96.8	95.8
Zone 4 - Madawaska and North-West Area	97.6	97.6	98.4	98.9
Zone 5 - Restigouche Area	98.9	97.5	97.6	100.0
Zone 6 - Bathurst and Acadian Peninsula Area	99.2	98.4	96.8	98.5
Zone 7 - Miramichi Area	100.0	96.5	97.8	96.4
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	98.7	96.9	95.9	97.8
Bouctouche, Richibucto, Saint-Antoine Area	96.8	97.3	100.0	96.0
Campbellton, Atholville, Tide Head Area	100.0	100.0	95.2	100.0
Caraquet, Paquetville, Bertrand Area	100.0	100.0	98.0	100.0
Dalhousie, Balmoral, Belledune Area	97.8	95.1	100.0	100.0
Dieppe and Memramcook	96.3	100.0	93.2	100.0
Douglas, Saint Marys, Doaktown Area	S	96.9	S	S
Edmundston, Rivière-Verte, Lac Baker Area	97.2	98.0	96.8	100.0
Florenceville-Bristol, Woodstock, Wakefield Area	96.2	92.4	99.1	93.9
Fredericton	95.8	96.7	94.4	97.8

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>98.7</b>	<b>96.4</b>	<b>100.0</b>	<b>97.4</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	<b>100.0</b>	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S	S
Miramichi, Rogersville, Blackville Area	<b>100.0</b>	<b>95.6</b>	<b>97.5</b>	<b>96.9</b>
Moncton	<b>96.8</b>	<b>97.7</b>	<b>95.6</b>	<b>95.8</b>
Nackawic, McAdam, Canterbury Area	S	<b>94.0</b>	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	S	<b>89.7</b>	<b>97.8</b>	<b>89.9</b>
Oromocto, Gagetown, Fredericton Junction Area	<b>97.4</b>	<b>93.0</b>	<b>94.4</b>	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	<b>93.6</b>	S
Quispamsis, Rothesay, Hampton Area	<b>93.5</b>	<b>94.4</b>	<b>96.5</b>	<b>97.1</b>
Riverview and Coverdale	<b>95.2</b>	<b>94.9</b>	<b>95.0</b>	<b>92.4</b>
Sackville, Dorchester, Port Elgin Area	<b>94.5</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Saint John, Simonds and Musquash	<b>95.0</b>	<b>95.2</b>	<b>92.1</b>	<b>96.8</b>
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>100.0</b>	<b>94.9</b>	<b>94.5</b>	<b>98.8</b>
Shippagan, Lamèque, Inkerman Area	<b>97.9</b>	<b>100.0</b>	<b>97.9</b>	<b>98.4</b>
St. George, Grand Manan, Blacks Harbour Area	<b>98.1</b>	<b>96.0</b>	<b>100.0</b>	<b>96.8</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>93.9</b>	<b>97.7</b>	<b>98.8</b>	<b>97.1</b>
Sussex, Norton, Sussex Corner Area	<b>100.0</b>	<b>96.9</b>	<b>98.4</b>	<b>96.1</b>
Tracadie and Saint-Isidore	<b>100.0</b>	<b>98.3</b>	<b>96.0</b>	<b>98.4</b>

## Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	94.5	95.6	96.1	96.7
65 and over	97.7	96.9	96.9	97.8
<b>Gender</b>				
Female	97.2	95.9	97.0	97.1
Male	97.5	97.4	96.2	97.6
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	97.1	n/a	n/a	n/a
Most comfortable in French	97.6	n/a	n/a	n/a
Comfortable in both English and French	98.4	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	S	S	100.0	100.0
<b>Immigrant</b>				
Immigrants	94.0	n/a	n/a	n/a
<b>Education level</b>				
High school or less	97.8	96.5	97.5	97.5
Postsecondary	96.7	96.0	95.1	97.2
<b>Disability or special need</b>				
Disability or special need	94.7	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	96.6	n/a	n/a	n/a
\$30,000 to less than \$60,000	98.3	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
\$60,000 or more	97.0	n/a	n/a	n/a
<b>Racialized groups</b>				
Racialized groups	96.1	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 they always received the help or advice they needed when contacting the Extra-Mural Program office in the last 2 months.

**Source**

Home Care Survey

**Calculations**

This indicator is based on respondents who contacted the Extra-Mural Program office in the last 2 months. 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 contacted this program's office, did you always receive the help or advice you needed?

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<b>Unit</b>	<b>Interpretation</b>	<b>NBHC code</b>
%	Higher is better	XM_OFF02_1

**Caption**

n/a = Not applicable / not available  
S = Data suppressed due to confidentiality requirements and/or small sample size