

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

Unit : %

|  | Year<br>2021 | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--|--------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |              |
| New Brunswick                                    | 96.5         | 96.6         | 97.3         | 96.8         |
| <b>Health zones</b>                              |              |              |              |              |
| Zone 1 - Moncton and South-East Area             | 97.6         | 96.0         | 97.1         | 96.1         |
| Zone 2 - Fundy Shore and Saint John Area         | 95.9         | 95.6         | 96.9         | 96.6         |
| Zone 3 - Fredericton and River Valley Area       | 94.8         | 96.8         | 95.8         | 97.7         |
| Zone 4 - Madawaska and North-West Area           | 97.6         | 98.4         | 98.9         | 97.3         |
| Zone 5 - Restigouche Area                        | 97.5         | 97.6         | 100.0        | 95.8         |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 98.4         | 96.8         | 98.5         | 96.0         |
| Zone 7 - Miramichi Area                          | 96.5         | 97.8         | 96.4         | 99.0         |
| <b>Communities</b>                               |              |              |              |              |
| Bathurst, Beresford, Petit-Rocher Area           | 96.9         | 95.9         | 97.8         | 97.9         |
| Bouctouche, Richibucto, Saint-Antoine Area       | 97.3         | 100.0        | 96.0         | 97.6         |
| Campbellton, Atholville, Tide Head Area          | 100.0        | 95.2         | 100.0        | 92.1         |
| Caraquet, Paquetville, Bertrand Area             | 100.0        | 98.0         | 100.0        | S            |
| Dalhousie, Balmoral, Belledune Area              | 95.1         | 100.0        | 100.0        | 100.0        |
| Dieppe and Memramcook                            | 100.0        | 93.2         | 100.0        | S            |
| Douglas, Saint Marys, Doaktown Area              | 96.9         | S            | S            | S            |
| Edmundston, Rivière-Verte, Lac Baker Area        | 98.0         | 96.8         | 100.0        | 96.2         |
| Florenceville-Bristol, Woodstock, Wakefield Area | 92.4         | 99.1         | 93.9         | 98.4         |
| Fredericton                                      | 96.7         | 94.4         | 97.8         | 96.8         |

|  | Year<br>2021 | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--|--------------|--------------|--------------|--------------|
| Grand Bay-Westfield, Westfield, Greenwich Area     | S            | S            | S            | S            |
| Grand Falls, Saint-Léonard, Drummond Area          | <b>96.4</b>  | <b>100.0</b> | <b>97.4</b>  | <b>98.0</b>  |
| Hillsborough, Riverside-Albert, Alma Area          | S            | S            | S            | S            |
| Kedgwick, Saint-Quentin and Grimmer                | S            | <b>100.0</b> | S            | S            |
| Minto, Chipman, Cambridge-Narrows Area             | S            | S            | S            | S            |
| Miramichi, Rogersville, Blackville Area            | <b>95.6</b>  | <b>97.5</b>  | <b>96.9</b>  | <b>98.8</b>  |
| Moncton  | <b>97.7</b>  | <b>95.6</b>  | <b>95.8</b>  | <b>94.1</b>  |
| Nackawic, McAdam, Canterbury Area                  | <b>94.0</b>  | S            | S            | S            |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | S            | S            | S            |
| New Maryland, Kingsclear, Lincoln Area             | <b>89.7</b>  | <b>97.8</b>  | <b>89.9</b>  | S            |
| Oromocto, Gagetown, Fredericton Junction Area      | <b>93.0</b>  | <b>94.4</b>  | S            | S            |
| Perth-Andover, Plaster Rock, Tobique Area          | S            | <b>93.6</b>  | S            | S            |
| Quispamsis, Rothesay, Hampton Area                 | <b>94.4</b>  | <b>96.5</b>  | <b>97.1</b>  | <b>97.7</b>  |
| Riverview and Coverdale                            | <b>94.9</b>  | <b>95.0</b>  | <b>92.4</b>  | <b>94.9</b>  |
| Sackville, Dorchester, Port Elgin Area             | <b>100.0</b> | <b>100.0</b> | <b>100.0</b> | S            |
| Saint John, Simonds and Musquash                   | <b>95.2</b>  | <b>92.1</b>  | <b>96.8</b>  | <b>94.5</b>  |
| Salisbury and Petitcodiac                          | S            | S            | S            | S            |
| Shediac, Beaubassin East and Cap-Pelé              | <b>94.9</b>  | <b>94.5</b>  | <b>98.8</b>  | <b>95.9</b>  |
| Shippagan, Lamèque, Inkerman Area                  | <b>100.0</b> | <b>97.9</b>  | <b>98.4</b>  | S            |
| St. George, Grand Manan, Blacks Harbour Area       | <b>96.0</b>  | <b>100.0</b> | <b>96.8</b>  | <b>98.2</b>  |
| St. Stephen, Saint Andrews, Campobello Island Area | <b>97.7</b>  | <b>98.8</b>  | <b>97.1</b>  | <b>97.8</b>  |
| Sussex, Norton, Sussex Corner Area                 | <b>96.9</b>  | <b>98.4</b>  | <b>96.1</b>  | <b>97.9</b>  |
| Tracadie and Saint-Isidore                         | <b>98.3</b>  | <b>96.0</b>  | <b>98.4</b>  | <b>100.0</b> |

## Age

|  | Year<br>2021 | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--|--------------|--------------|--------------|--------------|
| 18-64                                  | 95.6         | 96.1         | 96.7         | 95.4         |
| 65 and over                            | 96.9         | 96.9         | 97.8         | 97.7         |
| <b>Gender</b>                          |              |              |              |              |
| Female                                 | 95.9         | 97.0         | 97.1         | 96.6         |
| Male                                   | 97.4         | 96.2         | 97.6         | 97.1         |
| <b>Language</b>                        |              |              |              |              |
| Preferred language of service: English | 95.6         | 96.1         | 96.4         | 96.3         |
| Preferred language of service: French  | 98.8         | 97.5         | 99.3         | 97.9         |
| <b>Indigenous identity</b>             |              |              |              |              |
| Indigenous                             | S            | 100.0        | 100.0        | 95.5         |
| Non-Indigenous                         | 96.4         | 96.6         | 97.3         | 96.8         |
| <b>Education level</b>                 |              |              |              |              |
| High school or less                    | 96.5         | 97.5         | 97.5         | 97.7         |
| Postsecondary                          | 96.0         | 95.1         | 97.2         | 94.9         |
| <b>Household income</b>                |              |              |              |              |
| Less than \$25,000                     | 96.2         | 96.2         | 97.4         | 96.4         |
| \$25,000 to less than \$60,000         | 97.5         | 97.7         | 98.3         | 97.9         |
| \$60,000 or more                       | 96.9         | 97.1         | 98.0         | 94.8         |

## About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program [and contacted the EMP office in the last 2 months] who reported that they always got the help or advice they needed when contacting the office.

## 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 get the help or advice you needed?

## 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_OFF02_1 |

## Caption

n/a = Not applicable / not available

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