

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 2021	Year 2018	Year 2015	Year 2012
Province				
New Brunswick	96.5	96.6	97.3	96.8
Health zones				
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
Communities				
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 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	96.4	100.0	97.4	98.0
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	100.0	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S	S
Miramichi, Rogersville, Blackville Area	95.6	97.5	96.9	98.8
Moncton	97.7	95.6	95.8	94.1
Nackawic, McAdam, Canterbury Area	94.0	S	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	89.7	97.8	89.9	S
Oromocto, Gagetown, Fredericton Junction Area	93.0	94.4	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	93.6	S	S
Quispamsis, Rothesay, Hampton Area	94.4	96.5	97.1	97.7
Riverview and Coverdale	94.9	95.0	92.4	94.9
Sackville, Dorchester, Port Elgin Area	100.0	100.0	100.0	S
Saint John, Simonds and Musquash	95.2	92.1	96.8	94.5
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	94.9	94.5	98.8	95.9
Shippagan, Lamèque, Inkerman Area	100.0	97.9	98.4	S
St. George, Grand Manan, Blacks Harbour Area	96.0	100.0	96.8	98.2
St. Stephen, Saint Andrews, Campobello Island Area	97.7	98.8	97.1	97.8
Sussex, Norton, Sussex Corner Area	96.9	98.4	96.1	97.9
Tracadie and Saint-Isidore	98.3	96.0	98.4	100.0

Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	95.6	96.1	96.7	95.4
65 and over	96.9	96.9	97.8	97.7

Gender

Female	95.9	97.0	97.1	96.6
Male	97.4	96.2	97.6	97.1

Language

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

Indigenous identity

Indigenous	S	100.0	100.0	95.5
Non-Indigenous	96.4	96.6	97.3	96.8

Education level

High school or less	96.5	97.5	97.5	97.7
Postsecondary	96.0	95.1	97.2	94.9

Household income

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.

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