Citizens receiving home care services from the Extra-Mural Program [and contacted the EMP office in the last 2 months] who reported that they received the help or advice they needed within a few hours of contacting the office

Unit : %

	Year 2018	Year 2015	Year 2012
Province			
New Brunswick	**69.4**	**71.3**	**69.9**
Health zones			
Zone 1 - Moncton and South-East Area	**69.0**	**66.8**	**71.1**
Zone 2 - Fundy Shore and Saint John Area	**74.4**	**74.1**	**75.2**
Zone 3 - Fredericton and River Valley Area	**72.8**	**78.0**	**74.6**
Zone 4 - Madawaska and North-West Area	**67.7**	**65.1**	**68.0**
Zone 5 - Restigouche Area	**56.9**	**61.1**	**65.6**
Zone 6 - Bathurst and Acadian Peninsula Area	**59.8**	**69.2**	**57.3**
Zone 7 - Miramichi Area	**74.6**	**81.2**	**62.2**
Communities			
Bathurst, Beresford, Petit-Rocher Area	**59.8**	**62.6**	**58.4**
Bouctouche, Richibucto, Saint-Antoine Area	**65.7**	**75.4**	**69.4**
Campbellton, Atholville, Tide Head Area	**70.3**	**56.8**	**75.0**
Caraquet, Paquetville, Bertrand Area	**68.1**	**69.2**	S
Dalhousie, Balmoral, Belledune Area	**43.4**	**64.0**	**55.5**
Dieppe and Memramcook	S	**82.0**	S
Douglas, Saint Marys, Doaktown Area	S	S	S
Edmundston, Rivière-Verte, Lac Baker Area	**60.9**	**62.8**	**65.7**
Florenceville-Bristol, Woodstock, Wakefield Area	**79.4**	**77.5**	**85.2**

	Year 2018	Year 2015	Year 2012
Fredericton	**69.0**	**77.0**	**68.6**
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	**73.8**	**67.8**	**68.8**
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	**75.0**	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S
Miramichi, Rogersville, Blackville Area	**71.8**	**82.4**	**57.2**
Moncton	**67.7**	**54.4**	**72.2**
Nackawic, McAdam, Canterbury Area	S	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S
New Maryland, Kingsclear, Lincoln Area	**75.4**	**84.4**	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	**66.4**	S	S
Quispamsis, Rothesay, Hampton Area	**72.8**	**80.2**	**78.9**
Riverview and Coverdale	**77.8**	**61.7**	**78.7**
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	**66.5**	**63.7**	**72.2**
Salisbury and Petitcodiac	S	S	S
Shediac, Beaubassin East and Cap-Pelé	**61.9**	**70.2**	**66.1**
Shippagan, Lamèque, Inkerman Area	**51.5**	**76.2**	S
St. George, Grand Manan, Blacks Harbour Area	**77.9**	**75.2**	**69.1**
St. Stephen, Saint Andrews, Campobello Island Area	**83.1**	**83.1**	**79.5**
Sussex, Norton, Sussex Corner Area	**82.3**	**81.6**	**79.7**
Tracadie and Saint-Isidore	**59.3**	**68.1**	**62.1**

	Year 2018	Year 2015	Year 2012
Age			
18-64	**69.8**	**73.7**	**70.3**
65 and over	**69.3**	**71.4**	**71.1**
Gender			
Female	**68.1**	**71.7**	**68.9**
Male	**71.2**	**70.9**	**71.4**
Language			
Preferred language of service: English	**72.8**	**73.0**	**73.0**
Preferred language of service: French	**63.2**	**66.7**	**62.5**
Indigenous identity			
Indigenous	**68.8**	**85.3**	**64.6**
Non-Indigenous	**69.4**	**71.3**	**70.3**
Education level			
High school or less	**68.4**	**70.0**	**70.0**
Postsecondary	**72.6**	**75.1**	**72.9**
Household income			
Less than $25,000	**64.8**	**65.7**	**69.1**
$25,000 to less than $60,000	**72.7**	**75.1**	**69.7**
$60,000 or more	**79.7**	**76.0**	**72.9**

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 received the help or advice they needed within a few hours of 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 "within a few hours" by the number of respondents who answered "within a few hours, same day (but longer than a few hours), 1 to 5 days or 6 to 14 days" to the question: When you contacted this program’s office, how long did it take for you to 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_OFF03_1

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