

## 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
<b>Province</b>			
New Brunswick	69.4	71.3	69.9
<b>Health zones</b>			
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
<b>Communities</b>			
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	<b>69.0</b>	<b>77.0</b>	<b>68.6</b>
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>73.8</b>	<b>67.8</b>	<b>68.8</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	<b>75.0</b>	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S
Miramichi, Rogersville, Blackville Area	<b>71.8</b>	<b>82.4</b>	<b>57.2</b>
Moncton	<b>67.7</b>	<b>54.4</b>	<b>72.2</b>
Nackawic, McAdam, Canterbury Area	S	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S
New Maryland, Kingsclear, Lincoln Area	<b>75.4</b>	<b>84.4</b>	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>66.4</b>	S	S
Quispamsis, Rothesay, Hampton Area	<b>72.8</b>	<b>80.2</b>	<b>78.9</b>
Riverview and Coverdale	<b>77.8</b>	<b>61.7</b>	<b>78.7</b>
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	<b>66.5</b>	<b>63.7</b>	<b>72.2</b>
Salisbury and Petitcodiac	S	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>61.9</b>	<b>70.2</b>	<b>66.1</b>
Shippagan, Lamèque, Inkerman Area	<b>51.5</b>	<b>76.2</b>	S
St. George, Grand Manan, Blacks Harbour Area	<b>77.9</b>	<b>75.2</b>	<b>69.1</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>83.1</b>	<b>83.1</b>	<b>79.5</b>
Sussex, Norton, Sussex Corner Area	<b>82.3</b>	<b>81.6</b>	<b>79.7</b>
Tracadie and Saint-Isidore	<b>59.3</b>	<b>68.1</b>	<b>62.1</b>

	Year 2018	Year 2015	Year 2012
<b>Age</b>			
18-64	69.8	73.7	70.3
65 and over	69.3	71.4	71.1
<b>Gender</b>			
Female	68.1	71.7	68.9
Male	71.2	70.9	71.4
<b>Language</b>			
Preferred language of service: English	72.8	73.0	73.0
Preferred language of service: French	63.2	66.7	62.5
<b>Indigenous identity</b>			
Indigenous	68.8	85.3	64.6
Non-Indigenous	69.4	71.3	70.3
<b>Education level</b>			
High school or less	68.4	70.0	70.0
Postsecondary	72.6	75.1	72.9
<b>Household income</b>			
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.

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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