

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