

## Citizens receiving home care services from the Extra-Mural Program who reported that they know who to contact if they have a complaint about their services

Unit : %

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |              |
| New Brunswick                                    | 73.1         | 64.2         | 70.4         | 66.5         |
| <b>Health zones</b>                              |              |              |              |              |
| Zone 1 - Moncton and South-East Area             | 75.0         | 68.5         | 71.9         | 67.9         |
| Zone 2 - Fundy Shore and Saint John Area         | 74.7         | 65.4         | 72.2         | 67.3         |
| Zone 3 - Fredericton and River Valley Area       | 75.4         | 66.2         | 73.6         | 66.0         |
| Zone 4 - Madawaska and North-West Area           | 58.2         | 56.1         | 66.2         | 64.2         |
| Zone 5 - Restigouche Area                        | 74.7         | 68.9         | 67.5         | 72.1         |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 63.9         | 49.6         | 58.9         | 58.1         |
| Zone 7 - Miramichi Area                          | 81.5         | 64.2         | 72.9         | 70.7         |
| <b>Communities</b>                               |              |              |              |              |
| Bathurst, Beresford, Petit-Rocher Area           | 68.8         | 56.9         | 64.5         | 66.7         |
| Bouctouche, Richibucto, Saint-Antoine Area       | 76.4         | 64.4         | 79.4         | 73.8         |
| Campbellton, Atholville, Tide Head Area          | 73.1         | 60.4         | 69.5         | 71.7         |
| Caraquet, Paquetville, Bertrand Area             | 64.7         | 52.2         | 64.2         | 55.2         |
| Dalhousie, Balmoral, Belledune Area              | 76.1         | 76.2         | 65.4         | 72.5         |
| Dieppe and Memramcook                            | 79.7         | 70.6         | 72.8         | 67.6         |
| Douglas, Saint Marys, Doaktown Area              | 75.7         | 76.3         | 78.7         | 64.9         |
| Edmundston, Rivière-Verte, Lac Baker Area        | 55.1         | 51.0         | 67.3         | 59.6         |
| Florenceville-Bristol, Woodstock, Wakefield Area | 79.0         | 65.7         | 78.5         | 67.4         |
| Fredericton                                      | 68.5         | 64.8         | 71.6         | 67.8         |

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| Grand Bay-Westfield, Westfield, Greenwich Area     | S            | 62.9         | 76.6         | 67.1         |
| Grand Falls, Saint-Léonard, Drummond Area          | 68.6         | 64.0         | 72.1         | 70.3         |
| Hillsborough, Riverside-Albert, Alma Area          | S            | 71.2         | 92.5         | 81.1         |
| Kedgwick, Saint-Quentin and Grimmer                | S            | 53.9         | 46.5         | 64.0         |
| Minto, Chipman, Cambridge-Narrows Area             | 83.6         | 75.0         | 77.6         | 57.1         |
| Miramichi, Rogersville, Blackville Area            | 82.6         | 67.0         | 73.9         | 73.6         |
| Moncton  | 75.7         | 71.7         | 68.5         | 66.0         |
| Nackawic, McAdam, Canterbury Area                  | 79.2         | 57.5         | 65.9         | 67.7         |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | 50.0         | S            | 57.8         |
| New Maryland, Kingsclear, Lincoln Area             | 74.6         | 65.9         | 75.2         | 63.8         |
| Oromocto, Gagetown, Fredericton Junction Area      | 77.2         | 64.2         | 64.1         | 67.3         |
| Perth-Andover, Plaster Rock, Tobique Area          | 77.8         | 68.1         | 72.0         | 64.2         |
| Quispamsis, Rothesay, Hampton Area                 | 72.9         | 66.6         | 73.6         | 57.3         |
| Riverview and Coverdale                            | 79.9         | 69.6         | 71.3         | 64.8         |
| Sackville, Dorchester, Port Elgin Area             | 66.4         | 62.2         | 69.8         | 69.4         |
| Saint John, Simonds and Musquash                   | 72.6         | 65.3         | 67.3         | 71.1         |
| Salisbury and Petitcodiac                          | S            | 69.5         | 71.1         | 68.0         |
| Shediac, Beaubassin East and Cap-Pelé              | 68.9         | 66.8         | 70.2         | 65.6         |
| Shippagan, Lamèque, Inkerman Area                  | 57.8         | 36.5         | 49.7         | 53.7         |
| St. George, Grand Manan, Blacks Harbour Area       | 73.9         | 59.0         | 75.7         | 60.8         |
| St. Stephen, Saint Andrews, Campobello Island Area | 76.3         | 69.1         | 79.6         | 67.8         |
| Sussex, Norton, Sussex Corner Area                 | 81.6         | 65.8         | 72.3         | 71.0         |
| Tracadie and Saint-Isidore                         | 59.9         | 45.9         | 54.7         | 51.5         |

## Age

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| 18-64                                  | 68.5         | 61.2         | 65.1         | 62.3         |
| 65 and over                            | 74.0         | 65.2         | 72.5         | 69.4         |
| <b>Gender</b>                          |              |              |              |              |
| Female                                 | 72.6         | 62.6         | 69.6         | 65.0         |
| Male                                   | 74.5         | 66.2         | 71.4         | 68.4         |
| <b>2SLGBTQIA+ status</b>               |              |              |              |              |
| 2SLGBTQIA+                             | S            | n/a          | n/a          | n/a          |
| <b>Language</b>                        |              |              |              |              |
| Most comfortable in English            | 76.2         | n/a          | n/a          | n/a          |
| Most comfortable in French             | 60.3         | n/a          | n/a          | n/a          |
| Comfortable in both English and French | 74.9         | n/a          | n/a          | n/a          |
| <b>Indigenous identity</b>             |              |              |              |              |
| Indigenous                             | 73.1         | 58.6         | 68.9         | 68.7         |
| <b>Immigrant</b>                       |              |              |              |              |
| Immigrants                             | 69.6         | n/a          | n/a          | n/a          |
| <b>Education level</b>                 |              |              |              |              |
| High school or less                    | 73.5         | 64.2         | 71.2         | 65.3         |
| Postsecondary                          | 73.6         | 65.1         | 69.8         | 69.4         |
| <b>Disability or special need</b>      |              |              |              |              |
| Disability or special need             | 69.4         | n/a          | n/a          | n/a          |
| <b>Household income</b>                |              |              |              |              |
| Less than \$30,000                     | 73.2         | n/a          | n/a          | n/a          |
| \$30,000 to less than \$60,000         | 74.0         | n/a          | n/a          | n/a          |

|                          | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--------------------------|--------------|--------------|--------------|--------------|
| \$60,000 or more         | 71.8         | n/a          | n/a          | n/a          |
| <b>Racialized groups</b> |              |              |              |              |
| Racialized groups        | 77.9         | n/a          | n/a          | n/a          |

## About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that they know who to contact if they have a complaint about their services.

## Source

Home Care Survey

## Calculations

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: Do you know who to contact if you want to make a complaint about your home care services?

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| Unit | Interpretation   | NBHC code  |
|------|------------------|------------|
| %    | Higher is better | XM_PGMCO_1 |

## Caption

n/a = Not applicable / not available

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