

## 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 2024	Year 2021	Year 2018	Year 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 2024	Year 2021	Year 2018	Year 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 2024	Year 2021	Year 2018	Year 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 2024	Year 2021	Year 2018	Year 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