

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

## Age

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

**Racialized groups**

Racialized groups	77.9	n/a	n/a	n/a
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## 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?

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