

## 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 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	64.2	70.4	66.5	52.5
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	68.5	71.9	67.9	51.9
Zone 2 - Fundy Shore and Saint John Area	65.4	72.2	67.3	57.6
Zone 3 - Fredericton and River Valley Area	66.2	73.6	66.0	57.7
Zone 4 - Madawaska and North-West Area	56.1	66.2	64.2	46.4
Zone 5 - Restigouche Area	68.9	67.5	72.1	54.2
Zone 6 - Bathurst and Acadian Peninsula Area	49.6	58.9	58.1	39.9
Zone 7 - Miramichi Area	64.2	72.9	70.7	46.5
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	56.9	64.5	66.7	44.3
Bouctouche, Richibucto, Saint-Antoine Area	64.4	79.4	73.8	40.7
Campbellton, Atholville, Tide Head Area	60.4	69.5	71.7	50.4
Caraquet, Paquetville, Bertrand Area	52.2	64.2	55.2	44.9
Dalhousie, Balmoral, Belledune Area	76.2	65.4	72.5	58.8
Dieppe and Memramcook	70.6	72.8	67.6	42.7
Douglas, Saint Marys, Doaktown Area	76.3	78.7	64.9	60.7
Edmundston, Rivière-Verte, Lac Baker Area	51.0	67.3	59.6	43.9
Florenceville-Bristol, Woodstock, Wakefield Area	65.7	78.5	67.4	54.0
Fredericton	64.8	71.6	67.8	58.0

	<b>Year 2021</b>	<b>Year 2018</b>	<b>Year 2015</b>	<b>Year 2012</b>
Grand Bay-Westfield, Westfield, Greenwich Area	<b>62.9</b>	<b>76.6</b>	<b>67.1</b>	<b>74.3</b>
Grand Falls, Saint-Léonard, Drummond Area	<b>64.0</b>	<b>72.1</b>	<b>70.3</b>	<b>52.1</b>
Hillsborough, Riverside-Albert, Alma Area	<b>71.2</b>	<b>92.5</b>	<b>81.1</b>	<b>46.6</b>
Kedgwick, Saint-Quentin and Grimmer	<b>53.9</b>	<b>46.5</b>	<b>64.0</b>	<b>38.9</b>
Minto, Chipman, Cambridge-Narrows Area	<b>75.0</b>	<b>77.6</b>	<b>57.1</b>	<b>67.7</b>
Miramichi, Rogersville, Blackville Area	<b>67.0</b>	<b>73.9</b>	<b>73.6</b>	<b>47.6</b>
Moncton	<b>71.7</b>	<b>68.5</b>	<b>66.0</b>	<b>52.9</b>
Nackawic, McAdam, Canterbury Area	<b>57.5</b>	<b>65.9</b>	<b>67.7</b>	<b>52.1</b>
Neguac, Alnwick, Esgenoopetitj Area	<b>50.0</b>	<b>S</b>	<b>57.8</b>	<b>41.8</b>
New Maryland, Kingsclear, Lincoln Area	<b>65.9</b>	<b>75.2</b>	<b>63.8</b>	<b>57.2</b>
Oromocto, Gagetown, Fredericton Junction Area	<b>64.2</b>	<b>64.1</b>	<b>67.3</b>	<b>69.3</b>
Perth-Andover, Plaster Rock, Tobique Area	<b>68.1</b>	<b>72.0</b>	<b>64.2</b>	<b>53.0</b>
Quispamsis, Rothesay, Hampton Area	<b>66.6</b>	<b>73.6</b>	<b>57.3</b>	<b>48.1</b>
Riverview and Coverdale	<b>69.6</b>	<b>71.3</b>	<b>64.8</b>	<b>68.0</b>
Sackville, Dorchester, Port Elgin Area	<b>62.2</b>	<b>69.8</b>	<b>69.4</b>	<b>58.7</b>
Saint John, Simonds and Musquash	<b>65.3</b>	<b>67.3</b>	<b>71.1</b>	<b>61.1</b>
Salisbury and Petitcodiac	<b>69.5</b>	<b>71.1</b>	<b>68.0</b>	<b>S</b>
Shediac, Beaubassin East and Cap-Pelé	<b>66.8</b>	<b>70.2</b>	<b>65.6</b>	<b>47.3</b>
Shippagan, Lamèque, Inkerman Area	<b>36.5</b>	<b>49.7</b>	<b>53.7</b>	<b>35.6</b>
St. George, Grand Manan, Blacks Harbour Area	<b>59.0</b>	<b>75.7</b>	<b>60.8</b>	<b>49.4</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>69.1</b>	<b>79.6</b>	<b>67.8</b>	<b>62.3</b>
Sussex, Norton, Sussex Corner Area	<b>65.8</b>	<b>72.3</b>	<b>71.0</b>	<b>54.3</b>
Tracadie and Saint-Isidore	<b>45.9</b>	<b>54.7</b>	<b>51.5</b>	<b>32.9</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	61.2	65.1	62.3	48.3
65 and over	65.2	72.5	69.4	54.8

**Gender**

Female	62.6	69.6	65.0	52.4
Male	66.2	71.4	68.4	52.7

**Language**

Preferred language of service: English	66.9	72.8	68.2	56.3
Preferred language of service: French	53.5	62.2	60.7	42.9

**Indigenous identity**

Indigenous	58.6	68.9	68.7	53.6
Non-Indigenous	64.4	70.4	66.6	52.5

**Education level**

High school or less	64.2	71.2	65.3	51.9
Postsecondary	65.1	69.8	69.4	56.2

**Household income**

Less than \$25,000	60.9	68.4	64.8	51.8
\$25,000 to less than \$60,000	65.8	73.6	69.0	51.8
\$60,000 or more	65.4	69.0	62.7	57.5

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?

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_PGMCO_1

Caption

n/a = Not applicable / not available  
S = Data suppressed due to confidentiality requirements and/or small sample size