

## 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

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

## 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