



OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

Home Support Survey Results

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Section 1: Introduction

1.1 Background and Overview

The BC Office of the Seniors Advocate (OSA) partnered with BC Stats (project planning and survey development), BC Mail (survey deployment and collection) and R.A. Malatest & Associates Ltd. (Malatest) (project planning, survey development, analysis, and reporting) to develop and deliver a census survey of approximately 17,500 home support clients and their informal primary caregivers. The surveys focused on the home support services received as perceived by the clients and their caregivers. This report provides the results of the survey.

1.2 Purpose and Objectives

The main purpose of this project was to evaluate satisfaction with the home support program from the perspective of home support clients and their primary, informal caregiver. The objective of this study was to collect client and caregiver perspectives on issues related to:

- Home support needs being met
- Delivery of services provided
- Services that are lacking
- Regular Home Support Workers (HSWs) versus substitute HSWs
- HSWs' skills and performance
- Scheduling and frequency of services
- Case Manager and scheduling office responsiveness
- Overall satisfaction
- Medication care

Section 2: Methodology

2.1 Survey Development Tool

The OSA Home Support Consultation Group developed first drafts of the client home support and caregiver surveys. OSA conducted cognitive testing for the client survey with 20 clients from across the health regions, who met the criteria of a CPS score between 0 and 2. Once cognitive testing was completed and the surveys were revised, the revised survey was provided to BC Mail for distribution.

2.2 Survey Administration

The surveys were delivered by mail to all home support clients and their caregiver, simultaneously. OSA provided BC Mail with a master list of clients for survey delivery. Prior to mailing, BC Mail generated unique identifiers for all client and caregiver participants. The open-ended questions were filtered for personal identifying information – a list of filters and rules was developed by OSA in consultation with Malatest and provided to BC Mail. Two weeks after the initial launch, BC Mail delivered postcard reminder notices to clients who had not completed and returned their survey.

The final census pool was 17,472 clients and their caregivers. Table 2.1 shows the distribution of surveys completed across communities, health authorities and public/private contractors.

Table 2.1 Summary of Survey Completions for Client and Caregiver Surveys

	Client Survey		Caregiver Survey	
	Count	(% of total)	Count	(% of total)
Community Size	5336	100.0%	4040	100.0%
Rural/Remote	209	3.9%	160	4.0%
Small	1387	26.0%	1063	26.3%
Medium	1241	23.3%	930	23.0%
Urban	2499	46.8%	1887	46.7%
Health Authority	5336	100.0%	4040	100.0%
IHA	1182	22.2%	893	22.1%
FHA	1492	28.0%	1198	29.7%
VCHA	866	16.2%	620	15.3%
VIHA	1599	30.0%	1188	29.4%
NHA	197	3.7%	141	3.5%
Public/Contracted	5336	100.0%	4040	100.0%
Public	3062	57.4%	2324	57.5%
Contracted	2274	42.6%	1716	42.5%

2.3 Survey Coding and Cleaning

Open-ended comments for the client and caregiver surveys were transcribed. Coding guidelines were developed for the five open-ended questions in the client survey and the three open-ended questions in the caregiver survey. Each open-ended response was coded for up to three codes. For the purposes of this report, all blank and multiple response answers were combined and reported together for each question.

2.4 Survey Limitations

The surveys were implemented in a paper and pencil design, where a limitation is missed questions and pages, or multiple selection of response items for questions that were only seeking a single answer. Questions are typically missed due to respondent error, confusion with a skip pattern, or confusion with the question. For example, a respondent may provide multiple responses for a question when a question is misunderstood or when there are multiple interpretations to a question (e.g., Question 8 in the client survey - some clients gave multiple responses indicating an answer for regular home support workers and substitute workers).

Several respondents left comments in the margins for questions that did not have a comment option. BC Mail transcribed these comments mostly into the final open-ended question of the survey. However, several of these comments were coded in open-ended questions as well. These types of comments were coded separately and the questions they pertained to were individually checked for consistency and adjusted when appropriate. Afterwards, these comments were removed from the overall total of reported comments for each question.

Section 3: Results

The survey analysis provides distributions of survey items by community size, health authority, service provider and one survey question (Question 33 for the client survey – “Did someone help you complete this survey?”; and Question 1 for the caregiver survey – “In general, are you your family member’s primary caregiver?”). Distributions for the client and caregiver surveys are represented as percentages of total surveys completed for each survey (i.e., totals of 5336 for client survey and 4040 for caregiver survey). Percentages equal 100% across rows, except in questions that allowed for multiple responses.

Section 3.2 presents tables for all questions from the client survey. Closed-ended questions are presented in order, followed by open-ended questions. Each open-ended question is preceded by a full list of the themes and codes, and is displayed in tables separately for community size, health authority, public versus contracted providers and specific contracted providers. Distributions are represented as percentages of total comments made for that comment section. Percentage row totals exceeded 100% because some clients triggered more than one comment code within a comment section. Following the distribution of codes for open-ended questions, examples of comments have been provided. Each example was chosen from each of the top five highest ranking comment codes. For the client survey tables, Question 33 was not presented in its own table, as it was used as a characteristic variable.

Section 3.3 presents the caregiver survey in the same format as the previous section. For the family survey, Question 1 was used as a characteristic variable, thus it was not presented in its own table.

An analysis of the key drivers of satisfaction was conducted for the client and caregiver surveys, at the overall level. The key driver analysis identified issues that correlated most with overall satisfaction for clients, “Overall, how would you rate the quality of the home support services you receive?” (Question 25) and for caregivers, “Overall, how would you rate the quality of the home support services that your family member is receiving?” (Question 14). Both client and caregiver rated overall satisfaction with home support services 62% (top 2 box percentage). The identified key drivers will have the greatest impact on improving overall satisfaction for each group.

The top four home support factors associated with overall client satisfaction with home support services included the following:

- Frequency of contact with the Case Manager;
- Office response time to queries;
- Satisfaction with *regular* home support worker; and
- Sufficient time provided for care in the care plan.

The top four home support factors associated with overall caregiver satisfaction with home support services included the following:

- Respectful and caring behaviour towards family member (client);
- Sufficient time provided for care in the care plan;
- Respectful behaviour towards caregiver; and
- Sufficient services provided to meet client needs.

Section 4: Descriptive Tables for Client Survey Items

Question 1: How involved were you or your family member in developing your home support care plan?

	Extremely Involved	Very Involved	Somewhat Involved	Slightly Involved	Not at all Involved	I Don't Know	Blank / Multiple Responses	Total
Total	1095	1775	1010	451	426	212	367	5336
%	21%	33%	19%	8%	8%	4%	7%	100%
Community Size								
Rural/Remote	17%	33%	17%	10%	12%	1%	10%	209
Small	20%	32%	20%	10%	8%	5%	7%	1387
Medium	20%	34%	21%	8%	7%	4%	6%	1241
Urban	21%	34%	18%	8%	8%	4%	7%	2499
Health Authority								
IHA	19%	31%	20%	10%	8%	4%	8%	1182
FHA	23%	35%	18%	8%	7%	3%	6%	1492
VCHA	22%	32%	17%	9%	10%	4%	7%	866
VIHA	19%	34%	20%	8%	7%	4%	7%	1599
NHA	20%	35%	22%	6%	7%	3%	8%	197
Public/Contracted								
Public	19%	33%	20%	9%	8%	4%	7%	3062
Contracted	22%	34%	18%	8%	8%	4%	6%	2274
Help with Survey (Question 33)								
Home Support	21%	23%	18%	14%	15%	6%	3%	119
Informal Support	23%	35%	19%	9%	6%	4%	4%	2995
No Help	17%	33%	19%	8%	11%	4%	8%	1956
Blank	12%	22%	16%	8%	7%	2%	33%	266

Question 2: Are the home support services you receive meeting your needs?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1609	2568	593	154	57	49	306	5336
%	30%	48%	11%	3%	1%	1%	6%	100%
Community Size								
Rural/ Remote	36%	42%	12%	1%	2%	0%	6%	209
Small	33%	48%	10%	2%	0%	1%	6%	1387
Medium	34%	49%	9%	2%	1%	1%	5%	1241
Urban	27%	48%	13%	4%	1%	1%	6%	2499
Health Authority								
IHA	34%	46%	9%	2%	1%	1%	6%	1182
FHA	28%	50%	12%	3%	1%	1%	5%	1492
VCHA	26%	45%	15%	5%	3%	0%	6%	866
VIHA	31%	50%	9%	2%	1%	1%	6%	1599
NHA	34%	46%	12%	2%	0%	1%	6%	197
Public/Contracted								
Public	33%	47%	10%	2%	1%	1%	6%	3062
Contracted	26%	49%	13%	4%	2%	1%	6%	2274
Help with Survey (Question 33)								
Home Support	39%	45%	8%	3%	1%	2%	3%	119
Informal Support	28%	50%	13%	3%	1%	1%	4%	2995
No Help	34%	47%	9%	2%	2%	1%	6%	1956
Blank	20%	35%	9%	3%	1%	2%	31%	266

Question 3: Are there services you would like to receive through home support that you are not receiving?

	No	Yes	Blank / Multiple Responses	Total
Total	2677	1573	1086	5336
%	50%	29%	20%	100%
Community Size				
Rural/ Remote	52%	28%	21%	209
Small	55%	25%	20%	1387
Medium	53%	27%	20%	1241
Urban	46%	33%	21%	2499
Health Authority				
IHA	54%	26%	20%	1182
FHA	47%	33%	19%	1492
VCHA	44%	36%	20%	866
VIHA	53%	26%	21%	1599
NHA	53%	24%	23%	197
Public/Contracted				
Public	53%	26%	20%	3062
Contracted	46%	34%	20%	2274
Help with Survey (Question 33)				
Home Support	54%	35%	11%	119
Informal Support	51%	31%	18%	2995
No Help	51%	28%	21%	1956
Blank	32%	21%	48%	266

Question 4: Are your home support visits scheduled at a time that is convenient for you?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1745	2505	491	124	44	42	385	5336
%	33%	47%	9%	2%	1%	1%	7%	100%
Community Size								
Rural/ Remote	33%	53%	4%	3%	0%	0%	7%	209
Small	27%	49%	12%	3%	1%	1%	7%	1387
Medium	32%	48%	8%	2%	1%	1%	7%	1241
Urban	36%	45%	9%	2%	1%	1%	8%	2499
Health Authority								
IHA	29%	49%	10%	2%	1%	1%	8%	1182
FHA	36%	47%	7%	2%	1%	1%	6%	1492
VCHA	38%	43%	9%	2%	1%	1%	6%	866
VIHA	29%	48%	11%	3%	1%	1%	8%	1599
NHA	30%	49%	10%	3%	1%	1%	7%	197
Public/Contracted								
Public	29%	49%	10%	3%	1%	1%	7%	3062
Contracted	37%	44%	8%	2%	1%	1%	7%	2274
Help with Survey (Question 33)								
Home Support	54%	29%	7%	1%	1%	3%	7%	119
Informal Support	33%	48%	10%	2%	1%	1%	5%	2995
No Help	32%	48%	9%	3%	1%	0%	8%	1956
Blank	22%	35%	6%	3%	2%	1%	31%	266

Question 5: How often do you get a home visit?

	3+ Times / Day	2 Times / Day	1 Time / Day	4 – 6 Times / Week	2 – 3 Times / Week	1 Time / Week	Less Than 1 Time / Week	I Don't Know	Blank / Multiple Responses	Total
Total	862	1111	682	396	1110	860	33	63	219	5336
%	16%	21%	13%	7%	21%	16%	1%	1%	4%	100%
Community Size										
Rural/ Remote	17%	19%	11%	9%	24%	15%	0%	1%	4%	209
Small	17%	22%	12%	6%	20%	16%	0%	1%	5%	1387
Medium	17%	23%	14%	6%	19%	15%	0%	2%	4%	1241
Urban	15%	19%	13%	9%	22%	17%	1%	1%	4%	2499
Health Authority										
IHA	17%	24%	14%	5%	17%	16%	1%	2%	5%	1182
FHA	18%	21%	13%	8%	21%	16%	0%	1%	3%	1492
VCHA	13%	16%	12%	10%	22%	20%	2%	2%	4%	866
VIHA	16%	23%	12%	7%	22%	13%	0%	1%	5%	1599
NHA	14%	14%	11%	8%	25%	23%	1%	1%	4%	197
Public/Contracted										
Public	17%	22%	13%	6%	20%	16%	0%	1%	4%	3062
Contracted	15%	20%	13%	9%	22%	16%	1%	1%	4%	2274
Help with Survey (Question 33)										
Home Support	25%	20%	8%	9%	19%	13%	0%	2%	4%	119
Informal Support	19%	22%	13%	8%	20%	14%	1%	1%	2%	2995
No Help	11%	21%	13%	7%	23%	19%	1%	1%	4%	1956
Blank	14%	15%	9%	6%	16%	14%	0%	1%	26%	266

Question 6: In a typical month, how many different regular Home Support Workers do you get?

	0	1	2	3	4	5	I Don't Know	Blank / Multiple Responses	Total
Total	12	728	783	636	639	1884	407	248	5336
%	0%	14%	15%	12%	12%	35%	8%	5%	100%
Community Size									
Rural/ Remote	0%	15%	18%	12%	15%	30%	6%	4%	209
Small	0%	8%	13%	12%	13%	41%	8%	5%	1387
Medium	0%	11%	11%	12%	12%	39%	11%	5%	1241
Urban	0%	18%	17%	12%	11%	31%	6%	5%	2499
Health Authority									
IHA	0%	8%	10%	8%	15%	43%	10%	5%	1182
FHA	0%	16%	17%	13%	12%	31%	6%	4%	1492
VCHA	0%	24%	18%	13%	9%	26%	6%	4%	866
VIHA	0%	10%	14%	13%	11%	39%	8%	5%	1599
NHA	0%	16%	12%	15%	16%	31%	6%	5%	197
Public/Contracted									
Public	0%	10%	13%	12%	13%	39%	9%	5%	3062
Contracted	0%	19%	18%	12%	11%	30%	5%	5%	2274
Help with Survey (Question 33)									
Home Support	0%	19%	15%	16%	7%	36%	6%	1%	119
Informal Support	0%	12%	14%	11%	13%	39%	8%	2%	2995
No Help	0%	16%	16%	13%	12%	31%	7%	5%	1956
Blank	1%	13%	9%	7%	8%	26%	6%	29%	266

Question 7: In a typical month, how many different substitute Home Support Workers do you get?

	0 – 1	2 – 3	4 – 5	6 – 7	8+	I Don't Know	Blank / Multiple Responses	Total
Total	1355	1314	633	250	413	1050	321	5336
%	25%	25%	12%	5%	8%	20%	6%	100%
Community Size								
Rural/ Remote	34%	23%	8%	2%	7%	19%	7%	209
Small	22%	21%	12%	4%	9%	26%	7%	1387
Medium	19%	23%	11%	5%	11%	25%	6%	1241
Urban	30%	28%	13%	5%	6%	14%	5%	2499
Health Authority								
IHA	19%	20%	11%	4%	9%	29%	8%	1182
FHA	28%	29%	13%	4%	7%	14%	4%	1492
VCHA	36%	29%	10%	3%	4%	13%	6%	866
VIHA	21%	23%	12%	6%	9%	21%	6%	1599
NHA	30%	21%	10%	4%	7%	24%	6%	197
Public/Contracted								
Public	21%	22%	11%	5%	9%	25%	7%	3062
Contracted	31%	29%	13%	5%	6%	12%	5%	2274
Help with Survey (Question 33)								
Home Support	29%	29%	8%	5%	7%	17%	4%	119
Informal Support	25%	25%	12%	5%	8%	23%	3%	2995
No Help	27%	25%	13%	5%	7%	15%	7%	1956
Blank	18%	15%	10%	3%	8%	16%	31%	266

Question 8: Do you think the number of different regular Home Support Workers you get is:

	About Right	Too Many	Too Few	Blank / Multiple Responses	Total
Total	3378	1056	533	369	5336
%	63%	20%	10%	7%	100%
Community Size					
Rural/ Remote	66%	14%	12%	8%	209
Small	65%	19%	9%	8%	1387
Medium	62%	22%	10%	6%	1241
Urban	63%	20%	10%	7%	2499
Health Authority					
IHA	63%	21%	8%	8%	1182
FHA	63%	22%	9%	6%	1492
VCHA	67%	15%	11%	7%	866
VIHA	61%	20%	12%	7%	1599
NHA	70%	17%	7%	7%	197
Public/Contracted					
Public	63%	21%	10%	7%	3062
Contracted	64%	19%	11%	7%	2274
Help with Survey (Question 33)					
Home Support	70%	16%	12%	2%	119
Informal Support	61%	24%	10%	5%	2995
No Help	68%	15%	10%	7%	1956
Blank	48%	11%	8%	33%	266

Question 9: Do you think the number of different substitute Home Support Workers you get is:

	About Right	Too Many	Too Few	Blank / Multiple Responses	Total
Total	2987	1509	175	665	5336
%	56%	28%	3%	12%	100%
Community Size					
Rural/ Remote	58%	20%	6%	16%	209
Small	57%	26%	2%	15%	1387
Medium	53%	31%	3%	13%	1241
Urban	57%	29%	4%	11%	2499
Health Authority					
IHA	56%	25%	3%	16%	1182
FHA	56%	31%	4%	9%	1492
VCHA	61%	22%	5%	11%	866
VIHA	53%	33%	2%	13%	1599
NHA	59%	21%	4%	16%	197
Public/Contracted					
Public	56%	27%	3%	14%	3062
Contracted	57%	30%	4%	10%	2274
Help with Survey (Question 33)					
Home Support	61%	29%	6%	4%	119
Informal Support	55%	31%	3%	11%	2995
No Help	60%	25%	3%	12%	1956
Blank	42%	16%	4%	38%	266

Question 10: Are you satisfied with the service you get from your regular Home Support Worker?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	2417	2312	287	67	22	66	165	5336
%	45%	43%	5%	1%	0%	1%	3%	100%
Community Size								
Rural/ Remote	56%	35%	2%	2%	0%	2%	2%	209
Small	47%	43%	4%	1%	0%	2%	3%	1387
Medium	46%	43%	4%	1%	0%	2%	3%	1241
Urban	43%	44%	7%	1%	1%	1%	3%	2499
Health Authority								
IHA	47%	42%	4%	1%	0%	2%	4%	1182
FHA	44%	45%	6%	1%	1%	1%	2%	1492
VCHA	44%	42%	7%	2%	1%	1%	3%	866
VIHA	45%	44%	5%	1%	0%	1%	3%	1599
NHA	51%	41%	5%	1%	0%	1%	2%	197
Public/Contracted								
Public	47%	43%	5%	1%	0%	2%	3%	3062
Contracted	43%	44%	6%	1%	1%	1%	3%	2274
Help with Survey (Question 33)								
Home Support	64%	25%	7%	1%	1%	0%	3%	119
Informal Support	42%	47%	6%	2%	0%	1%	1%	2995
No Help	50%	40%	4%	1%	0%	2%	3%	1956
Blank	34%	31%	5%	1%	1%	2%	26%	266

Question 11: Are you satisfied with the service you get from your substitute Home Support Worker?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1053	2133	1002	326	81	354	387	5336
%	20%	40%	19%	6%	2%	7%	7%	100%
Community Size								
Rural/ Remote	30%	33%	13%	6%	0%	8%	10%	209
Small	23%	42%	14%	4%	1%	9%	8%	1387
Medium	21%	40%	18%	6%	1%	7%	7%	1241
Urban	17%	39%	22%	8%	2%	5%	7%	2499
Health Authority								
IHA	23%	42%	14%	3%	1%	9%	9%	1182
FHA	18%	38%	23%	8%	2%	6%	6%	1492
VCHA	18%	37%	23%	7%	3%	7%	6%	866
VIHA	20%	42%	17%	7%	1%	6%	8%	1599
NHA	23%	41%	11%	4%	1%	8%	12%	197
Public/Contracted								
Public	22%	41%	16%	5%	1%	8%	8%	3062
Contracted	16%	39%	22%	8%	3%	5%	7%	2274
Help with Survey (Question 33)								
Home Support	29%	28%	25%	4%	3%	5%	7%	119
Informal Support	18%	40%	20%	7%	1%	8%	6%	2995
No Help	22%	43%	18%	5%	2%	6%	5%	1956
Blank	14%	27%	12%	5%	1%	3%	37%	266

Question 12: Do your Home Support Workers arrive on time?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1449	2909	468	104	31	71	304	5336
%	27%	55%	9%	2%	1%	1%	6%	100%
Community Size								
Rural/ Remote	31%	53%	8%	2%	0%	2%	4%	209
Small	23%	55%	10%	2%	1%	2%	7%	1387
Medium	24%	57%	10%	2%	1%	2%	5%	1241
Urban	31%	53%	8%	2%	1%	1%	5%	2499
Health Authority								
IHA	21%	57%	10%	3%	0%	2%	7%	1182
FHA	33%	53%	6%	1%	0%	1%	5%	1492
VCHA	30%	52%	10%	2%	1%	1%	5%	866
VIHA	24%	56%	9%	2%	1%	2%	6%	1599
NHA	32%	48%	10%	1%	2%	1%	6%	197
Public/Contracted								
Public	24%	56%	9%	2%	0%	2%	6%	3062
Contracted	31%	52%	8%	2%	1%	1%	5%	2274
Help with Survey (Question 33)								
Home Support	39%	45%	8%	0%	2%	2%	5%	119
Informal Support	27%	55%	10%	2%	1%	1%	3%	2995
No Help	27%	56%	8%	2%	1%	2%	5%	1956
Blank	17%	39%	5%	3%	0%	0%	36%	266

Question 13: Is it a problem for you when your Home Support Workers are not on time?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	405	490	1653	1049	579	107	1053	5336
%	8%	9%	31%	20%	11%	2%	20%	100%
Community Size								
Rural/ Remote	7%	12%	31%	12%	13%	1%	24%	209
Small	6%	9%	30%	22%	12%	3%	19%	1387
Medium	7%	9%	33%	20%	11%	3%	17%	1241
Urban	9%	9%	31%	19%	10%	1%	21%	2499
Health Authority								
IHA	6%	8%	33%	21%	11%	3%	18%	1182
FHA	9%	9%	30%	17%	11%	2%	21%	1492
VCHA	8%	9%	30%	21%	10%	2%	21%	866
VIHA	7%	10%	31%	21%	10%	2%	19%	1599
NHA	7%	8%	28%	16%	17%	1%	24%	197
Public/Contracted								
Public	7%	9%	32%	20%	11%	2%	19%	3062
Contracted	9%	9%	30%	19%	11%	2%	21%	2274
Help with Survey (Question 33)								
Home Support	5%	10%	27%	19%	13%	3%	23%	119
Informal Support	9%	10%	31%	20%	9%	2%	18%	2995
No Help	6%	8%	32%	21%	13%	2%	18%	1956
Blank	4%	9%	23%	13%	8%	0%	42%	266

Question 14: Is there enough time for your Home Support Workers to provide the care in your care plan?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	2198	2059	426	193	110	89	261	5336
%	41%	39%	8%	4%	2%	2%	5%	100%
Community Size								
Rural/ Remote	50%	33%	7%	3%	1%	0%	5%	209
Small	45%	37%	7%	2%	1%	2%	5%	1387
Medium	44%	38%	7%	3%	2%	1%	5%	1241
Urban	37%	40%	9%	5%	3%	2%	5%	2499
Health Authority								
IHA	44%	39%	6%	2%	1%	2%	5%	1182
FHA	41%	40%	7%	4%	2%	1%	4%	1492
VCHA	32%	36%	13%	8%	5%	2%	5%	866
VIHA	43%	38%	8%	3%	1%	2%	6%	1599
NHA	47%	38%	5%	3%	1%	1%	5%	197
Public/Contracted								
Public	45%	38%	7%	3%	1%	2%	5%	3062
Contracted	36%	40%	9%	5%	3%	2%	5%	2274
Help with Survey (Question 33)								
Home Support	41%	36%	10%	5%	1%	3%	4%	119
Informal Support	42%	39%	9%	4%	2%	2%	3%	2995
No Help	43%	39%	7%	3%	2%	1%	4%	1956
Blank	24%	29%	5%	3%	2%	3%	34%	266

Question 15: Are your Home Support Workers respectful and caring?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	3354	1526	181	20	3	20	232	5336
%	63%	29%	3%	0%	0%	0%	4%	100%
Community Size								
Rural/ Remote	73%	22%	2%	0%	0%	0%	3%	209
Small	68%	24%	2%	0%	0%	0%	4%	1387
Medium	64%	28%	3%	1%	0%	0%	4%	1241
Urban	59%	32%	4%	0%	0%	0%	5%	2499
Health Authority								
IHA	67%	25%	3%	0%	0%	1%	4%	1182
FHA	60%	32%	3%	1%	0%	0%	4%	1492
VCHA	59%	29%	6%	0%	0%	0%	5%	866
VIHA	64%	29%	3%	0%	0%	0%	5%	1599
NHA	68%	24%	2%	1%	1%	1%	4%	197
Public/Contracted								
Public	66%	26%	3%	0%	0%	0%	4%	3062
Contracted	59%	32%	4%	0%	0%	0%	5%	2274
Help with Survey (Question 33)								
Home Support	68%	24%	4%	1%	0%	1%	3%	119
Informal Support	61%	32%	4%	0%	0%	0%	2%	2995
No Help	67%	26%	3%	0%	0%	0%	4%	1956
Blank	44%	19%	3%	1%	0%	0%	33%	266

Question 16: Do your Home Support Workers treat your loved ones, such as your spouse or children, with dignity and respect?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Not Applicable	Blank / Multiple Responses	Total
Total	2886	768	99	12	7	84	1139	341	5336
%	54%	14%	2%	0%	0%	2%	21%	6%	100%
Community Size									
Rural/ Remote	62%	12%	1%	0%	0%	1%	18%	5%	209
Small	59%	12%	1%	0%	0%	1%	19%	6%	1387
Medium	54%	14%	2%	0%	0%	2%	22%	6%	1241
Urban	51%	16%	2%	0%	0%	2%	22%	7%	2499
Health Authority									
IHA	58%	13%	1%	0%	0%	1%	20%	6%	1182
FHA	55%	17%	2%	0%	0%	2%	19%	5%	1492
VCHA	46%	17%	4%	0%	0%	1%	24%	7%	866
VIHA	55%	13%	1%	0%	0%	2%	22%	7%	1599
NHA	54%	10%	2%	0%	0%	1%	26%	7%	197
Public/Contracted									
Public	57%	13%	1%	0%	0%	1%	21%	6%	3062
Contracted	51%	16%	2%	0%	0%	2%	22%	6%	2274
Help with Survey (Question 33)									
Home Support	48%	11%	2%	0%	0%	2%	35%	3%	119
Informal Support	63%	18%	2%	0%	0%	2%	12%	3%	2995
No Help	44%	9%	2%	0%	0%	1%	35%	8%	1956
Blank	32%	10%	2%	1%	0%	1%	15%	38%	266

Question 17: Do your Home Support Workers communicate with you in a way you can understand?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	2983	1803	282	47	20	29	172	5336
%	56%	34%	5%	1%	0%	1%	3%	100%
Community Size								
Rural/ Remote	66%	25%	5%	0%	0%	0%	3%	209
Small	63%	30%	3%	0%	0%	1%	3%	1387
Medium	58%	32%	5%	1%	0%	1%	3%	1241
Urban	50%	37%	7%	1%	1%	0%	3%	2499
Health Authority								
IHA	62%	30%	2%	1%	0%	1%	3%	1182
FHA	49%	39%	8%	1%	0%	0%	2%	1492
VCHA	55%	33%	7%	1%	0%	0%	3%	866
VIHA	57%	34%	5%	1%	0%	1%	4%	1599
NHA	68%	24%	4%	1%	0%	1%	2%	197
Public/Contracted								
Public	60%	32%	4%	1%	0%	1%	3%	3062
Contracted	50%	37%	7%	1%	1%	0%	4%	2274
Help with Survey (Question 33)								
Home Support	63%	26%	5%	1%	3%	2%	1%	119
Informal Support	52%	38%	6%	1%	0%	1%	1%	2995
No Help	63%	29%	4%	1%	0%	0%	3%	1956
Blank	41%	25%	2%	2%	1%	0%	29%	266

Question 18: Do your Home Support Workers respect your ethnic and cultural needs?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Not Applicable	Blank / Multiple Responses	Total
Total	2904	793	105	30	9	106	1114	275	5336
%	54%	15%	2%	1%	0%	2%	21%	5%	100%
Community Size									
Rural/Remote	62%	10%	1%	0%	0%	2%	20%	5%	209
Small	54%	11%	1%	0%	0%	2%	25%	6%	1387
Medium	53%	13%	2%	0%	0%	2%	25%	5%	1241
Urban	55%	18%	2%	1%	0%	2%	17%	5%	2499
Health Authority									
IHA	54%	11%	2%	0%	0%	2%	24%	6%	1182
FHA	56%	19%	2%	1%	0%	2%	16%	4%	1492
VCHA	57%	20%	3%	1%	0%	2%	13%	5%	866
VIHA	52%	12%	2%	0%	0%	2%	27%	6%	1599
NHA	57%	10%	2%	0%	0%	2%	25%	4%	197
Public/Contracted									
Public	54%	12%	2%	0%	0%	2%	24%	6%	3062
Contracted	55%	18%	2%	1%	0%	2%	17%	5%	2274
Help with Survey (Question 33)									
Home Support	62%	14%	3%	0%	0%	3%	18%	1%	119
Informal Support	55%	17%	2%	0%	0%	2%	22%	3%	2995
No Help	55%	13%	2%	1%	0%	2%	21%	6%	1956
Blank	41%	12%	2%	2%	0%	2%	10%	31%	266

Question 19: Do your Home Support Workers respect your sexual orientation?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	3311	290	44	8	25	913	745	5336
%	62%	5%	1%	0%	0%	17%	14%	100%
Community Size								
Rural/ Remote	66%	3%	0%	0%	0%	16%	14%	209
Small	61%	5%	1%	0%	0%	18%	15%	1387
Medium	63%	5%	1%	0%	1%	17%	13%	1241
Urban	62%	6%	1%	0%	1%	17%	14%	2499
Health Authority								
IHA	60%	5%	1%	0%	1%	19%	15%	1182
FHA	64%	6%	1%	0%	0%	17%	12%	1492
VCHA	61%	6%	1%	0%	1%	17%	13%	866
VIHA	62%	5%	1%	0%	0%	16%	16%	1599
NHA	61%	4%	1%	0%	0%	17%	17%	197
Public/Contracted								
Public	62%	5%	1%	0%	0%	18%	15%	3062
Contracted	63%	6%	1%	0%	0%	16%	13%	2274
Help with Survey (Question 33)								
Home Support	61%	8%	3%	0%	1%	20%	7%	119
Informal Support	63%	6%	1%	0%	0%	18%	12%	2995
No Help	63%	5%	1%	0%	1%	16%	15%	1956
Blank	39%	6%	0%	0%	1%	13%	41%	266

Question 20: Do you believe your Home Support Workers keep your personal information confidential?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	2566	793	140	39	24	1543	231	5336
%	48%	15%	3%	1%	0%	29%	4%	100%
Community Size								
Rural/ Remote	56%	14%	3%	2%	0%	20%	5%	209
Small	50%	15%	2%	1%	0%	27%	5%	1387
Medium	48%	14%	2%	1%	1%	31%	4%	1241
Urban	46%	15%	3%	1%	1%	30%	4%	2499
Health Authority								
IHA	49%	14%	3%	1%	0%	28%	5%	1182
FHA	49%	15%	2%	1%	1%	29%	3%	1492
VCHA	45%	17%	3%	1%	1%	28%	5%	866
VIHA	48%	14%	3%	1%	0%	30%	5%	1599
NHA	48%	16%	2%	1%	1%	29%	4%	197
Public/Contracted								
Public	50%	14%	3%	1%	0%	28%	4%	3062
Contracted	46%	16%	3%	1%	1%	30%	5%	2274
Help with Survey (Question 33)								
Home Support	67%	18%	2%	0%	1%	11%	2%	119
Informal Support	49%	14%	3%	1%	0%	32%	2%	2995
No Help	47%	17%	3%	1%	1%	27%	4%	1956
Blank	39%	12%	2%	1%	0%	17%	29%	266

Question 21: Do your Home Support Workers have the skills they need to provide you with good care?

	All Skills	Most Skills	Some Skills	None	I Don't Know	Blank / Multiple Responses	Total
Total	2506	1660	463	19	265	423	5336
%	47%	31%	9%	0%	5%	8%	100%
Community Size							
Rural/ Remote	60%	25%	7%	0%	2%	6%	209
Small	50%	29%	6%	0%	6%	9%	1387
Medium	47%	31%	8%	0%	5%	8%	1241
Urban	44%	33%	10%	1%	5%	7%	2499
Health Authority							
IHA	49%	30%	6%	0%	6%	8%	1182
FHA	45%	34%	10%	1%	4%	7%	1492
VCHA	47%	31%	10%	0%	5%	7%	866
VIHA	47%	30%	9%	0%	4%	9%	1599
NHA	55%	24%	5%	0%	6%	9%	197
Public/Contracted							
Public	49%	30%	7%	0%	5%	8%	3062
Contracted	44%	33%	11%	0%	5%	8%	2274
Help with Survey (Question 33)							
Home Support	61%	25%	5%	0%	3%	6%	119
Informal Support	49%	32%	9%	0%	5%	4%	2995
No Help	45%	31%	8%	0%	6%	10%	1956
Blank	31%	23%	7%	1%	5%	34%	266

Question 23: How often does your Case Manager review with you the number of hours of home support services you need?

	1+ Times / Year	1 Time / Year	Less Than 1 Time / Year	Once Every Few Years	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1073	2014	404	318	377	796	354	5336
%	20%	38%	8%	6%	7%	15%	7%	100%
Community Size								
Rural/ Remote	24%	31%	9%	5%	7%	18%	6%	209
Small	20%	37%	7%	4%	8%	17%	8%	1387
Medium	22%	35%	7%	6%	8%	16%	6%	1241
Urban	19%	40%	8%	7%	7%	13%	6%	2499
Health Authority								
IHA	23%	38%	6%	3%	6%	18%	7%	1182
FHA	21%	32%	8%	9%	9%	14%	7%	1492
VCHA	18%	45%	9%	5%	4%	13%	6%	866
VIHA	19%	39%	8%	6%	7%	14%	7%	1599
NHA	15%	39%	7%	5%	11%	19%	6%	197
Public/Contracted								
Public	21%	36%	7%	5%	8%	16%	7%	3062
Contracted	19%	40%	8%	7%	6%	13%	6%	2274
Help with Survey (Question 33)								
Home Support	11%	39%	7%	14%	10%	17%	3%	119
Informal Support	23%	39%	7%	6%	7%	15%	4%	2995
No Help	16%	38%	9%	6%	8%	15%	7%	1956
Blank	17%	20%	5%	5%	5%	12%	37%	266

Question 24: When you call with questions about your home support services, are your questions answered in a timely manner?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1737	1661	572	208	112	573	473	5336
%	33%	31%	10%	4%	2%	11%	9%	100%
Community Size								
Rural/ Remote	33%	35%	7%	3%	1%	12%	9%	209
Small	36%	29%	9%	3%	1%	12%	10%	1387
Medium	31%	32%	11%	4%	2%	12%	7%	1241
Urban	32%	32%	12%	4%	3%	9%	9%	2499
Health Authority								
IHA	39%	29%	7%	2%	1%	12%	9%	1182
FHA	28%	33%	12%	5%	3%	10%	8%	1492
VCHA	34%	31%	12%	3%	2%	9%	8%	866
VIHA	31%	31%	12%	4%	2%	11%	10%	1599
NHA	36%	27%	10%	4%	2%	13%	10%	197
Public/Contracted								
Public	34%	31%	9%	3%	2%	11%	9%	3062
Contracted	30%	31%	13%	5%	3%	10%	8%	2274
Help with Survey (Question 33)								
Home Support	32%	25%	15%	3%	4%	15%	5%	119
Informal Support	32%	32%	11%	4%	2%	13%	6%	2995
No Help	35%	32%	10%	4%	2%	8%	9%	1956
Blank	20%	19%	9%	4%	1%	6%	41%	266

Question 25: Overall, how would you rate the quality of the home support services you receive?

	Excellent	Above Average	Average	Below Average	Poor	Blank / Multiple Responses	Total
Total	1582	1713	1489	159	100	293	5336
%	30%	32%	28%	3%	2%	5%	100%
Community Size							
Rural/ Remote	42%	30%	21%	2%	1%	4%	209
Small	31%	32%	27%	2%	1%	6%	1387
Medium	31%	32%	27%	3%	2%	4%	1241
Urban	27%	32%	29%	3%	2%	6%	2499
Health Authority							
IHA	31%	35%	26%	2%	1%	6%	1182
FHA	27%	32%	30%	4%	2%	5%	1492
VCHA	31%	32%	26%	2%	3%	5%	866
VIHA	30%	31%	28%	4%	2%	6%	1599
NHA	34%	29%	28%	2%	2%	6%	197
Public/Contracted							
Public	32%	32%	27%	3%	1%	5%	3062
Contracted	27%	32%	29%	4%	3%	6%	2274
Help with Survey (Question 33)							
Home Support	44%	29%	21%	2%	3%	2%	119
Informal Support	28%	35%	29%	3%	2%	3%	2995
No Help	33%	29%	27%	3%	2%	5%	1956
Blank	20%	20%	22%	1%	2%	36%	266

Section 4: Descriptive Tables for Client Survey Items

Question 27: Do you receive any of the following services? (multiple response)

	BAH Cleaning	Private Cleaning	Premade Meals	Groceries Delivered	Extra Home Support	Adult Day Program	Respite Bed	Assisted Living	Handy Dart	None
Total	414	1484	664	687	573	560	331	802	1384	1407
%	8%	28%	12%	13%	11%	10%	6%	15%	26%	26%
Community Size										
Rural/Remote	6%	32%	8%	11%	11%	4%	7%	11%	11%	33%
Small	7%	33%	13%	14%	11%	10%	8%	16%	16%	25%
Medium	6%	30%	13%	14%	10%	10%	5%	21%	28%	23%
Urban	9%	23%	12%	12%	11%	11%	6%	12%	32%	28%
Health Authority										
IHA	6%	30%	10%	12%	11%	11%	8%	19%	21%	26%
FHA	7%	29%	14%	11%	9%	10%	5%	10%	26%	29%
VCHA	13%	18%	12%	11%	11%	11%	5%	5%	34%	30%
VIHA	7%	30%	13%	17%	12%	11%	7%	23%	24%	22%
NHA	10%	33%	13%	12%	9%	11%	9%	11%	27%	25%
Public/Contracted										
Public	7%	31%	12%	13%	11%	10%	7%	17%	22%	25%
Contracted	9%	23%	12%	13%	11%	11%	6%	12%	31%	28%
Help with Survey (Question 33)										
Home Support	8%	23%	14%	18%	9%	8%	0%	10%	34%	34%
Informal Support	7%	27%	13%	10%	12%	14%	9%	16%	22%	28%
No Help	10%	31%	12%	17%	9%	6%	2%	15%	34%	25%
Blank	5%	19%	11%	7%	7%	6%	4%	9%	15%	11%

*Percentages will total greater than 100% due to multiple response selection.

Question 28: Do you know how many prescription medications you are taking?

	Yes	No	Not Taking Medications	Blank / Multiple Responses	Total
Total	4277	642	154	263	5336
%	80%	12%	3%	5%	100%
Community Size					
Rural/ Remote	80%	13%	1%	5%	209
Small	80%	11%	3%	5%	1387
Medium	79%	13%	2%	5%	1241
Urban	80%	12%	3%	5%	2499
Health Authority					
IHA	80%	12%	3%	5%	1182
FHA	80%	13%	3%	4%	1492
VCHA	81%	11%	3%	5%	866
VIHA	79%	13%	3%	5%	1599
NHA	84%	9%	3%	4%	197
Public/Contracted					
Public	80%	12%	3%	5%	3062
Contracted	80%	12%	3%	5%	2274
Help with Survey (Question 33)					
Home Support	83%	12%	4%	1%	119
Informal Support	76%	19%	3%	3%	2995
No Help	91%	3%	3%	3%	1956
Blank	50%	4%	1%	45%	266

Question 29: Do you know why you are taking these medications?

	All of Them	Most of Them	Some of Them	None of Them	Blank / Multiple Responses	Total
Total	3165	935	594	209	433	5336
%	59%	18%	11%	4%	8%	100%
Community Size						
Rural/Remote	56%	15%	17%	4%	8%	209
Small	58%	19%	10%	3%	9%	1387
Medium	59%	18%	11%	4%	7%	1241
Urban	60%	17%	11%	4%	8%	2499
Health Authority						
IHA	57%	20%	12%	4%	8%	1182
FHA	59%	17%	12%	4%	9%	1492
VCHA	64%	16%	10%	3%	7%	866
VIHA	59%	18%	10%	4%	8%	1599
NHA	62%	17%	11%	3%	7%	197
Public/Contracted						
Public	58%	19%	12%	4%	8%	3062
Contracted	61%	16%	11%	4%	8%	2274
Help with Survey (Question 33)						
Home Support	62%	14%	13%	3%	8%	119
Informal Support	52%	20%	15%	6%	6%	2995
No Help	73%	14%	5%	1%	6%	1956
Blank	34%	9%	9%	2%	46%	266

Question 30: Do you know what the side effects of your medication are?

	All of Them	Most of Them	Some of Them	None of Them	Blank / Multiple Responses	Total
Total	913	1141	1752	1024	506	5336
%	17%	21%	33%	19%	9%	100%
Community Size						
Rural/Remote	22%	22%	33%	14%	9%	209
Small	15%	22%	34%	19%	10%	1387
Medium	16%	21%	33%	22%	9%	1241
Urban	18%	21%	32%	19%	9%	2499
Health Authority						
IHA	17%	21%	31%	20%	10%	1182
FHA	18%	22%	30%	21%	10%	1492
VCHA	19%	21%	33%	18%	9%	866
VIHA	15%	21%	35%	19%	10%	1599
NHA	15%	18%	42%	17%	8%	197
Public/Contracted						
Public	17%	22%	33%	20%	9%	2668
Contracted	18%	21%	34%	18%	9%	2006
Help with Survey (Question 33)						
Home Support	19%	17%	38%	19%	7%	119
Informal Support	21%	20%	26%	26%	7%	2995
No Help	12%	25%	45%	9%	8%	1956
Blank	10%	11%	18%	12%	49%	266

Question 31: Do your medications come from the pharmacy in a blister pack?

	All	Most	Some	A Few	None	None, Own System	I Don't Know	Blank / Multiple Responses	Total
Total	2077	646	64	22	999	1032	61	435	5336
%	39%	12%	1%	0%	19%	19%	1%	8%	100%
Community Size									
Rural/ Remote	37%	13%	1%	0%	23%	17%	1%	7%	209
Small	40%	12%	1%	0%	18%	19%	1%	8%	1387
Medium	45%	12%	1%	1%	17%	17%	1%	7%	1241
Urban	35%	12%	1%	0%	20%	21%	1%	9%	2499
Health Authority									
IHA	46%	11%	1%	0%	16%	16%	1%	8%	1182
FHA	38%	12%	2%	1%	19%	20%	1%	9%	1492
VCHA	32%	10%	1%	0%	21%	23%	2%	9%	866
VIHA	39%	14%	1%	0%	19%	19%	1%	8%	1599
NHA	37%	15%	0%	1%	21%	18%	1%	8%	197
Public/Contracted									
Public	42%	12%	1%	0%	18%	17%	1%	8%	3062
Contracted	35%	12%	1%	1%	19%	22%	1%	9%	2274
Help with Survey (Question 33)									
Home Support	48%	11%	1%	0%	18%	16%	0%	7%	119
Informal Support	45%	12%	1%	0%	17%	17%	2%	6%	2995
No Help	30%	13%	2%	1%	23%	24%	0%	7%	1956
Blank	29%	5%	2%	0%	10%	6%	2%	47%	266

Question 32: Has your family doctor or a nurse or a pharmacist reviewed all of your medications with you in the last year?

	Yes	No	I Don't Know	Blank / Multiple Responses	Total
Total	4213	521	270	331	5336
%	79%	10%	5%	6%	100%
Community Size					
Rural/Remote	78%	11%	5%	6%	209
Small	79%	10%	4%	7%	1387
Medium	80%	10%	4%	6%	1241
Urban	79%	9%	6%	6%	2499
Health Authority					
IHA	77%	11%	6%	7%	1182
FHA	78%	10%	6%	7%	1492
VCHA	81%	8%	6%	5%	866
VIHA	80%	10%	4%	6%	1599
NHA	84%	7%	3%	7%	197
Public/Contracted					
Public	78%	11%	5%	7%	3062
Contracted	80%	9%	5%	6%	2274
Help with Survey (Question 33)					
Home Support	85%	9%	2%	4%	119
Informal Support	82%	9%	7%	3%	2995
No Help	81%	12%	3%	3%	1956
Blank	27%	4%	2%	67%	266

Section 4: Descriptive Tables for Client Survey Items

**Question 34: If someone did help you complete this survey, how did they help you?
(multiple response)**

	Read Questions to Me	Wrote Down Answers	Answered for Me	Translated	Talked with Me	No Help
Total	2024	1945	733	610	1339	429
%	38%	36%	14%	11%	25%	8%
Community Size						
Rural/Remote	42%	40%	14%	8%	28%	0%
Small	38%	37%	13%	12%	26%	3%
Medium	39%	38%	13%	13%	27%	5%
Urban	37%	35%	15%	11%	23%	13%
Health Authority						
IHA	40%	40%	12%	12%	26%	3%
FHA	39%	38%	16%	12%	22%	12%
VCHA	34%	33%	15%	8%	22%	18%
VIHA	37%	35%	13%	11%	29%	3%
NHA	36%	35%	10%	12%	30%	5%
Public/Contracted						
Public	39%	37%	13%	12%	26%	4%
Contracted	37%	35%	14%	10%	24%	14%
Help with Survey (Question 33)						
Home Support	77%	75%	5%	9%	3%	12%
Informal Support	63%	61%	24%	19%	2%	13%
No Help	0%	0%	0%	1%	65%	0%
Blank	13%	10%	4%	3%	7%	3%

*Percentages will total greater than 100% due to multiple response selection.

Question 3: Are there services you would like to receive through home support that you are not receiving? (Please list below):

Codes	Community Size					
	Urban	Medium	Small	Rural / Remote	Total (Count)	Total (%)
Help with meals	6%	2%	3%	1%	309	12%
Help getting out	4%	2%	2%	0%	183	7%
Help with household chores	16%	5%	5%	1%	723	28%
Medication help, ointment application, etc.	1%	1%	1%	0%	69	3%
More service	6%	2%	2%	0%	254	10%
Bathing	3%	1%	1%	0%	125	5%
Better service	2%	1%	1%	0%	104	4%
Physiotherapy / first aid / in-home doctor visits	2%	1%	1%	0%	132	5%
Regular, consistent support workers	1%	1%	1%	0%	72	3%
More professional HSWs (hygiene, policy knowledge, better workers, sympathy)	1%	1%	1%	0%	72	3%
More respite service	1%	1%	0%	0%	47	2%
Foot care / nail trimming	1%	1%	1%	0%	91	3%
Grooming	2%	0%	0%	0%	59	2%
Transportation	0%	0%	0%	0%	16	1%
Companionship / time for social visit	1%	0%	0%	0%	38	1%
Better quality home support agency	0%	0%	0%	0%	14	1%
Support for specific condition	1%	0%	1%	0%	42	2%
Complaints / problems	0%	0%	0%	0%	15	1%
Not receiving services	1%	0%	0%	0%	36	1%
Bathroom / diaper help	0%	0%	0%	0%	15	1%
Not Applicable / compliment / satisfied	1%	1%	1%	0%	86	3%
Do not know (what services offered)	1%	0%	0%	0%	45	2%
Other	0%	0%	0%	0%	33	1%
More responses not coded (> 3)	0%	0%	0%	0%	26	1%
Total commented	1364	565	586	91	2606	

Question 3: Are there services you would like to receive through home support that you are not receiving? (Please list below):

Codes	Health Authority					Count (Total)	Count (%)
	IHA	FHA	VCHA	VIHA	NHA		
Help with meals	3%	4%	3%	3%	0%	309	12%
Help getting out	1%	2%	1%	2%	0%	183	7%
Help with household chores	5%	9%	7%	7%	1%	723	28%
Medication help, ointment application, etc.	0%	1%	0%	1%	0%	69	3%
More service	1%	3%	3%	2%	0%	254	10%
Bathing	1%	2%	1%	1%	0%	125	5%
Better service	0%	1%	0%	2%	0%	104	4%
Physiotherapy / first aid / in-home doctor visits	1%	1%	1%	1%	0%	132	5%
Regular, consistent support workers	0%	1%	1%	1%	0%	72	3%
More professional HSWs (hygiene, policy knowledge, better workers, sympathy)	0%	1%	0%	1%	0%	72	3%
More respite service	0%	1%	0%	0%	0%	47	2%
Foot care / nail trimming	1%	1%	0%	1%	0%	91	3%
Grooming	0%	1%	0%	1%	0%	59	2%
Transportation	0%	0%	0%	0%	0%	16	1%
Companionship / time for social visit	0%	1%	0%	0%	0%	38	1%
Better quality home support agency	0%	0%	0%	0%	0%	14	1%
Support for specific condition	0%	0%	0%	0%	0%	42	2%
Complaints / problems	0%	0%	0%	0%	0%	15	1%
Not receiving services	0%	0%	0%	1%	0%	36	1%
Bathroom / diaper help	0%	0%	0%	0%	0%	15	1%
Not Applicable / compliment / satisfied	1%	1%	0%	1%	0%	86	3%
Do not know (what services offered)	0%	1%	0%	1%	0%	45	2%
Other	0%	0%	0%	0%	0%	33	1%
More responses not coded (> 3)	0%	0%	0%	0%	0%	26	1%
Total commented	495	825	510	694	82	2606	

Question 3: Are there services you would like to receive through home support that you are not receiving? (Please list below):

Codes	Public	Contracted	Count (Total)	Count (%)
Help with meals	6%	6%	309	12%
Help getting out	4%	3%	183	7%
Help with household chores	13%	15%	723	28%
Medication help, ointment application, etc.	2%	1%	69	3%
More service	4%	5%	254	10%
Bathing	2%	2%	125	5%
Better service	2%	2%	104	4%
Physiotherapy / first aid / in-home doctor visits	3%	2%	132	5%
Regular, consistent support workers	1%	1%	72	3%
More professional HSWs (hygiene, policy knowledge, better workers, sympathy)	1%	2%	72	3%
More respite service	1%	1%	47	2%
Foot care / nail trimming	2%	1%	91	3%
Grooming	1%	1%	59	2%
Transportation	0%	0%	16	1%
Companionship / time for social visit	1%	1%	38	1%
Better quality home support agency	0%	0%	14	1%
Support for specific condition	1%	0%	42	2%
Complaints / problems	0%	0%	15	1%
Not receiving services	1%	1%	36	1%
Bathroom / diaper help	0%	0%	15	1%
Not Applicable / compliment / satisfied	2%	1%	86	3%
Do not know (what services offered)	1%	1%	45	2%
Other	1%	0%	33	1%
More responses not coded (> 3)	0%	1%	26	1%
Total commented	1344	1262	2606	

Question 22: Please tell us what skills your Home Support Workers are lacking:

Codes	Community Size					
	Urban	Medium	Small	Rural / Remote	Total (Count)	Total (%)
Bathing	2%	1%	1%	0%	98	5%
Performing medical tasks	2%	2%	1%	0%	111	6%
Transferring, lift/sling operation, helping heavy clients, walking assistance, etc.	2%	1%	1%	0%	70	3%
Pericare	1%	1%	1%	0%	74	4%
Housework	6%	4%	3%	0%	255	13%
Communication / language skills and listening skills	7%	2%	2%	0%	228	11%
Professionalism	2%	2%	1%	0%	104	5%
Education & training	7%	3%	3%	1%	286	14%
Following care plan	1%	0%	0%	0%	41	2%
Attitude	6%	3%	2%	0%	229	11%
Knowledge and application of sanitary / unhygienic personal care practices	1%	1%	0%	0%	54	3%
Grooming	1%	1%	1%	0%	49	2%
Managing health conditions or issues	1%	0%	0%	0%	34	2%
Use of equipment	1%	1%	0%	0%	34	2%
Not applicable / none	5%	3%	3%	0%	221	11%
Do not know	1%	0%	0%	0%	34	2%
Other	2%	0%	1%	0%	65	3%
More responses not coded (> 3)	0%	0%	0%	0%	16	1%
Total	1013	502	437	51	2003	

Question 22: Please tell us what skills your Home Support Workers are lacking:

Codes	Health Authority					Count (Total)	Count (%)
	IHA	FHA	VCHA	VIHA	NHA		
Bathing	1%	2%	1%	1%	0%	98	5%
Performing medical tasks	1%	1%	1%	2%	0%	111	6%
Transferring, lift/sling operation, helping heavy clients, walking assistance, etc.	1%	1%	1%	1%	0%	70	3%
Pericare	1%	1%	1%	1%	0%	74	4%
Housework	2%	4%	1%	5%	0%	255	13%
Communication / language skills and listening skills	1%	4%	2%	4%	0%	228	11%
Professionalism	1%	2%	1%	2%	0%	104	5%
Education & training	3%	4%	2%	5%	0%	286	14%
Following care plan	0%	1%	0%	1%	0%	41	2%
Attitude	2%	4%	2%	3%	0%	229	11%
Knowledge and application of sanitary / unhygienic personal care practices	0%	1%	0%	1%	0%	54	3%
Grooming	1%	1%	0%	0%	0%	49	2%
Managing health conditions or issues	0%	0%	0%	0%	0%	34	2%
Use of equipment	0%	0%	0%	1%	0%	34	2%
Not applicable / none	3%	3%	2%	3%	1%	221	11%
Do not know	0%	0%	1%	0%	0%	34	2%
Other	1%	1%	1%	1%	0%	65	3%
More responses not coded (> 3)	0%	0%	0%	0%	0%	16	1%
Total	354	611	312	664	62	2003	

Question 22: Please tell us what skills your Home Support Workers are lacking:

Codes	Public	Contracted	Count (Total)	Count (%)
Bathing	3%	2%	98	5%
Performing medical tasks	3%	2%	111	6%
Transferring, lift/sling operation, helping heavy clients, walking assistance, etc.	1%	2%	70	3%
Pericare	2%	2%	74	4%
Housework	7%	6%	255	13%
Communication / language skills and listening skills	4%	7%	228	11%
Professionalism	3%	2%	104	5%
Education & training	8%	6%	286	14%
Following care plan	1%	1%	41	2%
Attitude	6%	6%	229	11%
Knowledge and application of sanitary / unhygienic personal care practices	1%	1%	54	3%
Grooming	2%	1%	49	2%
Managing health conditions or issues	1%	1%	34	2%
Use of equipment	1%	1%	34	2%
Not applicable / none	6%	5%	221	11%
Do not know	1%	1%	34	2%
Other	2%	2%	65	3%
More responses not coded (> 3)	0%	0%	16	1%
Total	1048	955	2003	

Question 26: Please describe any concerns you have about your current home support services:

Codes	Community Size					
	Urban	Medium	Small	Rural / Remote	Total (Count)	Total (%)
HSW abusive, rude, disrespectful	1%	1%	0%	0%	56	2%
Language / communication barriers	2%	1%	0%	0%	75	3%
Scheduling problems	5%	3%	3%	0%	276	11%
HSW lack experience/knowledge, need more supervision, safety concerns	3%	2%	2%	0%	159	6%
Don't get enough service	3%	1%	1%	0%	125	5%
Don't get enough time	8%	3%	2%	1%	339	13%
Access concerns	1%	0%	0%	0%	32	1%
HSW professionalism	1%	0%	0%	0%	56	2%
Office unresponsive	2%	1%	1%	0%	105	4%
Theft, broken items, financial abuse (asking for money or donations to charities)	0%	0%	0%	0%	18	1%
Discomfort with workers of opposite sex	1%	0%	0%	0%	41	2%
Complaints regarding agency	0%	0%	0%	0%	19	1%
HSW no show or cancelled	2%	1%	1%	0%	96	4%
Unprofessional use of time	1%	0%	0%	0%	31	1%
Case manager issues	2%	1%	1%	0%	83	3%
Need more respite care for families	0%	0%	0%	0%	10	0%
High HSW turnover / lack of continuity of HSW / need to retrain HSW / no choice in HSW	7%	4%	3%	1%	368	14%
General dissatisfaction	0%	0%	0%	0%	28	1%
Lack of housekeeping; HSW do not clean after themselves	3%	0%	0%	0%	105	4%
Assisted Living	1%	0%	0%	0%	36	1%
CSIL	0%	0%	0%	0%	9	0%
HSW allows client to refuse services	0%	0%	0%	0%	7	0%
Concern with cost of services	1%	0%	0%	0%	34	1%
None / no concerns	7%	4%	4%	1%	408	16%
Do not know	0%	0%	0%	0%	4	0%
Other	1%	0%	1%	0%	61	2%
More responses not coded (>3)	0%	0%	0%	0%	16	1%
Total	1341	586	579	91	2597	

Question 26: Please describe any concerns you have about your current home support services:

Codes	Health Authority					Count (Total)	Count (%)
	IHA	FHA	VCHA	VIHA	NHA		
HSW abusive, rude, disrespectful	0%	1%	1%	1%	0%	56	2%
Language / communication barriers	0%	1%	1%	1%	0%	75	3%
Scheduling problems	2%	3%	1%	4%	0%	276	11%
HSW lack experience/knowledge, need more supervision, safety concerns	1%	2%	1%	2%	0%	159	6%
Don't get enough service	1%	1%	1%	1%	0%	125	5%
Don't get enough time	2%	4%	3%	3%	0%	339	13%
Access concerns	0%	0%	0%	0%	0%	32	1%
HSW professionalism	1%	1%	0%	1%	0%	56	2%
Office unresponsive	1%	1%	1%	2%	0%	105	4%
Theft, broken items, financial abuse (asking for money or donations to charities)	0%	0%	0%	0%	0%	18	1%
Discomfort with workers of opposite sex	0%	0%	0%	1%	0%	41	2%
Complaints regarding agency	0%	0%	0%	0%	0%	19	1%
HSW no show or cancelled	1%	1%	0%	1%	0%	96	4%
Unprofessional use of time	0%	0%	0%	0%	0%	31	1%
Case manager issues	0%	1%	1%	1%	0%	83	3%
Need more respite care for families	0%	0%	0%	0%	0%	10	0%
High HSW turnover / lack of continuity of HSW / need to retrain HSW / no choice in HSW	2%	5%	2%	5%	1%	368	14%
General dissatisfaction	0%	0%	0%	0%	0%	28	1%
Lack of housekeeping; HSW do not clean after themselves	0%	1%	1%	1%	0%	105	4%
Assisted Living	0%	0%	0%	0%	0%	36	1%
CSIL	0%	0%	0%	0%	0%	9	0%
HSW allows client to refuse services	0%	0%	0%	0%	0%	7	0%
Concern with cost of services	0%	0%	0%	1%	0%	34	1%
None / no concerns	4%	5%	3%	4%	0%	408	16%
Do not know	0%	0%	0%	0%	0%	4	0%
Other	0%	1%	0%	1%	0%	61	2%
More responses not coded (>3)	0%	0%	0%	0%	0%	16	1%
Total	442	774	477	812	92	2597	

Question 26: Please describe any concerns you have about your current home support services:

Codes	Public	Contracted	Count (Total)	Count (%)
HSW abusive, rude, disrespectful	1%	1%	56	2%
Language / communication barriers	1%	2%	75	3%
Scheduling problems	6%	5%	276	11%
HSW lack experience/knowledge, need more supervision, safety concerns	3%	3%	159	6%
Don't get enough service	2%	3%	125	5%
Don't get enough time	7%	6%	339	13%
Access concerns	1%	1%	32	1%
HSW professionalism	1%	1%	56	2%
Office unresponsive	2%	2%	105	4%
Theft, broken items, financial abuse (asking for money or donations to charities)	0%	0%	18	1%
Discomfort with workers of opposite sex	1%	1%	41	2%
Complaints regarding agency	0%	0%	19	1%
HSW no show or cancelled	2%	2%	96	4%
Unprofessional use of time	1%	1%	31	1%
Case manager issues	1%	2%	83	3%
Need more respite care for families	0%	0%	10	0%
High HSW turnover / lack of continuity of HSW / need to retrain HSW / no choice in HSW	7%	7%	368	14%
General dissatisfaction	1%	1%	28	1%
Lack of housekeeping; HSW do not clean after themselves	1%	3%	105	4%
Assisted Living	1%	1%	36	1%
CSIL	0%	0%	9	0%
HSW allows client to refuse services	0%	0%	7	0%
Concern with cost of services	1%	1%	34	1%
None / no concerns	9%	7%	408	16%
Do not know	0%	0%	4	0%
Other	1%	1%	61	2%
More responses not coded (>3)	0%	1%	16	1%
Total	1336	1261	2597	

Question 35: We welcome your additional comments.

Codes	Community Size					
	Urban	Medium	Small	Rural / Remote	Total (Count)	Total (%)
Client unable to complete survey	3%	2%	3%	0%	123	7%
Client deceased	0%	0%	0%	0%	12	1%
Client moved to nursing home	1%	0%	1%	0%	25	2%
CSIL client	1%	0%	0%	0%	17	1%
Assisted Living	0%	0%	1%	0%	25	2%
No home support	1%	1%	1%	0%	42	3%
More time allotment / too rushed	3%	1%	1%	0%	89	5%
More physical exercise time / physiotherapy	0%	0%	0%	0%	9	1%
More meal preparation	1%	0%	0%	0%	22	1%
More care, frequent assessments, staff/HSWs	2%	1%	1%	0%	58	4%
More regular HSW, want consistent HSW	5%	3%	3%	0%	189	11%
HSW lack experience / need more trained staff	3%	1%	1%	0%	80	5%
Language / communication barriers / language preference	2%	0%	0%	0%	42	3%
Unprofessional behaviour / personal activities during work time	2%	1%	1%	0%	50	3%
Aggressive / abusive HSW	0%	0%	0%	0%	12	1%
Want foot care	0%	0%	0%	0%	1	0%
Want earlier breakfast (before 10am)	0%	0%	0%	0%	1	0%
Poor case manager	1%	0%	0%	0%	35	2%
Lack of responsiveness	4%	2%	3%	0%	136	8%
Complaint about agency services	3%	1%	1%	0%	85	5%
Complaint about cost of program	2%	0%	1%	0%	60	4%
Concern about lack of services / cancelling services / time to apply for services / more types of services needed	5%	2%	2%	0%	162	10%
Satisfied / appreciative of services, HSWs, nurses	6%	5%	4%	1%	242	15%
Appreciative of survey	1%	1%	0%	0%	34	2%
Provide more resource information (programs, transportation, etc)	1%	0%	0%	0%	18	1%
No family	0%	0%	0%	0%	10	1%
Facilities are poorly maintained	0%	0%	0%	0%	2	0%
Need more walks	0%	0%	0%	0%	3	0%
More respite	0%	0%	0%	0%	9	1%
Do not know	0%	0%	0%	0%	5	0%
Other	1%	0%	1%	0%	35	2%
More responses not coded (> 3)	1%	0%	0%	0%	21	1%
Total	814	385	406	49	1654	

Question 35: We welcome your additional comments.

Codes	Health Authority					Count (Total)	Count (%)
	IHA	FHA	VCHA	VIHA	NHA		
Client unable to complete survey	2%	1%	1%	3%	0%	123	7%
Client deceased	0%	0%	0%	0%	0%	12	1%
Client moved to nursing home	0%	0%	0%	0%	0%	25	2%
CSIL client	0%	0%	0%	0%	0%	17	1%
Assisted Living	0%	0%	0%	1%	0%	25	2%
No home support	1%	0%	0%	1%	0%	42	3%
More time allotment / too rushed	1%	2%	2%	1%	0%	89	5%
More physical exercise time / physiotherapy	0%	0%	0%	0%	0%	9	1%
More meal preparation	0%	0%	0%	0%	0%	22	1%
More care, frequent assessments, staff/HSWs	1%	1%	1%	1%	0%	58	4%
More regular HSW, want consistent HSW	2%	3%	2%	4%	0%	189	11%
HSW lack experience / need more trained staff	1%	2%	1%	1%	0%	80	5%
Language / communication barriers / language preference	0%	2%	0%	0%	0%	42	3%
Unprofessional behaviour / personal activities during work time	0%	1%	1%	1%	0%	50	3%
Aggressive / abusive HSW	0%	0%	0%	0%	0%	12	1%
Want foot care	0%	0%	0%	0%	0%	1	0%
Want earlier breakfast (before 10am)	0%	0%	0%	0%	0%	1	0%
Poor case manager	0%	1%	0%	1%	0%	35	2%
Lack of responsiveness	1%	2%	1%	4%	0%	136	8%
Complaint about agency services	1%	2%	1%	2%	0%	85	5%
Complaint about cost of program	1%	1%	1%	1%	0%	60	4%
Concern about lack of services / cancelling services / time to apply for services / more types of services needed	2%	3%	3%	2%	0%	162	10%
Satisfied / appreciative of services, HSWs, nurses	4%	5%	2%	4%	0%	242	15%
Appreciative of survey	0%	0%	0%	1%	0%	34	2%
Provide more resource information (programs, transportation, etc)	0%	0%	0%	0%	0%	18	1%
No family	0%	0%	0%	0%	0%	10	1%
Facilities are poorly maintained	0%	0%	0%	0%	0%	2	0%
Need more walks	0%	0%	0%	0%	0%	3	0%
More respite	0%	0%	0%	0%	0%	9	1%
Do not know	0%	0%	0%	0%	0%	5	0%
Other	1%	0%	0%	1%	0%	35	2%
More responses not coded (> 3)	0%	0%	0%	0%	0%	21	1%
Total	305	473	303	523	50	1654	

Question 35: We welcome your additional comments.

Codes	Public	Contracted	Count (Total)	Count (%)
Client unable to complete survey	4%	3%	123	7%
Client deceased	0%	0%	12	1%
Client moved to nursing home	1%	1%	25	2%
CSIL client	1%	0%	17	1%
Assisted Living	1%	1%	25	2%
No home support	2%	1%	42	3%
More time allotment / too rushed	2%	3%	89	5%
More physical exercise time / physiotherapy	0%	0%	9	1%
More meal preparation	0%	1%	22	1%
More care, frequent assessments, staff/HSWs	2%	2%	58	4%
More regular HSW, want consistent HSW	7%	5%	189	11%
HSW lack experience / need more trained staff	2%	2%	80	5%
Language / communication barriers / language preference	1%	2%	42	3%
Unprofessional behaviour / personal activities during work time	2%	2%	50	3%
Aggressive / abusive HSW	0%	0%	12	1%
Want foot care	0%	0%	1	0%
Want earlier breakfast (before 10am)	0%	0%	1	0%
Poor case manager	1%	1%	35	2%
Lack of responsiveness	5%	4%	136	8%
Complaint about agency services	2%	3%	85	5%
Complaint about cost of program	2%	2%	60	4%
Concern about lack of services / cancelling services / time to apply for services / more types of services needed	5%	5%	162	10%
Satisfied / appreciative of services, HSWs, nurses	10%	5%	242	15%
Appreciative of survey	1%	1%	34	2%
Provide more resource information (programs, transportation, etc)	1%	0%	18	1%
No family	0%	0%	10	1%
Facilities are poorly maintained	0%	0%	2	0%
Need more walks	0%	0%	3	0%
More respite	0%	0%	9	1%
Do not know	0%	0%	5	0%
Other	2%	1%	35	2%
More responses not coded (> 3)	0%	1%	21	1%
Total	894	760	1654	

Section 5: Descriptive Tables for Caregiver Survey Items

Question 2: What is your relation to your family member?

	Spouse	Child	Other Family Member	Friend	Home Support	Other	Blank / Multiple Responses	Total
Total	998	2237	535	124	4	56	87	4040
%	25%	55%	13%	3%	0%	1%	2%	100%
Community Size								
Rural/ Remote	28%	53%	11%	4%	0%	2%	2%	160
Small	28%	52%	13%	4%	0%	1%	2%	1063
Medium	25%	54%	14%	3%	0%	1%	2%	930
Urban	22%	58%	13%	3%	0%	2%	2%	1887
Health Authority								
IHA	29%	50%	14%	4%	0%	2%	2%	893
FHA	23%	58%	13%	2%	0%	1%	2%	1198
VCHA	19%	57%	16%	3%	0%	2%	3%	620
VIHA	27%	55%	12%	4%	0%	1%	2%	1188
NHA	18%	62%	17%	2%	0%	1%	0%	141
Public/Contracted								
Public	28%	52%	13%	3%	0%	1%	2%	2013
Contracted	23%	56%	14%	2%	0%	1%	3%	1507
Primary Caregiver (Question 1)								
Yes	30%	55%	12%	2%	0%	1%	0%	3082
No	8%	60%	18%	7%	0%	4%	3%	794
Blank / Multiple Responses	8%	27%	9%	5%	0%	2%	50%	164

Question 3: Do you live with your family member?

	Spouse	Child	Blank / Multiple Responses	Total
Total	1917	1997	126	4040
%	47%	49%	3%	100%
Community Size				
Rural/ Remote	50%	46%	4%	160
Small	44%	53%	3%	1063
Medium	46%	52%	2%	930
Urban	50%	46%	4%	1887
Health Authority				
IHA	43%	55%	2%	893
FHA	56%	42%	3%	1198
VCHA	49%	47%	4%	620
VIHA	43%	53%	4%	1188
NHA	38%	61%	1%	141
Public/Contracted				
Public	45%	52%	3%	2324
Contracted	51%	46%	3%	1716
Primary Caregiver (Question 1)				
Yes	58%	41%	1%	3082
No	14%	85%	1%	794
Blank / Multiple Responses	9%	35%	55%	164

Question 4: How often do you in the home when your family member receives home support services?

	Always	Most of the Time	Sometimes	Rarely	Never	Blank / Multiple Responses	Total
Total	696	708	1210	864	381	181	4040
%	17%	18%	30%	21%	9%	4%	100%
Community Size							
Rural/ Remote	16%	24%	27%	23%	4%	6%	160
Small	16%	18%	32%	21%	8%	5%	1063
Medium	16%	16%	29%	24%	12%	3%	930
Urban	18%	17%	30%	20%	10%	5%	1887
Health Authority							
IHA	18%	18%	28%	23%	9%	4%	893
FHA	21%	18%	29%	19%	9%	4%	1198
VCHA	17%	17%	30%	19%	11%	5%	620
VIHA	14%	17%	32%	23%	9%	5%	1188
NHA	13%	18%	30%	31%	6%	2%	141
Public/Contracted							
Public	17%	18%	30%	22%	9%	4%	2324
Contracted	18%	17%	30%	21%	10%	4%	1716
Primary Caregiver (Question 1)							
Yes	21%	21%	30%	20%	7%	2%	3082
No	7%	7%	33%	29%	21%	4%	794
Blank / Multiple Responses	6%	5%	11%	9%	10%	60%	164

Question 5: What legal authority do you have for your family member?

	Both	Makes Health Decisions	Manages Finances	None	Blank / Multiple Responses	Total
Total	2095	364	497	861	223	4040
%	52%	9%	12%	21%	6%	100%
Community Size						
Rural/ Remote	51%	8%	16%	19%	8%	160
Small	52%	8%	13%	23%	6%	1063
Medium	52%	7%	13%	22%	5%	930
Urban	52%	11%	11%	20%	6%	1887
Health Authority						
IHA	51%	7%	12%	25%	5%	893
FHA	51%	10%	14%	20%	6%	1198
VCHA	50%	13%	9%	23%	6%	620
VIHA	55%	7%	13%	19%	6%	1188
NHA	52%	5%	13%	26%	4%	141
Public/Contracted						
Public	52%	7%	13%	22%	5%	2324
Contracted	51%	12%	11%	20%	6%	1716
Primary Caregiver (Question 1)						
Yes	60%	9%	12%	16%	2%	3082
No	29%	9%	14%	43%	5%	794
Blank / Multiple Responses	12%	5%	5%	15%	63%	164

Question 6: Were you involved in developing your family member's care plan as much as you wanted?

	Yes	No	Did Not Want to be Involved	I Don't Know	Blank / Multiple Responses	Total
Total	3006	562	49	209	214	4040
%	74%	14%	1%	5%	5%	100%
Community Size						
Rural/ Remote	73%	14%	0%	4%	9%	160
Small	73%	14%	1%	5%	6%	1063
Medium	76%	14%	2%	5%	4%	930
Urban	74%	14%	1%	5%	5%	1887
Health Authority						
IHA	76%	13%	1%	5%	5%	893
FHA	76%	13%	1%	5%	5%	1198
VCHA	70%	15%	1%	8%	7%	620
VIHA	74%	15%	1%	4%	6%	1188
NHA	74%	11%	2%	8%	5%	141
Public/Contracted						
Public	75%	14%	1%	5%	5%	2324
Contracted	74%	14%	1%	6%	5%	1716
Primary Caregiver (Question 1)						
Yes	82%	11%	1%	5%	2%	3082
No	58%	27%	3%	7%	5%	794
Blank / Multiple Responses	20%	10%	1%	5%	65%	164

Question 7: When you have questions about your family member’s home support services, does a member of the care team answer your questions in a timely manner?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1379	1415	437	164	88	225	332	4040
%	34%	35%	11%	4%	2%	6%	8%	100%
Community Size								
Rural/ Remote	31%	39%	12%	5%	2%	4%	8%	160
Small	38%	33%	9%	4%	2%	5%	8%	1063
Medium	35%	35%	11%	4%	2%	7%	7%	930
Urban	32%	36%	12%	4%	3%	5%	9%	1887
Health Authority								
IHA	42%	32%	9%	3%	2%	5%	7%	893
FHA	31%	36%	12%	5%	3%	5%	7%	1198
VCHA	31%	35%	11%	5%	2%	6%	10%	620
VIHA	33%	36%	10%	4%	1%	6%	9%	1188
NHA	31%	33%	12%	6%	5%	6%	7%	141
Public/Contracted								
Public	36%	35%	10%	4%	2%	6%	8%	2324
Contracted	31%	35%	12%	4%	3%	6%	9%	1716
Primary Caregiver (Question 1)								
Yes	36%	38%	12%	4%	1%	4%	5%	3082
No	30%	30%	8%	4%	5%	12%	10%	794
Blank / Multiple Responses	12%	10%	2%	2%	1%	8%	65%	164

Question 8: Is there enough time for the Home Support Workers to provide the care in your family member's care plan?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1413	1623	405	124	69	130	276	4040
%	35%	40%	10%	3%	2%	3%	7%	100%
Community Size								
Rural/ Remote	43%	34%	8%	4%	2%	1%	8%	160
Small	37%	41%	9%	2%	1%	3%	7%	1063
Medium	38%	39%	9%	2%	2%	3%	6%	930
Urban	32%	40%	11%	4%	2%	4%	7%	1887
Health Authority								
IHA	38%	41%	8%	2%	1%	3%	7%	893
FHA	35%	42%	10%	3%	2%	3%	5%	1198
VCHA	29%	33%	16%	6%	3%	5%	7%	620
VIHA	36%	41%	9%	2%	1%	3%	8%	1188
NHA	38%	38%	9%	4%	2%	4%	6%	141
Public/Contracted								
Public	38%	40%	8%	2%	1%	3%	7%	2324
Contracted	32%	40%	12%	4%	2%	3%	7%	1716
Primary Caregiver (Question 1)								
Yes	37%	43%	11%	3%	1%	2%	4%	3082
No	32%	37%	9%	3%	3%	9%	7%	794
Blank / Multiple Responses	15%	12%	4%	3%	2%	4%	60%	164

Question 9: In general, are the Home Support Workers respectful and caring to your family member?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	2391	1155	112	16	9	125	232	4040
%	59%	29%	3%	0%	0%	3%	6%	100%
Community Size								
Rural/ Remote	66%	24%	3%	1%	0%	1%	6%	160
Small	62%	27%	2%	0%	0%	2%	5%	1063
Medium	61%	28%	3%	1%	0%	3%	5%	930
Urban	56%	30%	3%	0%	0%	4%	6%	1887
Health Authority								
IHA	66%	24%	2%	0%	0%	3%	5%	893
FHA	58%	32%	3%	1%	0%	2%	5%	1198
VCHA	51%	31%	4%	1%	0%	5%	8%	620
VIHA	60%	28%	2%	0%	0%	3%	7%	1188
NHA	62%	28%	3%	0%	1%	3%	3%	141
Public/Contracted								
Public	62%	27%	2%	0%	0%	3%	5%	2324
Contracted	56%	31%	3%	0%	0%	3%	6%	1716
Primary Caregiver (Question 1)								
Yes	62%	30%	3%	0%	0%	2%	3%	3082
No	56%	26%	3%	1%	1%	7%	6%	794
Blank / Multiple Responses	25%	12%	2%	0%	1%	2%	57%	164

Question 10: In general, do the Home Support Workers treat you with dignity and respect?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Not Applicable	Blank / Multiple Responses	Total
Total	2721	746	75	16	4	49	207	222	4040
%	67%	18%	2%	0%	0%	1%	5%	5%	100%
Community Size									
Rural/ Remote	72%	17%	3%	0%	0%	0%	3%	6%	160
Small	71%	17%	1%	0%	0%	1%	3%	5%	1063
Medium	69%	16%	2%	0%	0%	1%	7%	5%	930
Urban	64%	20%	2%	0%	0%	1%	6%	6%	1887
Health Authority									
IHA	73%	16%	2%	0%	0%	1%	4%	5%	893
FHA	67%	20%	2%	0%	0%	1%	5%	4%	1198
VCHA	60%	22%	3%	1%	0%	2%	5%	7%	620
VIHA	67%	17%	1%	0%	0%	1%	6%	7%	1188
NHA	72%	16%	1%	1%	0%	1%	6%	3%	141
Public/Contracted									
Public	70%	17%	2%	0%	0%	1%	5%	5%	2324
Contracted	64%	21%	2%	0%	0%	1%	5%	6%	1716
Primary Caregiver (Question 1)									
Yes	71%	19%	2%	0%	0%	1%	4%	3%	3082
No	62%	17%	2%	1%	0%	3%	11%	5%	794
Blank / Multiple Responses	32%	5%	1%	0%	0%	0%	5%	57%	164

Question 11: Do you believe the home support services provided to your family member meet their needs?

	Always	Most of the Time	Sometimes	Rarely	Never	I Don't Know	Blank / Multiple Responses	Total
Total	1372	1713	442	102	47	70	294	4040
%	34%	42%	11%	3%	1%	2%	7%	100%
Community Size								
Rural/ Remote	40%	36%	13%	4%	1%	1%	6%	160
Small	35%	41%	12%	2%	1%	2%	8%	1063
Medium	35%	44%	8%	2%	1%	1%	7%	930
Urban	32%	43%	12%	3%	1%	2%	7%	1887
Health Authority								
IHA	36%	43%	10%	2%	1%	2%	7%	893
FHA	34%	44%	11%	2%	1%	1%	6%	1198
VCHA	30%	39%	15%	4%	2%	4%	8%	620
VIHA	35%	43%	9%	2%	1%	1%	9%	1188
NHA	35%	40%	16%	3%	1%	1%	4%	141
Public/Contracted								
Public	36%	42%	10%	2%	1%	2%	7%	2324
Contracted	31%	43%	12%	3%	2%	2%	7%	1716
Primary Caregiver (Question 1)								
Yes	36%	44%	12%	2%	1%	1%	4%	3082
No	30%	42%	10%	4%	2%	5%	8%	794
Blank / Multiple Responses	12%	16%	4%	1%	1%	2%	63%	164

Question 13: Do the home support services your family member receives sufficiently support you in your caregiving role?

	Yes	No	I Do Not Provide Caregiving	Blank / Multiple Responses	Total
Total	2663	640	350	387	4040
%	66%	16%	9%	10%	100%
Community Size					
Rural/ Remote	68%	16%	5%	11%	160
Small	67%	15%	8%	10%	1063
Medium	68%	13%	10%	9%	930
Urban	64%	18%	9%	10%	1887
Health Authority					
IHA	67%	13%	10%	10%	893
FHA	68%	16%	8%	8%	1198
VCHA	58%	22%	9%	10%	620
VIHA	67%	14%	8%	11%	1188
NHA	70%	14%	9%	6%	141
Public/Contracted					
Public	67%	14%	9%	10%	2324
Contracted	64%	18%	8%	9%	1716
Primary Caregiver (Question 1)					
Yes	73%	18%	3%	6%	3082
No	47%	10%	33%	11%	794
Blank / Multiple Responses	24%	4%	8%	64%	164

Question 14: Overall, how would you rate the quality of the home support services that your family member is receiving?

	Excellent	Very Good	Good	Fair	Poor	Blank / Multiple Responses	Total
Total	911	1595	838	338	83	275	4040
%	23%	39%	21%	8%	2%	7%	100%
Community Size							
Rural/ Remote	24%	42%	18%	7%	2%	8%	160
Small	25%	41%	19%	7%	1%	7%	1063
Medium	26%	39%	19%	8%	2%	6%	930
Urban	20%	39%	23%	9%	2%	7%	1887
Health Authority							
IHA	26%	40%	19%	6%	2%	7%	893
FHA	20%	41%	22%	10%	2%	5%	1198
VCHA	21%	34%	24%	10%	3%	8%	620
VIHA	23%	40%	19%	7%	2%	8%	1188
NHA	20%	39%	26%	10%	1%	4%	141
Public/Contracted							
Public	25%	40%	19%	7%	2%	7%	2324
Contracted	19%	39%	23%	10%	3%	7%	1716
Primary Caregiver (Question 1)							
Yes	24%	41%	21%	9%	2%	4%	3082
No	21%	37%	21%	9%	3%	9%	794
Blank / Multiple Responses	7%	17%	15%	4%	1%	57%	164

Question 15: What is your involvement with your family member's physician? (multiple response)

	Attend Appointments	Speak with Physician	Make Medical Decisions	Translate for Physician	Transport to Appointments	Other	Not Involved
Total	2820	1513	2126	890	2514	370	381
%	70%	37%	53%	22%	62%	9%	9%
Community Size							
Rural/Remote	68%	36%	58%	18%	61%	8%	11%
Small	69%	36%	52%	18%	65%	10%	10%
Medium	72%	36%	54%	18%	66%	9%	10%
Urban	69%	39%	52%	26%	59%	9%	9%
Health Authority							
IHA	68%	33%	52%	19%	64%	9%	11%
FHA	72%	38%	53%	23%	62%	10%	8%
VCHA	68%	41%	51%	31%	56%	9%	11%
VIHA	69%	39%	52%	18%	64%	9%	9%
NHA	71%	30%	57%	25%	67%	11%	11%
Public/Contracted							
Public	70%	36%	53%	19%	65%	9%	10%
Contracted	70%	39%	52%	26%	59%	9%	9%
Primary Caregiver (Question 1)							
Yes	79%	43%	61%	26%	69%	9%	5%
No	45%	22%	29%	11%	43%	11%	26%
Blank / Multiple Responses	20%	8%	14%	5%	22%	5%	12%

*Percentages will total greater than 100% due to multiple response selection.

Question 16: Do you know all of the medications your family member is taking?

	Yes	No	No Medications	Blank / Multiple Responses	Total
Total	3104	548	64	324	4040
%	77%	14%	2%	8%	100%
Community Size					
Rural/ Remote	72%	14%	1%	13%	160
Small	75%	14%	2%	8%	1063
Medium	77%	14%	1%	7%	930
Urban	78%	13%	2%	8%	1887
Health Authority					
IHA	74%	16%	2%	8%	893
FHA	81%	10%	2%	7%	1198
VCHA	73%	16%	2%	10%	620
VIHA	77%	13%	2%	8%	1188
NHA	75%	14%	1%	9%	141
Public/Contracted					
Public	76%	14%	2%	8%	2324
Contracted	78%	13%	2%	7%	1716
Primary Caregiver (Question 1)					
Yes	84%	9%	2%	5%	3082
No	59%	31%	1%	8%	794
Blank / Multiple Responses	26%	14%	2%	58%	164

Question 17: Do you know the side effects of all of the medications your family member is taking?

	Yes	No	Blank / Multiple Responses	Total
Total	2333	1262	445	4040
%	58%	31%	11%	100%
Community Size				
Rural/ Remote	56%	29%	15%	160
Small	55%	33%	12%	1063
Medium	60%	31%	9%	930
Urban	58%	31%	11%	1887
Health Authority				
IHA	56%	34%	10%	893
FHA	60%	30%	10%	1198
VCHA	55%	32%	12%	620
VIHA	58%	30%	12%	1188
NHA	61%	29%	10%	141
Public/Contracted				
Public	58%	31%	11%	2324
Contracted	58%	32%	10%	1716
Primary Caregiver (Question 1)				
Yes	64%	28%	8%	3082
No	41%	47%	11%	794
Blank / Multiple Responses	17%	18%	65%	164

Question 18: What is your role in helping with your family member's medication? (multiple response)

	Provide Reminder	Give Meds	Pill Bottle	Blister Pack	Dosette	Set Up Dosette	Pick Up Meds	Not Involved
Total	1149	1754	567	1029	404	539	55	1363
%	28%	43%	14%	25%	10%	13%	1%	34%
Community Size								
Rural/Remote	26%	44%	18%	24%	8%	10%	2%	34%
Small	25%	40%	14%	25%	7%	11%	2%	36%
Medium	26%	43%	14%	27%	8%	10%	1%	38%
Urban	32%	45%	14%	25%	13%	17%	1%	31%
Health Authority								
IHA	27%	43%	14%	28%	7%	10%	2%	36%
FHA	31%	46%	15%	26%	13%	17%	1%	30%
VCHA	35%	45%	15%	22%	12%	14%	1%	29%
VIHA	24%	41%	13%	24%	9%	13%	1%	37%
NHA	26%	35%	12%	24%	5%	7%	3%	41%
Public/Contracted								
Public	26%	42%	15%	26%	8%	11%	2%	36%
Contracted	32%	45%	13%	25%	12%	16%	1%	30%
Primary Caregiver (Question 1)								
Yes	33%	51%	17%	29%	12%	17%	2%	27%
No	13%	19%	3%	15%	3%	3%	1%	64%
Blank / Multiple Responses	8%	14%	4%	11%	0%	2%	0%	25%

*Percentages will total greater than 100% due to multiple response selection.

Question 12: What additional services do you believe your family member needs?

Codes	Community Size					Total (Count)	Total (%)
	Urban	Medium	Small	Rural / Remote			
Help with meals	5%	2%	3%	1%	196	11%	
Help getting out	4%	2%	2%	0%	143	8%	
Companionship / time for social visit	2%	1%	1%	0%	60	3%	
Help with household chores	12%	5%	5%	1%	390	22%	
Medication help	1%	1%	1%	0%	48	3%	
More service	8%	3%	3%	1%	250	14%	
More bathing / bathing at requested time	3%	2%	2%	0%	116	7%	
Physiotherapy / therapeutic exercises / help with exercise / nursing assistance	3%	2%	1%	0%	118	7%	
Support for specific condition	1%	1%	1%	0%	46	3%	
Regular, consistent HSWs	2%	1%	1%	0%	75	4%	
Adequate / better HSWs / Better training	2%	0%	0%	0%	42	2%	
Better trained substitutes	0%	0%	0%	0%	7	0%	
Foot care / nail trimming	1%	1%	0%	0%	45	3%	
Grooming / hair care / dressing	2%	1%	1%	0%	59	3%	
HandyDART / public transportation	1%	0%	0%	0%	29	2%	
More respectful staff	0%	0%	0%	0%	9	1%	
Better communication	2%	1%	0%	0%	50	3%	
More respite service for family / better availability of respite services	2%	1%	1%	0%	62	4%	
Better service	5%	2%	4%	0%	190	11%	
Better quality care	1%	0%	0%	0%	20	1%	
Not receiving services	0%	0%	1%	0%	26	1%	
Not Applicable / Compliment / Satisfied	7%	3%	4%	1%	240	14%	
Do not know (what services offered)	0%	0%	0%	0%	10	1%	
Other	6%	3%	2%	0%	206	12%	
More responses not coded (> 3)	2%	0%	1%	0%	47	3%	
Total	864	378	429	67	1738		

Question 12: What additional services do you believe your family member needs?

Codes	Health Authority					Count (Total)	Count (%)
	IHA	FHA	VCHA	VIHA	NHA		
Help with meals	3%	4%	2%	2%	1%	196	11%
Help getting out	1%	2%	2%	2%	0%	142	8%
Companionship / time for social visit	1%	1%	1%	1%	0%	60	3%
Help with household chores	4%	8%	4%	5%	1%	390	22%
Medication help	0%	1%	0%	1%	0%	48	3%
More service	3%	5%	3%	3%	1%	250	14%
More bathing / bathing at requested time	1%	2%	1%	1%	1%	116	7%
Physiotherapy / therapeutic exercises / help with exercise / nursing assistance	1%	2%	1%	2%	0%	117	7%
Support for specific condition	1%	1%	0%	1%	0%	46	3%
Regular, consistent HSWs	1%	1%	1%	2%	0%	75	4%
Adequate / better HSWs / Better training	1%	1%	0%	1%	0%	42	2%
Better trained substitutes	0%	0%	0%	0%	0%	7	0%
Foot care / nail trimming	1%	1%	0%	1%	0%	45	3%
Grooming / hair care / dressing	1%	1%	0%	1%	0%	59	3%
HandyDART / public transportation	0%	0%	0%	1%	0%	29	2%
More respectful staff	0%	0%	0%	0%	0%	9	1%
Better communication	0%	1%	0%	1%	0%	50	3%
More respite service for family / better availability of respite services	1%	1%	1%	1%	0%	62	4%
Better service	2%	2%	2%	5%	0%	190	11%
Better quality care	0%	1%	0%	0%	0%	20	1%
Not receiving services	0%	0%	0%	1%	0%	26	1%
Not Applicable / Compliment / Satisfied	4%	4%	1%	5%	0%	240	14%
Do not know (what services offered)	0%	0%	0%	0%	0%	10	1%
Other	2%	4%	2%	3%	1%	206	12%
More responses not coded (> 3)	0%	1%	1%	1%	0%	47	3%
Total	356	541	267	506	68	1738	

Question 12: What additional services do you believe your family member needs?

Codes	Public	Contracted	Count (Total)	Count (%)
Help with meals	7%	5%	196	11%
Help getting out	4%	4%	143	8%
Companionship / time for social visit	2%	2%	60	3%
Help with household chores	12%	11%	390	22%
Medication help	2%	1%	48	3%
More service	8%	7%	250	14%
More bathing / bathing at requested time	4%	3%	116	7%
Physiotherapy / therapeutic exercises / help with exercise / nursing assistance	4%	3%	118	7%
Support for specific condition	1%	1%	46	3%
Regular, consistent HSWs	2%	2%	75	4%
Adequate / better HSWs / Better training	1%	1%	42	2%
Better trained substitutes	0%	0%	7	0%
Foot care / nail trimming	1%	1%	45	3%
Grooming / hair care / dressing	2%	2%	59	3%
HandyDART / public transportation	1%	1%	29	2%
More respectful staff	0%	0%	9	1%
Better communication	1%	1%	50	3%
More respite service for family / better availability of respite services	2%	2%	62	4%
Better service	6%	5%	190	11%
Better quality care	1%	1%	20	1%
Not receiving services	1%	0%	26	1%
Not Applicable / Compliment / Satisfied	8%	6%	240	14%
Do not know (what services offered)	0%	0%	10	1%
Other	6%	6%	206	12%
More responses not coded (> 3)	1%	2%	47	3%
Total	958	780	1738	

Question 19: We welcome your additional comments.

Codes	Community Size					
	Urban	Medium	Small	Rural / Remote	Total (Count)	Total (%)
Scheduling issues	3%	2%	2%	0%	106	7%
HSWs are late, rushed, not enough time	4%	2%	1%	0%	105	7%
Better training / more skilled workers	3%	1%	2%	0%	82	6%
Unresponsive office	1%	1%	0%	0%	29	2%
Communication problems	3%	1%	1%	0%	79	6%
Need more care	4%	2%	2%	0%	128	9%
Scheduling	1%	1%	1%	0%	54	4%
Need consistent HSW	7%	4%	4%	0%	215	15%
Concerned about cost	1%	1%	1%	0%	43	3%
Help with	1%	0%	1%	0%	25	2%
Help with medications	1%	0%	0%	0%	18	1%
Help with household chores	2%	1%	1%	0%	61	4%
Provide information to HSWs re: client's medical / mental conditions	0%	0%	0%	0%	5	0%
Need bathroom assistance, heavy lifting (wheelchair transfer), other services	1%	1%	1%	0%	40	3%
Issues with case manager	2%	1%	0%	0%	47	3%
Policies	1%	0%	1%	0%	25	2%
Not careful with skin / too rough	0%	0%	0%	0%	4	0%
Attitude	3%	1%	1%	0%	76	5%
Not receiving services	1%	0%	1%	0%	33	2%
Not Applicable / Satisfied	9%	4%	6%	1%	289	20%
Do not know (what services offered)	0%	0%	0%	0%	3	0%
Other	9%	5%	7%	1%	318	22%
More responses not coded (> 3)	0%	0%	0%	0%	11	1%
Total	642	330	403	54	1429	

Question 19: We welcome your additional comments.

Codes	Health Authority					Count (Total)	Count (%)
	IHA	FHA	VCHA	VIHA	NHA		
Scheduling issues	1%	3%	1%	3%	1%	106	7%
HSWs are late, rushed, not enough time	1%	2%	2%	2%	0%	105	7%
Better training / more skilled workers	1%	2%	1%	2%	0%	82	6%
Unresponsive office	0%	1%	0%	1%	0%	29	2%
Communication problems	0%	2%	1%	1%	0%	79	6%
Need more care	2%	3%	2%	2%	0%	128	9%
Scheduling	1%	1%	0%	2%	0%	54	4%
Need consistent HSW	2%	4%	2%	6%	0%	215	15%
Concerned about cost	1%	1%	0%	1%	0%	43	3%
Help with	0%	1%	0%	0%	0%	25	2%
Help with medications	0%	0%	0%	0%	0%	18	1%
Help with household chores	1%	2%	1%	1%	0%	61	4%
Provide information to HSWs re: client's medical / mental conditions	0%	0%	0%	0%	0%	5	0%
Need bathroom assistance, heavy lifting (wheelchair transfer), other services	0%	1%	0%	1%	0%	40	3%
Issues with case manager	1%	1%	1%	1%	0%	47	3%
Policies	0%	1%	0%	1%	0%	25	2%
Not careful with skin / too rough	0%	0%	0%	0%	0%	4	0%
Attitude	1%	2%	1%	1%	0%	76	5%
Not receiving services	1%	0%	0%	1%	0%	33	2%
Not Applicable / Satisfied	5%	6%	3%	6%	1%	289	20%
Do not know (what services offered)	0%	0%	0%	0%	0%	3	0%
Other	5%	6%	2%	8%	1%	318	22%
More responses not coded (> 3)	0%	0%	0%	0%	0%	11	1%
Total	307	428	185	452	57	1429	

Question 19: We welcome your additional comments.

Codes	Public	Contracted	Count (Total)	Count (%)
Scheduling issues	4%	3%	106	7%
HSWs are late, rushed, not enough time	4%	3%	105	7%
Better training / more skilled workers	3%	3%	82	6%
Unresponsive office	1%	1%	29	2%
Communication problems	2%	3%	79	6%
Need more care	5%	4%	128	9%
Scheduling	3%	1%	54	4%
Need consistent HSW	9%	6%	215	15%
Concerned about cost	2%	1%	43	3%
Help with	1%	1%	25	2%
Help with medications	1%	0%	18	1%
Help with household chores	3%	2%	61	4%
Provide information to HSWs re: client's medical / mental conditions	0%	0%	5	0%
Need bathroom assistance, heavy lifting (wheelchair transfer), other services	2%	1%	40	3%
Issues with case manager	2%	2%	47	3%
Policies	1%	1%	25	2%
Not careful with skin / too rough	0%	0%	4	0%
Attitude	3%	3%	76	5%
Not receiving services	1%	1%	33	2%
Not Applicable / Satisfied	12%	8%	289	20%
Do not know (what services offered)	0%	0%	3	0%
Other	14%	8%	318	22%
More responses not coded (> 3)	0%	0%	11	1%
Total	843	586	1429	