



**For Immediate Release**  
**September 6th, 2017**

**B.C. Seniors Advocate to release results of landmark residential care survey**

**Victoria** – B.C. Seniors Advocate Isobel Mackenzie will release the results of her office’s survey of publicly subsidized residential care homes September 15<sup>th</sup>. This is the most extensive survey of its kind ever conducted in Canada, targeting over 22,000 individuals in nearly 300 residential care facilities.

“This project was a monumental undertaking and I am so very grateful to all of those who supported our efforts to ensure the voices of such an important part of our population in the province are heard,” said Mackenzie, adding the survey relied on the assistance of over 800 trained volunteers who donated 25,000 hours of their time to conduct in-person interviews with seniors. Residents’ most frequent visitors, usually a family member, were also mailed surveys.

“There were definitely some surprises when we began to review the results, both in terms of areas where we are doing well, and others where clearly there is much need for improvement,” said Mackenzie.

The survey asked a range of questions on residents’ experiences of care from questions about food quality and staff responsiveness to observations of physician care and social connectedness. Survey questions and methodology were designed through a 14-month consultative process involving key stakeholders and included care providers, family members, union representatives, community groups and academics. The survey was conducted between June 2016 and fall 2017.

The public and media are invited to attend the release of the Seniors Advocate’s release of the residential care survey either in-person at events in Vancouver, Kelowna, Victoria and Prince George or via teleconference or webcast.

For full event details, visit <https://www.seniorsadvocatebc.ca/future-events/>

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