

Staying Apart to Stay Safe

The Impact of Visitor Restrictions on Long-Term Care and Assisted Living Survey

This version of the survey is intended for members of the public who do not visit anybody living in a care home.

Thank you for taking the time to tell **your story**, in **your voice** of the impact from living with the visit restrictions in long-term and assisted living that have been required in response to the COVID-19 pandemic.

The survey will ask you some questions about your visits before the pandemic. We want to know what type of activities you did during the visits and what the health and well being of residents was like. We want to know a little bit about your experience when the visit restrictions were mandated. How did you find out, what did you do during the first few months?

We also want to know what your visits look like now. Visit restrictions were eased on June 30th to allow for one designated visitor for each resident and we want to know how that is working for you. We also want to hear your ideas and suggestions as both residents and family members on where we might improve and if we have achieved the right balance between risk and the need to find a way to live through this pandemic for the next year or so.

Your experiences and insights are very important. This is **your** lived experience and hearing directly from residents and family members will help us better understand the overall impact of the COVID-19 pandemic on residents living in long-term care and assisted living and the people who love them.

Feedback will be accepted until September 30, 2020 at 11:59pm (PDT).

If you have any questions about completing the survey or would like to speak with the Office of the Seniors Advocate, please call us at **1-877-952-3181**.

Please proceed question-by-question. Some questions may lead to different lines of additional questions depending on the answer. Where this happens, instructions for which question to proceed to are included. Please remember that you may choose to NOT answer a particular question if you are uncomfortable or do not wish to provide an answer.

Please mail your completed survey to:

Office of the Seniors Advocate

PO Box 9651 STN Prov Govt

Victoria, BC V8W 9P4

Q89) While the COVID-19 pandemic continues and the COVID-19 virus is circulating in the community, do you support putting some limits on visits in long-term care and assisted living?

- Yes
- No
- I don't know/I am unsure

Q90) Do you support the current (as of August 26, 2020) visitor restrictions of one designated visitor per resident?

- Yes [GO TO Q92]
- No [GO TO Q91]
- I don't know/I am unsure [GO TO Q92]

Q91) How many visitors should be allowed?

[] visitors

Q92) During this pandemic, how often do you think family and close friends should be able to visit their loved ones in long-term care and assisted living?

- Daily
- A few times per week
- Weekly
- Every two weeks
- Every three weeks
- Monthly
- Other

Q93) Given your answer in the above question, during this pandemic, for how long do you think family members and close friends should be able to visit their loved ones in long-term care and assisted living?

- 30 minutes
- One hour
- Two hours
- Four hours
- More than four hours

Q94) Do you think there could be different visit guidelines for spouses?

- Yes [GO TO Q95]
- No [GO TO Q96]
- I don't know/I am unsure [GO TO Q96]

Q95) Could these differences include:

- More frequent visits
- Ability to be physically close without a mask (i.e., touching, hugging)

Q96) Do you think there should be different visit rules for residents who are at the end of their life or designated palliative?

- Yes
- No
- I don't know/I am unsure

Q97) When do you believe someone becomes palliative? When death is expected...

- Within the next two months
- Within the next month
- Within the next two weeks
- Within the next week
- Within the next few days

Q98) While the COVID-19 virus continues to circulate in the community, which of the following infection control practices do you agree with? Please check all that apply.

- Must schedule the visit in advance
- Asked to wear gloves
- Physically escorted by care home staff to the area/room where visit occurs
- Stay six feet away from loved one and wear mask
- Stay six feet away from loved one or wear mask
- Plexiglass or some other physical barrier between resident and loved one
- No touching of loved ones
- Touching allowed with mask, face shield, gown and gloves
- Outdoor visits only
- Direct supervision of visits
- Visits only in common areas
- Must complete either an online or paper-based health screening questionnaire prior to the visit
- Visits in the residents' room
- Greeted by care home staff upon arrival
- Have temperature checked by care home staff
- Care home staff ask a series of health questions each time
- Asked to wash or sanitize hands
- Asked to wear a mask
- Asked to wear a face shield
- Asked to wear a gown

Q100) What gender do you identify with?

- Male
- Female
- Non-binary
- Trans
- Other

Q102) What is your age?

[] years old

Q112) Is there any other information you would like to share about the impact visitor restrictions have had on you or your loved ones due to COVID-19?

You have reached the end of the survey. THANK YOU very much for your participation. Please refer to cover letter for mailing instructions.