

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 residents 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

Q2) Do you live in:

- A private room
- A shared room with one other person
- A shared room with more than one other person

Q4) Before this pandemic, how often did you receive visitors?

- Daily
- Several times per week, but not always daily
- Weekly
- Every other week
- Monthly
- Other

Q5) On average, how long did your visitors stay before this pandemic?

- 30 minutes or less
- 30 minutes to one hour
- One to two hours
- Two to four hours
- More than four hours
- Other
- I don't know/I am unsure

Q6) Before this pandemic, what types of activities did you do with your loved ones during visits? Please check all that apply.

- I was assisted with personal care such as help to the toilet, bathing, and dressing
- I was assisted with grooming such as hair combing, shaving, nail care
- I was assisted at meal times to help me eat
- I was assisted with going for walks or doing exercises
- Conversation and discussion of current events
- I was taken to appointments and social outings

Q7) Do you have a private phone line in your room or a mobile phone?

- Yes
- No
- I don't know/I am unsure
- Prefer not to answer

Q8) Before this pandemic, did you regularly talk with your friends and family on the phone?

- Yes [GO TO Q9]
- No [GO TO Q10]

Q9) How often did you talk on the phone?

- Daily
- Several times per week, but not always daily
- Weekly
- Every other week
- Monthly
- Other

Q10) Before this pandemic, did you ever use video-calling (such as FaceTime, Zoom, or Skype) to talk with your friends and family?

- Yes [GO TO Q11]
- No [GO TO Q12]

Q11) How often did you use video-calling?

- Daily
- Several times per week, but not always daily
- Weekly
- Every other week
- Monthly
- Other

Q12) Do you need help from staff or volunteers to use video-calling or to talk on the phone?

- Always
- Sometimes
- Rarely
- Never
- Prefer not to answer

Q13) Before this pandemic, did you have additional people (such as a paid companion, podiatrist, physical therapist, or hairdresser) provide care or services to you either in or out of the care home?

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

Q14) In the six months before this pandemic, was your health:

- Getting much better
- Getting slightly better
- Staying about the same
- Getting slightly worse
- Getting much worse

Q16) In March 2020 (when this pandemic was declared), how would you describe your physical mobility?

- Could walk without any assistance
- Needed to use a cane/walker either always or sometimes
- Sometimes used a walker and sometimes a wheelchair, but needed someone to help
- Used only a wheelchair
- Was bed-bound

Q18) In March 2020, how would you rate your mood and emotional well-being?

- Excellent. I was happy, optimistic about the future, and engaged in activities around them
- Very good. I was generally happy but would occasionally express feelings of sadness and/or anxiety. I usually participated in activities
- Good. I was sometimes happy and sometimes participated in activities but had increasing episodes of sadness and/or anxiety.
- Not that good. I was often unhappy, had withdrawn from most activities, and I felt sadness and/or anxiety most of the time.
- Poor. I was mostly unhappy, I withdrew from all activities, and was consistently sad and/or anxious.
- I don't know/I am unsure

Q19) Before this pandemic, did you feel you were safe when alone?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q20) Before this pandemic, did you feel if you needed help right away, you would get it?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q21) Before this pandemic, did you know who to talk with at the care home to get information?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q23) Before this pandemic, did you feel you were involved as much as you wanted to be in decisions about your care?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q26) Before this pandemic, how would you rate the overall quality of care and services provided?

- Excellent
- Very good
- Good
- Fair
- Poor
- I don't know/I am unsure
- I prefer not to answer

Q27) When visitor restrictions were implemented during this pandemic, how were you notified about the restrictions? Check all that apply.

- A member of the care home team told me
- Other
- I was not notified by the care home

Q42) At the beginning of this pandemic, how worried were you that you might get COVID-19?

- Very worried
- Somewhat worried
- A little worried
- Not worried at all
- I prefer not to answer

Q43) During this pandemic, has the care home where you live experienced an outbreak of COVID-19?

- Yes [GO TO Q44]
- No [GO TO Q47]
- I don't know/I am unsure [GO TO Q47]

Q44) Did you test positive?

- Yes
- No

Q47) During this pandemic, were you restricted to your room within the care home?

- Yes [GO TO Q48]
- No [GO TO Q49]

Q48) For how long were you/have you been restricted to your room?

[] weeks

Q49) During this pandemic, have you been allowed to participate in activities within the care home?

- Yes, always
- Yes, sometimes
- No

Q50) During this pandemic, have you been allowed to dine in common dining areas?

- Yes, always
- Yes, sometimes
- No

Q51) During this pandemic, do you regularly talk with your loved one on the phone?

- Yes [GO TO Q52]
- No [GO TO Q53]

Q52) How often do you talk with your loved ones on the phone?

- Daily
- Several times a week but not always daily
- Weekly
- Every other week
- Monthly
- Other

Q53) During this pandemic, do you ever use video-calling, such as FaceTime, Zoom or Skype, to talk with your loved ones?

- Yes [GO TO Q54]
- No [GO TO Q55]

Q54) How often do you use video-calling?

- Daily
- Several times a week but not always daily
- Weekly
- Every other week
- Monthly
- Other

Q55) During this pandemic, have you needed help from staff or volunteers to use video-calling or talk on the phone?

- Always
- Sometimes
- Rarely
- Never
- Prefer not to answer

Q56) During the essential visitor-only restrictions, did family and friends visit with you by standing outside a window?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q59) How were you informed by your care home of the change to visitor restrictions on June 30th? Please check all that apply.

- I received an email and/or text message from the care home
- I received a phone call from the care home
- I received a letter sent by regular post from the care home
- A notice was posted on the care home's website
- I was not notified directly by the care home

Q81) Compared to before this pandemic, do you feel safe in your care home when you are alone?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q82) Compared to before this pandemic, do you feel if you need help right away, you will get it?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q83) Compared to before this pandemic, do you know who to talk with to get information?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q85) Compared to before this pandemic, do you feel you are involved as much as you want in decisions about your care?

- Always
- Sometimes
- Rarely
- Never
- I don't know/I am unsure

Q86) Since the COVID 19 pandemic was declared, how would you rate the overall quality of the care and services provided to you?

- Excellent
- Very good
- Good
- Fair
- Poor
- I don't know/I am unsure
- I prefer not to answer

Q87) Thinking about the visitor restrictions that were put in place during this pandemic, how confident are you that the restrictions worked in keeping you safe from getting COVID-19?

- Not at all
- Partly
- Quite a bit
- Completely
- I don't know/I am unsure
- I prefer not to answer

Q88) Given what we now know about the virus and our experience of the last six months, how worried are you now about getting COVID-19?

- Very worried
- Somewhat worried
- A little worried
- Not at all worried
- I prefer not to answer

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

Q99) Overall, do you feel that visitor restrictions were well managed by your care home?

- Exceptionally well managed
- Very well managed
- Somewhat well managed
- Not well managed
- Very poorly managed

Q100) What gender do you identify with?

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

Q102) What is your age?

[] years old

Q107) What type of care home do you live in?

- A long-term care home
- An assisted living facility
- An independent living facility
- Other
- I don't know/I am unsure

Q108) To the best of your knowledge, who operates the care home you live in?

- It is owned and operated by the local health authority
- It is owned and operated by a not-for-profit society but offers publicly subsidized beds/units
- It is owned and operated by a private company but offers publicly subsidized beds/units
- It is owned and operated by a private company with only privately paying residents
- I don't know/I am unsure

Q109) How long have you lived in a care home?

[] years old

Q110) Which health region do you live in?

- Interior Health Authority
- Fraser Health Authority
- Vancouver Coastal Health Authority
- Island Health Authority
- Northern Health Authority
- I don't know/I am unsure

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.