



OFFICE OF THE  
**SENIORS** ADVOCATE  
BRITISH COLUMBIA

# STAYING APART TO STAY SAFE

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

November 2020  
Survey Results



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**Please Note**

The Office of the Seniors Advocate has produced and analyzed a number of cross-tabulations of survey survey results. We used cross-tabulations to understand how survey responses differed across different groups of respondents. For example, did visitors that were a spouse have different response patterns than those who were adult children?

Within this document, we have provided cross-tabulation results for long-term care residents/ visitors and assisted living residents/visitors in addition to overall (total) results. Within the main survey report, we occasionally reference cross-tabulation calculations that may not have been included in this document.

# Survey Results: Family/Visitor

1. What is your relationship to your loved one who you visit in long-term care or assisted living?

	All	LTC	AL
Spouse	11%	14%	2%
Child	64%	64%	70%
Grandchild	4%	4%	4%
Other family relative	16%	15%	18%
Friend	4%	3%	5%
Paid companion	1%	<1%	<1%
Spiritual advisor (e.g., Reverend, Priest, Rabbi)	<1%	<1%	<1%

2. Does your loved one live in:

A private room	84%	81%	96%
A shared room with one other person	8%	9%	3%
A shared room with more than one other person	8%	10%	1%

3. Did your loved one pass away in care since the declaration of the COVID-19 pandemic on March 11, 2020?

Yes	4%	5%	3%
No	96%	96%	97%

4. Before this pandemic, how often did you visit your loved one?

Daily	15%	18%	7%
Several times per week, but not always daily	40%	41%	40%
Weekly	21%	20%	25%
Every other week	6%	6%	7%
Monthly	7%	6%	9%
Other	11%	9%	11%

## 5. When you visited before this pandemic, on average how long did you stay?

	All	LTC	AL
30 minutes or less	4%	4%	3%
30 minutes to one hour	26%	27%	24%
One to two hours	38%	39%	36%
Two to four hours	20%	19%	23%
More than four hours	8%	7%	9%
Other	5%	4%	5%
I don't know/I am unsure	<1%	<1%	<1%

## 6. When you visited before this pandemic, what types of activities did you do with your loved one during visits? Please check all that apply.

I assisted with personal care such as help to the toilet, bathing, and dressing	20%	22%	14%
I assisted with grooming such as hair combing, shaving, nail care	41%	46%	27%
I assisted at meal times to help/encourage my loved one to eat	39%	45%	21%
I assisted by taking my loved one for walks or doing exercise with them	65%	68%	59%
I read to my loved one and/or helped them keep up with current events	55%	60%	44%
I took my loved one out for appointments and social outings	69%	62%	89%

## 7. Does your loved one have a private phone line in their room or a mobile phone?

Yes	52%	40%	89%
No	47%	58%	10%
I don't know/I am unsure	1%	1%	<1%
Prefer not to answer	<1%	<1%	<1%

## 8. Before this pandemic, did you regularly talk with your loved one on the phone?

Yes	52%	43%	84%
No	48%	57%	16%

## 9. How often did you talk on the phone?

	All	LTC	AL
Daily	34%	34%	36%
Several times per week, but not always daily	40%	39%	41%
Weekly	18%	19%	17%
Every other week	4%	4%	4%
Monthly	2%	2%	2%
Other	2%	2%	1%

## 10. Before this pandemic, did you ever use video-calling (such as FaceTime, Zoom, or Skype) to talk with your loved one?

Yes	9%	9%	10%
No	91%	91%	90%

## 11. How often did you use video-calling?

Daily	7%	7%	8%
Several times per week, but not always daily	19%	19%	16%
Weekly	22%	21%	20%
Every other week	12%	12%	10%
Monthly	13%	13%	16%
Other	27%	27%	30%

## 12. Does your loved one need help from staff or volunteers to use video-calling or to talk on the phone?

Always	63%	73%	32%
Sometimes	16%	15%	21%
Rarely	6%	4%	11%
Never	12%	6%	31%
Prefer not to answer	3%	3%	4%

## 13. Before this pandemic, did your loved one have additional people (such as a paid companion, podiatrist, physical therapist, or hairdresser) provide care or services to them either in or out of the care home?

Yes	81%	82%	83%
No	15%	15%	15%
I don't know/I am unsure	3%	3%	3%



14. In the six months before this pandemic, was your loved one's health:

	All	LTC	AL
Getting much better	5%	5%	6%
Getting slightly better	9%	9%	11%
Staying about the same	55%	53%	60%
Getting slightly worse	27%	29%	20%
Getting much worse	5%	5%	2%

15. Is your loved one currently designated palliative?

Yes	6%	6%	4%
No	87%	86%	93%
I don't know/I am unsure	7%	7%	3%

16. In March 2020 (when this pandemic was declared), how would you describe your loved one's physical mobility?

Could walk without any assistance	16%	14%	22%
Needed to use a cane/walker either always or sometimes	34%	27%	58%
Sometimes used a walker and sometimes a wheelchair, but needed someone to help them	13%	14%	8%
Used only a wheelchair	34%	41%	11%
Was bed-bound	2%	3%	<1%
I don't know/I am unsure	<1%	<1%	<1%

## 17. In March 2020, how would you describe your loved one's cognitive functioning?

	All	LTC	AL
<b>They had no impairment.</b>	<b>11%</b>	<b>7%</b>	<b>24%</b>
<b>They had slight impairment that sometimes affected short-term memory and sustained concentration, but they were completely aware of themselves, their surroundings and people around them. They could follow current events and conversations.</b>	<b>25%</b>	<b>21%</b>	<b>40%</b>
<b>They had mild impairment. They still knew who they were and remembered family members, but the ability to follow more complex conversations and remember recent events and engage in meaningful conversations fluctuated.</b>	<b>22%</b>	<b>22%</b>	<b>20%</b>
<b>They had moderate impairment. They knew who they were and where they lived and recognized close family members (but not always more distant relatives and friends), but it was becoming increasingly difficult to sustain meaningful conversations.</b>	<b>24%</b>	<b>28%</b>	<b>12%</b>
<b>They had more severe impairment. They sometimes thought they were living in another time and place and could not always remember close family members. Their ability to engage in meaningful conversations was very limited.</b>	<b>13%</b>	<b>16%</b>	<b>3%</b>
<b>They were severely cognitively impaired with almost no awareness of current time and place and could not obviously recognize family members.</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>
<b>They were completely unresponsive.</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>
<b>I don't know/I am unsure</b>	<b>1%</b>	<b>1%</b>	<b>&lt;1%</b>

## 18. In March 2020, how would you rate your loved one's mood/emotional well-being?

<b>Excellent. They were happy, optimistic about the future, and engaged in activities around them</b>	<b>12%</b>	<b>9%</b>	<b>21%</b>
<b>Very good. They were generally happy but would occasionally express feelings of sadness and/or anxiety. They usually participated in activities</b>	<b>36%</b>	<b>35%</b>	<b>42%</b>
<b>Good. They were sometimes happy and sometimes participated in activities but had increasing episodes of sadness and/or anxiety.</b>	<b>34%</b>	<b>37%</b>	<b>27%</b>
<b>Not that good. They often were unhappy, they had withdrawn from most activities, and they displayed sadness and/or anxiety most of the time.</b>	<b>12%</b>	<b>13%</b>	<b>7%</b>
<b>Poor. They were mostly unhappy, they withdrew from all activities, and consistently displayed sadness and/or anxiety.</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>
<b>I don't know/I am unsure</b>	<b>4%</b>	<b>4%</b>	<b>1%</b>

19. Before this pandemic, did you feel your loved one was safe when he/she was alone?

	All	LTC	AL
Always	53%	49%	71%
Sometimes	35%	38%	25%
Rarely	5%	6%	1%
Never	3%	4%	1%
I don't know/I am unsure	3%	4%	1%

20. Before this pandemic, did you feel if your loved one needed help right away, he or she would get it?

Always	47%	42%	66%
Sometimes	44%	48%	30%
Rarely	5%	5%	2%
Never	1%	1%	<1%
I don't know/I am unsure	4%	4%	2%

21. Before this pandemic, did you know who to talk with at the care home to get information about your loved one?

Always	66%	66%	68%
Sometimes	25%	26%	23%
Rarely	3%	3%	3%
Never	2%	1%	2%
I don't know/I am unsure	4%	4%	4%

22. Before this pandemic, did you feel the staff kept you up-to-date about your loved one?

Always	42%	43%	40%
Sometimes	38%	39%	33%
Rarely	11%	10%	13%
Never	5%	3%	9%
I don't know/I am unsure	4%	4%	5%

23. Before this pandemic, how often did the care home communicate with you about your loved one's overall general and physical health?

Every day	3%	3%	1%
At least once per week	17%	20%	10%
Every other week	9%	10%	7%
Once a month	25%	26%	21%
No communication is offered	33%	28%	48%
I prefer not to answer	14%	13%	13%



24. Before this pandemic, did you feel you were involved as much as you wanted in decisions about your loved one's care?

	All	LTC	AL
Always	53%	52%	61%
Sometimes	31%	33%	24%
Rarely	7%	8%	6%
Never	3%	3%	4%
I don't know/I am unsure	5%	4%	5%

25. Before this pandemic, how often did the care home communicate with you about general updates on the care home and its activities?

Every day	2%	2%	1%
At least once per week	13%	14%	11%
Every other week	7%	7%	6%
Once a month	41%	43%	37%
No communication is offered	27%	24%	36%
I prefer not to answer	11%	10%	9%

26. Before this pandemic, how would you rate the overall quality of care and services provided to your loved one?

Excellent	19%	18%	24%
Very good	39%	39%	42%
Good	25%	26%	24%
Fair	11%	12%	8%
Poor	3%	3%	1%
I don't know/I am unsure	1%	2%	1%
I prefer not to answer	1%	1%	1%

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

I received an email and/or text message from the care home	61%	61%	59%
I received a phone call from the care home	17%	18%	14%
I received a letter sent by regular mail from the care home	8%	10%	5%
A notice was posted on the care home's website	13%	13%	15%
Other	20%	20%	18%
I was not notified by the care home	12%	11%	16%

28. If you were notified by your loved one's care home about the restrictions on visits during this pandemic, did the notification include information about essential visits?

	All	LTC	AL
Yes	47%	48%	48%
No	24%	25%	21%
I don't know/I am unsure	19%	19%	17%
I wasn't notified about restrictions on visits	10%	9%	14%

29. Do you feel your visits with your loved one meet the above criteria for essential visits?

Yes	43%	43%	43%
No	36%	37%	37%
I don't know/I am unsure	20%	20%	19%

30. Did you make a request to be an essential visitor?

Yes	31%	30%	31%
No	69%	70%	69%

31. Were essential visits allowed?

Yes	50%	48%	55%
No	50%	52%	45%

32. Were you advised how to appeal the decision?

Yes	7%	8%	3%
No	93%	92%	97%

33. Did you appeal?

Yes	49%	47%	50%
No	51%	53%	50%

34. Was your appeal successful?

Yes	43%	44%	50%
No	48%	47%	50%
I don't know yet; the decision is pending	9%	8%	0%

35. Did somebody else make a request?

Yes	18%	17%	20%
No	68%	69%	64%
I don't know/I am unsure	14%	13%	17%

## 36. What was their relationship to your loved one?

	All	LTC	AL
Spouse	15%	19%	4%
Child	64%	62%	67%
Grandchild	3%	3%	3%
Other family relative	11%	9%	16%
Friend	4%	3%	4%
Paid companion	4%	4%	6%
Spiritual advisor (e.g., Reverend, Priest, Rabbi)	<1%	<1%	<1%

## 37. Were they successful in getting essential visits?

Yes	77%	75%	79%
No	23%	25%	21%

## 38. As an essential visitor, how often did you visit during this pandemic?

Daily	9%	10%	3%
Several times per week, but not always daily	16%	16%	16%
Weekly	36%	39%	30%
Every other week	11%	11%	12%
Monthly	6%	5%	9%
Other	22%	19%	31%

## 39. As an essential visitor, how long were you able to visit your loved one each time you visited?

30 minutes or less	33%	36%	25%
30 minutes to one hour	32%	33%	30%
One to two hours	17%	16%	18%
Two to four hours	4%	4%	6%
More than four hours	5%	4%	6%
Other	7%	5%	11%
I don't know/I am unsure	2%	1%	5%

## 40. During this pandemic, have you considered taking your loved one out of the care home?

Yes	32%	30%	40%
No	63%	65%	55%
I don't know/I am unsure	2%	2%	2%
I prefer not to answer	3%	3%	3%

## 41. Did you take your loved one out of the care home?

	All	LTC	AL
Yes	9%	5%	20%
No	91%	95%	80%

## 42. At the beginning of this pandemic, how worried were you that your loved one might get COVID-19?

Very worried	33%	33%	34%
Somewhat worried	30%	30%	30%
A little worried	25%	25%	25%
Not worried at all	11%	11%	11%
I prefer not to answer	1%	1%	<1%

## 43. During this pandemic, has the care home where your loved one lives experienced an outbreak of COVID-19?

Yes	12%	13%	10%
No	84%	83%	87%
I don't know/I am unsure	4%	4%	4%

## 44. Did your loved one test positive?

Yes	5%	5%	3%
No	95%	95%	97%

## 45. Did your loved one recover?

Yes	84%	84%	100%
No	16%	16%	<1%
Still recovering	<1%	<1%	<1%

## 46. Were you tested for COVID-19?

Yes	8%	8%	9%
No	92%	92%	91%

## 47. Did you test positive?

Yes	1%	0%	2%
No	98%	99%	98%
I don't know yet; results pending	1%	1%	1%
I don't know/I am unsure	<1%	<1%	0%

48. During this pandemic, has your loved one been restricted to their room within the care home?

	All	LTC	AL
Yes	36%	30%	57%
No	44%	46%	35%
I don't know/I am unsure	20%	23%	7%

49. For how long were they/have they been restricted to their room?

Less than 2 weeks	9%	11%	5%
2 to 4 weeks	37%	41%	28%
4 to 8 weeks	17%	17%	18%
8 to 12 weeks	11%	9%	15%
12 weeks or more	26%	23%	33%

50. During this pandemic, has your loved one been allowed to participate in activities within the care home?

Yes, always	22%	23%	19%
Yes, sometimes	38%	35%	48%
No	14%	12%	21%
I don't know/I am unsure	26%	30%	12%

51. During this pandemic, has your loved one been allowed to dine in common dining areas?

Yes, always	37%	41%	26%
Yes, sometimes	34%	30%	47%
No	12%	9%	22%
I don't know/I am unsure	18%	21%	5%

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

Yes	54%	46%	84%
No	46%	54%	16%

53. How often do you talk with your loved one on the phone?

Daily	34%	31%	40%
Several times a week but not always daily	36%	35%	39%
Weekly	22%	25%	16%
Every other week	5%	6%	3%
Monthly	1%	1%	1%
Other	1%	2%	1%

54. During this pandemic, do you ever use video-calling, such as FaceTime, Zoom or Skype, to talk with your loved one?

	All	LTC	AL
Yes	45%	50%	30%
No	55%	50%	70%

55. How often do you use video-calling?

Daily	3%	3%	5%
Several times a week but not always daily	10%	9%	12%
Weekly	40%	42%	30%
Every other week	12%	13%	10%
Monthly	11%	10%	14%
Other	24%	23%	29%

56. During this pandemic, has your loved one needed help from staff or volunteers to use video-calling or talk on the phone?

Always	59%	69%	27%
Sometimes	14%	13%	18%
Rarely	5%	4%	9%
Never	16%	10%	39%
Prefer not to answer	5%	5%	7%

57. During the essential visitor-only restrictions, did you or family and friends visit with your loved one by standing outside a window?

Always	22%	23%	17%
Sometimes	25%	25%	28%
Rarely	12%	12%	11%
Never	39%	38%	41%
I don't know/I am unsure	3%	2%	2%

58. During this pandemic, how often does the care home communicate with you about your loved one's overall general and physical health?

Every day	1%	1%	1%
At least once per week	10%	11%	8%
Every other week	9%	9%	7%
Once a month	20%	21%	18%
No communication is offered	50%	48%	57%
I prefer not to answer	10%	10%	10%



59. During this pandemic, how often does the care home communicate with you about general updates on the care home and its activities during this pandemic?

	All	LTC	AL
Every day	1%	1%	0%
At least once per week	15%	14%	18%
Every other week	11%	11%	12%
Once a month	37%	38%	35%
No communication is offered	29%	30%	28%
I prefer not to answer	8%	8%	7%

60. How were you informed by your loved one's 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	72%	73%	71%
I received a phone call from the care home	16%	18%	9%
I received a letter sent by regular post from the care home	8%	9%	4%
A notice was posted on the care home's website	10%	9%	13%
I was not notified directly by the care home	15%	14%	20%

61. Are you the designated visitor for your loved one?

Yes	61%	62%	56%
No	39%	38%	44%

62. Who is the designated visitor?

Spouse	20%	24%	6%
Child	51%	49%	58%
Grandchild	2%	2%	2%
Other family relative	23%	22%	28%
Friend	3%	2%	4%
Paid companion	2%	2%	2%
Spiritual advisor (e.g., Reverend, Priest, Rabbi)	<1%	<1%	<1%

63. When was the date of your first visit?

June 28 to July 15	29%	28%	33%
July 15 to July 31	32%	34%	23%
August 1 to August 15	17%	18%	15%
August 16 to August 31	11%	10%	14%
September 1 to September 15	7%	6%	10%
September 16 to September 30	3%	3%	4%

64. Now that you can visit again, how often do you visit with your loved one?

	All	LTC	AL
Every day	4%	3%	4%
At least once per week	56%	56%	57%
Once every two weeks	14%	15%	12%
Once every three weeks	3%	3%	3%
Once a month	5%	5%	5%
Other	19%	18%	19%

65. Now that you can visit again, on average how long are you allowed to stay per visit?

30 minutes or less	44%	49%	27%
30 minutes to one hour	34%	34%	33%
One to two hours	9%	7%	15%
Two to four hours	2%	1%	5%
More than four hours	1%	1%	3%
Other	6%	5%	8%
I don't know/I am unsure	4%	3%	9%

66. Where are you allowed to visit with your loved one? Please check all that apply.

Outside	61%	57%	74%
In a designated common area within the care home	52%	55%	41%
In your loved one's room	21%	20%	25%

67. Are there staff from the care home observing you during the visit?

Yes, always	35%	38%	21%
Yes, sometimes	30%	31%	28%
No	28%	25%	39%
I don't know/I am unsure	8%	6%	11%

68. What are the infection control protocols that you are required to follow? Please check all that apply.

	All	LTC	AL
I am asked to wear a mask	93%	94%	88%
I must schedule the visit in advance	90%	93%	81%
I am asked to wash or sanitize my hands	85%	88%	74%
I am greeted by care home staff when I arrive for my visit and verbally asked health screening questions	82%	85%	72%
I have my temperature checked by care home staff	75%	77%	69%
I must stay 6 feet away from my loved one	75%	76%	74%
I am physically escorted by care home staff to the area/room where I can visit	61%	68%	35%
Care home staff ask me a series of health questions each time	59%	63%	47%
I must complete either an online or paper-based health screening questionnaire prior to the visit or when I arrive	44%	44%	43%
I am asked to wear a gown	11%	13%	6%
I am greeted by care home staff to "check in" for visit but NOT asked health screening questions	10%	10%	10%
I am asked to wear gloves	7%	7%	6%
I am asked to wear a face shield	4%	4%	3%

69. Is there plexiglass or some other physical barrier between you and your loved one?

Yes	18%	19%	13%
No	82%	81%	87%

7. Are you allowed to hug your loved one or touch them during the visit?

Yes	15%	16%	11%
No	77%	77%	75%
I don't know/unsure	9%	7%	14%

71. Now that you can visit again, are you permitted to take your loved one outside the care home for social outings and/or medical appointments?

Yes	9%	2%	33%
Yes, but with restrictions	16%	10%	39%
No	60%	71%	20%
I don't know/unsure	15%	17%	8%

72. Were you provided any personal protective equipment, such as a face mask, by the care home?

	All	LTC	AL
Yes	47%	52%	29%
No	50%	46%	69%
I prefer not to answer	3%	3%	2%

73. When you first saw your loved one after visits resumed, what was your overall impression?

They seemed better than when I last saw them.	4%	4%	4%
They seemed about the same as when I last saw them.	32%	32%	33%
They seemed worse than when I last saw them.	61%	61%	59%
I don't know/I am unsure	4%	3%	4%

74. How would you describe your loved one's physical mobility now (after June 30, 2020)?

Can walk without any assistance	11%	10%	13%
Needs to use a cane/walker either always or sometimes	26%	18%	60%
Sometimes uses a walker and sometimes a wheelchair, but needs someone to help them	10%	10%	11%
Uses only a wheelchair	46%	55%	14%
Is bed bound	4%	5%	<1%
I don't know/I am unsure	2%	2%	2%

75. Is your loved one's physical mobility, compared to before this pandemic:

Better	1%	1%	2%
About the same	49%	50%	48%
Worse	46%	45%	49%
I don't know/I am unsure	4%	4%	2%

## 76. How would you describe your loved one's cognitive functioning?

	All	LTC	AL
<b>They have no impairment.</b>	<b>6%</b>	<b>4%</b>	<b>13%</b>
<b>They have slight impairment that sometimes affects short-term memory and sustained concentration, but they are completely aware of themselves, their surroundings and people around them. They can follow current events and conversations.</b>	<b>15%</b>	<b>12%</b>	<b>30%</b>
<b>They have mild impairment. They still know who they are and remember family members, but the ability to follow more complex conversations and remember recent events and engage in meaningful conversations fluctuates.</b>	<b>18%</b>	<b>16%</b>	<b>25%</b>
<b>They have moderate impairment. They know who they are and where they live and recognize close family members (but not more distant relatives and friends), but it is becoming increasingly difficult to sustain meaningful conversations.</b>	<b>26%</b>	<b>28%</b>	<b>20%</b>
<b>They have more severe impairment. They sometimes think they are living in another time and place and cannot always remember close family members. Their ability to engage in meaningful conversations is very limited.</b>	<b>24%</b>	<b>28%</b>	<b>11%</b>
<b>They are severely cognitively impaired with no awareness of current time and place and cannot recognize family members.</b>	<b>7%</b>	<b>9%</b>	<b>1%</b>
<b>They are completely unresponsive.</b>	<b>1%</b>	<b>1%</b>	<b>&lt;1%</b>
<b>I don't know/I am unsure</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>

## 77. Is your loved one's cognitive functioning, compared to before this pandemic:

<b>Better</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
<b>About the same</b>	<b>37%</b>	<b>36%</b>	<b>43%</b>
<b>Worse</b>	<b>58%</b>	<b>59%</b>	<b>54%</b>
<b>I don't know/I am unsure</b>	<b>4%</b>	<b>4%</b>	<b>2%</b>

78. How would you rate your loved one's mood and emotional well-being?

	All	LTC	AL
<b>Excellent. They are happy, optimistic about the future and engaged in activities around them.</b>	3%	2%	4%
<b>Very good. They are generally happy but occasionally express feelings of sadness and/or anxiety. They usually participate in activities.</b>	15%	14%	20%
<b>Good. They are sometimes happy and sometimes participate in activities, but have increasing episodes of sadness and/or anxiety.</b>	32%	31%	35%
<b>Not that good. They often are unhappy, they have withdrawn from most activities, and they display sadness and/or anxiety most of the time.</b>	30%	30%	28%
<b>Poor. They are mostly unhappy, they have withdrawn from all activities, and consistently display sadness and/or anxiety.</b>	13%	14%	9%
<b>I don't know/I am unsure</b>	8%	10%	3%

79. Compared to before this pandemic, how would you rate your loved one's mood and emotional well-being?

<b>Better</b>	8%	7%	9%
<b>About the same</b>	29%	29%	28%
<b>Worse</b>	58%	57%	61%
<b>I don't know/I am unsure</b>	6%	7%	3%

80. Compared to before this pandemic, do you feel your loved one is safe when they are alone?

<b>Always</b>	35%	33%	43%
<b>Sometimes</b>	40%	39%	42%
<b>Rarely</b>	9%	9%	7%
<b>Never</b>	5%	6%	3%
<b>I don't know/I am unsure</b>	12%	13%	6%

81. Compared to before this pandemic, do you feel if your loved one needs help right away, they will get it?

<b>Always</b>	31%	28%	43%
<b>Sometimes</b>	42%	42%	40%
<b>Rarely</b>	10%	11%	8%
<b>Never</b>	3%	3%	1%
<b>I don't know/I am unsure</b>	14%	16%	7%



82. Compared to before this pandemic, do you know who to talk with to get information about your loved one?

	All	LTC	AL
Always	52%	51%	57%
Sometimes	31%	33%	27%
Rarely	7%	7%	5%
Never	3%	3%	3%
I don't know/I am unsure	7%	6%	7%

83. Compared to before this pandemic, do you feel the staff keep you up-to-date about your loved one?

Always	22%	22%	23%
Sometimes	34%	35%	28%
Rarely	22%	23%	19%
Never	15%	14%	20%
I don't know/I am unsure	7%	6%	9%

84. Compared to before this pandemic, do you feel you are involved as much as you wanted in decisions about your loved one's care?

Always	28%	26%	35%
Sometimes	31%	31%	30%
Rarely	21%	23%	15%
Never	13%	14%	12%
I don't know/I am unsure	7%	7%	8%

85. Since the COVID-19 pandemic was declared, how would you rate the overall quality of the care and services provided to your loved one?

Excellent	15%	14%	19%
Very good	27%	27%	28%
Good	22%	22%	23%
Fair	15%	15%	16%
Poor	8%	8%	8%
I don't know/I am unsure	12%	14%	5%
I prefer not to answer	1%	1%	1%

86. Thinking about the visitor restrictions that were put in place during this pandemic, how confident are you that the restrictions worked in keeping your loved one safe from getting COVID-19?

	All	LTC	AL
Not at all	5%	4%	5%
Partly	18%	17%	19%
Quite a bit	35%	36%	36%
Completely	33%	34%	33%
I don't know/I am unsure	8%	8%	5%
I prefer not to answer	1%	1%	1%

87. Given what we now know about the virus and our experience of the last six months, how worried are you now about your loved one getting COVID-19?

Very worried	12%	12%	11%
Somewhat worried	29%	28%	32%
A little worried	38%	38%	37%
Not at all worried	20%	20%	19%
I prefer not to answer	2%	2%	2%

88. 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	75%	76%	76%
No	15%	16%	15%
I don't know/I am unsure	9%	9%	10%

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

Yes	28%	27%	29%
No	64%	64%	62%
I don't know/I am unsure	8%	8%	9%

90. How many visitors should be allowed?

One	16%	16%	15%
Two	42%	42%	42%
Three to five	36%	36%	35%
Six or more	6%	6%	8%

91. 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?

	All	LTC	AL
Daily	22%	20%	25%
A few times per week	43%	44%	41%
Weekly	27%	28%	26%
Every two weeks	4%	4%	3%
Every three weeks	<1%	1%	<1%
Monthly	1%	1%	2%
Other	3%	3%	3%

92. 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	25%	28%	18%
One hour	50%	51%	49%
Two hours	17%	16%	23%
Four hours	2%	2%	3%
More than four hours	5%	4%	8%

93. Do you think there could be different visit guidelines for spouses?

Yes	73%	72%	75%
No	9%	10%	7%
I don't know/I am unsure	18%	18%	18%

94. Could these differences include:

More frequent visits	85%	85%	86%
Ability to be physically close without a mask (i.e., touching, hugging)	61%	62%	57%

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

Yes	92%	91%	92%
No	2%	2%	2%
I don't know/I am unsure	6%	6%	6%

## 96. When do you believe someone becomes palliative? When death is expected...

	All	LTC	AL
Within the next two months	53%	52%	57%
Within the next month	27%	27%	26%
Within the next two weeks	13%	14%	11%
Within the next week	4%	5%	3%
Within the next few days	3%	3%	3%

## 97. 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.

Asked to wash or sanitize hands	97%	98%	95%
Asked to wear a mask	89%	89%	90%
Have temperature checked by care home staff	86%	87%	83%
Greeted by care home staff upon arrival	85%	86%	81%
Must schedule the visit in advance	77%	81%	65%
Care home staff ask a series of health questions each time	76%	77%	70%
Visits in the residents' room	62%	59%	69%
Must complete either an online or paper-based health screening questionnaire prior to the visit	56%	57%	55%
Physically escorted by care home staff to the area/room where visit occurs	54%	59%	37%
Touching allowed with mask, face shield, gown and gloves	44%	47%	35%
Stay six feet away from loved one or wear mask	40%	41%	40%
Stay six feet away from loved one and wear mask	35%	33%	41%
Visits only in common areas	25%	26%	19%
Asked to wear gloves	23%	24%	16%
Asked to wear a gown	20%	22%	11%
No touching of loved ones	19%	17%	24%
Asked to wear a face shield	18%	19%	13%
Outdoor visits only	12%	12%	13%
Plexiglass or some other physical barrier between resident and loved one	11%	11%	9%
Direct supervision of visits	9%	10%	5%

98. Overall, do you feel that visitor restrictions were well managed by your loved one's care home?

	All	LTC	AL
Exceptionally well managed	17%	17%	17%
Very well managed	40%	41%	39%
Somewhat well managed	30%	29%	31%
Not well managed	7%	7%	7%
Very poorly managed	6%	6%	6%

99. What gender do you identify with?

Male	21%	21%	22%
Female	78%	78%	78%
Non-binary	<1%	<1%	<1%
Transgender	<1%	<1%	<1%
Other	<1%	<1%	<1%

100. What gender does your loved one in care identify with?

Male	28%	31%	20%
Female	71%	69%	80%
Non-binary	<1%	<1%	<1%
Transgender	<1%	<1%	<1%
Other	<1%	<1%	<1%

101. What is your age?

Less than 45	6%	7%	6%
45 to 54	13%	13%	11%
55 to 64	40%	39%	43%
65 to 74	31%	30%	33%
75 to 84	9%	9%	6%
85+	2%	2%	1%

102. What is your loved one's age?

Less than 65	3%	3%	2%
65 to 74	7%	8%	5%
75 to 84	23%	24%	17%
85 to 94	50%	48%	57%
95+	18%	18%	19%

103. In what language does your loved one primarily communicate with you?

	All	LTC	AL
English	92%	91%	96%
Other	8%	9%	4%

104. Do you live in the same city as the loved one you visit?

Yes	66%	68%	61%
No	34%	32%	39%

105. How far away from your loved one's care home do you live?

Less than 50 km	42%	44%	36%
50 to 199 km	27%	27%	29%
200 to 499 km	14%	14%	17%
500 to 999 km	9%	9%	9%
1,000+ km	8%	7%	10%

106. What type of care home does your loved one live in?

A long-term care home	76%	100%	0%
An assisted living facility	16%	0%	73%
An independent living facility	6%	0%	27%
Other	1%	0%	0%
I don't know/I am unsure	<1%	0%	0%

107. To the best of your knowledge, who operates the care home your loved one lives in?

It is owned and operated by the local health authority	34%	41%	12%
It is owned and operated by a not-for-profit society but offers publicly subsidized beds/units	17%	17%	17%
It is owned and operated by a private company but offers publicly subsidized beds/units	28%	28%	28%
It is owned and operated by a private company with only privately paying residents	12%	6%	33%
I don't know/I am unsure	9%	8%	10%



108. To the best of your knowledge, how many people live in the care home?

	All	LTC	AL
Fewer than 50	10%	9%	11%
50 to 99	24%	24%	25%
100 to 149	21%	22%	21%
150 to 199	10%	10%	11%
200 to 249	7%	7%	5%
250 or more	5%	6%	4%
I don't know/I am unsure	23%	23%	23%

109. How long has your loved one lived in care?

Less than 1 year	8%	9%	4%
1 to 2 years	27%	28%	21%
2 to 3 years	21%	21%	22%
3 to 4 years	14%	14%	14%
4 to 5 years	9%	9%	11%
5 or more years	21%	19%	28%

110. Which health region does your loved one live in?

Interior Health Authority	27%	28%	26%
Fraser Health Authority	28%	27%	31%
Vancouver Coastal Health Authority	16%	17%	12%
Island Health Authority	24%	23%	27%
Northern Health Authority	4%	4%	3%
I don't know/I am unsure	1%	1%	1%

111. As a consequence of the visitation restrictions imposed in response to this pandemic, do you feel your mental and emotional well-being, compared to before this pandemic, is:

Significantly worse	26%	28%	17%
A little worse	43%	42%	46%
About the same	26%	25%	31%
A little better	1%	2%	1%
Significantly better	1%	1%	1%
I don't know/I am unsure	1%	1%	1%
Prefer not to answer	1%	1%	1%

112. Before the COVID-19 pandemic, was your loved one designated palliative?

	All	LTC	AL
Yes	20%	20%	17%
No	80%	80%	83%

113. Were you advised by the care home that they were palliative?

Yes	38%	41%	17%
No	62%	59%	83%

114. Has your loved one passed away?

Yes, and please accept our condolences	49%	48%	49%
No	51%	52%	51%

115. How long after you were advised they were palliative did your loved one pass away?

The same day	21%	21%	20%
Within a week	47%	49%	36%
A week or more later	22%	20%	36%
A month or more later	11%	10%	7%

116. While they were designated palliative, could you spend as much time as you wanted with your loved one before they passed away?

Yes	50%	51%	48%
No	50%	49%	52%

117. While they were designated palliative, were other family members allowed to spend as much time as they wanted with your loved one before they passed away?

Yes	44%	44%	49%
No	56%	56%	51%

118. While your loved one was in the last 24 to 72 hours of their life, were there any restrictions on the number of people allowed in the room with your loved one?

Yes	83%	81%	81%
No	17%	19%	19%

119. How many people were allowed in your loved one's room in the last 24 to 72 hours of their life?

Zero	10%	9%	11%
One	48%	48%	49%
Two	24%	26%	22%
Three to four	14%	13%	16%
Five or more	4%	5%	2%

120. Were you limited in the choice of who could be with your loved one in the last 24 to 72 hours of their life?

	All	LTC	AL
Yes	60%	60%	51%
No	40%	40%	49%

121. Who was allowed to be in the room with your loved one? Check all that apply.

Immediate Family only, such as a spouse, children, siblings	98%	99%	95%
Extended Family only, such as cousins, aunts, uncles	6%	6%	<1%
Close friends	5%	6%	5%

122. Did you or other visitors have to stay at least six feet away from your loved one during the last 24 to 72 hours of their life?

Yes	16%	15%	24%
No	84%	85%	76%

123. Do you feel your loved one passed away with dignity?

Yes, completely	25%	25%	25%
Yes, somewhat	35%	36%	33%
No	28%	27%	31%
I am not sure	12%	12%	10%

124. Do you think the restriction of visits prevented the final wishes of your loved one from being fulfilled?

Yes, completely	44%	42%	45%
Yes, somewhat	27%	27%	35%
No	17%	16%	14%
I don't know/I am unsure	13%	15%	6%

125. While you were with your loved one, did you have to wear any of the following personal protective equipment? (Check all that apply.)

Face mask	80%	80%	84%
Gown	48%	52%	37%
Face shield	15%	18%	5%
Gloves	42%	45%	32%
I did not have to wear any personal protective equipment	19%	19%	13%

126. While your loved one was palliative, were you required to keep six feet of distance from them?

	All	LTC	AL
Yes, all of the time	4%	2%	9%
Yes, sometimes	6%	4%	5%
No	77%	81%	70%
I don't know/I am unsure	14%	13%	16%

127. While your loved one was in the last 24 to 72 hours of their life, were you allowed to touch them or kiss them good-bye?

Yes	77%	79%	75%
No	23%	21%	25%

128. Are you allowed to visit your loved one as much as you want?

Yes	23%	22%	25%
No	77%	78%	75%

129. Are other family members allowed to visit your loved one as much as they want?

Yes	17%	17%	20%
No	83%	83%	80%

130. While you are with your loved one, do you have to wear any of the following personal protective equipment? (Check all that apply.)

Face mask	89%	90%	84%
Gown	24%	26%	14%
Face shield	7%	8%	2%
Gloves	20%	21%	16%
I did not have to wear any personal protective equipment	11%	10%	16%

131. When visiting your loved one, are you required to keep six feet of distance from them?

	All	LTC	AL
Yes	61%	62%	54%
No	28%	28%	28%
I don't know/I am unsure	12%	10%	17%

132. When visiting your loved one, are you allowed to touch them or kiss them?

Yes	25%	24%	26%
No	75%	76%	74%

133. Do you think COVID-19 visit restrictions for those designated as palliative are appropriate?

Yes, completely	19%	20%	9%
Yes, mostly	15%	16%	15%
Yes, somewhat	26%	25%	26%
No	41%	39%	51%

# Survey Results: Residents

## 1. Do you live in:

	All	LTC	AL
<b>A private room</b>	<b>88%</b>	<b>84%</b>	<b>91%</b>
<b>A shared room with one other person</b>	<b>9%</b>	<b>9%</b>	<b>9%</b>
<b>A shared room with more than one other person</b>	<b>3%</b>	<b>6%</b>	<b>&lt;1%</b>

## 2. Before this pandemic, how often did you receive visitors?

<b>Daily</b>	<b>14%</b>	<b>20%</b>	<b>8%</b>
<b>Several times per week, but not always daily</b>	<b>37%</b>	<b>36%</b>	<b>39%</b>
<b>Weekly</b>	<b>24%</b>	<b>22%</b>	<b>27%</b>
<b>Every other week</b>	<b>8%</b>	<b>5%</b>	<b>10%</b>
<b>Monthly</b>	<b>6%</b>	<b>6%</b>	<b>6%</b>
<b>Other</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>

## 3. On average, how long did your visitors stay before this pandemic?

<b>30 minutes or less</b>	<b>9%</b>	<b>10%</b>	<b>8%</b>
<b>30 minutes to one hour</b>	<b>30%</b>	<b>30%</b>	<b>30%</b>
<b>One to two hours</b>	<b>37%</b>	<b>35%</b>	<b>40%</b>
<b>Two to four hours</b>	<b>13%</b>	<b>13%</b>	<b>12%</b>
<b>More than four hours</b>	<b>3%</b>	<b>5%</b>	<b>3%</b>
<b>Other</b>	<b>6%</b>	<b>5%</b>	<b>6%</b>
<b>I don't know/I am unsure</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>

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

<b>I was assisted with personal care such as help to the toilet, bathing, and dressing</b>	<b>9%</b>	<b>13%</b>	<b>6%</b>
<b>I was assisted with grooming such as hair combing, shaving, nail care</b>	<b>17%</b>	<b>23%</b>	<b>11%</b>
<b>I was assisted at meal times to help me eat</b>	<b>7%</b>	<b>12%</b>	<b>3%</b>
<b>I was assisted with going for walks or doing exercises</b>	<b>31%</b>	<b>41%</b>	<b>24%</b>
<b>Conversation and discussion of current events</b>	<b>83%</b>	<b>88%</b>	<b>82%</b>
<b>I was taken to appointments and social outings</b>	<b>68%</b>	<b>64%</b>	<b>70%</b>



## 5. Do you have a private phone line in your room or a mobile phone?

	All	LTC	AL
Yes	83%	64%	98%
No	16%	35%	2%
I don't know/I am unsure	<1%	<1%	<1%
Prefer not to answer	1%	<1%	1%

## 6. Before this pandemic, did you regularly talk with your friends and family on the phone?

Yes	85%	74%	95%
No	15%	26%	5%

## 7. How often did you talk on the phone?

Daily	44%	46%	43%
Several times per week, but not always daily	37%	32%	40%
Weekly	13%	15%	12%
Every other week	3%	4%	2%
Monthly	1%	2%	1%
Other	2%	2%	2%

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

Yes	22%	18%	27%
No	78%	82%	73%

## 9. How often did you use video-calling?

Daily	8%	15%	5%
Several times per week, but not always daily	18%	16%	18%
Weekly	24%	26%	23%
Every other week	11%	13%	12%
Monthly	16%	13%	17%
Other	22%	17%	26%

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

	All	LTC	AL
Always	20%	35%	8%
Sometimes	12%	15%	11%
Rarely	9%	8%	10%
Never	54%	37%	67%
Prefer not to answer	5%	5%	5%

11. 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	70%	69%	72%
No	27%	28%	27%
I don't know/I am unsure	2%	4%	1%

12. In the six months before this pandemic, was your health:

Getting much better	9%	8%	9%
Getting slightly better	10%	11%	10%
Staying about the same	67%	66%	67%
Getting slightly worse	12%	14%	12%
Getting much worse	2%	2%	2%

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

Could walk without any assistance	22%	13%	29%
Needed to use a cane/walker either always or sometimes	45%	31%	57%
Sometimes used a walker and sometimes a wheelchair, but needed someone to help	9%	12%	6%
Used only a wheelchair	23%	43%	7%
Was bed-bound	1%	1%	1%

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

	All	LTC	AL
<b>Excellent. I was happy, optimistic about the future, and engaged in activities around them</b>	<b>28%</b>	<b>18%</b>	<b>36%</b>
<b>Very good. I was generally happy but would occasionally express feelings of sadness and/or anxiety. I usually participated in activities</b>	<b>37%</b>	<b>36%</b>	<b>37%</b>
<b>Good. I was sometimes happy and sometimes participated in activities but had increasing episodes of sadness and/or anxiety.</b>	<b>23%</b>	<b>29%</b>	<b>18%</b>
<b>Not that good. I was often unhappy, had withdrawn from most activities, and I felt sadness and/or anxiety most of the time.</b>	<b>7%</b>	<b>10%</b>	<b>5%</b>
<b>Poor. I was mostly unhappy, I withdrew from all activities, and was consistently sad and/or anxious.</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>
<b>I don't know/I am unsure</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>

15. Before this pandemic, did you feel you were safe when alone?

<b>Always</b>	<b>82%</b>	<b>73%</b>	<b>89%</b>
<b>Sometimes</b>	<b>14%</b>	<b>19%</b>	<b>9%</b>
<b>Rarely</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>
<b>Never</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>
<b>I don't know/I am unsure</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>

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

<b>Always</b>	<b>66%</b>	<b>54%</b>	<b>78%</b>
<b>Sometimes</b>	<b>25%</b>	<b>35%</b>	<b>16%</b>
<b>Rarely</b>	<b>4%</b>	<b>5%</b>	<b>2%</b>
<b>Never</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>
<b>I don't know/I am unsure</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>

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

<b>Always</b>	<b>62%</b>	<b>49%</b>	<b>75%</b>
<b>Sometimes</b>	<b>23%</b>	<b>28%</b>	<b>19%</b>
<b>Rarely</b>	<b>6%</b>	<b>9%</b>	<b>3%</b>
<b>Never</b>	<b>3%</b>	<b>5%</b>	<b>1%</b>
<b>I don't know/I am unsure</b>	<b>6%</b>	<b>9%</b>	<b>2%</b>

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

	All	LTC	AL
Always	63%	48%	75%
Sometimes	23%	31%	17%
Rarely	6%	10%	3%
Never	4%	5%	2%
I don't know/I am unsure	5%	7%	3%

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

Excellent	29%	22%	36%
Very good	38%	33%	41%
Good	23%	30%	18%
Fair	6%	10%	4%
Poor	2%	3%	1%
I don't know/I am unsure	1%	2%	1%
I prefer not to answer	1%	1%	1%

20. 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	68%	68%	70%
Other	31%	26%	34%
I was not notified by the care home	14%	16%	11%

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

Very worried	10%	9%	10%
Somewhat worried	21%	16%	26%
A little worried	28%	22%	32%
Not worried at all	39%	51%	30%
I prefer not to answer	2%	2%	2%

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

Yes	5%	7%	4%
No	88%	88%	89%
I don't know/I am unsure	7%	6%	6%

23. Did you test positive?

	All	LTC	AL
Yes	5%	4%	2%
No	95%	96%	98%

24. During this pandemic, were you restricted to your room within the care home?

Yes	39%	26%	49%
No	61%	74%	51%

25. For how long were you/have you been restricted to your room?

Less than 2 weeks	9%	14%	6%
2 to 4 weeks	43%	57%	36%
4 to 8 weeks	15%	14%	16%
8 to 12 weeks	9%	4%	12%
12 weeks or more	23%	11%	30%

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

Yes, always	45%	52%	41%
Yes, sometimes	40%	36%	43%
No	15%	12%	16%

27. During this pandemic, have you been allowed to dine in common dining areas?

Yes, always	55%	75%	38%
Yes, sometimes	28%	18%	37%
No	17%	7%	25%

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

Yes	85%	76%	91%
No	15%	24%	9%

29. How often do you talk with your loved ones on the phone?

Daily	39%	42%	38%
Several times a week but not always daily	35%	32%	38%
Weekly	17%	16%	17%
Every other week	5%	5%	4%
Monthly	2%	3%	2%
Other	2%	2%	2%

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

	All	LTC	AL
Yes	39%	44%	36%
No	61%	56%	64%

31. How often do you use video-calling?

Daily	7%	9%	7%
Several times a week but not always daily	18%	16%	19%
Weekly	31%	36%	26%
Every other week	13%	13%	12%
Monthly	12%	12%	12%
Other	19%	14%	24%

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

Always	20%	35%	7%
Sometimes	14%	17%	11%
Rarely	6%	4%	8%
Never	55%	36%	70%
Prefer not to answer	5%	8%	3%

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

Always	14%	18%	10%
Sometimes	24%	30%	21%
Rarely	10%	11%	9%
Never	49%	38%	58%
I don't know/I am unsure	3%	4%	2%

34. 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	21%	9%	31%
I received a phone call from the care home	6%	7%	5%
I received a letter sent by regular post from the care home	21%	13%	28%
A notice was posted on the care home's website	13%	9%	16%
I was not notified directly by the care home	50%	69%	35%

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

	All	LTC	AL
Always	78%	71%	85%
Sometimes	16%	20%	12%
Rarely	2%	3%	1%
Never	1%	2%	1%
I don't know/I am unsure	3%	4%	2%

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

Always	62%	50%	73%
Sometimes	28%	37%	20%
Rarely	5%	7%	2%
Never	2%	3%	1%
I don't know/I am unsure	4%	3%	3%

37. Compared to before this pandemic, do you know who to talk with to get information?

Always	59%	48%	68%
Sometimes	26%	28%	24%
Rarely	6%	8%	3%
Never	4%	6%	1%
I don't know/I am unsure	6%	10%	3%

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

Always	51%	42%	59%
Sometimes	27%	29%	25%
Rarely	10%	12%	8%
Never	6%	9%	4%
I don't know/I am unsure	6%	8%	4%

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

	All	LTC	AL
Excellent	26%	21%	32%
Very good	34%	31%	37%
Good	23%	28%	20%
Fair	10%	13%	8%
Poor	4%	5%	3%
I don't know/I am unsure	1%	1%	1%
I prefer not to answer	1%	1%	1%

40. 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	4%	5%	4%
Partly	11%	12%	10%
Quite a bit	31%	29%	34%
Completely	41%	38%	44%
I don't know/I am unsure	11%	14%	7%
I prefer not to answer	2%	2%	1%

41. 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	6%	5%	6%
Somewhat worried	19%	14%	23%
A little worried	31%	25%	37%
Not at all worried	41%	53%	32%
I prefer not to answer	2%	3%	2%

42. 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	73%	65%	80%
No	14%	20%	10%
I don't know/I am unsure	13%	15%	9%



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

	All	LTC	AL
Yes	45%	44%	46%
No	43%	44%	43%
I don't know/I am unsure	12%	12%	11%

44. How many visitors should be allowed?

One	23%	26%	20%
Two	46%	38%	53%
Three to five	26%	30%	24%
Six or more	5%	7%	3%

45. 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	20%	24%	17%
A few times per week	32%	29%	34%
Weekly	35%	33%	36%
Every two weeks	6%	5%	6%
Every three weeks	1%	1%	1%
Monthly	2%	4%	1%
Other	5%	4%	5%

46. 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	20%	24%	16%
One hour	50%	47%	54%
Two hours	23%	22%	25%
Four hours	3%	3%	3%
More than four hours	3%	4%	3%

47. Do you think there could be different visit guidelines for spouses?

Yes	59%	53%	65%
No	17%	22%	13%
I don't know/I am unsure	24%	25%	22%

48. Could these differences include:

More frequent visits	81%	82%	80%
Be physically close without a mask (i.e., touching, hugging)	52%	56%	49%

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

	All	LTC	AL
Yes	81%	77%	84%
No	6%	6%	6%
I don't know/I am unsure	13%	17%	10%

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

Within the next two months	39%	39%	40%
Within the next month	25%	20%	28%
Within the next two weeks	17%	20%	15%
Within the next week	10%	11%	9%
Within the next few days	9%	10%	9%

51. 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.

Asked to wash or sanitize hands	89%	91%	88%
Asked to wear a mask	81%	79%	83%
Have temperature checked by care home staff	80%	80%	81%
Greeted by care home staff upon arrival	70%	73%	68%
Must schedule the visit in advance	67%	75%	60%
Care home staff ask a series of health questions each time	63%	69%	59%
Visits in the residents' room	57%	52%	61%
Stay six feet away from loved one and wear mask	47%	46%	48%
Physically escorted by care home staff to the area/room where visit occurs	46%	57%	37%
Must complete either an online or paper-based health screening questionnaire prior to the visit	45%	50%	41%
Stay six feet away from loved one or wear mask	38%	34%	42%
No touching of loved ones	31%	31%	31%
Touching allowed with mask, face shield, gown and gloves	31%	33%	29%
Asked to wear gloves	26%	30%	22%
Visits only in common areas	25%	31%	21%
Outdoor visits only	17%	16%	17%
Asked to wear a gown	15%	18%	12%
Asked to wear a face shield	15%	19%	12%
Plexiglass or some other physical barrier between resident and loved one	15%	17%	12%
Direct supervision of visits	10%	14%	7%

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

	All	LTC	AL
Exceptionally well managed	22%	21%	24%
Very well managed	49%	48%	50%
Somewhat well managed	21%	22%	20%
Not well managed	5%	6%	4%
Very poorly managed	3%	3%	2%

53. What gender do you identify with?

Male	28%	33%	24%
Female	71%	66%	75%
Non-binary	<1%	1%	<1%
Transgender	<1%	<1%	<1%
Other	1%	1%	1%

54. What is your age?

Less than 65	7%	11%	4%
65 to 74	12%	17%	8%
75 to 84	26%	24%	26%
85 to 94	46%	39%	52%
95+	8%	8%	9%

55. What type of care home do you live in?

A long-term care home	43%	100%	0%
An assisted living facility	36%	0%	66%
An independent living facility	18%	0%	34%
Other	1%	0%	0%
I don't know/I am unsure	2%	0%	0%

56. To the best of your knowledge, who operates the care home you live in?

It is owned and operated by the local health authority	24%	43%	9%
It is owned and operated by a not-for-profit society but offers publicly subsidized beds/units	17%	15%	20%
It is owned and operated by a private company but offers publicly subsidized beds/units	17%	16%	18%
It is owned and operated by a private company with only privately paying residents	21%	6%	34%
I don't know/I am unsure	20%	20%	19%

57. How long have you lived in a care home?

	All	LTC	AL
Less than 1 year	9%	12%	7%
1 to 2 years	24%	25%	23%
2 to 3 years	20%	22%	19%
3 to 4 years	13%	12%	14%
4 to 5 years	9%	8%	10%
5 or more years	25%	22%	27%

58. Which health region do you live in?

Interior Health Authority	30%	35%	27%
Fraser Health Authority	20%	18%	22%
Vancouver Coastal Health Authority	13%	19%	8%
Island Health Authority	29%	18%	38%
Northern Health Authority	4%	4%	3%
I don't know/I am unsure	5%	6%	3%

# Survey Results: General Public

1. 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?

<b>Yes</b>	<b>81%</b>
<b>No</b>	<b>13%</b>
<b>I don't know/I am unsure</b>	<b>5%</b>

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

<b>Yes</b>	<b>27%</b>
<b>No</b>	<b>61%</b>
<b>I don't know/I am unsure</b>	<b>12%</b>

3. How many visitors should be allowed?

<b>One</b>	<b>19%</b>
<b>Two</b>	<b>41%</b>
<b>Three to five</b>	<b>29%</b>
<b>Six or more</b>	<b>11%</b>

4. 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?

<b>Daily</b>	<b>38%</b>
<b>A few times per week</b>	<b>37%</b>
<b>Weekly</b>	<b>20%</b>
<b>Every two weeks</b>	<b>3%</b>
<b>Every three weeks</b>	<b>&lt;1%</b>
<b>Monthly</b>	<b>1%</b>
<b>Other</b>	<b>2%</b>

5. 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?

<b>30 minutes</b>	<b>19%</b>
<b>One hour</b>	<b>44%</b>
<b>Two hours</b>	<b>21%</b>
<b>Four hours</b>	<b>3%</b>
<b>More than four hours</b>	<b>14%</b>

6. Do you think there could be different visit guidelines for spouses?

<b>Yes</b>	<b>79%</b>
<b>No</b>	<b>12%</b>
<b>I don't know/I am unsure</b>	<b>9%</b>

7. Could these differences include:

<b>More frequent visits</b>	<b>84%</b>
<b>Ability to be physically close without a mask (i.e., touching, hugging)</b>	<b>58%</b>

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

<b>Yes</b>	<b>91%</b>
<b>No</b>	<b>6%</b>
<b>I don't know/I am unsure</b>	<b>3%</b>

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

<b>Within the next two months</b>	<b>48%</b>
<b>Within the next month</b>	<b>27%</b>
<b>Within the next two weeks</b>	<b>13%</b>
<b>Within the next week</b>	<b>8%</b>
<b>Within the next few days</b>	<b>4%</b>

10. 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.

Asked to wash or sanitize hands	97%
Asked to wear a mask	82%
Have temperature checked by care home staff	82%
Greeted by care home staff upon arrival	79%
Care home staff ask a series of health questions each time	73%
Must schedule the visit in advance	72%
Visits in the residents' room	68%
Must complete either an online or paper-based health screening questionnaire prior to the visit	63%
Physically escorted by care home staff to the area/room where visit occurs	56%
Touching allowed with mask, face shield, gown and gloves	46%
Stay six feet away from loved one <u>or</u> wear mask	42%
Asked to wear a gown	27%
Asked to wear gloves	26%
Stay six feet away from loved one <u>and</u> wear mask	25%
Asked to wear a face shield	24%
Visits only in common areas	16%
Outdoor visits only	11%
Direct supervision of visits	10%
No touching of loved ones	9%
Plexiglass or some other physical barrier between resident and loved one	9%

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