

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

OVERALL SATISFACTION

1. OVERALL QUALITY OF CARE AND SERVICES RATING IN THIS CARE HOME

		EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
RESIDENT	2023	16%	38%	34%	11%	2%
	2017	15%	35%	35%	12%	3%
FREQUENT VISITOR	2023	34%	36%	18%	9%	3%
	2017	28%	39%	22%	9%	2%

2. WOULD RECOMMEND THIS CARE HOME TO OTHERS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	37%	35%	15%	5%	8%
	2017	43%	34%	13%	4%	6%
FREQUENT VISITOR	2023	51%	29%	12%	4%	4%
	2017	57%	27%	10%	3%	3%

3. WANT TO LIVE IN THIS CARE HOME

		YES	NO
RESIDENT	2023	60%	40%
	2017	61%	39%
FREQUENT VISITOR	2023	61%	39%
	2017	68%	32%

4. HOME IS THE BEST PLACE TO MEET FAMILY MEMBER OR FRIEND'S NEEDS (0 – WORST, 10 – BEST)

		10	8 TO 9	5 TO 7	2 TO 4	0 TO 1
FREQUENT VISITOR	2023	28%	40%	24%	6%	2%

5. HOME IS WELL MANAGED

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	39%	41%	14%	5%	2%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

6. FV WANTS FAMILY MEMBER OR FRIEND TO LIVE IN THIS CARE HOME			
		YES	NO
FREQUENT VISITOR	2023	90%	10%
	2017	91%	9%

CARE HOME ENVIRONMENT

HOME-LIKE ENVIRONMENT

7. CARE HOME FEELS LIKE HOME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	20%	33%	20%	11%	17%
	2017	24%	33%	18%	8%	16%
FREQUENT VISITOR	2023	24%	38%	21%	9%	8%
	2017	30%	38%	17%	8%	7%

8. CARE HOME SMELLS GOOD						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	38%	44%	12%	3%	2%
FREQUENT VISITOR	2023	40%	43%	11%	4%	1%
	2017	35%	47%	12%	5%	1%

9. CARE HOME IS CLEAN						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	59%	35%	5%	1%	0%
	2017	54%	39%	6%	1%	0%

10. CAN EASILY GO OUTDOORS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	31%	30%	15%	11%	13%
	2017	34%	29%	16%	9%	13%
FREQUENT VISITOR	2023	23%	24%	20%	13%	20%
	2017	25%	23%	18%	13%	21%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

11. BOTHERED BY NOISE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	5%	8%	26%	25%	37%
	2017	4%	8%	25%	24%	38%

12. CAN FIX UP ROOM WITH PERSONAL BELONGINGS SO IT LOOKS AND FEELS LIKE HOME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	44%	36%	12%	4%	5%
FREQUENT VISITOR	2023	59%	25%	10%	4%	3%

13. CULTURE (TRADITIONAL ART OR LANGUAGE OR OTHER SIGNS OF WELCOMING) IS VISIBLE IN THE CARE HOME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	32%	35%	16%	8%	9%

14. STAFF SUPPORT RESIDENT PRACTICING OWN CULTURE (SUCH AS TRADITIONAL MEDICINES, TRADITIONAL WELLNESS ACTIVITIES)						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	30%	34%	17%	8%	11%
FREQUENT VISITOR	2023	33%	27%	16%	12%	12%

FOOD AND MEALS

15. ENJOY MEALTIMES						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	23%	45%	23%	7%	3%
	2017	25%	42%	22%	8%	4%
FREQUENT VISITOR	2023	17%	44%	25%	10%	3%
	2017	18%	48%	24%	9%	2%

16. LIKES TASTE OF THE FOOD						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	18%	43%	25%	9%	4%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

17. GET FAVOURITE FOODS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	9%	26%	33%	17%	14%
	2017	11%	29%	33%	16%	11%
FREQUENT VISITOR	2023	7%	29%	36%	20%	8%
	2017	7%	29%	37%	20%	8%

18. CAN EAT WHEN WANT						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	14%	29%	20%	17%	20%
	2017	16%	32%	21%	14%	17%
FREQUENT VISITOR	2023	13%	31%	27%	17%	13%
	2017	14%	33%	24%	16%	13%

19. ENOUGH VARIETY IN MEALS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	16%	44%	22%	12%	6%
	2017	18%	41%	23%	11%	6%
FREQUENT VISITOR	2023	21%	40%	24%	12%	4%
	2017	22%	45%	20%	10%	3%

20. FOOD IS THE RIGHT TEMPERATURE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	20%	45%	21%	9%	5%
	2017	23%	45%	21%	8%	4%

21. GET HELP TO EAT WHEN NEEDED						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	31%	35%	23%	5%	5%
	2017	30%	32%	20%	7%	11%

PERSONAL CONTROL (AUTONOMY)

DAILY DECISION MAKING

22. DECIDE WHEN TO GET UP						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	32%	34%	13%	10%	11%
	2017	31%	33%	13%	10%	14%
FREQUENT VISITOR	2023	17%	39%	21%	11%	12%
	2017	15%	40%	19%	12%	13%

23. DECIDE WHEN TO GO TO BED						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	41%	37%	10%	6%	5%
	2017	42%	35%	11%	5%	7%
FREQUENT VISITOR	2023	20%	39%	19%	11%	11%
	2017	20%	41%	17%	11%	11%

24. DECIDE HOW TO SPEND MY TIME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	37%	44%	13%	4%	2%
	2017	34%	46%	14%	4%	2%
FREQUENT VISITOR	2023	26%	43%	16%	8%	8%
	2017	26%	47%	13%	7%	7%

25. CAN GO OUT ON SPUR OF MOMENT						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	21%	31%	17%	14%	18%
	2017	23%	29%	17%	14%	18%
FREQUENT VISITOR	2023	13%	28%	19%	15%	25%
	2017	15%	28%	16%	15%	25%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

26. CONTROL WHO COMES IN OWN ROOM

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	31%	37%	14%	9%	9%
	2017	30%	35%	15%	9%	12%
FREQUENT VISITOR	2023	14%	29%	17%	15%	26%
	2017	13%	28%	14%	16%	29%

27. BATHE OR SHOWER AS OFTEN AS WANT

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	17%	22%	12%	17%	32%
	2017	15%	22%	12%	13%	37%
FREQUENT VISITOR	2023	7%	14%	16%	21%	44%
	2017	6%	12%	13%	21%	48%

28. DECIDE WHICH CLOTHES TO WEAR

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	51%	31%	10%	5%	4%
	2017	52%	28%	11%	5%	4%
FREQUENT VISITOR	2023	18%	27%	22%	14%	19%
	2017	20%	28%	21%	14%	18%

29. BELIEVES CARE IS PERSONALIZED

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	32%	45%	15%	5%	3%
FREQUENT VISITOR	2023	31%	45%	17%	6%	2%

30. RESIDENT FEELS THEY COULD REFUSE TREATMENT, MEDICINE, TESTS OR REFERRALS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	34%	33%	16%	8%	9%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

PRIVACY

31. CAN BE ALONE WHEN WISH						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	34%	44%	14%	5%	3%
	2017	28%	39%	24%	5%	3%
FREQUENT VISITOR	2023	55%	29%	9%	4%	3%
	2017	36%	42%	13%	5%	5%

32. PRIVACY IS RESPECTED DURING CARE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	40%	45%	11%	3%	2%
	2017	36%	42%	16%	4%	2%
FREQUENT VISITOR	2023	59%	33%	6%	1%	0%
	2017	54%	40%	5%	1%	0%

33. PRIVATE PLACES ARE AVAILABLE WHEN VISITING						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	63%	24%	8%	3%	2%
	2017	59%	27%	8%	4%	2%

FEELING SAFE AND RESPECTED

SAFETY AND SECURITY

34. GET SERVICES NEEDED						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	32%	47%	15%	4%	2%
	2017	32%	48%	15%	4%	2%
FREQUENT VISITOR	2023	35%	48%	13%	3%	1%
	2017	36%	51%	11%	2%	0%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

35. IF NEEDED CAN GET HELP RIGHT AWAY						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	28%	43%	19%	7%	3%
	2017	31%	42%	18%	6%	2%
FREQUENT VISITOR	2023	29%	45%	18%	6%	1%
	2017	28%	46%	19%	6%	1%

36. FEEL SAFE ALONE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	51%	37%	8%	3%	2%
	2017	52%	36%	8%	2%	2%
FREQUENT VISITOR	2023	59%	33%	6%	2%	1%
	2017	42%	47%	9%	1%	1%

37. FEEL POSSESSIONS ARE SAFE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	42%	38%	11%	5%	4%
	2017	38%	39%	12%	6%	5%
FREQUENT VISITOR	2023	35%	43%	14%	5%	3%
	2017	30%	47%	13%	6%	4%

38. SOMETIMES RESIDENTS DO THINGS LIKE YELL, PUSH, OR HIT STAFF OR OTHER RESIDENTS. HAVE YOU SEEN YOUR FAMILY MEMBER/FRIEND OR ANOTHER RESIDENT BEHAVE IN THIS WAY?						
		YES		NO		
FREQUENT VISITOR	2023	33%		67%		
	2017	46%		54%		

39. WHEN RESIDENTS DO THE THINGS DESCRIBED ABOVE, STAFF HANDLE THE SITUATION IN A WAY THAT IS APPROPRIATE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	51%	34%	13%	2%	1%
	2017	52%	36%	10%	1%	0%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

40. FV IS COMFORTABLE ASKING STAFF IF THEY HAVE WASHED/CLEANED HANDS BEFORE PROVIDING CARE

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	45%	21%	11%	10%	13%
	2017	30%	16%	10%	N/A	44%

RESPECT

41. STAFF PAY ATTENTION TO RESIDENTS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	30%	47%	17%	5%	2%
	2017	30%	47%	18%	4%	2%
FREQUENT VISITOR	2023	42%	41%	14%	3%	1%
	2017	39%	48%	12%	1%	0%

42. CAN EXPRESS OPINIONS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	39%	39%	13%	5%	4%
	2017	39%	35%	15%	6%	5%
FREQUENT VISITOR	2023	51%	26%	12%	5%	6%
	2017	53%	30%	9%	4%	4%

43. TREATED WITH RESPECT BY STAFF

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	46%	41%	10%	2%	1%
	2017	48%	38%	10%	2%	1%
FREQUENT VISITOR	2023	59%	34%	6%	1%	0%
	2017	61%	33%	5%	1%	0%

44. STAFF RESPECT LIKES/DISLIKES OF RESIDENTS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	35%	46%	14%	3%	2%
	2017	32%	46%	17%	4%	2%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

45. RESIDENT TRUSTS STAFF TO TAKE GOOD CARE OF THEM

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	50%	37%	9%	2%	1%
FREQUENT VISITOR	2023	52%	37%	9%	2%	1%

46. STAFF TREAT RESIDENT LIKE A WHOLE PERSON. THEY CONSIDER PHYSICAL, EMOTIONAL, MENTAL AND SPIRITUAL NEEDS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	41%	41%	12%	4%	2%
FREQUENT VISITOR	2023	26%	42%	18%	9%	5%

47. RESIDENT TREATED UNFAIRLY BY STAFF DUE TO RACE OR CULTURAL BACKGROUND

		YES	NO
RESIDENT	2023	5%	95%
FREQUENT VISITOR	2023	12%	89%

48. RESIDENT TREATED UNFAIRLY BY STAFF DUE TO SEXUAL ORIENTATION (OR GENDER IDENTITY)

		YES	NO
RESIDENT	2023	3%	97%
FREQUENT VISITOR	2023	4%	96%

49. FV TRUSTS THE INFORMATION RECEIVED FROM STAFF

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	54%	33%	10%	2%	1%

50. FAMILY MEMBER OR FRIEND HAS SUFFERED PERSONAL INJURY OR HARM FROM A MEDICAL ERROR OR MISTAKE

		NOT AT ALL	PARTLY	QUITE A BIT	COMPLETELY
FREQUENT VISITOR	2023	85%	10%	2%	3%

51. STAFF TREAT FV WITH RESPECT

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	74%	21%	4%	1%	0%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

52. STAFF TRY TO ADDRESS FV CONCERNS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	58%	30%	10%	2%	1%
	2017	54%	34%	10%	2%	0%

RELATIONSHIPS WITH STAFF STAFF RESPONSIVENESS

53. STAFF RESPOND QUICKLY

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	25%	49%	19%	5%	2%
	2017	28%	44%	21%	5%	2%
FREQUENT VISITOR	2023	26%	51%	18%	4%	1%
	2017	29%	51%	16%	4%	1%

54. CARE HELPS RESIDENTS LIVE LIFE AS WANTED

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	28%	46%	15%	6%	5%
	2017	29%	45%	15%	6%	5%
FREQUENT VISITOR	2023	26%	46%	18%	7%	4%
	2017	31%	46%	15%	5%	3%

55. STAFF ACT ON RESIDENT SUGGESTIONS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	18%	39%	29%	10%	5%
	2017	17%	36%	32%	9%	6%
FREQUENT VISITOR	2023	20%	43%	27%	6%	4%
	2017	21%	45%	25%	6%	3%

56. STAFF KNOW WHAT THEY ARE DOING

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	36%	47%	14%	3%	1%
	2017	37%	46%	13%	3%	1%
FREQUENT VISITOR	2023	45%	43%	11%	2%	0%
	2017	43%	45%	10%	1%	0%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

57. STAFF HAVE ENOUGH TIME FOR RESIDENTS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	22%	45%	22%	8%	3%
	2017	23%	43%	21%	9%	4%
FREQUENT VISITOR	2023	17%	43%	25%	12%	3%
	2017	15%	46%	25%	11%	3%

58. GET HELP TO TOILET WHEN NEEDED						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	40%	37%	15%	5%	3%
	2017	42%	33%	14%	5%	6%

59. TELL STAFF WHEN NOT HAPPY ABOUT SOMETHING						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	30%	30%	19%	10%	11%
	2017	26%	28%	22%	11%	13%

60. PROBLEM GETS SOLVED WHEN TELL STAFF NOT HAPPY						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	22%	41%	25%	9%	4%
	2017	21%	39%	27%	9%	4%

61. STAFF EXPLAINS WHAT THEY ARE DOING WHEN GIVING CARE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	37%	41%	14%	6%	3%
	2017	34%	37%	18%	6%	5%

62. STAFF TRIES TO RELIEVE PHYSICAL DISCOMFORT						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	37%	42%	14%	4%	3%
	2017	35%	40%	16%	5%	4%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

62. STAFF TRIES TO RELIEVE PHYSICAL DISCOMFORT						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	37%	42%	14%	4%	3%
	2017	35%	40%	16%	5%	4%

63. SERVICES DELIVERED WHEN RESIDENT WANTS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	27%	47%	18%	5%	3%

64. CAN GET HEALTH SERVICES NEEDED						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	38%	42%	13%	4%	2%
	2017	37%	42%	14%	5%	2%
FREQUENT VISITOR	2023	46%	38%	12%	3%	1%
	2017	49%	39%	10%	2%	0%

STAFF-RESIDENT BONDING

65. STAFF KNOWS LIFE STORY OF RESIDENT						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	10%	25%	27%	19%	21%
	2017	10%	23%	27%	18%	22%
FREQUENT VISITOR	2023	12%	37%	35%	13%	3%
	2017	11%	38%	34%	13%	4%

66. STAFF MAKE TIME FOR FRIENDLY CONVERSATION WITH RESIDENT						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	17%	31%	30%	14%	7%
	2017	17%	29%	32%	14%	9%
FREQUENT VISITOR	2023	24%	37%	29%	8%	1%
	2017	25%	41%	26%	7%	1%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

67. STAFF ASK HOW TO MEET RESIDENT NEEDS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	17%	32%	25%	15%	11%
	2017	17%	31%	27%	13%	13%

68. RESIDENTS HAVE A STAFF MEMBER THEY CONSIDER A FRIEND

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	23%	33%	23%	10%	12%
	2017	26%	32%	22%	9%	11%
FREQUENT VISITOR	2023	21%	32%	29%	11%	7%
	2017	25%	37%	25%	9%	5%

69. HAVE SPECIAL RELATIONSHIP WITH STAFF

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	15%	22%	20%	16%	27%
	2017	15%	22%	20%	15%	28%
FREQUENT VISITOR	2023	16%	26%	33%	15%	10%
	2017	18%	29%	30%	14%	8%

70. STAFF TRIES TO UNDERSTAND FEELINGS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	19%	39%	24%	11%	8%
	2017	18%	38%	26%	10%	8%

71. HAVE SAME CARE AIDE MOST WEEKDAYS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	12%	38%	24%	17%	9%
	2017	13%	38%	24%	16%	9%
FREQUENT VISITOR	2023	7%	43%	36%	12%	3%
	2017	9%	44%	31%	12%	4%

COMMUNICATION WITH RESIDENTS AND FAMILY

COMMUNICATION

72. RESIDENT GETS ENOUGH INFORMATION ABOUT WHAT IS HAPPENING IN CARE HOME

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	24%	40%	19%	12%	6%

73. RESIDENT KNOWS WHO TO TALK WITH ABOUT WHAT IS HAPPENING IN CARE HOME

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	30%	36%	16%	9%	8%

74. FVS RECEIVE ENOUGH INFORMATION

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	45%	37%	12%	5%	2%

75. CHECK ALL THAT APPLY: FVS GET ENOUGH INFORMATION ABOUT WHAT IS HAPPENING IN THE CARE HOME BY ...

		FREQUENT VISITOR
		2023
EMAIL(S) FROM THE CARE HOME		45%
LETTERS SENT BY MAIL (CANADA POST) FROM THE CARE HOME		6%
AUTOMATED PHONE CALLS (ROBO-CALLS) FROM THE CARE HOME		1%
PERSONAL PHONE CALLS OR MESSAGES FROM THE CARE HOME		30%
ANY OF THE ABOVE FROM MY FAMILY MEMBER OR FRIEND		4%
I LOOK FOR INFORMATION POSTED ON THE CARE HOME WEBSITE		4%
I LOOK FOR INFORMATION ON THE CARE HOME'S SOCIAL MEDIA (FACEBOOK, TWITTER, INSTAGRAM, ETC.)		1%
OTHER		7%
I DO NOT GET INFORMATION ABOUT WHAT IS HAPPENING IN THE CARE HOME		2%

76. INFORMATION FVS RECEIVE GIVES PEACE OF MIND ABOUT CARE

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	40%	39%	15%	5%	1%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

77. FVS KNOW WHO TO CONTACT FOR INFORMATION

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	53%	32%	10%	4%	2%
	2017	57%	32%	9%	3%	1%

78. STAFF ENCOURAGE FVS TO ASK QUESTIONS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	31%	24%	21%	15%	9%

79. STAFF EXPLAIN THINGS TO FVS IN A WAY THEY CAN UNDERSTAND

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	50%	33%	12%	3%	2%

80. STAFF KEEP FV UP TO DATE

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	33%	33%	19%	10%	4%
	2017	44%	35%	13%	6%	2%

81. CHECK ALL THAT APPLY: STAFF GIVE ME ENOUGH INFORMATION ABOUT ...

		FREQUENT VISITOR
		2023
ANY CONCERNS OR ISSUES WITH MY FAMILY MEMBER OR FRIEND		24%
ANYTHING THAT HAS CHANGED FOR MY FAMILY MEMBER OR FRIEND		20%
MY FAMILY MEMBER OR FRIEND'S PHYSICAL HEALTH ISSUES		21%
MY FAMILY MEMBER OR FRIEND'S EMOTIONAL HEALTH STATUS OR MOOD		15%
A STORY OR ANECDOTE ABOUT MY FAMILY MEMBER OR FRIEND		9%
HOW MY FAMILY MEMBER OR FRIEND HAS BEEN SPENDING THEIR TIME/ ACTIVITIES		12%

82. FV IS INVOLVED AS MUCH AS THEY WANT IN CARE DECISIONS

		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	53%	31%	11%	4%	1%
	2017	58%	30%	8%	3%	1%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

83. FVS HAVE INFORMATION THEY NEED ABOUT FAMILY MEMBER OR FRIEND'S HEALTH STATUS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	37%	39%	16%	6%	2%

84. PARTICIPATES IN CARE DECISIONS ABOUT FAMILY MEMBER OR FRIEND						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	50%	30%	15%	4%	2%

85. FV IS CONSULTED WHEN CARE NEEDS OR HEALTH STATUS CHANGES						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	46%	29%	15%	6%	4%
	2017	49%	27%	12%	7%	5%

86. FV IS CONSULTED WHEN MEDICATIONS CHANGE						
		YES		NO		
FREQUENT VISITOR	2023	68%		32%		
	2017	65%		35%		

RESIDENT AND FAMILY COUNCILS

87. CHECK ALL THAT APPLY : FV INFORMED ABOUT THE FAMILY COUNCIL		FREQUENT VISITOR	
		2023	2017
YES, BY A STAFF MEMBER		43%	56%
YES, BY A FAMILY MEMBER OF ANOTHER RESIDENT		4%	5%
YES, I SAW A POSTER OR BROCHURE		17%	20%
NO, I AM NOT AWARE OF A FAMILY COUNCIL		36%	26%

88. IF AWARE, FV ATTENDS FAMILY COUNCIL						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	11%	10%	16%	16%	47%
	2017	21%	11%	15%	15%	38%

SOCIAL CONNECTIONS ACTIVITIES

89. ENJOYABLE THINGS TO DO ON WEEKENDS IN THIS CARE HOME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	11%	26%	26%	20%	17%
	2017	11%	25%	28%	18%	18%
FREQUENT VISITOR	2023	9%	27%	34%	20%	9%
	2017	10%	29%	31%	20%	10%

90. ENJOYABLE THINGS TO DO IN EVENING IN THIS CARE HOME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	10%	24%	26%	21%	19%
	2017	11%	23%	28%	20%	18%
FREQUENT VISITOR	2023	7%	21%	31%	28%	14%
	2017	7%	20%	31%	28%	14%

91. PARTICIPATED IN MEANINGFUL ACTIVITIES IN PAST WEEK						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	13%	26%	25%	15%	21%
	2017	12%	24%	28%	16%	20%
FREQUENT VISITOR	2023	11%	24%	33%	20%	12%
	2017	12%	25%	31%	19%	13%

92. CAN PARTICIPATE IN RELIGIOUS ACTIVITIES						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	28%	28%	19%	9%	16%
	2017	32%	25%	20%	8%	15%
FREQUENT VISITOR	2023	35%	25%	20%	9%	12%
	2017	40%	26%	16%	7%	11%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

93. CAN SPEND TIME WITH LIKE-MINDED RESIDENTS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	18%	30%	26%	15%	12%
	2017	18%	27%	28%	15%	12%
FREQUENT VISITOR	2023	22%	29%	28%	14%	7%
	2017	24%	32%	24%	13%	7%

94. CAN EXPLORE NEW SKILLS/INTERESTS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	12%	23%	26%	19%	21%
	2017	13%	20%	27%	19%	21%
FREQUENT VISITOR	2023	13%	20%	32%	21%	15%
	2017	14%	22%	29%	21%	14%

PERSONAL RELATIONSHIPS

95. ANOTHER RESIDENT IS CLOSE FRIEND						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	15%	19%	19%	16%	31%
	2017	15%	18%	21%	16%	30%
FREQUENT VISITOR	2023	6%	9%	21%	23%	41%
	2017	6%	12%	21%	24%	37%

96. PEOPLE TO DO THINGS WITH						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	10%	20%	26%	19%	25%
	2017	10%	17%	28%	19%	26%
FREQUENT VISITOR	2023	5%	12%	30%	27%	26%
	2017	5%	12%	30%	28%	25%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

97. PEOPLE ASK RESIDENT FOR HELP/ADVICE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	6%	12%	31%	20%	31%
	2017	6%	11%	33%	21%	30%
FREQUENT VISITOR	2023	2%	3%	20%	28%	47%
	2017	2%	3%	21%	28%	46%

98. HAVE OPPORTUNITIES FOR AFFECTION/ROMANCE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	5%	7%	13%	18%	57%
	2017	7%	8%	14%	15%	57%
FREQUENT VISITOR	2023	3%	5%	14%	20%	58%
	2017	3%	7%	15%	21%	54%

99. EASY TO MAKE FRIENDS IN CARE HOME						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	16%	33%	25%	15%	12%
	2017	18%	32%	25%	15%	11%
FREQUENT VISITOR	2023	7%	18%	29%	26%	19%
	2017	8%	22%	29%	24%	16%

100. TREATED WITH RESPECT BY OTHER RESIDENTS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	33%	47%	14%	3%	3%
	2017	34%	43%	16%	4%	3%

VISITING EXPERIENCE

101. FAMILY/FRIENDS CAN VISIT WHEN THEY CHOOSE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	55%	32%	8%	3%	2%
	2017	66%	24%	6%	2%	2%
FREQUENT VISITOR	2023	68%	26%	3%	1%	1%

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

102. COMFORTABLE PLACES TO VISIT WITH FAMILY AND FRIENDS						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
RESIDENT	2023	44%	35%	12%	5%	3%
FREQUENT VISITOR	2023	51%	31%	12%	5%	2%

103. CHECK ALL THAT APPLY: WHEN I VISIT WITH MY FAMILY MEMBER OR FRIEND, I ASSIST WITH ...		FREQUENT VISITOR	
		2023	
PERSONAL CARE, SUCH AS HELP TO THE TOILET, BATHING, AND DRESSING		7%	
GROOMING, SUCH AS HAIR COMBING, SHAVING, NAIL CARE		16%	
MEALTIMES, SUCH AS HELPING WITH EATING OR ENCOURAGING MY LOVED ONE TO EAT		15%	
TAKING MY FAMILY MEMBER/FRIEND FOR WALKS OR DOING EXERCISE WITH THEM		21%	
READING TO MY FAMILY MEMBER/FRIEND AND/OR HELPING THEM KEEP UP WITH CURRENT EVENTS		15%	
TAKING MY FAMILY MEMBER/FRIEND OUT FOR APPOINTMENTS AND/OR SOCIAL OUTINGS		18%	
OTHER		8%	

104. FV TRUSTS STAFF WILL ASSIST FAMILY MEMBER OR FRIEND WHEN FV IS NOT ABLE TO BE THERE						
		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
FREQUENT VISITOR	2023	48%	32%	14%	4%	2%

105. CHECK ALL THAT APPLY : DURING PERIODS OF VISIT RESTRICTIONS IMPOSED DURING THE PANDEMIC		FREQUENT VISITOR	
		2023	
I WAS A DESIGNATED VISITOR		53%	
I WAS NOT A DESIGNATED VISITOR		5%	
I WAS AN ESSENTIAL VISITOR		31%	
I WAS NOT AN ESSENTIAL VISITOR		3%	
MY FAMILY MEMBER/FRIEND DID NOT HAVE AN ESSENTIAL VISITOR DESIGNATION		8%	

LONG-TERM CARE RESIDENT AND FREQUENT VISITOR PROVINCIAL SURVEY RESULTS

106. FV BELIEVES EVERY RESIDENT LIVING IN A BC CARE HOME HAS THE RIGHT TO IDENTIFY AN ESSENTIAL VISITOR WHO CAN VISIT EVEN WHEN PUBLIC HEALTH ORDERS RESTRICT OTHER VISITATION

		YES	NO
FREQUENT VISITOR	2023	97%	3%

107. HOW OFTEN DO YOU VISIT YOUR FAMILY MEMBER OR FRIEND IN PERSON IN THIS CARE HOME?

		SEVERAL TIMES A WEEK	ONCE A WEEK	2-3 TIMES A MONTH	ONCE A MONTH	A FEW TIMES A YEAR
FREQUENT VISITOR	2023	46%	26%	12%	7%	9%
	2017	N/A	N/A	N/A	N/A	N/A

108. HOW FAR DO YOU LIVE FROM THE CARE HOME?

		FREQUENT VISITOR	
		2023	2017
ABOUT OR LESS THAN A 15 MINUTE DRIVE		50%	N/A
ABOUT A 30 MINUTE DRIVE		23%	N/A
ABOUT A 45 MINUTE DRIVE		8%	N/A
ABOUT A 1 HOUR DRIVE		5%	N/A
ABOUT A 1.5 HOUR DRIVE		3%	N/A
ABOUT A 2 HOUR DRIVE		1%	N/A
MORE THAN A 2 HOUR DRIVE		12%	N/A

109. HOW OFTEN DO YOU VISIT YOUR FAMILY MEMBER OR FRIEND IN THIS CARE HOME VIRTUALLY?

		FREQUENT VISITOR
		2023
SEVERAL TIMES A WEEK		47%
ONCE A WEEK		22%
2-3 TIMES A MONTH		10%
ONCE A MONTH		7%
A FEW TIMES A YEAR		15%