

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## OVERALL SATISFACTION

1. OVERALL QUALITY OF CARE AND SERVICES RATING IN THIS CARE HOME											
		EXCELLENT		VERY GOOD		GOOD		FAIR		POOR	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	16%	29%	37%	37%	35%	21%	11%	10%	2%	3%
	2017	15%	27%	36%	41%	37%	21%	10%	9%	3%	2%
FHA	2023	15%	38%	37%	35%	34%	16%	12%	8%	2%	3%
	2017	14%	30%	33%	40%	38%	21%	13%	8%	3%	1%
VCHA	2023	14%	35%	36%	37%	35%	19%	13%	8%	2%	2%
	2017	14%	25%	35%	39%	35%	24%	12%	10%	4%	2%
VIHA	2023	18%	35%	41%	35%	31%	18%	9%	9%	2%	3%
	2017	19%	30%	37%	38%	32%	20%	11%	10%	2%	3%
NHA	2023	19%	27%	34%	32%	33%	21%	11%	12%	3%	8%
	2017	15%	22%	34%	38%	35%	25%	14%	12%	2%	2%
BC	2023	16%	34%	38%	36%	34%	18%	11%	9%	2%	3%
	2017	15%	28%	35%	39%	35%	22%	12%	9%	3%	2%

2. WOULD RECOMMEND THIS CARE HOME TO OTHERS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	37%	46%	36%	31%	15%	13%	5%	5%	7%	5%
	2017	43%	59%	36%	26%	13%	9%	4%	3%	5%	3%
FHA	2023	35%	54%	35%	28%	16%	10%	5%	4%	8%	4%
	2017	41%	58%	34%	26%	14%	10%	4%	3%	6%	3%
VCHA	2023	33%	52%	36%	29%	16%	11%	6%	4%	9%	3%
	2017	40%	55%	34%	26%	14%	12%	4%	3%	8%	3%
VIHA	2023	40%	52%	33%	27%	14%	12%	4%	4%	8%	5%
	2017	47%	57%	33%	27%	11%	9%	3%	4%	6%	4%
NHA	2023	33%	42%	37%	27%	15%	14%	6%	8%	8%	9%
	2017	49%	49%	28%	32%	12%	9%	4%	4%	7%	5%
BC	2023	37%	51%	35%	29%	15%	12%	5%	4%	8%	4%
	2017	43%	57%	34%	27%	13%	10%	4%	3%	6%	3%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

3. WANT TO LIVE IN THIS CARE HOME					
		YES		NO	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	59%	58%	41%	42%
	2017	60%	66%	40%	34%
FHA	2023	61%	61%	39%	39%
	2017	58%	70%	42%	30%
VCHA	2023	62%	66%	38%	34%
	2017	65%	70%	35%	30%
VIHA	2023	57%	59%	43%	42%
	2017	61%	66%	39%	34%
NHA	2023	59%	49%	41%	51%
	2017	58%	59%	42%	41%
BC	2023	60%	61%	40%	39%
	2017	61%	68%	39%	32%

4. HOME IS THE BEST PLACE TO MEET FAMILY MEMBER OR FRIEND'S NEEDS (0 – WORST, 10 – BEST)						
FREQUENT VISITOR		10	8 to 9	5 to 7	2 to 4	0 to 1
IHA	2023	25%	40%	26%	8%	1%
FHA	2023	30%	41%	22%	6%	2%
VCHA	2023	27%	43%	24%	5%	1%
VIHA	2023	29%	39%	24%	7%	2%
NHA	2023	24%	38%	25%	8%	6%
BC	2023	28%	40%	24%	6%	2%

5. HOME IS WELL MANAGED						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	32%	43%	17%	6%	3%
FHA	2023	42%	40%	12%	4%	2%
VCHA	2023	42%	42%	13%	3%	1%
VIHA	2023	38%	40%	14%	4%	3%
NHA	2023	31%	35%	18%	9%	7%
BC	2023	39%	41%	14%	5%	2%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

6. FV WANTS FAMILY MEMBER OR FRIEND TO LIVE IN THIS CARE HOME			
FREQUENT VISITOR		YES	NO
IHA	2023	90%	10%
	2017	92%	8%
FHA	2023	91%	9%
	2017	91%	9%
VCHA	2023	91%	9%
	2017	90%	10%
VIHA	2023	90%	10%
	2017	91%	9%
NHA	2023	84%	16%
	2017	90%	10%
BC	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	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	19%	22%	34%	39%	21%	21%	10%	10%	16%	8%
	2017	25%	30%	35%	38%	18%	17%	8%	9%	15%	7%
FHA	2023	20%	27%	33%	37%	20%	19%	10%	9%	17%	8%
	2017	25%	31%	31%	39%	18%	17%	8%	7%	18%	6%
VCHA	2023	19%	25%	33%	38%	19%	22%	13%	8%	16%	7%
	2017	23%	31%	33%	37%	18%	17%	10%	9%	16%	7%
VIHA	2023	19%	22%	33%	39%	20%	21%	10%	9%	18%	9%
	2017	24%	30%	34%	37%	18%	18%	9%	8%	14%	7%
NHA	2023	25%	20%	33%	32%	17%	29%	13%	9%	11%	10%
	2017	26%	25%	35%	39%	16%	19%	7%	10%	17%	8%
BC	2023	20%	24%	33%	38%	20%	21%	11%	9%	17%	8%
	2017	24%	30%	33%	38%	18%	17%	8%	8%	16%	7%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

8. CARE HOME SMELLS GOOD											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	38%	38%	45%	46%	12%	11%	3%	4%	2%	1%
	2017	N/A	36%	N/A	49%	N/A	10%	N/A	4%	N/A	1%
FHA	2023	37%	43%	45%	41%	13%	11%	3%	4%	2%	1%
	2017	N/A	37%	N/A	45%	N/A	12%	N/A	4%	N/A	1%
VCHA	2023	36%	39%	42%	44%	15%	13%	4%	4%	2%	1%
	2017	N/A	31%	N/A	44%	N/A	16%	N/A	7%	N/A	2%
VIHA	2023	40%	41%	44%	43%	11%	11%	3%	4%	2%	1%
	2017	N/A	35%	N/A	47%	N/A	12%	N/A	4%	N/A	2%
NHA	2023	37%	37%	48%	43%	9%	11%	4%	7%	2%	2%
	2017	N/A	34%	N/A	51%	N/A	10%	N/A	4%	N/A	1%
BC	2023	38%	40%	44%	43%	12%	11%	3%	4%	2%	1%
	2017	N/A	35%	N/A	47%	N/A	12%	N/A	5%	N/A	1%

9. CARE HOME IS CLEAN						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	58%	35%	6%	1%	1%
	2017	57%	37%	4%	1%	0%
FHA	2023	60%	33%	5%	1%	0%
	2017	55%	38%	6%	1%	0%
VCHA	2023	59%	36%	5%	1%	0%
	2017	49%	42%	7%	1%	1%
VIHA	2023	56%	36%	6%	1%	0%
	2017	54%	38%	7%	1%	0%
NHA	2023	61%	30%	7%	2%	0%
	2017	62%	34%	4%	0%	0%
BC	2023	59%	35%	5%	1%	0%
	2017	54%	39%	6%	1%	0%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

10. CAN EASILY GO OUTDOORS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	28%	20%	29%	25%	18%	24%	12%	13%	13%	19%
	2017	36%	23%	33%	24%	14%	18%	8%	14%	10%	21%
FHA	2023	28%	23%	30%	23%	16%	20%	11%	13%	15%	21%
	2017	30%	24%	27%	22%	17%	17%	10%	13%	16%	23%
VCHA	2023	29%	24%	30%	25%	14%	19%	14%	14%	13%	18%
	2017	31%	25%	27%	23%	17%	17%	11%	14%	15%	21%
VIHA	2023	37%	27%	30%	24%	13%	18%	9%	12%	11%	19%
	2017	39%	27%	30%	25%	14%	18%	8%	12%	9%	18%
NHA	2023	34%	22%	33%	24%	16%	20%	8%	16%	8%	19%
	2017	37%	22%	28%	23%	16%	19%	8%	15%	11%	20%
BC	2023	31%	23%	30%	24%	15%	20%	11%	13%	13%	20%
	2017	34%	25%	29%	23%	16%	18%	9%	13%	13%	21%

11. BOTHERED BY NOISE						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	3%	7%	25%	24%	41%
	2017	3%	7%	24%	24%	41%
FHA	2023	5%	9%	28%	25%	33%
	2017	4%	9%	25%	22%	41%
VCHA	2023	6%	9%	27%	24%	35%
	2017	6%	8%	27%	27%	32%
VIHA	2023	5%	7%	25%	25%	38%
	2017	4%	8%	26%	25%	37%
NHA	2023	4%	10%	27%	27%	33%
	2017	5%	8%	25%	26%	36%
BC	2023	5%	8%	26%	25%	37%
	2017	4%	8%	25%	24%	38%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## 12. CAN FIX UP ROOM WITH PERSONAL BELONGINGS SO IT LOOKS AND FEELS LIKE HOME

		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	44%	61%	37%	26%	11%	8%	4%	3%	5%	2%
FHA	2023	43%	60%	35%	23%	15%	10%	4%	4%	5%	3%
VCHA	2023	39%	52%	37%	26%	13%	13%	6%	6%	6%	4%
VIHA	2023	49%	62%	32%	23%	11%	10%	3%	3%	4%	2%
NHA	2023	39%	51%	44%	30%	9%	13%	5%	3%	4%	3%
BC	2023	44%	59%	36%	25%	12%	10%	4%	4%	5%	3%

## 13. CULTURE (TRADITIONAL ART OR LANGUAGE OR OTHER SIGNS OF WELCOMING) IS VISIBLE IN THE CARE HOME

RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	29%	35%	17%	11%	9%
FHA	2023	33%	35%	15%	7%	9%
VCHA	2023	28%	37%	17%	9%	10%
VIHA	2023	37%	35%	14%	6%	9%
NHA	2023	32%	25%	16%	13%	14%
BC	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	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	28%	28%	30%	27%	20%	15%	11%	14%	11%	16%
FHA	2023	32%	34%	35%	28%	17%	15%	6%	12%	10%	12%
VCHA	2023	27%	33%	38%	29%	15%	19%	9%	9%	11%	10%
VIHA	2023	33%	35%	35%	25%	16%	14%	6%	13%	10%	13%
NHA	2023	31%	21%	29%	21%	15%	21%	8%	17%	17%	19%
BC	2023	30%	33%	34%	27%	17%	16%	8%	12%	11%	12%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## FOOD AND MEALS

15. ENJOY MEALTIMES											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	22%	16%	47%	47%	22%	24%	6%	10%	3%	3%
	2017	26%	17%	43%	53%	21%	22%	7%	8%	3%	2%
FHA	2023	23%	18%	44%	43%	23%	26%	7%	11%	4%	3%
	2017	25%	19%	41%	49%	22%	24%	8%	8%	4%	2%
VCHA	2023	24%	17%	43%	43%	23%	28%	7%	9%	4%	3%
	2017	23%	18%	41%	44%	23%	26%	9%	10%	5%	2%
VIHA	2023	23%	17%	45%	46%	23%	24%	7%	11%	4%	2%
	2017	27%	18%	43%	49%	20%	22%	7%	9%	3%	2%
NHA	2023	26%	15%	43%	44%	22%	26%	6%	11%	2%	4%
	2017	26%	17%	41%	44%	21%	25%	8%	11%	4%	3%
BC	2023	23%	17%	45%	44%	23%	25%	7%	10%	3%	3%
	2017	25%	18%	42%	48%	22%	24%	8%	9%	4%	2%

16. LIKES TASTE OF THE FOOD						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	17%	47%	24%	8%	4%
FHA	2023	18%	41%	27%	9%	4%
VCHA	2023	19%	40%	26%	11%	5%
VIHA	2023	19%	44%	24%	9%	4%
NHA	2023	22%	45%	23%	8%	3%
BC	2023	18%	43%	25%	9%	4%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

17. GET FAVOURITE FOODS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	9%	8%	26%	30%	34%	36%	18%	19%	13%	8%
	2017	11%	7%	33%	30%	34%	35%	15%	20%	8%	7%
FHA	2023	9%	7%	26%	29%	34%	36%	17%	20%	14%	8%
	2017	11%	6%	27%	31%	33%	36%	17%	18%	12%	8%
VCHA	2023	10%	7%	26%	28%	31%	38%	18%	20%	15%	8%
	2017	9%	7%	26%	27%	33%	37%	18%	21%	13%	9%
VIHA	2023	8%	7%	27%	30%	34%	36%	17%	19%	15%	9%
	2017	11%	7%	31%	29%	33%	38%	15%	19%	9%	7%
NHA	2023	13%	7%	26%	25%	33%	35%	15%	23%	13%	10%
	2017	14%	6%	27%	22%	33%	37%	12%	26%	13%	9%
BC	2023	9%	7%	26%	29%	33%	36%	17%	20%	14%	8%
	2017	11%	7%	29%	29%	33%	37%	16%	20%	11%	8%

18. CAN EAT WHEN WANT											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	14%	13%	28%	36%	21%	25%	19%	15%	19%	11%
	2017	16%	16%	36%	37%	22%	24%	13%	13%	13%	10%
FHA	2023	14%	14%	29%	30%	20%	26%	17%	17%	21%	14%
	2017	15%	13%	28%	32%	21%	24%	14%	16%	21%	14%
VCHA	2023	14%	13%	31%	29%	18%	28%	17%	18%	20%	12%
	2017	14%	13%	30%	31%	20%	25%	15%	16%	20%	14%
VIHA	2023	14%	12%	29%	31%	20%	28%	16%	17%	21%	12%
	2017	16%	15%	36%	33%	22%	23%	13%	16%	13%	13%
NHA	2023	17%	16%	35%	28%	24%	28%	14%	14%	10%	14%
	2017	19%	12%	32%	30%	23%	32%	14%	19%	12%	8%
BC	2023	14%	13%	29%	31%	20%	27%	17%	17%	20%	13%
	2017	16%	14%	32%	33%	21%	24%	14%	16%	17%	13%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

19. ENOUGH VARIETY IN MEALS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	15%	22%	47%	41%	22%	22%	11%	11%	6%	4%
	2017	18%	24%	46%	45%	22%	20%	10%	8%	4%	2%
FHA	2023	16%	22%	44%	39%	23%	23%	12%	11%	6%	5%
	2017	19%	22%	40%	48%	23%	19%	12%	9%	6%	2%
VCHA	2023	15%	18%	43%	38%	22%	27%	14%	13%	6%	4%
	2017	17%	19%	36%	43%	27%	23%	13%	11%	8%	4%
VIHA	2023	17%	21%	42%	41%	22%	22%	13%	12%	7%	4%
	2017	19%	25%	44%	45%	21%	19%	11%	9%	5%	2%
NHA	2023	17%	19%	48%	36%	20%	28%	10%	12%	5%	6%
	2017	20%	17%	40%	43%	24%	23%	9%	11%	7%	6%
BC	2023	16%	21%	44%	40%	22%	24%	12%	12%	6%	4%
	2017	18%	22%	41%	45%	23%	20%	11%	10%	6%	3%

20. FOOD IS THE RIGHT TEMPERATURE						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	19%	47%	22%	9%	5%
	2017	23%	47%	20%	8%	3%
FHA	2023	20%	44%	21%	9%	5%
	2017	22%	45%	20%	9%	4%
VCHA	2023	21%	44%	20%	9%	6%
	2017	22%	43%	23%	7%	6%
VIHA	2023	19%	43%	21%	11%	7%
	2017	25%	44%	21%	8%	3%
NHA	2023	22%	44%	19%	10%	5%
	2017	23%	43%	21%	7%	6%
BC	2023	20%	45%	21%	9%	5%
	2017	23%	45%	21%	8%	4%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

21. GET HELP TO EAT WHEN NEEDED						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	35%	33%	21%	6%	5%
	2017	29%	31%	23%	7%	10%
FHA	2023	31%	34%	23%	5%	6%
	2017	29%	31%	20%	7%	13%
VCHA	2023	31%	35%	23%	6%	6%
	2017	28%	30%	20%	8%	14%
VIHA	2023	32%	36%	24%	4%	5%
	2017	32%	35%	20%	6%	8%
NHA	2023	25%	42%	25%	6%	2%
	2017	30%	35%	15%	7%	14%
BC	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	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	33%	19%	37%	46%	14%	19%	8%	9%	9%	7%
	2017	30%	17%	37%	45%	14%	19%	9%	9%	10%	10%
FHA	2023	27%	16%	33%	36%	14%	21%	12%	13%	14%	14%
	2017	28%	14%	32%	37%	13%	20%	10%	14%	16%	15%
VCHA	2023	32%	16%	32%	36%	13%	21%	12%	12%	11%	15%
	2017	30%	15%	29%	38%	13%	17%	11%	15%	17%	15%
VIHA	2023	36%	17%	34%	40%	11%	21%	9%	11%	10%	11%
	2017	33%	16%	34%	42%	12%	19%	9%	10%	11%	13%
NHA	2023	32%	19%	34%	42%	14%	21%	8%	7%	11%	12%
	2017	33%	15%	33%	43%	12%	17%	10%	13%	11%	13%
BC	2023	32%	17%	34%	39%	13%	21%	10%	11%	11%	12%
	2017	31%	15%	33%	40%	13%	19%	10%	12%	14%	13%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

23. DECIDE WHEN TO GO TO BED											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	41%	23%	40%	43%	11%	18%	5%	9%	4%	8%
	2017	42%	23%	39%	44%	11%	17%	5%	8%	4%	8%
FHA	2023	37%	19%	38%	37%	11%	20%	8%	12%	7%	13%
	2017	41%	18%	35%	39%	11%	19%	5%	11%	8%	12%
VCHA	2023	41%	18%	35%	38%	12%	19%	7%	12%	6%	13%
	2017	41%	21%	32%	38%	10%	16%	7%	12%	10%	12%
VIHA	2023	46%	21%	36%	38%	9%	19%	6%	11%	4%	11%
	2017	44%	21%	36%	42%	9%	16%	5%	10%	5%	11%
NHA	2023	44%	20%	39%	41%	10%	22%	5%	7%	3%	11%
	2017	45%	19%	34%	41%	11%	20%	4%	11%	6%	10%
BC	2023	41%	20%	37%	39%	10%	19%	6%	11%	5%	11%
	2017	42%	20%	35%	41%	11%	17%	5%	11%	7%	11%

24. DECIDE HOW TO SPEND MY TIME											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	36%	26%	44%	47%	14%	15%	4%	6%	2%	6%
	2017	33%	26%	48%	50%	14%	11%	3%	7%	2%	6%
FHA	2023	34%	27%	45%	40%	14%	17%	4%	8%	3%	9%
	2017	32%	24%	45%	46%	15%	14%	4%	7%	3%	8%
VCHA	2023	38%	24%	44%	41%	13%	17%	4%	9%	2%	10%
	2017	35%	26%	43%	44%	14%	14%	5%	7%	3%	9%
VIHA	2023	42%	25%	42%	44%	11%	15%	4%	8%	2%	8%
	2017	36%	27%	48%	47%	12%	12%	3%	7%	1%	7%
NHA	2023	37%	27%	44%	46%	14%	14%	2%	7%	2%	7%
	2017	36%	23%	46%	47%	13%	15%	4%	9%	2%	7%
BC	2023	37%	26%	44%	43%	13%	16%	4%	8%	2%	8%
	2017	34%	26%	46%	47%	14%	13%	4%	7%	2%	7%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

25. CAN GO OUT ON SPUR OF MOMENT											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	20%	13%	29%	30%	19%	21%	14%	14%	18%	22%
	2017	23%	15%	31%	28%	17%	16%	13%	15%	16%	26%
FHA	2023	19%	14%	30%	29%	16%	18%	15%	14%	20%	26%
	2017	22%	14%	27%	28%	16%	16%	14%	16%	21%	25%
VCHA	2023	23%	12%	32%	27%	16%	20%	14%	16%	16%	25%
	2017	23%	15%	26%	29%	17%	17%	15%	15%	18%	24%
VIHA	2023	24%	14%	31%	27%	15%	18%	13%	15%	18%	27%
	2017	25%	16%	30%	27%	17%	17%	12%	15%	16%	25%
NHA	2023	22%	11%	34%	34%	22%	17%	13%	12%	10%	26%
	2017	25%	13%	32%	31%	13%	14%	11%	17%	19%	26%
BC	2023	21%	13%	31%	28%	17%	19%	14%	15%	18%	25%
	2017	23%	15%	29%	28%	17%	16%	14%	15%	18%	25%

26. CONTROL WHO COMES IN OWN ROOM											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	30%	13%	39%	33%	14%	18%	9%	14%	8%	22%
	2017	31%	13%	39%	30%	14%	15%	8%	15%	8%	26%
FHA	2023	30%	14%	38%	29%	15%	17%	9%	14%	9%	26%
	2017	30%	12%	33%	28%	15%	15%	9%	17%	12%	29%
VCHA	2023	31%	13%	33%	25%	14%	18%	11%	16%	12%	29%
	2017	26%	12%	31%	24%	16%	13%	11%	18%	17%	33%
VIHA	2023	33%	13%	37%	29%	13%	15%	9%	15%	9%	28%
	2017	31%	12%	37%	30%	14%	14%	7%	17%	10%	27%
NHA	2023	31%	17%	41%	25%	13%	17%	8%	14%	8%	27%
	2017	35%	17%	35%	27%	12%	17%	6%	13%	11%	26%
BC	2023	31%	14%	37%	29%	14%	17%	9%	15%	9%	26%
	2017	30%	13%	35%	28%	15%	14%	9%	16%	12%	29%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

27. BATHE OR SHOWER AS OFTEN AS WANT											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	16%	5%	21%	14%	13%	15%	21%	22%	30%	43%
	2017	15%	5%	23%	12%	14%	13%	15%	21%	33%	49%
FHA	2023	16%	7%	21%	13%	12%	15%	17%	20%	34%	45%
	2017	15%	6%	21%	12%	11%	13%	13%	21%	41%	48%
VCHA	2023	17%	8%	22%	14%	13%	17%	17%	21%	31%	41%
	2017	15%	6%	21%	13%	13%	14%	13%	21%	38%	46%
VIHA	2023	19%	6%	22%	14%	11%	15%	13%	21%	35%	43%
	2017	16%	7%	22%	13%	12%	13%	14%	19%	37%	48%
NHA	2023	20%	4%	28%	14%	13%	15%	16%	18%	23%	49%
	2017	18%	6%	25%	11%	11%	13%	9%	19%	37%	50%
BC	2023	17%	7%	22%	14%	12%	16%	17%	21%	32%	44%
	2017	15%	6%	22%	12%	12%	13%	13%	21%	37%	48%

28. DECIDE WHICH CLOTHES TO WEAR											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	51%	17%	30%	31%	10%	22%	5%	13%	4%	17%
	2017	53%	18%	30%	30%	9%	20%	5%	14%	3%	17%
FHA	2023	46%	17%	32%	25%	12%	23%	5%	14%	5%	20%
	2017	50%	18%	28%	28%	11%	22%	6%	13%	6%	19%
VCHA	2023	51%	18%	32%	28%	8%	22%	5%	13%	4%	20%
	2017	52%	23%	24%	26%	13%	20%	5%	13%	5%	18%
VIHA	2023	58%	20%	28%	27%	8%	21%	4%	15%	3%	18%
	2017	55%	21%	29%	29%	9%	20%	4%	13%	3%	17%
NHA	2023	48%	18%	36%	26%	10%	21%	3%	14%	3%	21%
	2017	54%	21%	29%	28%	9%	20%	3%	15%	5%	16%
BC	2023	51%	18%	31%	27%	10%	22%	5%	14%	4%	19%
	2017	52%	20%	28%	28%	11%	21%	5%	14%	4%	18%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## 29. BELIEVES CARE IS PERSONALIZED

		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	32%	29%	49%	46%	13%	17%	4%	6%	2%	2%
FHA	2023	31%	33%	46%	43%	16%	16%	5%	6%	3%	2%
VCHA	2023	30%	29%	43%	48%	17%	17%	7%	4%	3%	2%
VIHA	2023	35%	32%	43%	43%	15%	17%	5%	6%	3%	2%
NHA	2023	34%	24%	49%	45%	11%	17%	4%	11%	2%	3%
BC	2023	32%	31%	45%	45%	15%	17%	5%	6%	3%	2%

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

RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	34%	31%	18%	8%	9%
FHA	2023	31%	36%	16%	7%	9%
VCHA	2023	34%	32%	15%	10%	9%
VIHA	2023	40%	31%	14%	8%	8%
NHA	2023	29%	34%	21%	7%	9%
BC	2023	34%	33%	16%	8%	9%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## PRIVACY

31. CAN BE ALONE WHEN WISH											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	32%	56%	47%	31%	15%	8%	4%	3%	2%	2%
	2017	28%	38%	41%	44%	23%	11%	5%	4%	3%	4%
FHA	2023	33%	56%	42%	28%	17%	10%	6%	4%	2%	2%
	2017	30%	36%	37%	41%	24%	13%	5%	6%	3%	4%
VCHA	2023	33%	49%	44%	32%	13%	11%	6%	4%	4%	4%
	2017	26%	32%	37%	40%	27%	17%	6%	5%	4%	6%
VIHA	2023	38%	57%	42%	28%	13%	9%	5%	4%	3%	3%
	2017	28%	36%	40%	43%	23%	12%	6%	5%	3%	5%
NHA	2023	36%	59%	45%	28%	13%	7%	5%	4%	3%	3%
	2017	30%	35%	43%	48%	21%	11%	3%	3%	3%	4%
BC	2023	34%	55%	44%	29%	14%	9%	5%	4%	3%	3%
	2017	28%	36%	39%	42%	24%	13%	5%	5%	3%	5%

32. PRIVACY IS RESPECTED DURING CARE											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	39%	59%	47%	35%	11%	5%	3%	1%	1%	0%
	2017	36%	57%	43%	38%	16%	4%	3%	1%	2%	0%
FHA	2023	39%	61%	45%	32%	11%	6%	4%	1%	2%	1%
	2017	39%	55%	40%	40%	15%	5%	4%	0%	2%	0%
VCHA	2023	39%	55%	44%	36%	12%	8%	4%	1%	2%	0%
	2017	32%	49%	41%	42%	20%	7%	4%	1%	3%	1%
VIHA	2023	42%	60%	43%	32%	10%	7%	3%	1%	2%	0%
	2017	37%	55%	45%	39%	13%	5%	3%	1%	2%	0%
NHA	2023	40%	59%	46%	33%	11%	5%	3%	2%	1%	1%
	2017	39%	52%	41%	42%	13%	5%	5%	0%	3%	0%
BC	2023	40%	59%	45%	33%	11%	6%	3%	1%	2%	0%
	2017	36%	54%	42%	40%	16%	5%	4%	1%	2%	0%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

33. PRIVATE PLACES ARE AVAILABLE WHEN VISITING						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	62%	25%	8%	3%	3%
	2017	63%	27%	6%	2%	2%
FHA	2023	67%	23%	6%	3%	2%
	2017	62%	25%	7%	4%	2%
VCHA	2023	57%	27%	10%	4%	2%
	2017	51%	30%	10%	6%	3%
VIHA	2023	63%	24%	8%	3%	2%
	2017	59%	28%	8%	3%	2%
NHA	2023	64%	20%	9%	4%	4%
	2017	60%	30%	6%	2%	3%
BC	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	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	31%	33%	47%	49%	17%	14%	4%	4%	2%	1%
	2017	31%	37%	51%	50%	14%	10%	3%	2%	1%	0%
FHA	2023	31%	39%	49%	46%	15%	11%	4%	3%	2%	1%
	2017	33%	38%	46%	50%	15%	10%	4%	2%	2%	0%
VCHA	2023	31%	34%	47%	50%	16%	13%	5%	3%	2%	0%
	2017	28%	34%	49%	51%	16%	13%	5%	2%	2%	0%
VIHA	2023	36%	35%	47%	47%	13%	14%	3%	3%	1%	1%
	2017	34%	37%	49%	51%	13%	10%	3%	3%	1%	0%
NHA	2023	34%	28%	46%	46%	13%	20%	5%	6%	2%	0%
	2017	39%	30%	45%	55%	13%	11%	2%	4%	1%	0%
BC	2023	32%	35%	47%	48%	15%	13%	4%	3%	2%	1%
	2017	32%	36%	48%	51%	15%	11%	4%	2%	2%	0%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

35. IF NEEDED CAN GET HELP RIGHT AWAY											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	27%	28%	46%	47%	19%	18%	6%	6%	2%	1%
	2017	31%	29%	46%	47%	16%	17%	5%	5%	1%	1%
FHA	2023	26%	32%	42%	44%	21%	18%	7%	5%	3%	2%
	2017	31%	28%	40%	46%	19%	20%	6%	6%	3%	1%
VCHA	2023	26%	27%	41%	47%	21%	19%	9%	6%	4%	1%
	2017	28%	26%	40%	47%	23%	21%	7%	5%	3%	1%
VIHA	2023	31%	30%	44%	44%	17%	19%	6%	6%	3%	1%
	2017	34%	29%	43%	45%	16%	19%	5%	6%	2%	1%
NHA	2023	29%	24%	47%	47%	14%	17%	8%	10%	2%	2%
	2017	34%	22%	41%	44%	18%	22%	6%	9%	1%	2%
BC	2023	28%	29%	43%	45%	19%	18%	7%	6%	3%	1%
	2017	31%	28%	42%	46%	18%	19%	6%	6%	2%	1%

36. FEEL SAFE ALONE											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	50%	57%	39%	34%	8%	8%	2%	1%	1%	1%
	2017	51%	43%	38%	46%	8%	9%	2%	1%	2%	1%
FHA	2023	50%	61%	37%	31%	9%	6%	2%	2%	2%	1%
	2017	51%	42%	35%	47%	9%	9%	3%	1%	2%	1%
VCHA	2023	49%	59%	38%	34%	8%	5%	3%	1%	2%	0%
	2017	50%	40%	38%	48%	8%	9%	2%	1%	2%	1%
VIHA	2023	56%	58%	33%	32%	7%	7%	3%	2%	1%	1%
	2017	56%	43%	34%	47%	7%	7%	3%	2%	1%	1%
NHA	2023	50%	48%	38%	37%	8%	8%	3%	4%	1%	2%
	2017	55%	36%	33%	52%	8%	9%	2%	2%	2%	1%
BC	2023	51%	59%	37%	33%	8%	6%	3%	2%	2%	1%
	2017	52%	42%	36%	47%	8%	9%	2%	1%	2%	1%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

37. FEEL POSSESSIONS ARE SAFE											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	41%	32%	39%	44%	9%	15%	6%	7%	5%	3%
	2017	37%	30%	41%	48%	12%	13%	6%	5%	4%	3%
FHA	2023	41%	38%	38%	41%	11%	13%	5%	5%	5%	3%
	2017	38%	29%	37%	48%	12%	13%	6%	6%	6%	4%
VCHA	2023	40%	40%	38%	43%	12%	12%	6%	2%	5%	3%
	2017	36%	32%	40%	45%	12%	13%	5%	6%	6%	4%
VIHA	2023	45%	30%	35%	43%	11%	16%	5%	6%	4%	4%
	2017	40%	29%	38%	46%	12%	14%	5%	6%	5%	6%
NHA	2023	41%	29%	36%	41%	14%	21%	5%	5%	4%	4%
	2017	40%	26%	41%	49%	7%	13%	5%	7%	6%	5%
BC	2023	42%	35%	38%	43%	11%	14%	5%	5%	4%	3%
	2017	38%	30%	39%	47%	12%	13%	6%	6%	5%	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?											
FREQUENT VISITOR		YES					NO				
IHA	2023	27%					73%				
	2017	43%					57%				
FHA	2023	37%					63%				
	2017	52%					48%				
VCHA	2023	36%					64%				
	2017	49%					51%				
VIHA	2023	32%					68%				
	2017	41%					59%				
NHA	2023	30%					70%				
	2017	44%					56%				
BC	2023	33%					67%				
	2017	46%					54%				

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

39. WHEN RESIDENTS DO THE THINGS DESCRIBED ABOVE, STAFF HANDLE THE SITUATION IN A WAY THAT IS APPROPRIATE						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	50%	33%	15%	2%	0%
	2017	53%	35%	11%	2%	0%
FHA	2023	51%	37%	10%	1%	1%
	2017	54%	37%	8%	1%	1%
VCHA	2023	49%	36%	14%	2%	1%
	2017	49%	37%	11%	1%	1%
VIHA	2023	52%	31%	13%	3%	1%
	2017	54%	36%	9%	1%	0%
NHA	2023	51%	22%	20%	5%	1%
	2017	43%	41%	12%	3%	1%
BC	2023	51%	34%	13%	2%	1%
	2017	52%	36%	10%	1%	0%

40. FV IS COMFORTABLE ASKING STAFF IF THEY HAVE WASHED/CLEANED HANDS BEFORE PROVIDING CARE						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	47%	19%	12%	10%	13%
	2017	30%	15%	10%	0%	45%
FHA	2023	47%	21%	11%	10%	12%
	2017	33%	16%	10%	0%	41%
VCHA	2023	41%	23%	12%	12%	12%
	2017	30%	17%	9%	0%	43%
VIHA	2023	45%	21%	11%	10%	14%
	2017	28%	14%	11%	0%	46%
NHA	2023	44%	20%	15%	9%	12%
	2017	30%	14%	9%	0%	47%
BC	2023	45%	21%	11%	10%	13%
	2017	30%	16%	10%	0%	44%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## RESPECT

41. STAFF PAY ATTENTION TO RESIDENTS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	29%	39%	49%	43%	17%	16%	4%	3%	1%	1%
	2017	31%	40%	48%	48%	16%	11%	3%	1%	1%	0%
FHA	2023	28%	44%	47%	40%	18%	12%	5%	3%	2%	0%
	2017	29%	40%	47%	48%	18%	11%	4%	1%	2%	0%
VCHA	2023	30%	39%	43%	42%	20%	16%	6%	2%	1%	0%
	2017	26%	36%	42%	48%	24%	14%	5%	1%	2%	0%
VIHA	2023	34%	44%	46%	40%	15%	13%	4%	3%	2%	1%
	2017	32%	42%	48%	46%	16%	11%	3%	1%	1%	0%
NHA	2023	28%	37%	51%	37%	15%	19%	4%	5%	2%	2%
	2017	29%	30%	47%	53%	15%	15%	6%	2%	2%	1%
BC	2023	30%	42%	47%	41%	17%	14%	5%	3%	2%	1%
	2017	30%	39%	47%	48%	18%	12%	4%	1%	2%	0%

42. CAN EXPRESS OPINIONS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	37%	50%	42%	27%	13%	13%	6%	5%	3%	5%
	2017	38%	53%	39%	31%	14%	9%	6%	3%	3%	4%
FHA	2023	38%	52%	40%	26%	14%	11%	4%	5%	4%	6%
	2017	40%	55%	35%	29%	15%	9%	6%	2%	5%	5%
VCHA	2023	37%	48%	38%	28%	14%	13%	7%	5%	4%	7%
	2017	36%	49%	33%	31%	19%	11%	6%	5%	7%	5%
VIHA	2023	45%	54%	35%	24%	12%	12%	5%	4%	3%	6%
	2017	43%	56%	35%	29%	12%	9%	5%	3%	4%	3%
NHA	2023	37%	46%	42%	26%	13%	12%	4%	8%	4%	8%
	2017	44%	44%	32%	38%	14%	9%	6%	5%	4%	3%
BC	2023	39%	51%	39%	26%	13%	12%	5%	5%	4%	6%
	2017	39%	53%	35%	30%	15%	9%	6%	4%	5%	4%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

43. TREATED WITH RESPECT BY STAFF											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	45%	58%	43%	36%	9%	6%	2%	1%	1%	0%
	2017	50%	62%	39%	32%	7%	5%	2%	1%	1%	0%
FHA	2023	45%	60%	41%	33%	10%	6%	3%	1%	1%	0%
	2017	47%	64%	39%	32%	10%	4%	3%	0%	1%	0%
VCHA	2023	44%	57%	41%	36%	12%	6%	2%	0%	1%	0%
	2017	43%	57%	37%	35%	15%	7%	3%	1%	2%	0%
VIHA	2023	52%	62%	38%	32%	9%	6%	2%	1%	1%	0%
	2017	53%	63%	37%	32%	7%	5%	2%	1%	1%	0%
NHA	2023	44%	56%	43%	33%	10%	9%	2%	2%	1%	0%
	2017	53%	51%	32%	41%	11%	7%	2%	0%	1%	1%
BC	2023	46%	59%	41%	34%	10%	6%	2%	1%	1%	0%
	2017	48%	61%	38%	33%	10%	5%	2%	1%	1%	0%

44. STAFF RESPECT LIKES/DISLIKES OF RESIDENTS						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	34%	47%	15%	3%	2%
	2017	33%	49%	14%	3%	1%
FHA	2023	32%	47%	16%	4%	2%
	2017	30%	47%	17%	4%	2%
VCHA	2023	35%	45%	14%	4%	2%
	2017	28%	40%	23%	5%	3%
VIHA	2023	39%	44%	13%	3%	2%
	2017	34%	48%	13%	3%	1%
NHA	2023	32%	50%	13%	4%	2%
	2017	34%	43%	18%	3%	2%
BC	2023	35%	46%	14%	3%	2%
	2017	32%	46%	17%	4%	2%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## 45. RESIDENT TRUSTS STAFF TO TAKE GOOD CARE OF THEM

		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	52%	50%	38%	37%	7%	10%	2%	2%	1%	1%
FHA	2023	48%	54%	38%	36%	10%	7%	2%	2%	2%	1%
VCHA	2023	45%	51%	39%	39%	12%	9%	3%	2%	1%	0%
VIHA	2023	54%	54%	36%	35%	7%	8%	2%	2%	1%	1%
NHA	2023	52%	41%	35%	40%	9%	12%	3%	5%	1%	2%
BC	2023	50%	52%	37%	37%	9%	9%	2%	2%	1%	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	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	40%	23%	40%	41%	14%	20%	4%	11%	2%	5%
FHA	2023	40%	28%	42%	43%	12%	15%	4%	8%	2%	5%
VCHA	2023	38%	27%	42%	41%	13%	21%	4%	7%	3%	4%
VIHA	2023	45%	27%	39%	42%	11%	18%	4%	9%	2%	5%
NHA	2023	41%	20%	42%	45%	12%	17%	4%	9%	2%	10%
BC	2023	41%	26%	41%	42%	12%	18%	4%	9%	2%	5%

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

		YES		NO	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	6%	10%	94%	91%
FHA	2023	5%	13%	95%	87%
VCHA	2023	6%	11%	94%	89%
VIHA	2023	4%	10%	96%	90%
NHA	2023	9%	18%	91%	82%
BC	2023	5%	12%	95%	89%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

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

		YES		NO	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	3%	1%	97%	99%
FHA	2023	3%	5%	98%	95%
VCHA	2023	4%	3%	97%	97%
VIHA	2023	2%	6%	98%	95%
NHA	2023	5%	4%	95%	96%
BC	2023	3%	4%	97%	96%

## 49. FV TRUSTS THE INFORMATION RECEIVED FROM STAFF

FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	52%	34%	10%	2%	1%
FHA	2023	56%	33%	9%	2%	1%
VCHA	2023	53%	36%	9%	1%	1%
VIHA	2023	55%	31%	10%	3%	1%
NHA	2023	43%	34%	17%	5%	2%
BC	2023	54%	33%	10%	2%	1%

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

FREQUENT VISITOR		NOT AT ALL	PARTLY	QUITE A BIT	COMPLETELY
IHA	2023	84%	10%	2%	4%
FHA	2023	86%	10%	1%	3%
VCHA	2023	85%	10%	1%	3%
VIHA	2023	86%	10%	2%	3%
NHA	2023	79%	16%	2%	3%
BC	2023	85%	10%	2%	3%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

51. STAFF TREAT FV WITH RESPECT						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	72%	22%	4%	1%	0%
FHA	2023	76%	19%	4%	1%	0%
VCHA	2023	74%	22%	4%	0%	0%
VIHA	2023	75%	19%	5%	1%	0%
NHA	2023	63%	26%	8%	2%	0%
BC	2023	74%	21%	4%	1%	0%

52. STAFF TRY TO ADDRESS FV CONCERNS						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	56%	31%	10%	2%	1%
	2017	55%	33%	9%	3%	0%
FHA	2023	61%	28%	9%	2%	1%
	2017	55%	34%	8%	1%	0%
VCHA	2023	55%	33%	10%	2%	1%
	2017	51%	35%	12%	2%	0%
VIHA	2023	59%	29%	10%	2%	1%
	2017	55%	34%	9%	2%	1%
NHA	2023	52%	29%	12%	6%	2%
	2017	42%	41%	14%	3%	1%
BC	2023	58%	30%	10%	2%	1%
	2017	54%	34%	10%	2%	0%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## RELATIONSHIPS WITH STAFF

### STAFF RESPONSIVENESS

53. STAFF RESPOND QUICKLY											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	25%	25%	51%	52%	18%	18%	6%	4%	2%	1%
	2017	30%	29%	46%	51%	18%	15%	4%	4%	2%	1%
FHA	2023	22%	27%	48%	51%	21%	17%	6%	4%	2%	1%
	2017	25%	28%	43%	51%	22%	16%	6%	3%	3%	1%
VCHA	2023	25%	25%	44%	51%	23%	21%	6%	2%	2%	1%
	2017	26%	27%	40%	51%	25%	17%	6%	4%	3%	1%
VIHA	2023	28%	27%	51%	50%	16%	18%	4%	4%	2%	2%
	2017	30%	31%	45%	50%	18%	14%	5%	4%	2%	1%
NHA	2023	26%	21%	49%	52%	17%	19%	6%	7%	2%	2%
	2017	30%	25%	46%	50%	18%	18%	4%	6%	2%	1%
BC	2023	25%	26%	49%	51%	19%	18%	5%	4%	2%	1%
	2017	28%	29%	44%	51%	21%	16%	5%	4%	2%	1%

54. CARE HELPS RESIDENTS LIVE LIFE AS WANTED											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	27%	25%	46%	47%	17%	18%	5%	7%	5%	4%
	2017	29%	31%	46%	46%	15%	15%	5%	5%	4%	3%
FHA	2023	27%	28%	46%	44%	16%	19%	6%	7%	5%	3%
	2017	28%	32%	45%	47%	15%	14%	7%	5%	5%	2%
VCHA	2023	28%	25%	46%	47%	16%	19%	6%	6%	4%	3%
	2017	27%	29%	44%	47%	17%	16%	7%	5%	5%	3%
VIHA	2023	30%	25%	45%	46%	14%	18%	7%	7%	5%	4%
	2017	31%	32%	46%	45%	13%	15%	7%	6%	4%	2%
NHA	2023	30%	23%	48%	42%	13%	17%	6%	15%	3%	4%
	2017	30%	26%	41%	50%	19%	17%	6%	5%	5%	2%
BC	2023	28%	26%	46%	46%	15%	18%	6%	7%	5%	4%
	2017	29%	31%	45%	46%	15%	15%	6%	5%	5%	3%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

55. STAFF ACT ON RESIDENT SUGGESTIONS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	17%	18%	38%	41%	30%	30%	11%	7%	5%	5%
	2017	18%	20%	37%	46%	30%	24%	9%	6%	6%	3%
FHA	2023	17%	23%	38%	40%	30%	27%	9%	6%	5%	3%
	2017	17%	22%	34%	46%	33%	25%	10%	5%	7%	3%
VCHA	2023	18%	18%	39%	47%	29%	27%	10%	5%	4%	4%
	2017	16%	22%	32%	43%	35%	27%	10%	6%	7%	2%
VIHA	2023	20%	19%	41%	45%	27%	26%	8%	6%	4%	4%
	2017	16%	21%	40%	46%	31%	25%	9%	6%	5%	3%
NHA	2023	20%	19%	38%	41%	29%	25%	9%	10%	4%	6%
	2017	19%	17%	35%	43%	32%	29%	8%	6%	6%	4%
BC	2023	18%	20%	39%	43%	29%	27%	10%	6%	5%	4%
	2017	17%	21%	36%	45%	32%	25%	9%	6%	6%	3%

56. STAFF KNOW WHAT THEY ARE DOING											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	35%	41%	49%	45%	13%	12%	2%	2%	1%	0%
	2017	35%	44%	51%	44%	12%	10%	2%	2%	0%	0%
FHA	2023	35%	47%	47%	42%	14%	10%	3%	2%	1%	0%
	2017	36%	44%	46%	45%	13%	9%	3%	1%	1%	0%
VCHA	2023	35%	44%	45%	44%	16%	10%	3%	1%	1%	0%
	2017	32%	40%	47%	47%	16%	11%	3%	1%	1%	0%
VIHA	2023	39%	46%	46%	40%	12%	11%	2%	2%	0%	0%
	2017	42%	44%	43%	44%	12%	10%	3%	2%	1%	0%
NHA	2023	38%	40%	47%	40%	12%	14%	3%	5%	1%	1%
	2017	39%	37%	42%	46%	15%	15%	2%	1%	1%	0%
BC	2023	36%	45%	47%	43%	14%	11%	3%	2%	1%	0%
	2017	37%	43%	46%	45%	13%	10%	3%	1%	1%	0%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

57. STAFF HAVE ENOUGH TIME FOR RESIDENTS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	21%	14%	45%	42%	23%	27%	9%	13%	3%	3%
	2017	22%	14%	46%	46%	21%	25%	8%	11%	3%	4%
FHA	2023	22%	19%	44%	44%	22%	23%	8%	11%	4%	3%
	2017	24%	16%	41%	47%	22%	24%	10%	11%	4%	2%
VCHA	2023	22%	17%	45%	43%	22%	27%	9%	11%	3%	3%
	2017	22%	15%	37%	45%	25%	27%	10%	11%	5%	3%
VIHA	2023	24%	16%	46%	42%	19%	26%	8%	13%	3%	4%
	2017	25%	15%	46%	46%	19%	26%	7%	10%	2%	4%
NHA	2023	22%	10%	48%	38%	21%	28%	5%	17%	4%	7%
	2017	23%	13%	44%	44%	20%	26%	9%	13%	4%	4%
BC	2023	22%	17%	45%	43%	22%	25%	8%	12%	3%	3%
	2017	23%	15%	43%	46%	21%	25%	9%	11%	4%	3%

58. GET HELP TO TOILET WHEN NEEDED						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	43%	36%	14%	5%	2%
	2017	44%	34%	13%	3%	5%
FHA	2023	38%	36%	16%	6%	4%
	2017	41%	32%	15%	6%	6%
VCHA	2023	37%	36%	18%	6%	4%
	2017	37%	34%	16%	6%	8%
VIHA	2023	44%	38%	14%	4%	1%
	2017	46%	32%	14%	5%	3%
NHA	2023	43%	38%	15%	2%	3%
	2017	47%	31%	9%	6%	7%
BC	2023	40%	37%	15%	5%	3%
	2017	42%	33%	14%	5%	6%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## 59. TELL STAFF WHEN NOT HAPPY ABOUT SOMETHING

RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	29%	31%	20%	10%	10%
	2017	24%	30%	23%	11%	13%
FHA	2023	30%	31%	20%	10%	10%
	2017	27%	28%	21%	10%	14%
VCHA	2023	27%	29%	19%	11%	14%
	2017	25%	25%	24%	12%	14%
VIHA	2023	32%	29%	18%	10%	11%
	2017	29%	29%	20%	10%	11%
NHA	2023	29%	31%	18%	12%	11%
	2017	32%	23%	20%	11%	15%
BC	2023	30%	30%	19%	10%	11%
	2017	26%	28%	22%	11%	13%

## 60. PROBLEM GETS SOLVED WHEN TELL STAFF NOT HAPPY

RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	20%	41%	27%	9%	3%
	2017	21%	42%	25%	9%	4%
FHA	2023	24%	39%	26%	9%	4%
	2017	20%	38%	28%	10%	4%
VCHA	2023	19%	43%	25%	10%	3%
	2017	19%	36%	31%	9%	5%
VIHA	2023	25%	41%	23%	8%	4%
	2017	22%	43%	25%	8%	3%
NHA	2023	22%	41%	25%	7%	5%
	2017	28%	37%	22%	9%	3%
BC	2023	22%	41%	25%	9%	4%
	2017	21%	39%	27%	9%	4%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

61. STAFF EXPLAINS WHAT THEY ARE DOING WHEN GIVING CARE						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	37%	42%	13%	5%	3%
	2017	34%	41%	15%	6%	4%
FHA	2023	35%	39%	16%	7%	3%
	2017	34%	36%	17%	7%	5%
VCHA	2023	34%	41%	14%	8%	4%
	2017	30%	34%	22%	7%	7%
VIHA	2023	40%	40%	12%	4%	3%
	2017	38%	38%	16%	5%	3%
NHA	2023	36%	46%	11%	5%	2%
	2017	40%	33%	19%	4%	5%
BC	2023	37%	41%	14%	6%	3%
	2017	34%	37%	18%	6%	5%

62. STAFF TRIES TO RELIEVE PHYSICAL DISCOMFORT						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	36%	43%	15%	4%	3%
	2017	36%	42%	14%	4%	3%
FHA	2023	35%	42%	16%	4%	3%
	2017	33%	38%	18%	6%	5%
VCHA	2023	36%	41%	15%	6%	3%
	2017	31%	39%	20%	5%	6%
VIHA	2023	42%	41%	12%	3%	2%
	2017	41%	40%	13%	4%	2%
NHA	2023	39%	44%	10%	4%	3%
	2017	39%	37%	15%	4%	5%
BC	2023	37%	42%	14%	4%	3%
	2017	35%	40%	16%	5%	4%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## 63. SERVICES DELIVERED WHEN RESIDENT WANTS

RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	26%	47%	19%	6%	2%
FHA	2023	25%	47%	20%	6%	3%
VCHA	2023	26%	47%	19%	5%	3%
VIHA	2023	30%	47%	16%	4%	2%
NHA	2023	24%	52%	15%	5%	4%
BC	2023	27%	47%	18%	5%	3%

## 64. CAN GET HEALTH SERVICES NEEDED

		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	37%	44%	42%	38%	14%	14%	4%	3%	3%	1%
	2017	36%	49%	45%	39%	13%	9%	4%	3%	2%	0%
FHA	2023	37%	49%	44%	37%	14%	10%	4%	4%	2%	1%
	2017	37%	51%	42%	37%	14%	10%	5%	2%	2%	1%
VCHA	2023	36%	43%	42%	41%	15%	13%	6%	2%	2%	1%
	2017	33%	46%	43%	40%	15%	12%	5%	2%	3%	0%
VIHA	2023	44%	46%	40%	38%	11%	12%	3%	3%	2%	1%
	2017	41%	50%	41%	39%	12%	8%	4%	2%	2%	0%
NHA	2023	37%	41%	46%	35%	12%	18%	3%	6%	2%	0%
	2017	44%	42%	35%	41%	11%	14%	7%	2%	3%	1%
BC	2023	38%	46%	42%	38%	13%	12%	4%	3%	2%	1%
	2017	37%	49%	42%	39%	14%	10%	5%	2%	2%	0%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## STAFF-RESIDENT BONDING

65. STAFF KNOWS LIFE STORY OF RESIDENT											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	10%	11%	25%	38%	30%	35%	17%	14%	19%	3%
	2017	10%	12%	26%	39%	29%	36%	17%	11%	17%	2%
FHA	2023	10%	13%	25%	36%	27%	34%	17%	13%	21%	4%
	2017	12%	12%	22%	38%	25%	33%	16%	13%	26%	4%
VCHA	2023	9%	11%	23%	37%	24%	38%	25%	12%	19%	3%
	2017	9%	10%	18%	37%	26%	34%	22%	15%	25%	4%
VIHA	2023	10%	12%	23%	37%	25%	35%	18%	12%	25%	3%
	2017	10%	12%	25%	35%	26%	36%	19%	13%	20%	4%
NHA	2023	11%	11%	33%	33%	27%	36%	14%	17%	14%	4%
	2017	11%	8%	25%	40%	29%	33%	14%	15%	21%	3%
BC	2023	10%	12%	25%	37%	27%	35%	19%	13%	21%	3%
	2017	10%	11%	23%	38%	27%	34%	18%	13%	22%	4%

66. STAFF MAKE TIME FOR FRIENDLY CONVERSATION WITH RESIDENT											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	17%	24%	33%	40%	32%	28%	12%	7%	6%	1%
	2017	16%	26%	32%	44%	31%	24%	13%	6%	8%	1%
FHA	2023	17%	24%	32%	37%	31%	29%	12%	8%	8%	1%
	2017	17%	26%	27%	40%	30%	26%	15%	6%	11%	1%
VCHA	2023	17%	23%	28%	35%	29%	33%	19%	9%	8%	2%
	2017	14%	22%	22%	39%	34%	29%	18%	8%	12%	1%
VIHA	2023	18%	24%	31%	39%	30%	27%	14%	9%	7%	1%
	2017	19%	26%	33%	42%	32%	24%	11%	6%	5%	1%
NHA	2023	20%	20%	38%	37%	25%	30%	12%	10%	6%	2%
	2017	19%	18%	34%	43%	33%	30%	8%	8%	5%	0%
BC	2023	17%	24%	31%	37%	30%	29%	14%	8%	7%	1%
	2017	17%	25%	29%	41%	32%	26%	14%	7%	9%	1%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

67. STAFF ASK HOW TO MEET RESIDENT NEEDS						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	16%	34%	27%	14%	9%
	2017	19%	33%	25%	11%	11%
FHA	2023	17%	32%	26%	15%	11%
	2017	17%	29%	26%	13%	15%
VCHA	2023	17%	29%	23%	18%	12%
	2017	13%	26%	30%	15%	16%
VIHA	2023	18%	32%	23%	14%	12%
	2017	19%	34%	26%	11%	10%
NHA	2023	19%	40%	24%	11%	7%
	2017	20%	33%	23%	12%	11%
BC	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	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	21%	21%	35%	35%	24%	28%	10%	11%	11%	5%
	2017	29%	26%	35%	39%	22%	24%	7%	7%	7%	4%
FHA	2023	23%	23%	33%	32%	22%	27%	10%	12%	13%	7%
	2017	25%	25%	30%	36%	23%	25%	8%	9%	14%	5%
VCHA	2023	22%	19%	30%	32%	24%	30%	14%	12%	11%	7%
	2017	21%	22%	26%	35%	22%	28%	16%	10%	15%	6%
VIHA	2023	25%	22%	33%	32%	21%	30%	8%	10%	13%	6%
	2017	27%	25%	35%	38%	23%	24%	7%	9%	8%	4%
NHA	2023	25%	18%	39%	30%	20%	28%	10%	16%	6%	8%
	2017	33%	21%	34%	40%	17%	26%	7%	10%	8%	3%
BC	2023	23%	21%	33%	32%	23%	29%	10%	11%	12%	7%
	2017	26%	25%	32%	37%	22%	25%	9%	9%	11%	5%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

69. HAVE SPECIAL RELATIONSHIP WITH STAFF											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	15%	15%	22%	29%	21%	34%	16%	14%	26%	8%
	2017	16%	19%	25%	30%	21%	31%	13%	12%	24%	7%
FHA	2023	14%	17%	21%	26%	20%	33%	18%	14%	28%	11%
	2017	16%	19%	22%	29%	19%	30%	13%	14%	31%	9%
VCHA	2023	14%	13%	22%	26%	21%	34%	19%	17%	25%	11%
	2017	11%	16%	18%	29%	20%	31%	20%	14%	30%	10%
VIHA	2023	16%	17%	22%	25%	20%	33%	14%	16%	29%	9%
	2017	15%	18%	22%	29%	22%	31%	13%	15%	27%	8%
NHA	2023	12%	12%	29%	25%	21%	34%	15%	20%	22%	11%
	2017	20%	14%	23%	31%	18%	30%	13%	17%	26%	8%
BC	2023	15%	16%	22%	26%	20%	33%	16%	15%	27%	10%
	2017	15%	18%	22%	29%	20%	30%	15%	14%	28%	8%

70. STAFF TRIES TO UNDERSTAND FEELINGS						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	18%	42%	26%	9%	6%
	2017	20%	41%	24%	8%	6%
FHA	2023	19%	40%	23%	10%	8%
	2017	17%	37%	26%	11%	9%
VCHA	2023	19%	35%	24%	15%	8%
	2017	14%	32%	31%	12%	12%
VIHA	2023	20%	37%	24%	10%	8%
	2017	20%	42%	24%	8%	7%
NHA	2023	20%	45%	23%	6%	6%
	2017	21%	44%	25%	6%	4%
BC	2023	19%	39%	24%	11%	8%
	2017	18%	38%	26%	10%	8%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

71. HAVE SAME CARE AIDE MOST WEEKDAYS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	9%	5%	37%	40%	26%	38%	18%	14%	11%	3%
	2017	13%	8%	39%	42%	26%	34%	15%	13%	7%	3%
FHA	2023	13%	9%	39%	46%	23%	33%	15%	10%	10%	3%
	2017	15%	11%	39%	47%	23%	29%	16%	10%	8%	3%
VCHA	2023	14%	8%	37%	44%	24%	36%	17%	10%	8%	3%
	2017	13%	10%	34%	47%	23%	29%	16%	11%	13%	3%
VIHA	2023	12%	6%	40%	42%	22%	37%	19%	13%	8%	3%
	2017	12%	7%	38%	43%	25%	32%	16%	13%	9%	4%
NHA	2023	14%	3%	39%	28%	27%	40%	13%	20%	7%	11%
	2017	13%	8%	36%	30%	25%	33%	18%	21%	8%	9%
BC	2023	12%	7%	38%	43%	24%	36%	17%	12%	9%	3%
	2017	13%	9%	38%	44%	24%	31%	16%	12%	9%	4%

## COMMUNICATION WITH RESIDENTS AND FAMILY

### COMMUNICATION

72. RESIDENT GETS ENOUGH INFORMATION ABOUT WHAT IS HAPPENING IN CARE HOME						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	23%	40%	19%	11%	6%
FHA	2023	22%	41%	19%	11%	6%
VCHA	2023	23%	41%	18%	12%	5%
VIHA	2023	26%	37%	20%	11%	6%
NHA	2023	21%	40%	17%	15%	8%
BC	2023	24%	40%	19%	12%	6%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

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

RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	30%	35%	17%	10%	8%
FHA	2023	30%	37%	17%	9%	7%
VCHA	2023	29%	37%	17%	10%	7%
VIHA	2023	32%	34%	14%	10%	10%
NHA	2023	22%	47%	18%	5%	9%
BC	2023	30%	36%	16%	9%	8%

## 74. FVS RECEIVE ENOUGH INFORMATION

FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	40%	40%	12%	6%	2%
FHA	2023	51%	36%	9%	4%	1%
VCHA	2023	47%	36%	12%	4%	1%
VIHA	2023	40%	39%	13%	6%	3%
NHA	2023	32%	35%	21%	7%	5%
BC	2023	45%	37%	12%	5%	2%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

75. CHECK ALL THAT APPLY: FVS GET ENOUGH INFORMATION ABOUT WHAT IS HAPPENING IN THE CARE HOME BY ...	FREQUENT VISITOR 2023					
	IHA	FHA	VCHA	VIHA	NHA	BC
EMAIL(S) FROM THE CARE HOME	46%	45%	48%	44%	38%	45%
LETTERS SENT BY MAIL (CANADA POST) FROM THE CARE HOME	3%	6%	7%	6%	11%	6%
AUTOMATED PHONE CALLS (ROBO-CALLS) FROM THE CARE HOME	2%	1%	0%	0%	1%	1%
PERSONAL PHONE CALLS OR MESSAGES FROM THE CARE HOME	33%	31%	28%	29%	31%	30%
ANY OF THE ABOVE FROM MY FAMILY MEMBER OR FRIEND	4%	3%	4%	4%	3%	4%
I LOOK FOR INFORMATION POSTED ON THE CARE HOME WEBSITE	2%	5%	5%	5%	2%	4%
I LOOK FOR INFORMATION ON THE CARE HOME'S SOCIAL MEDIA (FACEBOOK, TWITTER, INSTAGRAM, ETC.)	1%	2%	1%	1%	1%	1%
OTHER	7%	6%	7%	8%	8%	7%
I DO NOT GET INFORMATION ABOUT WHAT IS HAPPENING IN THE CARE HOME	3%	1%	2%	2%	6%	2%

76. INFORMATION FVS RECEIVE GIVES PEACE OF MIND ABOUT CARE						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	36%	40%	17%	6%	1%
FHA	2023	44%	39%	13%	4%	1%
VCHA	2023	41%	40%	14%	4%	1%
VIHA	2023	37%	39%	18%	5%	1%
NHA	2023	32%	39%	18%	7%	3%
BC	2023	40%	39%	15%	5%	1%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

77. FVS KNOW WHO TO CONTACT FOR INFORMATION						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	50%	33%	11%	5%	2%
	2017	57%	31%	9%	2%	1%
FHA	2023	57%	30%	9%	3%	1%
	2017	58%	31%	8%	3%	1%
VCHA	2023	54%	33%	10%	3%	1%
	2017	55%	34%	8%	2%	1%
VIHA	2023	51%	32%	11%	4%	2%
	2017	56%	30%	10%	3%	1%
NHA	2023	49%	33%	10%	5%	3%
	2017	48%	35%	10%	4%	2%
BC	2023	53%	32%	10%	4%	2%
	2017	57%	32%	9%	3%	1%

78. STAFF ENCOURAGE FVS TO ASK QUESTIONS						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	28%	23%	22%	16%	11%
FHA	2023	33%	25%	19%	14%	8%
VCHA	2023	30%	25%	23%	15%	8%
VIHA	2023	30%	24%	21%	16%	10%
NHA	2023	29%	23%	15%	16%	18%
BC	2023	31%	24%	21%	15%	9%

79. STAFF EXPLAIN THINGS TO FVS IN A WAY THEY CAN UNDERSTAND						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	49%	33%	12%	4%	2%
FHA	2023	51%	34%	11%	3%	1%
VCHA	2023	48%	36%	13%	2%	1%
VIHA	2023	52%	30%	13%	3%	2%
NHA	2023	44%	31%	15%	5%	5%
BC	2023	50%	33%	12%	3%	2%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

80. STAFF KEEP FV UP TO DATE						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	30%	32%	20%	13%	5%
	2017	44%	36%	14%	5%	2%
FHA	2023	38%	33%	17%	8%	4%
	2017	47%	34%	13%	5%	1%
VCHA	2023	33%	34%	21%	10%	3%
	2017	44%	35%	13%	6%	1%
VIHA	2023	30%	34%	19%	12%	5%
	2017	42%	35%	13%	7%	2%
NHA	2023	26%	27%	20%	16%	11%
	2017	34%	38%	16%	8%	4%
BC	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					
	IHA	FHA	VCHA	VIHA	NHA	BC
ANY CONCERNS OR ISSUES WITH MY FAMILY MEMBER OR FRIEND	25%	24%	24%	24%	24%	24%
ANYTHING THAT HAS CHANGED FOR MY FAMILY MEMBER OR FRIEND	20%	20%	21%	20%	20%	20%
MY FAMILY MEMBER OR FRIEND'S PHYSICAL HEALTH ISSUES	20%	20%	22%	20%	20%	21%
MY FAMILY MEMBER OR FRIEND'S EMOTIONAL HEALTH STATUS OR MOOD	14%	15%	15%	15%	13%	15%
A STORY OR ANECDOTE ABOUT MY FAMILY MEMBER OR FRIEND	9%	9%	8%	10%	10%	9%
HOW MY FAMILY MEMBER OR FRIEND HAS BEEN SPENDING THEIR TIME/ACTIVITIES	12%	12%	11%	12%	13%	12%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

82. FV IS INVOLVED AS MUCH AS THEY WANT IN CARE DECISIONS						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	50%	31%	12%	6%	1%
	2017	60%	28%	8%	3%	1%
FHA	2023	58%	29%	9%	3%	1%
	2017	60%	30%	7%	2%	1%
VCHA	2023	52%	31%	12%	4%	1%
	2017	55%	32%	9%	3%	1%
VIHA	2023	49%	32%	12%	5%	2%
	2017	59%	28%	9%	3%	1%
NHA	2023	47%	28%	14%	6%	5%
	2017	50%	34%	11%	4%	1%
BC	2023	53%	31%	11%	4%	1%
	2017	58%	30%	8%	3%	1%

83. FVS HAVE INFORMATION THEY NEED ABOUT FAMILY MEMBER OR FRIEND'S HEALTH STATUS						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	34%	38%	18%	7%	2%
FHA	2023	42%	39%	13%	5%	1%
VCHA	2023	37%	41%	15%	5%	2%
VIHA	2023	34%	39%	18%	7%	3%
NHA	2023	32%	34%	21%	8%	5%
BC	2023	37%	39%	16%	6%	2%

84. PARTICIPATES IN CARE DECISIONS ABOUT FAMILY MEMBER OR FRIEND						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	46%	30%	16%	5%	2%
FHA	2023	54%	29%	13%	3%	1%
VCHA	2023	50%	30%	15%	4%	1%
VIHA	2023	46%	30%	17%	5%	2%
NHA	2023	44%	30%	16%	8%	3%
BC	2023	50%	30%	15%	4%	2%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

85. FV IS CONSULTED WHEN CARE NEEDS OR HEALTH STATUS CHANGES						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	43%	29%	17%	7%	4%
	2017	49%	27%	12%	7%	5%
FHA	2023	52%	29%	13%	5%	3%
	2017	51%	27%	11%	7%	4%
VCHA	2023	47%	31%	14%	5%	3%
	2017	48%	29%	13%	6%	4%
VIHA	2023	44%	28%	16%	7%	6%
	2017	48%	26%	13%	8%	6%
NHA	2023	36%	25%	22%	12%	6%
	2017	37%	32%	13%	11%	7%
BC	2023	46%	29%	15%	6%	4%
	2017	49%	27%	12%	7%	5%

86. FV IS CONSULTED WHEN MEDICATIONS CHANGE			
FREQUENT VISITOR		YES	NO
IHA	2023	66%	34%
	2017	67%	33%
FHA	2023	72%	28%
	2017	65%	35%
VCHA	2023	68%	32%
	2017	67%	33%
VIHA	2023	65%	35%
	2017	63%	37%
NHA	2023	54%	46%
	2017	57%	43%
BC	2023	68%	32%
	2017	65%	35%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## RESIDENT AND FAMILY COUNCILS

87. CHECK ALL THAT APPLY : FV INFORMED ABOUT THE FAMILY COUNCIL					
FREQUENT VISITOR		YES, BY A STAFF MEMBER	YES, BY A FAMILY MEMBER OF ANOTHER RESIDENT	YES, I SAW A POSTER OR BROCHURE	NO, I AM NOT AWARE OF A FAMILY COUNCIL
IHA	2023	40%	2%	14%	43%
	2017	57%	4%	16%	28%
FHA	2023	45%	3%	18%	34%
	2017	57%	4%	21%	25%
VCHA	2023	38%	5%	17%	41%
	2017	52%	5%	22%	28%
VIHA	2023	51%	4%	19%	27%
	2017	59%	5%	22%	23%
NHA	2023	37%	5%	16%	42%
	2017	47%	6%	18%	34%
BC	2023	43%	4%	17%	36%
	2017	56%	5%	20%	26%

88. IF AWARE, FV ATTENDS FAMILY COUNCIL						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	11%	14%	18%	16%	42%
	2017	26%	12%	16%	15%	33%
FHA	2023	10%	9%	16%	16%	49%
	2017	21%	11%	14%	16%	38%
VCHA	2023	12%	11%	14%	15%	49%
	2017	22%	10%	16%	14%	37%
VIHA	2023	10%	10%	17%	16%	48%
	2017	18%	10%	15%	16%	41%
NHA	2023	15%	9%	12%	15%	49%
	2017	11%	15%	16%	12%	46%
BC	2023	11%	10%	16%	16%	47%
	2017	21%	11%	15%	15%	38%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## SOCIAL CONNECTIONS ACTIVITIES

89. ENJOYABLE THINGS TO DO ON WEEKENDS IN THIS CARE HOME											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	8%	8%	24%	28%	26%	35%	23%	21%	19%	9%
	2017	10%	9%	28%	28%	28%	31%	17%	21%	17%	11%
FHA	2023	12%	12%	27%	28%	26%	34%	18%	18%	16%	7%
	2017	11%	11%	24%	31%	28%	31%	19%	20%	19%	8%
VCHA	2023	14%	9%	26%	28%	26%	35%	20%	20%	15%	8%
	2017	10%	10%	22%	29%	30%	33%	20%	19%	18%	9%
VIHA	2023	11%	7%	25%	26%	26%	34%	20%	23%	17%	10%
	2017	14%	11%	27%	28%	26%	31%	17%	19%	16%	11%
NHA	2023	11%	7%	28%	21%	25%	31%	19%	25%	17%	17%
	2017	12%	11%	27%	24%	26%	34%	17%	19%	17%	13%
BC	2023	11%	9%	26%	27%	26%	34%	20%	20%	17%	9%
	2017	11%	10%	25%	29%	28%	31%	18%	20%	18%	10%

90. ENJOYABLE THINGS TO DO IN EVENING IN THIS CARE HOME											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	8%	6%	22%	20%	28%	34%	23%	27%	20%	13%
	2017	10%	6%	24%	20%	30%	31%	20%	28%	16%	15%
FHA	2023	12%	9%	24%	22%	25%	30%	21%	27%	18%	13%
	2017	11%	8%	21%	20%	26%	33%	20%	26%	21%	13%
VCHA	2023	12%	7%	26%	22%	25%	32%	21%	27%	17%	13%
	2017	9%	7%	21%	20%	30%	31%	21%	29%	19%	14%
VIHA	2023	11%	6%	22%	19%	26%	30%	21%	31%	20%	14%
	2017	13%	8%	26%	20%	27%	28%	18%	28%	16%	16%
NHA	2023	10%	6%	30%	15%	28%	31%	18%	29%	14%	19%
	2017	13%	9%	23%	21%	27%	31%	20%	25%	17%	14%
BC	2023	10%	7%	24%	21%	26%	31%	21%	28%	19%	14%
	2017	11%	7%	23%	20%	28%	31%	20%	28%	18%	14%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

91. PARTICIPATED IN MEANINGFUL ACTIVITIES IN PAST WEEK											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	11%	9%	24%	25%	26%	32%	17%	21%	22%	12%
	2017	12%	11%	25%	24%	29%	32%	15%	20%	19%	13%
FHA	2023	14%	14%	26%	25%	27%	32%	14%	19%	19%	11%
	2017	12%	14%	24%	25%	27%	31%	16%	18%	21%	12%
VCHA	2023	14%	12%	28%	25%	24%	34%	15%	19%	20%	11%
	2017	13%	11%	22%	25%	29%	31%	16%	19%	20%	14%
VIHA	2023	13%	9%	24%	23%	23%	33%	15%	22%	24%	12%
	2017	11%	12%	26%	25%	28%	30%	15%	19%	20%	14%
NHA	2023	13%	8%	29%	22%	26%	33%	20%	21%	13%	17%
	2017	13%	10%	22%	25%	26%	33%	17%	19%	22%	14%
BC	2023	13%	11%	26%	24%	25%	33%	15%	20%	21%	12%
	2017	12%	12%	24%	25%	28%	31%	16%	19%	20%	13%

92. CAN PARTICIPATE IN RELIGIOUS ACTIVITIES											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	25%	34%	26%	28%	23%	21%	10%	9%	16%	9%
	2017	32%	40%	29%	28%	19%	16%	7%	6%	13%	9%
FHA	2023	28%	37%	29%	24%	20%	19%	8%	10%	15%	11%
	2017	32%	42%	24%	24%	21%	16%	8%	7%	15%	10%
VCHA	2023	29%	32%	29%	23%	16%	23%	10%	9%	16%	13%
	2017	28%	34%	22%	26%	22%	18%	10%	9%	18%	12%
VIHA	2023	31%	35%	27%	24%	17%	20%	9%	9%	17%	12%
	2017	35%	41%	26%	25%	19%	15%	7%	7%	13%	12%
NHA	2023	21%	28%	31%	24%	22%	22%	10%	12%	17%	14%
	2017	34%	45%	25%	30%	22%	13%	8%	4%	12%	9%
BC	2023	28%	35%	28%	25%	19%	20%	9%	9%	16%	12%
	2017	32%	40%	25%	26%	20%	16%	8%	7%	15%	11%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

93. CAN SPEND TIME WITH LIKE-MINDED RESIDENTS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	16%	23%	30%	32%	28%	27%	16%	12%	11%	6%
	2017	18%	24%	30%	33%	29%	25%	13%	13%	10%	6%
FHA	2023	17%	22%	32%	29%	24%	28%	14%	14%	13%	7%
	2017	17%	26%	27%	32%	28%	24%	16%	12%	13%	6%
VCHA	2023	19%	20%	29%	27%	24%	29%	16%	16%	12%	8%
	2017	16%	20%	23%	30%	29%	27%	17%	15%	14%	8%
VIHA	2023	21%	22%	29%	30%	26%	28%	13%	13%	11%	7%
	2017	20%	27%	29%	31%	26%	22%	15%	12%	10%	7%
NHA	2023	17%	19%	37%	32%	26%	31%	12%	12%	8%	7%
	2017	19%	28%	31%	35%	30%	23%	11%	9%	9%	5%
BC	2023	18%	22%	30%	29%	26%	28%	15%	14%	12%	7%
	2017	18%	24%	27%	32%	28%	24%	15%	13%	12%	7%

94. CAN EXPLORE NEW SKILLS/INTERESTS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	10%	12%	22%	20%	26%	33%	20%	21%	22%	15%
	2017	14%	13%	22%	20%	26%	30%	19%	22%	19%	15%
FHA	2023	12%	14%	23%	21%	28%	30%	18%	21%	20%	15%
	2017	12%	16%	19%	23%	27%	29%	19%	20%	22%	12%
VCHA	2023	13%	13%	23%	18%	25%	33%	20%	22%	19%	15%
	2017	10%	12%	19%	22%	29%	30%	19%	21%	23%	15%
VIHA	2023	15%	13%	23%	19%	24%	33%	16%	21%	23%	14%
	2017	14%	16%	22%	21%	27%	30%	17%	19%	19%	14%
NHA	2023	12%	8%	24%	22%	25%	35%	24%	18%	15%	17%
	2017	15%	15%	22%	22%	26%	29%	16%	20%	21%	14%
BC	2023	12%	13%	23%	20%	26%	32%	19%	21%	21%	15%
	2017	13%	14%	20%	22%	27%	29%	19%	21%	21%	14%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## PERSONAL RELATIONSHIPS

95. ANOTHER RESIDENT IS CLOSE FRIEND											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	15%	6%	19%	10%	19%	23%	16%	24%	32%	38%
	2017	15%	6%	21%	11%	22%	22%	16%	25%	26%	35%
FHA	2023	13%	7%	20%	8%	20%	20%	16%	23%	31%	42%
	2017	15%	6%	17%	11%	20%	21%	15%	25%	33%	37%
VCHA	2023	14%	5%	20%	11%	18%	19%	18%	22%	30%	43%
	2017	14%	6%	14%	12%	20%	21%	21%	24%	30%	37%
VIHA	2023	17%	6%	18%	10%	17%	22%	15%	23%	34%	40%
	2017	13%	6%	19%	12%	21%	20%	15%	24%	31%	39%
NHA	2023	15%	8%	23%	11%	21%	20%	13%	26%	29%	35%
	2017	20%	8%	20%	12%	22%	27%	13%	23%	24%	30%
BC	2023	15%	6%	19%	9%	19%	21%	16%	23%	31%	41%
	2017	15%	6%	18%	12%	21%	21%	16%	24%	30%	37%

96. PEOPLE TO DO THINGS WITH											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	9%	5%	19%	13%	29%	33%	20%	26%	23%	24%
	2017	10%	4%	19%	13%	29%	31%	19%	28%	23%	24%
FHA	2023	10%	5%	20%	11%	26%	30%	17%	25%	27%	28%
	2017	10%	4%	17%	13%	28%	29%	17%	29%	28%	26%
VCHA	2023	11%	4%	22%	12%	24%	28%	19%	28%	25%	28%
	2017	9%	4%	14%	12%	26%	29%	23%	27%	29%	27%
VIHA	2023	11%	5%	18%	12%	26%	31%	18%	28%	27%	25%
	2017	10%	5%	18%	12%	27%	30%	18%	27%	26%	26%
NHA	2023	8%	5%	24%	13%	28%	31%	18%	27%	22%	23%
	2017	12%	5%	20%	15%	28%	34%	19%	28%	21%	19%
BC	2023	10%	5%	20%	12%	26%	30%	19%	27%	25%	26%
	2017	10%	5%	17%	12%	28%	30%	19%	28%	26%	25%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

97. PEOPLE ASK RESIDENT FOR HELP/ADVICE											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	6%	1%	11%	3%	30%	21%	22%	30%	31%	45%
	2017	6%	1%	11%	3%	35%	21%	21%	29%	27%	46%
FHA	2023	6%	2%	12%	3%	34%	20%	19%	26%	30%	49%
	2017	6%	2%	10%	3%	31%	21%	20%	27%	33%	47%
VCHA	2023	7%	2%	13%	3%	29%	19%	22%	28%	29%	48%
	2017	6%	2%	9%	4%	33%	21%	23%	29%	29%	45%
VIHA	2023	7%	2%	11%	4%	31%	22%	19%	27%	33%	46%
	2017	6%	2%	12%	4%	32%	21%	20%	29%	30%	45%
NHA	2023	5%	3%	12%	4%	34%	18%	22%	30%	28%	46%
	2017	5%	1%	14%	4%	36%	23%	18%	28%	28%	43%
BC	2023	6%	2%	12%	3%	31%	20%	20%	28%	31%	47%
	2017	6%	2%	11%	3%	33%	21%	21%	28%	30%	46%

98. HAVE OPPORTUNITIES FOR AFFECTION/ROMANCE											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	5%	3%	7%	7%	14%	15%	17%	20%	57%	55%
	2017	8%	3%	9%	8%	15%	16%	13%	21%	56%	52%
FHA	2023	4%	3%	7%	4%	12%	13%	19%	19%	59%	61%
	2017	6%	4%	7%	6%	13%	15%	15%	20%	59%	55%
VCHA	2023	5%	3%	7%	4%	12%	13%	21%	21%	56%	60%
	2017	5%	3%	6%	5%	15%	13%	16%	23%	59%	56%
VIHA	2023	6%	3%	9%	5%	14%	16%	15%	21%	56%	55%
	2017	8%	4%	9%	7%	14%	16%	16%	21%	53%	52%
NHA	2023	5%	4%	9%	8%	17%	15%	18%	23%	52%	51%
	2017	6%	4%	9%	5%	15%	18%	10%	17%	60%	57%
BC	2023	5%	3%	7%	5%	13%	14%	18%	20%	57%	58%
	2017	7%	3%	8%	7%	14%	15%	15%	21%	57%	54%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

99. EASY TO MAKE FRIENDS IN CARE HOME											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	16%	8%	32%	20%	26%	30%	16%	26%	11%	17%
	2017	18%	8%	36%	23%	24%	30%	14%	25%	9%	15%
FHA	2023	14%	8%	33%	16%	26%	29%	14%	26%	13%	21%
	2017	18%	9%	31%	22%	26%	29%	13%	24%	12%	16%
VCHA	2023	16%	7%	31%	17%	23%	29%	17%	26%	13%	21%
	2017	15%	8%	24%	21%	25%	30%	20%	24%	16%	17%
VIHA	2023	19%	7%	33%	19%	24%	30%	13%	26%	10%	17%
	2017	18%	9%	34%	22%	24%	29%	14%	24%	9%	16%
NHA	2023	16%	7%	41%	24%	21%	28%	12%	29%	9%	12%
	2017	19%	10%	35%	25%	28%	28%	11%	25%	8%	12%
BC	2023	16%	7%	33%	18%	25%	29%	15%	26%	12%	19%
	2017	18%	8%	32%	22%	25%	29%	15%	24%	11%	16%

100. TREATED WITH RESPECT BY OTHER RESIDENTS						
RESIDENT		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	30%	51%	14%	3%	2%
	2017	33%	47%	15%	3%	2%
FHA	2023	30%	47%	15%	4%	4%
	2017	37%	41%	15%	3%	3%
VCHA	2023	36%	45%	13%	4%	3%
	2017	30%	40%	21%	5%	4%
VIHA	2023	37%	46%	12%	3%	2%
	2017	36%	45%	14%	3%	2%
NHA	2023	28%	48%	17%	4%	3%
	2017	40%	40%	16%	3%	1%
BC	2023	33%	47%	14%	3%	3%
	2017	34%	43%	16%	4%	3%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

## VISITING EXPERIENCE

101. FAMILY/FRIENDS CAN VISIT WHEN THEY CHOOSE											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	53%	64%	33%	29%	9%	3%	4%	1%	2%	2%
	2017	69%	N/A	24%	N/A	5%	N/A	1%	N/A	1%	N/A
FHA	2023	54%	72%	33%	24%	8%	2%	3%	1%	3%	1%
	2017	67%	N/A	24%	N/A	6%	N/A	2%	N/A	1%	N/A
VCHA	2023	53%	64%	33%	30%	8%	5%	3%	0%	3%	1%
	2017	58%	N/A	28%	N/A	8%	N/A	3%	N/A	3%	N/A
VIHA	2023	61%	71%	28%	24%	7%	3%	2%	1%	2%	1%
	2017	69%	N/A	23%	N/A	5%	N/A	2%	N/A	1%	N/A
NHA	2023	51%	61%	35%	28%	9%	7%	3%	2%	2%	3%
	2017	69%	N/A	20%	N/A	8%	N/A	1%	N/A	2%	N/A
BC	2023	55%	68%	32%	26%	8%	3%	3%	1%	2%	1%
	2017	66%	N/A	24%	N/A	6%	N/A	2%	N/A	2%	N/A

102. COMFORTABLE PLACES TO VISIT WITH FAMILY AND FRIENDS											
		ALWAYS		MOST OF THE TIME		SOMETIMES		RARELY		NEVER	
		RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR	RESIDENT	FREQUENT VISITOR
IHA	2023	40%	50%	39%	31%	14%	12%	5%	5%	3%	2%
FHA	2023	44%	54%	34%	29%	12%	11%	6%	5%	4%	2%
VCHA	2023	42%	48%	37%	33%	12%	14%	5%	4%	4%	1%
VIHA	2023	49%	50%	32%	31%	11%	13%	5%	4%	3%	2%
NHA	2023	40%	50%	40%	28%	14%	12%	3%	5%	3%	5%
BC	2023	44%	51%	35%	31%	12%	12%	5%	5%	3%	2%



# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

103. CHECK ALL THAT APPLY: WHEN I VISIT WITH MY FAMILY MEMBER OR FRIEND, I ASSIST WITH ...	FREQUENT VISITOR 2023					
	IHA	FHA	VCHA	VIHA	NHA	BC
PERSONAL CARE, SUCH AS HELP TO THE TOILET, BATHING, AND DRESSING	8%	7%	8%	8%	7%	7%
GROOMING, SUCH AS HAIR COMBING, SHAVING, NAIL CARE	16%	16%	15%	16%	17%	16%
MEALTIMES, SUCH AS HELPING WITH EATING OR ENCOURAGING MY LOVED ONE TO EAT	13%	16%	16%	13%	16%	15%
TAKING MY FAMILY MEMBER/FRIEND FOR WALKS OR DOING EXERCISE WITH THEM	21%	21%	21%	22%	19%	21%
READING TO MY FAMILY MEMBER/FRIEND AND/OR HELPING THEM KEEP UP WITH CURRENT EVENTS	15%	16%	14%	15%	15%	15%
TAKING MY FAMILY MEMBER/FRIEND OUT FOR APPOINTMENTS AND/OR SOCIAL OUTINGS	19%	17%	18%	18%	19%	18%
OTHER	8%	8%	8%	8%	7%	8%

104. FV TRUSTS STAFF WILL ASSIST FAMILY MEMBER OR FRIEND WHEN FV IS NOT ABLE TO BE THERE						
FREQUENT VISITOR		ALWAYS	MOST OF THE TIME	SOMETIMES	RARELY	NEVER
IHA	2023	47%	33%	14%	5%	1%
FHA	2023	51%	32%	12%	4%	2%
VCHA	2023	45%	35%	15%	3%	1%
VIHA	2023	49%	30%	15%	4%	2%
NHA	2023	47%	28%	14%	8%	2%
BC	2023	48%	32%	14%	4%	2%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

105. CHECK ALL THAT APPLY : DURING PERIODS OF VISIT RESTRICTIONS IMPOSED DURING THE PANDEMIC	FREQUENT VISITOR 2023					
	IHA	FHA	VCHA	VIHA	NHA	BC
I WAS A DESIGNATED VISITOR	48%	54%	56%	52%	48%	53%
I WAS NOT A DESIGNATED VISITOR	5%	5%	6%	5%	4%	5%
I WAS AN ESSENTIAL VISITOR	34%	30%	28%	34%	33%	31%
I WAS NOT AN ESSENTIAL VISITOR	4%	2%	2%	2%	6%	3%
MY FAMILY MEMBER/FRIEND DID NOT HAVE AN ESSENTIAL VISITOR DESIGNATION	9%	8%	8%	7%	10%	8%

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			
FREQUENT VISITOR		YES	NO
IHA	2023	98%	2%
FHA	2023	97%	3%
VCHA	2023	97%	3%
VIHA	2023	98%	2%
NHA	2023	96%	5%
BC	2023	97%	3%

107. HOW OFTEN DO YOU VISIT YOUR FAMILY MEMBER OR FRIEND IN PERSON IN THIS CARE HOME?						
FREQUENT VISITOR		SEVERAL TIMES A WEEK	ONCE A WEEK	2-3 TIMES A MONTH	ONCE A MONTH	A FEW TIMES A YEAR
IHA	2023	48%	24%	11%	8%	10%
FHA	2023	46%	27%	13%	7%	7%
VCHA	2023	44%	26%	12%	9%	8%
VIHA	2023	48%	26%	13%	5%	9%
NHA	2023	46%	24%	13%	5%	12%
BC	2023	46%	26%	12%	7%	9%

# LONG-TERM CARE RESIDENT AND FREQUENT VISITOR HEALTH AUTHORITY SURVEY RESULTS

108. HOW FAR DO YOU LIVE FROM THE CARE HOME?	FREQUENT VISITOR 2023					
	IHA	FHA	VCHA	VIHA	NHA	BC
ABOUT OR LESS THAN A 15 MINUTE DRIVE	55%	47%	44%	53%	61%	50%
ABOUT A 30 MINUTE DRIVE	18%	26%	26%	20%	18%	23%
ABOUT A 45 MINUTE DRIVE	5%	10%	10%	6%	1%	8%
ABOUT A 1 HOUR DRIVE	4%	5%	5%	4%	3%	5%
ABOUT A 1.5 HOUR DRIVE	3%	2%	3%	3%	2%	3%
ABOUT A 2 HOUR DRIVE	2%	1%	1%	2%	0%	1%
MORE THAN A 2 HOUR DRIVE	14%	9%	12%	13%	15%	12%

109. HOW OFTEN DO YOU VISIT YOUR FAMILY MEMBER OR FRIEND IN THIS CARE HOME VIRTUALLY?						
FREQUENT VISITOR		SEVERAL TIMES A WEEK	ONCE A WEEK	2-3 TIMES A MONTH	ONCE A MONTH	A FEW TIMES A YEAR
IHA	2023	46%	24%	10%	7%	14%
FHA	2023	44%	20%	10%	6%	20%
VCHA	2023	48%	20%	12%	6%	14%
VIHA	2023	51%	23%	10%	7%	10%
NHA	2023	36%	24%	11%	13%	16%
BC	2023	47%	22%	10%	7%	15%