



## Office of the Seniors Advocate Caregiver Focus Groups Frequently Asked Questions

### 1. What is the purpose of the focus groups?

The aim is to gather direct feedback from family caregivers about their experiences with the following services offered by regional health authorities:

- Adult Day Programs
- Respite care (in-home or facility-based)
- Choice in Supports for Independent Living (CSIL)

This valuable feedback will help inform a systemic review of caregiver supports and recommendations to government for improvements.

### 2. Who can participate?

Focus groups are open to family caregivers of seniors who have accessed one of the following health authority services in the past two years: Adult Day Programs, respite care (in-home or facility-based), or Choice in Supports for Daily Living (CSIL).

### 3. What is a family caregiver?

A family or informal caregiver is someone who provides care and support to a loved one. They may or may not live in the same household, or may even live in another town, providing support from a distance. Caregivers can be spouses, family members, close friends or neighbours. Family caregivers are not paid for their caregiving and are not considered employees.

### 4. I am not related to the senior I care for. Can I still participate in the focus group?

Yes. If you are an unpaid caregiver for a friend or non-relative, you are welcome to participate in the focus group.

### 5. I live in a rural community, and I have been told that Adult Day Programs, respite care or the CSIL services are not available in my area. Can I still participate?

No. To participate in the focus group, your loved one must have already accessed Adult Day Programs, respite care or the CSIL program. If you would like to share your concerns and caregiving experiences, we invite you to use the [feedback form](#) on our website.



**6. What is the Choice in Supports for Independent Living (CSIL) program?**

CSIL is a self-directed option for eligible home support clients. After an assessment by the health authority, clients receive funding based on their care needs. They can then use this funding to hire and manage a caregiver of their choice, following the terms of the CSIL contract.

**7. When will you contact me about participating?**

We will contact you either by phone or email in the first two weeks of September if you have been selected to participate in a focus group.

**8. When will the focus group meetings take place?**

The focus group meeting will take place via Zoom during the last two weeks in September 2025.

**9. How long will the focus group meetings take?**

Participants will be asked to attend one, two-hour meeting.

**10. Who else will be at the meeting?**

Focus group meetings will include no more than twelve other caregivers from your region and two staff members from the Office of the Seniors Advocate who will facilitate the conversation and take notes.

**11. Will my feedback be kept private?**

Yes. Focus group participants will be asked to sign a confidentiality agreement, and the identity of participants will not be shared with the public.

**12. Will I be paid for my time?**

No. This is a volunteer role.

**13. If I am not chosen to be part of the focus group or if the time of the meeting is not convenient for me, can I still share my experiences and ideas with you?**

Yes. We invite you to share your experiences through the [feedback form](#) on our website.



**14. Will I be able to see the report when it is available?**

Yes. The report will be available on our [website](#). You can also subscribe to our mailing list by clicking [here](#) to receive updates about the activities of the Office of the Seniors Advocate.

**15. Why are you undertaking this review?**

We are conducting this review to understand whether health authority programs such as Adult Day Programs, respite care and CSIL are meeting the needs of family caregivers who support seniors at home.

**16. What will you do with the results?**

The feedback and information gathered from the focus groups will be used to inform our upcoming report on caregiver supports provided by the health authorities and recommendations to government for improvement.

**17. I answered a caregiver survey from the Office of the Seniors Advocate earlier this year. Is this the same thing?**

No. The previous survey informed our report on access to long-term care and focused on caregivers whose loved one was either currently in a long-term care home or on the waitlist for a long-term care bed. That report will be released in July 2025.