



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

September 4, 2020

Dear Residents, Family Members, and Financial Managers,

I know these last six months have been tremendously difficult for everyone who is touched by long term care and assisted living. To ensure that seniors in long-term care (LTC) and assisted living (AL) were protected as much as possible, from COVID-19 it was necessary to restrict who could visit care homes and assisted living sites. This restriction of visitors, which has evolved along with the pandemic, has had a profound effect on those who are living in LTC and AL and their loved ones.

To better understand the depth and breadth of experiences over the past six months, it is important that we hear from as many residents and their family members as possible. You have an important voice and a unique story to tell. Through sharing your story, you will help all British Columbians to understand the profound impact that COVID-19 continues to have on residents and their family. It is critical that your voice is heard and considered as we determine what visits look like in LTC and AL for the duration of this pandemic.

I invite you to tell your story through the survey *Staying Apart to Stay Safe: The Impact of Visitor Restrictions on Long-Term Care and Assisted Living Residents in BC*.

**To complete the survey, please visit the website [www.carehomevisits.ca](http://www.carehomevisits.ca)**

We encourage you to complete the survey online, but if this does not work for you, you may prefer one of the following options:

- You can **call our office at 1-877-952-3181** (toll-free) to either:
  - Ask for a copy to be sent to you in the mail (with pre-paid return postage).
  - Arrange to complete the survey over the phone. A trained volunteer will book a time with you when it is convenient for you to complete the survey.
- You can visit our website at [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca) to download a copy of the survey that you can print off, complete, and mail to us (we cannot provide you with pre-paid postage).
- If you need to complete the survey in a language other than English, you (or someone on your behalf) can **call our special multi-language line at 1-866-460-8126** (toll-free) to leave a voice mail. A trained volunteer who speaks your language will book a time with you when it is convenient for you to complete the survey.

I hope that you encourage other residents and family members or close friends to complete the survey. If you are able to offer to help someone to complete the survey online, on paper, or arrange for them to complete the survey over the phone, I am sure that would be appreciated.

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The Office of the Seniors Advocate is a statutory office of government and is authorized under the *Seniors Advocate Act of B.C.* to conduct this survey. The information collected in the survey is both anonymous and confidential. In addition, the Office of the Seniors Advocate has received a certificate of full approval from the Health Information, Privacy and Security Operations Committee to contact you for the purpose of informing you about the release of this survey.

If you have any questions about the survey, please do not hesitate to call my office at 1-877-952-3181 or email us at: [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca)

Yours sincerely,



Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia

- To complete the survey in another language, please call
- Si vous souhaitez remplir ce questionnaire en français, veuillez appeler
- 如妳需要國語(普通話)或粵語(廣東話)來完成本次調查, 請致電
- 如你需要国語(普通話)或粵語(广东話)来完成本次调查, 请致电
- 한국어 설문지를 원하시면 다음 번호로 연락하십시오
- Si usted desea completar esta encuesta en español, sírvase llamar a
- ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਇਸ ਸਰਵੇਖਣ ਨੂੰ ਪੂਰਾ ਕਰਨ ਲਈ ਚਾਹੁੰਦੇ ਹੋ ਕਾਲ ਕਰੋ
- Nếu quý vị muốn điền bản thăm dò này bằng tiếng Việt, xin gọi
- Wenn Sie möchten, dass diese Umfrage in Deutsch zu vervollständigen, rufen Sie bitte die folgende Nummer an

**1-866-460-8126**