

## **COVID-19 Continuing Care Study**

### **Appendices**

March 2021

The Health Quality Council of Alberta is a provincial agency that has a legislated mandate to promote and improve patient safety, person-centred care, and health service quality for Albertans. We engage with Albertans to gather information about their experiences and collaborate with Alberta Health, Alberta Health Services, and other stakeholders to identify and drive actionable improvements. Our responsibilities are set forth in the *Health Quality Council of Alberta Act*.

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## INTRODUCTION

### HQCA's COVID-19 Continuing Care Study

The Health Quality Council of Alberta (HQCA) partnered with Alberta Health and Alberta Health Services to conduct the *COVID-19 Continuing Care Study*. The purpose of this study was to understand residents and family members' experiences and perceptions regarding the public health orders and their implementation by sites during the COVID-19 pandemic. The *Study* has several components:

1. a survey of family members in continuing care (i.e. designated supportive living and long-term care)
2. a survey of residents in continuing care
3. interviews with residents in continuing care

### What is in these Appendices?

These appendices summarize the study methodology in detail and are a companion to the *COVID-19 Continuing Care Study: Family Experience Survey* and the *COVID-19 Continuing Care Study: Residents' Perceptions and Lived Experiences during the COVID-19 Pandemic* reports.

In addition, complete provincial and AHS Zone-level responses to individual survey questions for the family experience survey are available in these appendices. Complete survey results for the resident experience survey are only available at the provincial level due to small sample sizes.

# COVID-19 Family Experience Survey in Continuing Care

The COVID-19 pandemic has significantly changed the way people live, work, and access health care, as well as how healthcare is delivered.

This survey asks questions about your experiences, as a family member who has a loved one living in a long-term care or designated supportive living site, during the pandemic. The Health Quality Council of Alberta (HQCA) aims to understand what family members, like yourself, think about restrictions, care and services your family member receives, and communication with the site in which your family member lives.

The HQCA promotes and improves patient safety, person-centred care, and health service quality on a province-wide basis.

Your anonymous input provides important information about the experiences and impact to Albertans during the COVID-19 pandemic.

Your privacy is protected. Your responses to this survey are completely confidential. It will not be possible to identify you in any report.

Your participation is voluntary. It is your choice whether or not to participate. Your decision will not impact the healthcare your loved one receives. You may also choose not to answer questions you do not feel comfortable answering.

It's quick. It should take only 15-20 minutes to complete.  
If you want to know more about this survey, please call the HQCA at 1-855-508-8162 or reach us via email at covid19@hqca.ca

Thank you for your support!

In completing this survey, we ask you to consider the care received by your family member at [site\_name].

- For each question,
- Please choose the response that best describes your experience or opinion.
  - If there is any question you would prefer not to answer, please leave the answer boxes for that particular question blank and go on to the next question.
  - Please note that by family member we mean your loved one living at [site\_name].

Is your family member now living in [site\_name]?

- ☐ Yes  
☐ No

Was your family member discharged from [site\_name], moved to another site, or are they deceased?

- ☐ Discharged  
☐ Moved to another facility  
☐ Moved to your home or a home of a loved one  
☐ Admitted to an acute care hospital  
☐ Deceased

Did your family member live at [site\_name] any time between March 20th and July 23rd 2020?

- ☐ Yes  
☐ No

---

Our condolences.

We understand that you may not want to fill out a survey at this time. However, if you would like to do the rest of the survey, we would be very grateful for your feedback. Would you like to continue with the survey?

- ☐ Yes  
☐ No
- 

Thank you for continuing with the survey. Please answer the questions about your family member's time at the [site\_name] from March 20th to July 23rd

---

During the pandemic period, from March 20th to July 23rd 2020, were you considered a Designated Family/Support Person or Essential Visitor by [site\_name]?

- ☐ Yes  
☐ No  
☐

Don't know

**Continuing care sites, such as long term care or designated supportive living, have been working to prevent the spread of COVID-19 within their sites. Provincial visiting restrictions have been managed through public health orders made by the Chief Medical Officer of Health, which guided the decisions and actions of site leadership.**

**Strict visiting restrictions began March 20th and started to ease after April 28th (e.g. outdoor visits, quality of life visits), and most recently on July 23rd 2020. In order to protect residents and staff, during this time, sites have limited visits by family members and friends depending on the stage of the pandemic Alberta was in.**

**This next section asks about your experiences and perspectives about visitation during this time.**

**Please note that by family member we mean your loved one living at [site\_name].**

How familiar are you with the public health order's visiting restrictions as it applied to [site\_name]?

- ☐ Not at all familiar
- ☐ A little bit familiar
- ☐ Somewhat familiar
- ☐ Very familiar
- ☐ Completely familiar

Do you think the public health restrictions went too far, not far enough, or struck a good balance?

- ☐ The restrictions went much too far
- ☐ The restrictions went a bit too far
- ☐ The restrictions struck a good balance
- ☐ The restrictions didn't go quite far enough
- ☐ The restrictions should have gone much further

From March 20th to July 23rd 2020, did the restrictions put in place by [site\_name] on visiting family members and friends impacted you negatively?

- ☐ Yes, definitely
- ☐ Yes, somewhat
- ☐ No

With the visiting restrictions in place, some family members may have felt feelings of stress, anxiety, or depression with not being able to visit their loved one during the COVID-19 pandemic.

Have you felt stress, anxiety, or depression related to not being able to visit your loved one during the COVID-19 pandemic?

- ☐ Yes, definitely
- ☐ Yes, somewhat
- ☐ No

**The following set of questions asks your perspective on visiting restrictions.****Please note that by family member we mean your loved one living at [site\_name].**

During this time, you could have connected with your loved one in-person at [site\_name] or through virtual visits. Virtual visits could include all types of connection with your family member that were not in-person, like phone calls and video calls.

From March 20th to July 23rd 2020, did you have an in-person or virtual visit with your family member?

- ☐ Yes  
☐ No

How were you able to visit your family member? (Select all that apply)

- ☐ In-person visits to [site\_name]  
☐ Window visits  
☐ Phone calls  
☐ Text messaging  
☐ Social media platform - E.g., Facebook  
☐ Video calls - Zoom, Skype, FaceTime. etc.  
☐ Other

Other (please specify):

---

How satisfied were you with the ways [site\_name] assisted you to connect or visit with your family member?

- ☐ Not at all satisfied  
☐ A little bit satisfied  
☐ Somewhat satisfied  
☐ Very satisfied  
☐ Completely satisfied

Overall, how easy or difficult was it for you to participate in virtual visits?

- ☐ Very difficult  
☐ Difficult  
☐ Neither easy nor difficult  
☐ Easy  
☐ Very easy

What made participation in virtual visits difficult? (Select all that apply)

- ☐ I had equipment problems (such as computer glitches)  
☐ I had connectivity problems (such as poor cell phone service or internet coverage)  
☐ I was not familiar using technology  
☐ There were not many virtual visit options available  
☐ Other

Other (please specify):

---

Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with virtual visits?

- ☐ 0 - worst experience possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - best experience possible

**For the next set of questions, think about your communication with [site\_name] from March 20th to July 23rd 2020 ONLY. This could have occurred in-person, by telephone, email, or newsletters.**

**Please note that by family member we mean your loved one living at [site\_name].**

People in charge at [site\_name] might include managers, supervisors, or other people in administration. From March 20th to July 23rd 2020, how often were the people in charge available to talk with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

From March 20th to July 23rd 2020, did you get information from [site\_name] about their response to the pandemic?

- ☐ Yes
- ☐ No

How often did you get this information as soon as you wanted?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

How often did you get enough information about [site\_name]?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

How easy or difficult was this information to understand?

- ☐ Very difficult
- ☐ Difficult
- ☐ Neither easy nor difficult
- ☐ Easy
- ☐ Very easy

How often were you satisfied with the information provided to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

How trustworthy did you feel this information was?

- ☐ Not at all trustworthy
- ☐ A little bit trustworthy
- ☐ Somewhat trustworthy
- ☐ Very trustworthy
- ☐ Completely trustworthy

How helpful did you feel this information was?

- ☐ Very unhelpful
- ☐ Unhelpful
- ☐ Somewhat helpful
- ☐ Helpful
- ☐ Very helpful

For many people it is important to get personalized updates about their loved one's physical, mental, and emotional well-being.

From March 20th to July 23rd 2020, did you get personalized updates and information about your family member from [site\_name]?

- ☐ Yes  
☐ No

How often did you get this information as soon as you wanted?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

How often did you get enough information about your family member?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

How easy or difficult was this information to understand?

- ☐ Very difficult  
☐ Difficult  
☐ Neither easy nor difficult  
☐ Easy  
☐ Very easy

How often were you satisfied with the information provided to you?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

How trustworthy did you feel this information was?

- ☐ Not at all trustworthy  
☐ A little bit trustworthy  
☐ Somewhat trustworthy  
☐ Very trustworthy  
☐ Completely trustworthy

How helpful did you feel this information was?

- ☐ Very unhelpful  
☐ Unhelpful  
☐ Somewhat helpful  
☐ Helpful  
☐ Very helpful

**Strict visiting restrictions began March 20th and started to ease after April 28th (e.g. outdoor visits, quality of life visits), and most recently on July 23rd 2020. In order to protect residents and staff, during this time, sites have limited visits by family members and friends depending on the stage of the pandemic Alberta was in.**

**For the next set of questions, think about the times you visited your family member in-person at [site\_name] from March 20th to July 23rd 2020 ONLY.**

**Please note that by family member we mean your loved one living at [site\_name].**

Were you able to visit your family member in-person as much as you did before the COVID-19 pandemic?

- ☐ I have not been able to visit in-person at all
- ☐ Much less than before
- ☐ Almost as much as before
- ☐ The same as before
- ☐ More than before

From March 20th to July 23rd 2020, about how many times did you visit your family member in-person at [site\_name]?

- ☐ I have not been able to visit in-person at all
- ☐ 1 - 5 times
- ☐ 6 - 10 times
- ☐ 11 - 20 times
- ☐ More than 20 times

Personal protective equipment, often called PPE, includes things such as gloves, masks, gowns, and hand sanitizer. PPE helps to stop the spread of infections like COVID-19 between people.

During any of your visits from March 20th to July 23rd 2020, were you ever provided with any PPE?

- ☐ Yes
- ☐ No
- ☐ No, I had my own

During any of your visits from March 20th to July 23rd 2020, were you ever shown how to use PPE by site staff?

- ☐ Yes
- ☐ No
- ☐ I don't know

During any of your visits from March 20th to July 23rd 2020, how often did you observe staff using PPE when you visited?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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During any of your visits from March 20th to July 23rd 2020, were you ever given information by site staff about other infection control protocols, such as cleaning requirements, social distancing, and hand hygiene?

- ☐ Yes  
☐ No  
☐ I don't know

---

During any of your visits from March 20th to July 23rd 2020, did your family member share a room with another person at [site\_name]? By room, we mean their bedroom or place of accommodation.

- ☐ Yes  
☐ No  
☐ I don't know

---

During any of your visits from March 20th to July 23rd 2020, how often did your family member look and smell clean?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

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During any of your visits from March 20th to July 23rd 2020, how often did your family member's room look and smell clean?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always  
☐ Didn't visit in-room

**Strict visiting restrictions began March 20th and started to ease after April 28th (e.g. outdoor visits, quality of life visits), and most recently on July 23rd 2020. In order to protect residents and staff, during this time, sites have limited visits by family members and friends depending on the stage of the pandemic Alberta was in.**

**For the next set of questions, think about the times you visited your family member in-person at [site\_name] from March 20th to July 23rd 2020 ONLY.**

**Please note that by family member we mean your loved one living at [site\_name].**

During any of your visits from March 20th to July 23rd 2020, how often did you feel that there were enough nurses and aides at [site\_name]?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

During any of your visits from March 20th to July 23rd 2020, other than nurses and aides, how often did you feel that there were enough staff available at [site\_name]?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

During any of your visits from March 20th to July 23rd 2020, how often is your family member cared for by the same team of staff?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

During your visits from March 20th to July 23rd 2020, how often did you feel confident with how employees and staff were doing their jobs?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

**For the next set of questions, think about the care and services your family member received at [site\_name] from March 20th to July 23rd 2020 ONLY.**

**Please note that by family member we mean your loved one living at [site\_name].**

Did the amount of care or support you provide to your family member at [site\_name] change since the COVID-19 pandemic began (March 2020)?

- ☐ Yes, I am providing more care and support since the COVID-19 pandemic began.  
☐ No, I am providing the same amount of care and support as I did before the COVID-19 pandemic.  
☐ Yes, I am providing less care and support than I was before the COVID-19 pandemic

From March 20th to July 23rd 2020, were you ever unhappy with the care and/or services your family member received at [site\_name]?

- ☐ Yes  
☐ No

Did you talk to any staff about your concerns?

- ☐ Yes  
☐ No

How often were you satisfied with the way the staff handled your concerns?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

From March 20th to July 23rd 2020, did you help with the care of your family member when you visited because staff either were unable to help or made him or her wait too long?

- ☐ Yes  
☐ No

From March 20th to July 23rd 2020, how often did your family member receive all of the healthcare services and treatments they needed?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

From March 20th to July 23rd 2020, how often did you trust that employees and staff were providing all of the needed care and/or services to your family member?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

---

From March 20th to July 23rd 2020, were you involved in decisions about your family member's care?

- ☐ Yes  
☐ No

---

Were you involved as much as you wanted in decisions about your family member's care?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

---

During the COVID-19 pandemic, has ANY healthcare professional asked you about your needs as a caregiver for your family member living at [site\_name]?

- ☐ Yes  
☐ No

---

During the COVID-19 pandemic, has ANY staff at [site\_name] asked you about your needs as a caregiver for your family member?

- ☐ Yes  
☐ No

---

From March 20th to July 23rd 2020, did your family member experienced a delay in getting help for a medical problem?

- ☐ Yes  
☐ No  
☐ Don't know

---

How much have delays to your family member's healthcare affected them negatively?

- ☐ It has not affected my family member's health at all  
☐ Affected them negatively a little bit  
☐ Affected them negatively quite a bit  
☐ It has greatly affected my family member's health in a negative way  
☐ Don't know

During the COVID-19 pandemic, many doctors, nurses, and other care providers avoid seeing patients in their office or clinic. Instead, virtual appointments are by phone, video, email, or text message. The next question asks about appointments between your family member and a healthcare provider that is virtual (i.e., not in-person). These questions do NOT refer to calls made to help lines like Health Link (811).

Has your family member had a recent virtual healthcare visit with a provider for any health concern? (Please choose all that apply).

- ☐ Yes, a telephone visit
- ☐ Yes, a video call from home
- ☐ Yes, had email, text message, or secure message contact with a healthcare provider
- ☐ No, saw healthcare provider in their office
- ☐ No, did not have the equipment for a video call (e.g., computer, tablet, phone, poor cell phone service or internet coverage)
- ☐ No, did not know how to use the technology needed for video visits.
- ☐ No, was not offered a telephone call
- ☐ No, was not offered a video visit
- ☐ No, was not aware of video visits
- ☐ No, went to the Emergency Department because the health concern was an emergency
- ☐ No, my family member hasn't had any recent communication with a healthcare provider for a health concern
- ☐ I don't know if my family member had a virtual healthcare visit

**For the next set of questions, think about the care and services your family member received at [site\_name] from March 20th to July 23rd 2020 ONLY.**

**Please note that by family member we mean your loved one living at [site\_name].**

Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [site\_name] and site staff were taking steps to keep you and other designated support persons or visitors from contracting COVID-19?

- ☐ 0 - Not at all confident
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - Completely confident

Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [site\_name] and site staff were taking steps to keep your family member from contracting COVID-19?

- ☐ 0 - Not at all confident
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - Completely confident

Using any number from 0 to 10 where 0 is the worst and 10 is the best, what number would you use to rate [site\_name]'s overall response to the COVID-19 pandemic?

- ☐ 0 - Worst
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - Best

During any of your visits from March 20th to July 23rd 2020, how often did you feel like your family member was safe at [site\_name]?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

---

Has an outbreak of COVID-19 ever occurred at [site\_name]?

- ☐ Yes
- ☐ No
- ☐ Don't know

---

Compared to before the COVID-19 pandemic, how would you rate your family member's physical health in general now?

- ☐ Much better
- ☐ Slightly better
- ☐ About the same
- ☐ Slightly worse
- ☐ Much worse
- ☐ I don't know

---

Compared to before the COVID-19 pandemic, how would you rate your family member's mental health (such as feeling anxious, depressed, or irritable) in general now?

- ☐ Much better
- ☐ Slightly better
- ☐ About the same
- ☐ Slightly worse
- ☐ Much worse
- ☐ I don't know

**The province has recently announced a move from a "Restricted Access" approach to a "Safe Access" approach to visitation which came into place July 23rd 2020. With "Safe Access" residents can now select up to two Designated Family/Support person(s) who are essential to maintaining mental and physical health of the resident. Furthermore, other indoor and outdoor designated areas may now be opened.**

**For more information please visit:**

**<https://www.alberta.ca/protecting-residents-at-congregate-care-facilities.aspx>**

**(will open a new window)**

To what extent do you feel that Safe Access moved too fast, too slowly, or strikes a good balance?

- ☐ Safe Access moves much too fast
- ☐ Safe Access moves a bit too fast
- ☐ Safe Access strikes a good balance
- ☐ Safe Access moves a bit too slowly
- ☐ Safe Access moves much too slowly

---

As of July 23rd 2020, congregate care sites, such as long term care or designated supportive living, can assess their own level of risk and develop a local visitor policy for their site with resident, family, and staff consultation.

Have you been consulted by [site\_name] about the site safe visiting policy?

- ☐ Yes
- ☐ No
- ☐ Don't know

**The next few questions are about you. Remember that you may skip any questions that you'd prefer not to answer.**

What is your age?

- ☐ Under 16
- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

Which of the following best describes your gender identity?

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ Transgender
- ☐ I prefer to self-describe

Please tell us how you self-describe

---

What is the highest grade or level of school that you have completed?

- ☐ Grade school or some high school
- ☐ Completed high school
- ☐ Post-secondary technical school
- ☐ Some university or college
- ☐ Completed college diploma
- ☐ Completed university degree
- ☐ Post-grad degree (Master's or Ph.D.)

What language do you mainly speak at home?

- ☐ English
- ☐ French
- ☐ Other

Other (please specify):

---

Were you born in Canada?

- ☐ Yes
- ☐ No

How many years have you lived in Canada? Years:

---

People living in Canada come from many different cultural and racial backgrounds. Are you ...? (Please choose all that apply)

- ☐ Arab
- ☐ Black (e.g., African, Haitian, Caribbean)
- ☐ Chinese
- ☐ Filipino
- ☐ Indigenous (e.g., First Nations, Metis, Inuit)
- ☐ Latin American
- ☐ South Asian (e.g., Indian, Pakistani, Sri Lankan)
- ☐ Southeast Asian (e.g., Indonesian, Vietnamese)
- ☐ White (e.g., United Kingdom, European)
- ☐ Other

Other (please specify):

---

What is your employment status?

- ☐ Employed, full time or part time
- ☐ Self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ Other

Other (please specify):

---

In what sector do you work?

- ☐ Student
- ☐ Agriculture
- ☐ Education
- ☐ Healthcare
- ☐ Social Services
- ☐ Service / Hospitality
- ☐ Construction / Manufacturing
- ☐ Industry / Engineering / Technology
- ☐ Other

Other (please specify):

---

Which one of the following categories best describes the total annual income, before taxes, of all members of your household?

- ☐ Less than \$25,000
- ☐ \$25,000 to just under \$50,000
- ☐ \$50,000 to just under \$75,000
- ☐ \$75,000 to just under \$100,000
- ☐ \$100,000 to just under \$150,000
- ☐ \$150,000 to just under \$200,000
- ☐ \$200,000 or more

---

Which of the following best describes your financial situation?

- ☐ Very comfortable
- ☐ Comfortable
- ☐ Modestly comfortable
- ☐ Tight
- ☐ Very tight
- ☐ Poor

---

Before today, had you ever heard of the Health Quality Council of Alberta?

- ☐ Yes
- ☐ No

---

How did you hear about the Health Quality Council of Alberta? (Select all that apply)

- ☐ News story in a newspaper, radio, tv, or online.
- ☐ Social media (Facebook, Twitter, LinkedIn, etc.)
- ☐ Health Quality Council of Alberta website - that is, [www.hqca.ca](http://www.hqca.ca)
- ☐ A Health Quality Council of Alberta publication or document
- ☐ Other (Please specify): \_\_\_\_\_

---

Other (please specify):

\_\_\_\_\_

Do you have any suggestions for how the province, Alberta Health Services, or [site\_name] could improve their response to the pandemic? If so, please explain.

---

And lastly, do you have a concern about the care and services your family member is receiving or has received?

- ☐ Yes  
☐ No

---

If you have concerns related to a specific healthcare experience there are three things you can do:

1) Contact your family member's case manager and or the site manager directly

2) Use the following contact info of Alberta Health Services Patient Relations Department to submit your concerns:

Phone: 1-855-550-2555; Fax: 1-877-871-4340

Mail:

Alberta Health Services Patient Relations

Suite 300 Seventh Street Plaza, 10030-107 Street,

Edmonton Alberta T5J E34

On-line at: <https://albertahealthservices.ca/about/Page12832.aspx>

(will open a new window)

3) The HQCA can also submit your concern to Alberta Health Services on your behalf.

- ☐ I will contact the site manager, case manager or AHS Patient Relations myself  
☐ Have HQCA submit concern to AHS on my behalf  
☐ Do nothing / Decline

---

Please note that the HQCA will share your email address, and name of the site with Alberta Health Services. Depending on the nature of follow-up, the information recorded on this page may be shared with your care provider who may involve the AHS Patient Relations Department to assist in addressing your concerns. Please provide as detailed an account as possible.

Please note that none of your other survey responses will be forwarded to AHS, only the contents of what you write here.

---

Full name

---

Phone number

---

Thank you very much for completing our survey! Your feedback is very important to us!

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Over the next two years, the Health Quality Council of Alberta will be conducting other patient and family member engagement activities related to healthcare quality and safety. This may involve activities such as focus groups, interviews, or other experience surveys.

Would you be interested in participating in such activities?

- ☐ Yes  
☐ No
- 

Is [fam\_email] the best email address to reach you at?

- ☐ Yes  
☐ No
- 

Please provide an email address we can reach you at:

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In the future, the Ministry of Health (i.e. Alberta Health) will be conducting engagement activities related to continuing care and would like access to your email address.

Do you give permission for the HQCA to share your email address with the Ministry of Health (i.e. Alberta Health)?

(Pursuant to FOIP s. 40(1)(c) the contact information you provide may legally be disclosed to Alberta Health for the purpose of their engagement work. If you have questions related to the collection and use of information, please contact Erica Olson at [erica.olson@gov.ab.ca](mailto:erica.olson@gov.ab.ca).)

- ☐ Yes  
☐ No
- 

Is [fam\_email] the email address you'd like HQCA to share with the Ministry of Health (i.e. Alberta Health)?

- ☐ Yes  
☐ No
- 

Please provide an email address we can share with the Ministry of Health (i.e. Alberta Health)

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Thank you again for participating in our survey. We greatly appreciate your help.

## APPENDIX II: FAMILY SURVEY PROCESS AND METHODOLOGY

### Privacy, confidentiality, and ethical considerations

Potential respondents were informed of the survey's purpose and process, that participation was voluntary, and that their information would be kept confidential. Those respondents who declined to participate were removed from the survey process. A contact number and email address was provided for those who had questions or concerns. As a provincial custodian of health information<sup>1</sup>, the HQCA follows the Health Information Act and the Freedom of Information and Protection of Privacy Act to ensure the security of the information it collects.

Before data collection began, an ethics review, which included a second-opinion review, was conducted using the: A Project Ethics Community Consensus Initiative (ARECCI) tool.

### HQCA's COVID-19 Continuing Care Study: Family Experience Survey

The purpose of this survey was two-fold:

1. to develop a better understanding of family members' experiences and perceptions during the most restrictive time of the COVID-19 pandemic (March 20 to July 23) as well as perceptions regarding the lifting of these restrictions (beginning July 23); and
2. to identify suggestions from family members about how to improve the system's response to the pandemic.

### Survey development

A survey was developed by the HQCA in consultation with the HQCA's Patient & Family Advisory Committee and external partners, which included (1) Alberta Health – Continuing Care Branch; (2) Alberta Seniors and Housing; (3) Alberta Seniors Communities & Housing Association; and (4) Alberta Health Services Quality Management Teams and Zone Leaders.

The survey was built using questions from existing HQCA surveys to leverage established question reliability and validity. These surveys include:

- Long-term Care Family Experience Survey
- Designated Supportive Living Resident Experience Survey
- Designated Supportive Living Family Experience Survey
- COVID-19 Experiences and Impacts Survey

From these surveys, questions were selected and then modified to fit the context of the study and align with topics important to stakeholders and included: (1) visiting restrictions and their impact on families, (2) communication by sites to families, (3) perceived adequacy of care and staffing, (4) trust in the provision of care, (5) perceptions of resident safety and infection control, and (6) opportunities to connect residents with family members and how sites supported or enabled this (e.g., virtual visits).

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<sup>1</sup> Health information can include diagnostic, treatment, and care information, and/or registration information.

In addition, questions were written to assess family members’ perceptions about the *Restricted Access* approach to the pandemic (from March 20 to July 23, 2020) and to assess family members’ perceptions about the lifting of these restrictions. The latter was important given that the system’s response was shifting to the *Safe Access* approach during survey development.

An open-ended question was also included in the survey for family members to answer:

*Do you have any suggestions for how the province, Alberta Health Services, or [your site] could improve their response to the pandemic? If so, please explain.*

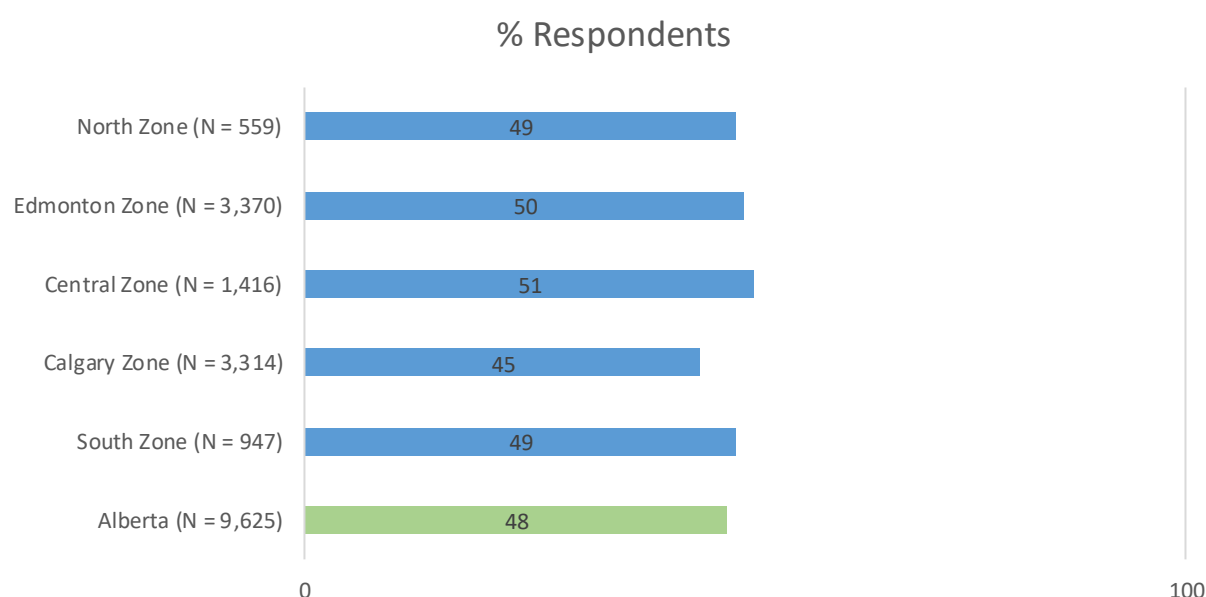
## Survey protocol and sampling

In collaboration with AHS, publicly funded DSL and LTC sites were contacted and informed about the study. In total, 308 out of a possible 354 sites participated in this study. Family member and/or designated family/support persons email addresses were requested from sites so that a web-based online survey could be delivered to respondents. Email addresses were subsequently cleaned by collecting undelivered email messages and identifying and correcting obviously misspelled domain names, for example @hotmial.cmo to @hotmail.com.

Data collection for the online-only survey occurred from August 24 to October 30, 2020. Late in the data collection process, the survey was made accessible to potential participants via an open link. The survey response rate is 48 per cent; 9,625 out of a possible 20,056 eligible family members completed and returned the survey. A total of up to three reminders one week apart were sent to non-respondents.

To reduce the potential for “non-response bias,” it is desirable to achieve a high response rate. Figure 1 below shows the overall response rate.

**Figure 1:** Survey response rates by AHS Zone and province



Note: Percentages may not always add to 100 per cent due to rounding. Alberta’s results includes 19 individuals who were not able to be classified into an AHS zone due to accessing the survey via an open link *and* not providing a postal code.

## Comments Analysis – Detailed Methodology

Family members were asked one open-ended question: *Do you have any suggestions for how the province, Alberta Health Services, or the site could improve their response to the pandemic? If so, please explain.*

Analysis of the family members' responses to the open-ended question followed qualitative thematic analysis. Two analysts independently reviewed the comments to identify codes (themes and subthemes) that described experiences and issues important to family members. Next, the analysts compared codes to achieve alignment in the themes and subthemes used and developed a codebook. Coding continued using the codebook and NVivo 10, a qualitative data analysis software.

The data presented in the provincial report represent themes identified as important to family members, which indicate areas of concern emerging that have changed due to the COVID-19 pandemic and subsequent restrictions. Comments were grouped into the following topics that helped identify themes outlined in the report: (1) Responses and Feedback about Policy; (2) Impact of Restrictions on Residents' Quality of Life; (3) Restrictions' Impact on People Living with a Dementia; (4) Family Members' Feedback about Staff & Management; (5) The Need for Consistent, Clear, Personalized Communication; (6) Concerns about Safety and Adherence to Protocols & Guidelines; and, (7) Restrictions' Impact on Family Members.

**Table 1:** Guidelines used to code comments

Responses and Feedback about Policy	
<ul style="list-style-type: none"> <li>Visitor policy was too strict for people in end stages of life</li> </ul>	<ul style="list-style-type: none"> <li>Complaints about 14-day isolation policy (e.g., if residents show symptoms or return from hospital)</li> </ul>
<ul style="list-style-type: none"> <li>Policies were too restrictive</li> </ul>	<ul style="list-style-type: none"> <li>Suggestions to improve policy</li> </ul>
<ul style="list-style-type: none"> <li>Concerns about easing restrictions</li> </ul>	<ul style="list-style-type: none"> <li>Site interpretations of CMOH orders</li> </ul>
<ul style="list-style-type: none"> <li>Essential visitor policy is too restrictive and inflexible</li> </ul>	<ul style="list-style-type: none"> <li>Concerns about visiting policies (not related to essential visitors)</li> </ul>
Impact of Restrictions on Residents' Quality of Life	
<ul style="list-style-type: none"> <li>Decline in quality of life</li> </ul>	<ul style="list-style-type: none"> <li>Barriers to accessing medical treatment</li> </ul>
<ul style="list-style-type: none"> <li>Decrease in quality of care</li> </ul>	<ul style="list-style-type: none"> <li>Decline in mental health</li> </ul>
<ul style="list-style-type: none"> <li>Unable to receive support from family caregivers because of strict policies</li> </ul>	<ul style="list-style-type: none"> <li>Loss of mobility</li> </ul>
<ul style="list-style-type: none"> <li>Cancellation of recreation programs</li> </ul>	<ul style="list-style-type: none"> <li>Unmet essential needs and neglect (i.e., hygiene)</li> </ul>

**Table 1:** Guidelines used to code comments (continued)

<b>Restrictions' Impact on People Living with a Dementia</b>	
▪ Issues with PPE (i.e., residents not recognizing their loved ones because of face masks)	▪ Physical distancing and lack of physical touch makes communication impossible
▪ Accessibility of technology for virtual visits	▪ Significant and noticeable disease progression
▪ Residents no longer recognize their family	▪ Challenges with visiting (i.e., outdoor visits not possible)
▪ Need for responsive care	▪ Need for flexibility with policies
<b>Family Members' Feedback about Staff &amp; Management</b>	
▪ Limited staff/limitations of staff	▪ Concern about staff working at more than one site
▪ Concerns about staff risk versus family risk for bringing COVID-19 into the site/mistrust	▪ Limited accountability from management
▪ Staffing issues exacerbated by the pandemic	▪ Lack of leadership
▪ Increased burden on staff and concerns about staff burnout	▪ General sense of disorganization
<b>The Need for Consistent, Clear, Personalized Communication</b>	
▪ Frustration about limited communication	▪ Lack of clarity about safety protocols
▪ Unclear/no communication about changes to guidelines about visiting	▪ Requests for personalized communication about loved ones
▪ Confusing communication (i.e., use of jargon, policy heavy)	▪ Conflicting information
▪ Desire for transparency from the site	▪ Lack of responsiveness/staff are unavailable to answer questions and deliver information
<b>Concerns about Safety and Adherence to Protocols &amp; Guidelines</b>	
▪ Visitor compliance of safety protocols	▪ Resident understanding of safety protocols
▪ Concern about resident's safety	▪ Concern for their own safety
▪ Inconsistent or incorrect use of PPE	▪ Concern about staff activities while not at work
▪ Need for staff training	▪ Inconsistent screening of visitors
<b>Restrictions' Impact on Family Members</b>	
▪ Stress	▪ Anxiety
▪ Missing their loved one	▪ Lack of quality time with their loved one
▪ Feelings of sadness	▪ Feelings of frustration

## Reporting of results and analytics

The survey asked family members to respond based on their experiences during the most restrictive time of the pandemic from March 20 to July 23, 2020. This time period is referenced in this report as *Restricted Access*. Questions were also asked of family members who reported that they were able to visit the site during this period to ensure accurate and reliable responses to questions on specific topics, such as staffing levels.

In response to the open-ended survey question, family members described their concerns with the system's response to the pandemic and provided suggestions for improvement. Their feedback provides rich reflections about their concerns regarding the system's response to the COVID-19 pandemic and the restrictions used to contain the spread of COVID-19. Given that the survey was in the field from August 24 to October 30, it is important to note that family members may also have reported on their experiences at any time during the pandemic, including after July 23. The report refers to this time period as the *Safe Access* approach when reflecting on perceptions and concerns about restrictions that are specific to this time period.

Reporting of findings integrates survey results with family member comments where applicable, and was informed by themes generated from: (1) topics identified by stakeholders prior to survey rollout and reflect the purposes of the survey (e.g., perceptions on restrictions); (2) key findings from family member comments, and (3) statistical modeling approaches that identified survey questions that were strong factors in family member experiences about site restrictions.

## APPENDIX III: SUMMARY OF FAMILY EXPERIENCE PROVINCIAL AND ZONE-LEVEL RESPONSES TO INDIVIDUAL SURVEY QUESTIONS

This section provides responses to individual survey questions, presenting provincial and zone level averages, and describes the demographics of survey respondents.

Notes:

- Percentages may not always add to 100 per cent due to rounding.
- Percentages are not reported for “Select all that apply” questions as respondents could have selected more than one response. Instead, the number of individuals who selected a response is presented.
- Alberta result includes 19 individuals who were not able to be classified into an AHS zone due to accessing the survey via an open link *and* not providing a postal code. Therefore the number of respondents by zone may not add up to the Alberta total.
- While this survey achieved a high sample size provincially, caution must be applied in interpreting and generalizing reported AHS Zone results where the sample size is approximately 300 or lower. Reliability diminishes as sample size decreases.<sup>2</sup>

Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [your DSL/LTC site] and site staff were taking steps to keep you and other designated support persons or visitors from contracting COVID-19?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,771)	(N = 510)	(N = 3,075)	(N = 1,310)	(N = 3,003)	(N = 860)
	Mean	Mean	Mean	Mean	Mean	Mean
Average (out of 10)	8.8	8.8	8.8	8.8	8.8	8.8
Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [your DSL/LTC site] and site staff were taking steps to keep residents from contracting COVID-19?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,808)	(N = 507)	(N = 3,085)	(N = 1,315)	(N = 3,023)	(N = 864)
	Mean	Mean	Mean	Mean	Mean	Mean
Average (out of 10)	8.9	8.9	8.9	9.0	8.8	8.9
Using any number from 0 to 10 where 0 is the worst and 10 is the best, what number would you use to rate [your DSL/LTC site]'s overall response to the COVID-19 pandemic?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,816)	(N = 507)	(N = 3,092)	(N = 1,310)	(N = 3,030)	(N = 864)
	Mean	Mean	Mean	Mean	Mean	Mean
Average (out of 10)	8.7	8.5	8.8	8.8	8.7	8.7

<sup>2</sup> Giordano LA, Elliott MN, Goldstein E, Lehrman WG, Spencer PA. Development, Implementation, and Public Reporting of the HCAHPS Survey. Medical Care and Research Review. 2010 Feb; 67(1): 27-37.

During any of your visits from March 20 to July 23, 2020, how often did you feel like your family member was safe at [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,208)	(N = 486)	(N = 2,849)	(N = 1,241)	(N = 2,799)	(N = 822)
	%	%	%	%	%	%
Never	1	<1	1	1	2	1
Sometimes	6	5	6	4	7	6
Usually	35	32	36	34	36	34
Always	58	62	57	61	56	59
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How familiar are you with the public health order's visiting restrictions as it applied to [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,443)	(N = 547)	(N = 3,300)	(N = 1,396)	(N = 3,253)	(N = 931)
	%	%	%	%	%	%
Not at all familiar	1	<1	1	<1	1	1
A little bit familiar	3	3	3	3	3	2
Somewhat familiar	18	19	18	19	17	19
Very familiar	48	46	47	49	49	50
Completely familiar	30	31	31	29	30	28
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Do you think the public health restrictions went too far, not far enough, or struck a good balance?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,314)	(N = 541)	(N = 3,239)	(N = 1,377)	(N = 3,221)	(N = 920)
	%	%	%	%	%	%
The restrictions went much too far	7	11	5	7	7	9
The restrictions went a bit too far	22	24	19	27	21	24
The restrictions struck a good balance	67	63	70	63	68	63
The restrictions didn't go quite far enough	3	2	4	2	3	3
The restrictions should have gone much further	1	1	1	1	1	1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

From March 20 to July 23, 2020, did the restrictions put in place by [your DSL/LTC site] on visiting family members and friends impacted you negatively?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,366)	(N = 542)	(N = 3,266)	(N = 1,388)	(N = 3,231)	(N = 923)
	%	%	%	%	%	%
Yes, definitely	29	30	28	29	31	30
Yes, somewhat	40	40	40	41	38	41
No	31	30	32	30	31	29
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Have you felt stress, anxiety, or depression related to not being able to visit your loved one during the COVID-19 pandemic?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,402)	(N = 543)	(N = 3,286)	(N = 1,397)	(N = 3,234)	(N = 926)
	%	%	%	%	%	%
Yes, definitely	36	35	35	34	36	37
Yes, somewhat	39	41	40	40	39	37
No	25	24	25	26	24	25
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23 2020, did you have an in-person or virtual visit with your family member?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,331)	(N = 545)	(N = 3,266)	(N = 1379)	(N = 3,213)	(N = 913)
	%	%	%	%	%	%
Yes	79	85	78	81	78	81
No	21	15	22	19	22	19
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How were you able to visit your family member? (Select all that apply)						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	N	N	N	N	N	N
In person	3,383	246	1,209	530	1054	344
Window	2,358	138	778	450	683	309
Phone calls	4,131	258	1,346	677	1,378	472
Text Messaging	263	14	87	32	88	42
Social media platform	289	23	97	44	91	34
Video calls	3,777	218	1,331	517	1,416	286
Other	515	29	184	98	144	60

Were you able to visit your family member in-person as much as you did before the COVID-19 pandemic?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 7,122)	(N = 447)	(N = 2,459)	(N = 1,079)	(N = 2,417)	(N = 712)
	%	%	%	%	%	%
I have not been able to visit in-person at all	20	15	20	15	23	15
Much less than before	68	71	68	71	66	68
Almost as much as before	8	10	7	10	7	10
The same as before	4	4	4	4	4	6
More than before	1	<1	<1	1	1	1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How satisfied were you with the ways [your DSL/LTC site] assisted you to connect or visit with your family member?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 7,305)	(N = 460)	(N = 2,522)	(N = 1,099)	(N = 2,484)	(N = 731)
	%	%	%	%	%	%
Not at all satisfied	4	6	3	4	3	4
A little bit satisfied	7	7	7	7	6	7
Somewhat satisfied	23	24	22	22	23	24
Very satisfied	42	39	43	42	43	41
Completely satisfied	25	25	25	25	24	25
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Overall, how easy or difficult was it for you to participate in virtual visits?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,991)	(N = 369)	(N = 2,043)	(N = 889)	(N = 2,114)	(N = 567)
	%	%	%	%	%	%
Very difficult	10	12	9	11	8	11
Difficult	14	13	13	16	14	17
Neither easy nor difficult	26	28	25	27	26	30
Easy	30	28	30	29	31	26
Very easy	20	18	23	16	21	16
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

What made participation in virtual visits difficult? (Select all that apply)						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	N	N	N	N	N	N
I had equipment problems (such as computer glitches)	86	8	32	12	26	8
I had connectivity problems (such as poor cell phone service or internet coverage)	189	20	61	33	53	18
I was not familiar using technology	135	5	44	26	43	17
There were not many virtual visit options available	347	26	120	65	97	37
Other	921	57	289	150	315	104
Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with virtual visits?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,729)	(N = 358)	(N = 1,968)	(N = 837)	(N = 2,024)	(N = 533)
	Mean	Mean	Mean	Mean	Mean	Mean
Average (out of 10)	6.4	6.1	6.5	6.2	6.6	6.1
From March 20 to July 23 2020, how often were the people in charge available to talk with you?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,129)	(N = 532)	(N = 3,186)	(N = 1,360)	(N = 3,137)	(N = 899)
	%	%	%	%	%	%
Never	3	2	2	1	3	3
Sometimes	20	19	20	19	21	18
Usually	40	42	41	39	41	37
Always	37	37	36	40	35	41
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23 2020, did you get information from [your DSL/LTC site] about their response to the pandemic?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,196)	(N = 536)	(N = 3,218)	(N = 1,350)	(N = 3,172)	(N = 905)
	%	%	%	%	%	%
Yes	95	92	95	93	96	93
No	5	8	5	7	4	7
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

How often did you get this information as soon as you wanted?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,614)	(N = 487)	(N = 3,031)	(N = 1,235)	(N = 3,021)	(N = 828)
	%	%	%	%	%	%
Never	1	1	1	1	<1	<1
Sometimes	13	14	14	14	10	13
Usually	43	45	43	45	42	42
Always	44	39	43	40	47	44
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How often did you get enough information about [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,625)	(N = 487)	(N = 3,039)	(N = 1,234)	(N = 3,024)	(N = 829)
	%	%	%	%	%	%
Never	1	1	1	1	1	1
Sometimes	13	16	14	16	10	14
Usually	39	42	40	40	38	39
Always	47	41	46	43	51	46
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How easy or difficult was this information to understand?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,670)	(N = 490)	(N = 3,048)	(N = 1,240)	(N = 3,041)	(N = 838)
	%	%	%	%	%	%
Very difficult	<1	1	<1	<1	<1	1
Difficult	3	2	2	4	3	3
Neither easy nor difficult	16	19	15	18	16	17
Easy	47	47	47	47	46	49
Very easy	34	31	36	31	36	30
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How often were you satisfied with the information provided to you?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,660)	(N = 488)	(N = 3,042)	(N = 1,243)	(N = 3,036)	(N = 838)
	%	%	%	%	%	%
Never	1	1	1	1	1	2
Sometimes	13	14	12	15	12	13
Usually	44	47	44	44	44	45
Always	42	38	43	40	43	40
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

How trustworthy did you feel this information was?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,644)	(N = 487)	(N = 3,041)	(N = 1,237)	(N = 3,035)	(N = 831)
	%	%	%	%	%	%
Not at all trustworthy	1	1	1	1	1	1
A little bit trustworthy	3	3	2	3	3	3
Somewhat trustworthy	15	18	14	15	14	14
Very trustworthy	47	45	47	48	47	50
Completely trustworthy	34	32	36	33	35	31
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How helpful did you feel this information was?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,662)	(N = 488)	(N = 3,047)	(N = 1,236)	(N = 3,042)	(N = 836)
	%	%	%	%	%	%
Very unhelpful	1	2	2	1	1	1
Unhelpful	2	1	2	2	2	2
Somewhat helpful	18	23	17	20	17	20
Helpful	42	43	41	44	41	46
Very helpful	37	31	39	32	39	31
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23 2020, did you get personalized updates and information about [the resident] from [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,073)	(N = 534)	(N = 3,170)	(N = 1,337)	(N = 3,131)	(N = 886)
	%	%	%	%	%	%
Yes	60	57	61	59	61	55
No	40	43	39	41	39	45
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How often did you get this information as soon as you wanted?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,375)	(N = 300)	(N = 1,919)	(N = 780)	(N = 1,886)	(N = 485)
	%	%	%	%	%	%
Never	1	1	<1	1	1	<1
Sometimes	18	19	19	16	17	15
Usually	43	36	42	43	44	45
Always	39	44	38	40	38	40
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

How often did you get enough information about [the resident]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,380)	(N = 299)	(N = 1,926)	(N = 778)	(N = 1,886)	(N = 486)
	%	%	%	%	%	%
Never	1	1	1	1	1	1
Sometimes	19	18	19	18	19	15
Usually	41	37	41	40	41	41
Always	40	43	39	42	39	43
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How easy or difficult was this information to understand?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,361)	(N = 300)	(N = 1,920)	(N = 779)	(N = 1,873)	(N = 484)
	%	%	%	%	%	%
Very difficult	<1	<1	<1	<1	<1	0
Difficult	2	1	1	1	2	2
Neither easy nor difficult	14	14	13	15	13	13
Easy	46	45	46	44	48	48
Very easy	38	40	39	39	37	37
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How often were you satisfied with the information provided to you?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,368)	(N = 300)	(N = 1,919)	(N = 783)	(N = 1,877)	(N = 484)
	%	%	%	%	%	%
Never	<1	<1	<1	1	<1	<1
Sometimes	11	11	11	13	10	12
Usually	43	39	44	41	44	41
Always	45	50	45	46	45	47
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How trustworthy did you feel this information was?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,363)	(N = 299)	(N = 1,917)	(N = 783)	(N = 1,876)	(N = 483)
	%	%	%	%	%	%
Not at all trustworthy	<1	1	<1	<1	<1	0
A little bit trustworthy	2	2	2	2	2	3
Somewhat trustworthy	13	14	12	13	13	14
Very trustworthy	46	45	47	46	46	48
Completely trustworthy	38	39	38	38	38	36
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

How helpful did you feel this information was?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,371)	(N = 300)	(N = 1,919)	(N = 783)	(N = 1,879)	(N = 485)
	%	%	%	%	%	%
Very unhelpful	<1	1	<1	<1	<1	<1
Unhelpful	1	2	1	1	1	1
Somewhat helpful	15	16	15	16	15	16
Helpful	44	44	44	44	44	47
Very helpful	39	37	40	39	40	35
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23 2020, were you ever provided with any PPE?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,416)	(N = 422)	(N = 2,201)	(N = 1,039)	(N = 2,070)	(N = 681)
	%	%	%	%	%	%
Yes	57	71	50	70	55	55
No	8	5	9	6	9	7
No, I had my own	35	24	42	24	36	37
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23 2020, were you ever shown how to use PPE by site staff?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,346)	(N = 417)	(N = 2,172)	(N = 1,025)	(N = 2,054)	(N = 675)
	%	%	%	%	%	%
Yes	39	49	37	48	37	36
No	57	46	59	50	58	59
I don't know	4	5	4	2	5	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23 2020, how often did you observe staff using PPE when you visited?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,358)	(N = 416)	(N = 2,173)	(N = 1,027)	(N = 2,060)	(N = 679)
	%	%	%	%	%	%
Never	1	1	1	1	1	1
Sometimes	5	4	5	5	4	5
Usually	18	21	18	19	18	17
Always	76	73	77	75	77	76
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

During any of your visits from March 20 to July 23 2020, were you ever given information by site staff about other infection control protocols, such as cleaning requirements, social distancing, and hand hygiene?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,353)	(N = 415)	(N = 2,180)	(N = 1,026)	(N = 2,057)	(N = 672)
	%	%	%	%	%	%
Yes	70	74	70	69	70	69
No	23	20	22	24	23	23
I don't know	7	6	8	7	7	8
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23 2020, how often did you feel that there were enough nurses and aides at [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,878)	(N = 387)	(N = 1,974)	(N = 956)	(N = 1,931)	(N = 627)
	%	%	%	%	%	%
Never	10	11	10	10	8	10
Sometimes	22	25	21	23	22	24
Usually	47	44	48	45	48	44
Always	21	19	21	22	22	22
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23 2020, other than nurses and aides, how often did you feel that there were enough staff available at [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,775)	(N = 387)	(N = 1,946)	(N = 930)	(N = 1,896)	(N = 613)
	%	%	%	%	%	%
Never	8	10	9	9	7	8
Sometimes	23	23	22	23	22	22
Usually	49	47	49	48	50	46
Always	21	20	21	20	21	23
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23 2020, how often is your family member cared for by the same team of staff?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,586)	(N = 373)	(N = 1,894)	(N = 893)	(N = 1,827)	(N = 596)
	%	%	%	%	%	%
Never	2	2	2	2	2	1
Sometimes	25	28	25	24	25	25
Usually	57	51	56	58	57	58
Always	16	19	16	15	16	16
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

During your visits from March 20 to July 23, 2020, how often did you feel confident with how employees and staff were doing their jobs?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,021)	(N = 399)	(N = 2,051)	(N = 971)	(N = 1,956)	(N = 641)
	%	%	%	%	%	%
Never	2	2	2	1	1	1
Sometimes	15	14	14	15	16	16
Usually	45	45	47	46	44	42
Always	38	39	37	38	39	41
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23, 2020, how often did you trust that employees and staff were providing all of the needed care and/or services to your family member?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,705)	(N = 505)	(N = 3,026)	(N = 1,298)	(N = 3,001)	(N = 860)
	%	%	%	%	%	%
Never	2	2	3	1	3	2
Sometimes	15	16	15	15	15	16
Usually	41	39	42	41	41	39
Always	41	44	40	43	41	42
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23 2020, did you help with the care of your family member when you visited because staff either were unable to help or made him or her wait too long?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,480)	(N = 407)	(N = 2,231)	(N = 990)	(N = 2,191)	(N = 656)
	%	%	%	%	%	%
Yes	13	12	13	11	12	13
No	88	88	87	89	88	87
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23, 2020, were you ever unhappy with the care and/or services your family member received at [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,615)	(N = 500)	(N = 3,004)	(N = 1,281)	(N = 2,975)	(N = 840)
	%	%	%	%	%	%
Yes	27	27	27	27	27	29
No	73	73	73	73	73	71
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

How often were you satisfied with the way the staff handled your concerns?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 1,947)	(N = 110)	(N = 683)	(N = 281)	(N = 673)	(N = 190)
	%	%	%	%	%	%
Never	10	12	9	8	11	11
Sometimes	49	47	49	52	48	45
Usually	34	35	34	35	35	37
Always	7	5	8	6	6	7
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Did the amount of care or support you provide to your family member at [your DSL/LTC site] change since the COVID-19 pandemic began (March 2020)?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,619)	(N = 495)	(N = 3,023)	(N = 1,279)	(N = 2,969)	(N = 840)
	%	%	%	%	%	%
Yes, I am providing more care and support since the COVID- 19 pandemic began.	8	6	8	6	9	9
No, I am providing the same amount of care and support as I did before the COVID-19 pandemic.	29	34	27	30	31	29
Yes, I am providing less care and support than I was before the COVID-19 pandemic	63	60	65	64	60	62
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23, 2020, were you involved in decisions about your family member's care?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,697)	(N = 502)	(N = 3,043)	(N = 1,292)	(N = 2,999)	(N = 849)
	%	%	%	%	%	%
Yes	71	70	71	71	71	69
No	29	30	29	29	29	31
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Were you involved as much as you wanted in decisions about your family member's care?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,088)	(N = 347)	(N = 2,145)	(N = 914)	(N = 2,096)	(N = 583)
	%	%	%	%	%	%
Never	1	2	1	1	2	1
Sometimes	15	14	16	15	15	14
Usually	42	41	41	42	42	42
Always	42	43	41	42	42	43
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During the COVID-19 pandemic, has ANY healthcare professional asked you about your needs as a caregiver for your family member living at [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,652)	(N = 501)	(N = 3,017)	(N = 1,279)	(N = 2,999)	(N = 843)
	%	%	%	%	%	%
Yes	20	17	20	22	20	21
No	80	83	80	78	80	79
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During the COVID-19 pandemic, has ANY staff at [your DSL/LTC site] asked you about your needs as a caregiver for your family member?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,585)	(N = 498)	(N = 2,992)	(N = 1,261)	(N = 2,984)	(N = 837)
	%	%	%	%	%	%
Yes	22	18	22	25	22	20
No	78	82	78	75	78	80
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During the pandemic period, from March 20 to July 23 2020, were you considered a Designated Family/Support Person or Essential Visitor by [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 9,566)	(N = 554)	(N = 3,346)	(N = 1,405)	(N = 3,301)	(N = 942)
	%	%	%	%	%	%
Yes	78	81	79	79	76	80
No	15	11	13	15	16	15
I don't know	7	7	7	6	8	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

During any of your visits from March 20 to July 23, 2020, did your family member share a room with another person at [your DSL/LTC site]? By room, we mean their bedroom or place of accommodation.						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,419)	(N = 420)	(N = 2,200)	(N = 1,040)	(N = 2,074)	(N = 682)
	%	%	%	%	%	%
Yes	19	22	22	15	21	7
No	77	72	73	81	75	90
I don't know	4	6	5	3	4	3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23, 2020, how often did your family member look and smell clean?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,242)	(N = 416)	(N = 2,132)	(N = 1,007)	(N = 2,018)	(N = 667)
	%	%	%	%	%	%
Never	1	1	1	1	1	<1
Sometimes	9	7	9	6	10	8
Usually	38	36	38	37	40	37
Always	53	56	53	57	49	55
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
During any of your visits from March 20 to July 23, 2020, how often did your family member's room look and smell clean?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,366)	(N = 418)	(N = 2,181)	(N = 1,033)	(N = 2,057)	(N = 675)
	%	%	%	%	%	%
Never	1	<1	1	<1	1	<1
Sometimes	4	4	4	3	4	5
Usually	14	14	13	14	16	14
Always	21	22	19	21	21	23
Didn't visit in-room	60	59	63	61	58	58
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
From March 20 to July 23 2020, how often did your family member receive all of the healthcare services and treatments they needed?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,134)	(N = 475)	(N = 2,802)	(N = 1,205)	(N = 2,832)	(N = 807)
	%	%	%	%	%	%
Never	2	1	2	1	3	1
Sometimes	15	14	15	13	15	15
Usually	43	43	44	43	43	42
Always	41	43	40	43	40	43
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

From March 20th to July 23rd 2020, did your family member experienced a delay in getting help for a medical problem?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,815)	(N = 511)	(N = 3,088)	(N = 1,305)	(N = 3,031)	(N = 867)
	%	%	%	%	%	%
Yes	13	12	13	13	13	15
No	47	49	44	47	49	48
I don't know	40	39	43	39	38	37
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
How much have delays to your family member's healthcare affected them negatively?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 1,169)	(N = 61)	(N = 407)	(N = 170)	(N = 401)	(N = 128)
	%	%	%	%	%	%
It has not affected my family member's health at all	6	8	5	4	7	7
Affected them negatively a little bit	37	31	36	42	37	38
Affected them negatively quite a bit	29	39	30	29	27	25
It has greatly affected my family member's health in a negative way	21	16	21	18	21	24
Don't know	7	5	8	6	8	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Compared to before the COVID-19 pandemic, how would you rate your family member's physical health in general now?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,796)	(N = 506)	(N = 3,080)	(N = 1,311)	(N = 3,027)	(N = 862)
	%	%	%	%	%	%
Much better	3	2	3	2	3	2
Slightly better	4	4	4	4	4	3
About the same	49	52	50	49	47	52
Slightly worse	29	27	27	30	30	28
Much worse	12	12	12	12	13	12
I don't know	4	4	5	3	3	3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Compared to before the COVID-19 pandemic, how would you rate your family member's mental health (such as feeling anxious, depressed, or irritable) in general now?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,803)	(N = 508)	(N = 3,089)	(N = 1,310)	(N = 3,023)	(N = 864)
	%	%	%	%	%	%
Much better	2	2	2	2	2	2
Slightly better	2	2	2	2	3	2
About the same	33	33	34	33	34	33
Slightly worse	35	36	35	35	36	35
Much worse	22	21	20	24	22	23
I don't know	5	6	7	4	4	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Has an outbreak of COVID-19 ever occurred at [your DSL/LTC site]?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,801)	(N = 510)	(N = 3,090)	(N = 1,316)	(N = 3,009)	(N = 862)
	%	%	%	%	%	%
Yes	27	5	22	3	50	14
No	55	75	61	71	37	64
I don't know	18	20	17	26	13	22
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
To what extent do you feel that Safe Access moved too fast, too slowly, or strikes a good balance?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,671)	(N = 500)	(N = 3,032)	(N = 1,295)	(N = 2,978)	(N = 855)
	%	%	%	%	%	%
Safe Access moves much too fast	2	2	3	2	2	2
Safe Access moves a bit too fast	7	7	10	6	6	6
Safe Access strikes a good balance	66	65	66	64	69	64
Safe Access moves a bit too slowly	17	15	15	19	17	19
Safe Access moves much too slowly	7	11	6	9	6	9
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Have you been consulted by [your DSL/LTC site] about the site safe visiting policy?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,748)	(N = 504)	(N = 3,071)	(N = 1,304)	(N = 2,999)	(N = 862)
	%	%	%	%	%	%
Yes	62	59	62	62	62	60
No	28	31	28	28	27	29
I don't know	11	10	11	10	11	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Has your family member had a recent virtual healthcare visit with a provider for any health concern? (Please choose all that apply).						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	N	N	N	N	N	N
Yes, a telephone visit	924	59	305	118	357	85
Yes, a video call from home	165	6	57	23	70	9
Yes, had email, text message, or secure message contact with a healthcare provider	222	10	67	31	92	22
No, saw healthcare provider in their office	773	50	239	134	244	106
No, did not have the equipment for a video call	498	33	158	79	161	65
No, did not know how to use the technology needed for video visits.	643	38	204	113	205	80
No, was not offered a telephone call	304	22	86	42	123	31
No, was not offered a video visit	381	24	115	52	144	46
No, was not aware of video visits	466	24	161	60	169	51
No, went to the Emergency Department because the health concern was an emergency	548	49	148	92	172	87
No, my family member hasn't had any recent communication with a healthcare provider for a health concern	1,829	95	649	256	675	151
I don't know if my family member had a virtual healthcare visit	3,806	224	1,456	539	1,254	328

## Demographics

What is your age?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,642)	(N = 504)	(N = 3,031)	(N = 1,301)	(N = 2,945)	(N = 848)
	%	%	%	%	%	%
Under 16	< 1	0	<1	0	0	0
16 to 24	<1	0	<1	0	<1	0
25 to 34	1	1	1	<1	1	1
35 to 44	3	4	4	3	4	3
45 to 54	15	17	14	13	16	14
55 to 64	42	49	41	43	41	39
65 to 74	29	23	30	30	29	33
75 or older	10	7	10	10	10	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Which of the following best describes your gender identity?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,655)	(N = 502)	(N = 3,046)	(N = 1,301)	(N = 2,942)	(N = 851)
	%	%	%	%	%	%
Man	27	22	28	25	28	28
Woman	73	77	71	75	72	72
Non-binary	<1	0	<1	<1	<1	<1
Transgender	0	0	0	<1	0	0
Other / Prefer to self-describe	<1	<1	<1	0	<1	<1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

What is the highest grade or level of school that you have completed?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,226)	(N = 475)	(N = 2,887)	(N = 1,232)	(N = 2,809)	(N = 810)
	%	%	%	%	%	%
Grade school or some high school	3	5	3	4	2	4
Completed high school	18	26	18	22	15	18
Post-secondary technical school	14	15	14	15	11	16
Some university or college	14	14	14	12	15	14
Completed college diploma	20	20	17	23	20	22
Completed university degree	23	14	24	18	27	21
Post-grad degree (Master's or Ph.D.)	9	6	10	5	10	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
What language do you normally speak at home?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,713)	(N = 505)	(N = 3,058)	(N = 1,307)	(N = 2,971)	(N = 859)
	%	%	%	%	%	%
English	97	97	97	100	96	100
French	<1	<1	1	<1	<1	0
Other	2	2	2	<1	4	<1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Were you born in Canada?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,674)	(N = 504)	(N = 3,041)	(N = 1,303)	(N = 2,954)	(N = 858)
	%	%	%	%	%	%
Yes	89	97	88	96	84	93
No	11	3	12	4	16	7
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

People living in Canada come from many different cultural and racial backgrounds. Are you ...? (Please choose all that apply)						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	N	N	N	N	N	N
Arab	22	0	10	1	10	1
Black (e.g., African, Haitian, Caribbean)	32	1	13	2	15	1
Chinese	212	1	78	1	130	2
Filipino	48	0	15	1	32	0
Indigenous (e.g., First Nations, Metis, Inuit)	187	32	75	30	37	13
Latin American	33	0	13	1	17	2
South Asian (e.g., Indian, Pakistani, Sri Lankan)	92	0	36	1	54	1
Southeast Asian (e.g., Indonesian, Vietnamese)	34	0	15	0	19	0
White (e.g., United Kingdom, European)	6,445	353	2,261	975	2,216	635
Other	512	39	213	74	130	51
What is your employment status?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 8,417)	(N = 483)	(N = 2,953)	(N = 1,245)	(N = 2,885)	(N = 837)
	%	%	%	%	%	%
Employed, full time or part time	34	37	36	32	35	33
Self-employed	12	15	10	16	12	10
Unemployed	3	3	3	2	4	2
Retired	48	41	49	48	47	54
Other	2	4	2	2	2	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

In what sector do you work?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 3,776)	(N = 240)	(N = 1,290)	(N = 576)	(N = 1,313)	(N = 349)
	%	%	%	%	%	%
Student	<1	<1	<1	<1	<1	0
Agriculture	6	13	1	16	3	11
Education	11	8	12	12	11	13
Healthcare	18	16	19	16	17	22
Social Services	3	4	3	3	4	4
Service / Hospitality	8	10	8	9	7	8
Construction / Manufacturing	8	8	9	6	8	6
Industry / Engineering / Technology	13	11	12	10	18	9
Other	32	29	36	28	32	27
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Which one of the following categories best describes the total annual income, before taxes, of all members of your household?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 5,298)	(N = 307)	(N = 1,869)	(N = 783)	(N = 1,833)	(N = 497)
	%	%	%	%	%	%
Less than \$25,000	7	7	5	8	7	6
\$25,000 to just under \$50,000	19	25	17	22	17	22
\$50,000 to just under \$75,000	21	20	22	23	18	23
\$75,000 to just under \$100,000	18	17	18	16	19	18
\$100,000 to just under \$150,000	18	16	18	20	18	18
\$150,000 to just under \$200,000	9	8	10	7	10	7
\$200,000 or more	9	7	9	6	10	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Which of the following best describes your financial situation?						
	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 6,743)	(N = 389)	(N = 2,361)	(N = 992)	(N = 2,347)	(N = 644)
	%	%	%	%	%	%
Very comfortable	11	8	11	9	12	9
Comfortable	39	43	40	36	38	39
Modestly comfortable	33	30	33	34	33	33
Tight	13	15	13	15	12	15
Very tight	4	3	3	4	4	4
Poor	1	1	1	1	1	<1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

## APPENDIX IV: MODELING SPECIFICS

### Model building steps

Although most family members thought restrictions struck a good balance, many other family members thought restrictions were imbalanced, particularly that the restrictions went too far. Understanding what influences family members thinking that restrictions went too far can help decision-makers and sites find an approach that balances health and safety with resident quality of life as based on the family member's perspective. A structural equation model was constructed to determine which survey questions were most strongly associated with family members thinking the restrictions went too far. Models were compared and adjusted on various fit indices that determine model fit. Select family member and site-level characteristics, and survey questions were included in the analysis to explore relationships. Survey questions that shared a similar conceptual theme were included as latent constructs in the model.

### Outcome measure

Family members were asked "Do you think the public health restrictions went too far, not far enough or struck a good balance?" This question was recoded to thinking the restrictions went too far versus thinking the restrictions struck a balance. The number of family members who thought the restrictions did not go far enough was low, and therefore these responses were excluded from model building to focus analyses on identifying factors that influenced family members thinking restrictions went too far.

### Selection of final model

For the latent constructs included in the model, related survey questions were first examined to ensure these loaded onto their associated construct. For example, a construct "Communication" relates to survey questions about the site's pandemic response or personalized updates about the resident. Questions were excluded from each respective construct if the factor loading was less than 0.3. Constructs were then included in the final model with the variable of "restrictions going too far" as the outcome. Demographic covariates were also included such as gender and age of the family member. Covariates that were excluded were found to be not significantly associated with the outcome, had small coefficients, or did not contribute to R-square or other model fit indices relative to other similar and/or correlated covariates. Mediation and Moderation effects were also explored. Overall, the included constructs and variables explained 57 per cent of the variance in thinking restrictions went too far.

## APPENDIX V: DETERMINING OPPORTUNITIES FOR IMPROVEMENT

In an effort to identify specific opportunities for improvement based on the survey results, individual survey questions were prioritized based on the strength of their relationship with the question in which family members responded that they think restrictions went too far. From this order, the top five survey questions were selected and were used to inform the opportunities for improvement along with family member comments.

### Determining question strength and prioritization criteria

Three prioritization criteria were determined:

**Table 1:** Prioritization criteria

Criteria	Measured by
1. Strength of survey question or construct to thinking restrictions went too far	Beta coefficient
2. Strength of survey question to construct	Factor loading of question to construct
3. Question quality	Discrimination criteria from IRT Analyses

Although different constructs were examined (such as Staffing, Care and Services, and Overall Experience), only the Communication construct quantitatively influenced thinking restrictions went too far as determined by statistical modelling (described in Appendix IV). Survey questions that were not components of constructs were also considered in the model.

First the strength of influence of survey questions or constructs to the outcome of “thinking restrictions went too far” was measured by the value of the beta coefficients where the larger the value the stronger the relationship or influence. For questions that were part of a construct, the relationship of the question with the construct as determined by their factor loading was also taken into consideration. To take into account the strength of the relationship of each question with thinking restrictions went too far while also considering the construct it is a part of, the construct’s beta coefficient was multiplied by the factor loading for each question.

The final consideration in selecting the top five questions was the quality of the question as indicated by the discrimination criteria from IRT analyses. Any questions with a discrimination of <1.35 were considered low-performing questions. Therefore only questions that met the minimum discrimination criteria were ordered in decreasing final prioritization score. From this list, the top five questions were selected to develop opportunities for improvement.

## APPENDIX VI: RESIDENT INTERVIEW PROCESS AND METHODOLOGY

### Method

Before data collection began, an ethics review, which included a second -opinion review, was conducted using the: A Project Ethics Community Consensus Initiative (ARECCI) tool.

In-depth qualitative interviews were conducted on the telephone with residents who lived at continuing care sites that experienced a COVID-19 outbreak (defined as two or more confirmed COVID-19 cases), and sites that did not (defined as zero confirmed COVID-19 cases). Table 1 details the characteristics of site eligibility criteria.<sup>3</sup>

**Table 1:** Site eligibility criteria

Outbreak sites	Non-outbreak sites
No current outbreaks - defined as two or more confirmed COVID-19 positive test results	0 confirmed cases of COVID-19 at the time of recruitment and interviewing
More than one site per AHS zone met the aforementioned criteria	Inclusive of geographic location (urban/rural); AHS zone; ownership type; and length of outbreak
Inclusive of geographic location (urban/rural); AHS Zone; ownership type; and length of outbreak	

Recruitment occurred between August 12 and September 17 at outbreak sites, and between September 28 and October 28 at non-outbreak sites. At sites selected to participate in the study a contact person was asked to identify eligible residents and distribute an information letter on the HQCA's behalf that explained the purpose of the study and the risks and benefits of their participation (see [Figure 1](#)). Eligible residents included those who:

- reside in either designated supportive living or long-term care;
- have a Cognitive Performance Score (CPS) of 0 to 1;
- have sufficient hearing ability to complete a telephone or virtual interview;
- do not have an enacted personal directive and are their own decision-maker;
- can take part in an hour long virtual/telephone interview.

Residents were asked to contact the HQCA interviewers to arrange for an interview time.

<sup>3</sup> To protect the anonymity of residents and sites, continuing care sites and their location in AHS Zones are not reported.

In total, 43 residents participated in an interview; 27 were residents who lived in outbreak sites, and 16 in non-outbreak sites. Two residents chose to have a family member present to support them during the interview.

This study sought to recruit residents at sites across AHS Zones and to capture diversity in operator type and geography (i.e., urban/rural area). In spite of this goal, there is an overrepresentation of residents in: (1) the “outbreak” sample from privately operated sites located in urban areas in two AHS Zones, and (2) the “non-outbreak” sample which consisted of more residents from rural communities than urban. These characteristics reflect what was occurring at the time of recruitment, with the majority of COVID-19 outbreaks taking place in urban centers and in two AHS Zones.

Participant demographics and characteristics of participating sites are presented below.

**Table 2:** Participant demographics

Participants who lived in an outbreak site (N=27)	Participants who lived in a non-outbreak site (N=16)
78% female (N=21)	75% female (N=12)
Average age 81 (range 48 to 97)	Average age 76 (range 52 to 96)
Average length of stay 36 months	Average length of stay 42 months
78% (N=21) lived in an urban area	69% (N=11) lived in a rural area


**Table 3:** Site characteristics

Outbreak sites (N=9)	Non-outbreak sites (N=10)
1 DSL; 4 DSL or LTC combined; 4 LTC-only	6 DSL; 4 LTC
7 Urban; 2 Rural	3 Urban; 7 Rural
7 sites in outbreaks greater than 21 days	No outbreaks and 0 confirmed COVID-19 cases
4 sites with zero COVID-19 related resident deaths	No resident deaths linked to COVID-19
1 AHS; 1 NP; 7 Private	3 AHS; 4 NP; 1 Private; 2 Volunteer


At the start of each interview, residents provided their consent to participate in the study and were informed about the steps that would be taken to ensure their anonymity. Interviews took on average 70 minutes to complete at outbreak sites, and 50 minutes at non-outbreak sites. A semi-structured interview guide (see [Figure 2](#)) was used in the interviews. The interview guide consisted of open-ended questions that asked participants to describe what their life had been like during the pandemic and

whether they felt safe or unsafe in their home. They were also asked to discuss how the pandemic and restrictions had impacted how they spent their time, connected with family, staffing, and the quality of care and services they received. They were also asked to reflect on their experience since the pandemic began and to identify opportunities for improvement. All interviews were audio-recorded and transcribed with identifying information removed.

**Figure 1:** Invitation to participate



## COVID-19 Continuing Care Study



We invite you to take part in a 60-minute long conversation about your experience living [at continuing care site] during the COVID-19 pandemic. This study is being conducted by the Health Quality Council of Alberta (HQCA) in collaboration with Alberta Health Services and Alberta Health. The HQCA is an independent government funded agency with a mandate to promote and improve person-centred care, patient safety, and health service quality across the province.


By listening to the voices of Albertans, the HQCA aims to provide important information to key decision-makers and care providers, such as the leadership at your site, to help them understand what is working well and not well about the health system's response to the COVID-19 pandemic. So that we can learn about what your experience has been like during the COVID-19 pandemic, we are asking you to participate in an interview as part of this study.

It is your choice to take part in the interview or not. If you choose not to take part, the services you receive will not be affected. If you decide to take part, your responses will be completely confidential. The information you share with us will be combined with the information of other people who participated and put into a report that the HQCA will present to key decision-makers and care providers. You will not be personally identified in any way in the report. In taking part, you must agree to participate and provide the HQCA with your consent.

More information about this study is enclosed in this package. If you wish to participate in this study, please contact [the leads of this project whose] contact information is provided below.

We sincerely hope that you consider participating in this study. We believe that by listening to the voices of Albertans, we can identify ways to improve the care and services provided by our health system.

Sincerely,



Charlene McBrien-Morrison  
Acting Chief Executive Officer  
Health Quality Council of Alberta

COVID-19 Continuing Care Family and Resident Experience Study

## INFORMATION ABOUT THE INTERVIEW

### Why is the HQCA doing this study?

The Health Quality Council of Alberta (HQCA) is conducting interviews with people who live in homes like this during the COVID-19 pandemic to understand their experiences. The information that you provide will help key decision-makers and care providers to understand what is working well/not well about the system's response to the COVID-19 pandemic. This information will help the system to better support people who live in homes like this, during the pandemic.

### What is the Health Quality Council of Alberta?

These interviews are sponsored and conducted by the Health Quality Council of Alberta (HQCA). The HQCA is a provincial agency that pursues opportunities to improve person-centred care, patient safety and health service quality for Albertans. The HQCA is independent of Alberta Health Services, and does not oversee or provide care to Albertans, including those who receive continuing care services.

Under provincial legislation, the HQCA has a role to engage with Albertans on their experiences with patient safety, person-centred care, and the quality of health services they receive. More information about the HQCA can be found on our website: <http://hqca.ca>

Any information the HQCA collects is subject to Alberta privacy laws and requires the HQCA to protect this information. The two pieces of legislation that guide the HQCA are the Freedom of Information and Protection of Privacy Act and the Health Information Act.

### Why have I been invited to participate?

You have been invited to take part because you live in this home and are able to talk with us about what it is like to live here. We want to understand and learn about what your experience living here has been like during the COVID-19 pandemic. Through listening to Albertans like you, the HQCA helps identify things that can be done better and things that are already of high quality, and report these learnings to decision makers (home operators, Alberta Health Services, and government) who can make improvements.

### What will I be asked to do?

You will take part in an interview (approximately 60 minutes). The interview will take place by phone. The interviews will be done by an interviewer who works for the Health Quality Council of Alberta. Examples of questions include: Tell me what it has been like to live here during the pandemic. How has the pandemic made things difficult or challenging? With your permission, the interview will be audio-recorded and transcribed.

### What if I change my mind about being in the study?

Taking part is entirely up to you. If you do not want to take part you do not have to, and you do not have to give a reason. If you choose to be interviewed, you can also refuse to answer any question that you do not feel comfortable with during the interview. If you agree to take part in the interview and later change your mind you can do that at any time without giving a reason. If you do not want the interview to be audio recorded but would still like to participate, please let [the lead of this project] know and [they] will take handwritten notes instead. **The care and support you receive will not be affected in any way if you do or do not choose to take part.**

### What are the benefits and the risks?

Talking with you will help us to better understand your experience of what it is like to live here, during the COVID-19 pandemic. This information may help your home and other homes like this improve care and services for the people who live there.

If you choose to take part, you will be given \$50 by cheque for your participation. This is general practice at the HQCA, for anyone who takes part in an interview. If you choose to end your participation during the interview, you will still be given a cheque.

The risks involved in participating in this study are minimal. However, you may feel uncomfortable or distressed talking about your experiences and feelings. If at any time you are feeling upset, we can take breaks, change the subject, or stop the interview.

#### Who will know what I said or that I took part in this study?

All information about you or anyone else that you speak about will be kept completely confidential. Results from this project may be used in reports, presentations, or publications that the HQCA will create about what it is like to live in homes like this in Alberta. No names or identifying details from the interviews will be included.

#### **No one involved with your care will have access to what you say during the interview.**

It is important for you to know that the HQCA cannot guarantee your anonymity if a staff member walks into your home while we are on a virtual call. For example, a staff member may observe the call when they enter your room. If you agree to participate we would like to schedule our conversation at a time of day that you are not expecting to receive care to protect your anonymity.

#### What do I need to know about confidentiality and anonymity?

Once we have had our interview, only HQCA staff who are working on this project will have access to the information you share. Any information that is collected from you will be kept secured at the HQCA office and will be destroyed after the project is complete in the following order:

- three months for audio recordings,
- two years for written documentation, and
- five years for anonymized electronic interview data.

In accordance with the Alberta *Protection for Persons in Care Act* we are legally obligated to report any abuse or neglect, which we are informed about, to the appropriate authorities.

Also, if you raise any concerns that we are not legally bound to report, but suggest that you or others are unsafe, we may decide to report this information to Patient Concerns at Alberta Health Services and ask them to explore the concern. Please be assured that if we do this, your name will not be revealed unless you give us permission to do so.

#### How do I find out what was learned in this study?

A copy of the report that contains a summary of what we learned speaking to people who live in homes like this across Alberta, will be emailed or mailed to you once it is complete (December, 2020).

#### What do I need to do next?

1. You can ask [the lead of this project], the HQCA staff member that will be doing the interviews, any questions you may have.
2. If you choose to take part, then let [the lead of this project] know (see contact information on the top of the first page). [The lead of this project] will arrange a date for the interview at a time that is convenient for you.
3. Review the consent form provided below. This is a form that lets us know that you agree to take part. At the start of the interview, [The lead of this project] will go over the consent form with you and you will need to provide your verbal consent (audio recorded) before the interview begins.

**Figure 2: Interview guide**

Interview Guide
<p>1. Tell me what it has been like to live here during the COVID-19 pandemic.</p> <p><u>Perceptions about safety during the pandemic</u></p> <p>2. What is being done at your home to make you feel safe during the pandemic?</p> <p>3. What worries do you have living here because of the pandemic?</p> <p>4. What have staff been doing here to keep you protected against COVID? How do you feel about these things?</p> <p>5. What suggestions might you have for staff here that could help you to feel safer?</p> <p>6. What are you able to do now that you were unable to do a few weeks/months ago?</p> <p><u>Communication about the pandemic</u></p> <p>7. How have you been getting information/updates about what is happening here [in your home]?</p> <p>8. Have you received enough information? How has the staff made sure of that?</p> <p>9. What information do you need to feel more informed? How do you want to be informed?</p> <p>10. Is there is a Resident &amp; Family Council here?</p> <ul style="list-style-type: none"> <li>▪ (YES) How have they been involved in providing you with information? Do you actively participate in meetings? Why/why not?</li> <li>▪ (NO) Do you think it would help if one existed? How would it help?</li> </ul> <p><u>Family and social connectedness</u></p> <p>11. How have you been visiting and staying in touch with family members and friends over the past few months? What are your feelings about this? How does this differ from before the pandemic began?</p> <p>12. How are the staff helping you stay connected with family members and friends?</p> <p><u>Care and services</u></p> <p>13. What changes have you experienced in the quality of care provided to you here since the pandemic began?</p> <p>14. What changes have you experienced in the services that are available to you since the pandemic began (e.g., hair dressing, foot care, seeing a physician)?</p> <p>15. In the last few months, was there a time that you needed immediate help? How did that go? Was this experience different from before?</p> <p>16. Have you had any health concerns during the pandemic? If so, tell me how this concern was addressed or not addressed.</p> <p>17. Volunteers may have been restricted from coming here. How do you feel about that?</p> <p><u>Staffing</u></p> <p>18. How have the staff been treating you since the pandemic began? What changes, if any, have you noticed compared to before the pandemic?</p> <p>19. In the past few months, have you noticed a change in the number of staff here? How so?</p> <p><u>Food and activities</u></p> <p>20. What have you been doing to pass the time?</p> <p>21. What activities have you been able to take part in? Has this changed since the pandemic began?</p> <p>22. What have meals and dining been like for you during the pandemic? How have things changed?</p> <p><u>Improvement opportunities</u></p> <p>23. Thinking back over your experience since the pandemic began, what has been going well here, that you wouldn't want changed?</p> <p>24. Thinking back over your experience since the pandemic began, what would you like to see changed here?</p>

25. Do you know if this place has experienced a different type of outbreak (e.g., influenza) in your time living here? If they have, how does it compare to how they have responded to COVID?

#### Closing

26. Is there a question or a topic that I did not ask that you expected me to ask?

27. Do you have any questions for me?

## Analysis

Resident interviews were analyzed for themes by two analysts to ensure validity of the findings, using NVivo Version 12. Themes were identified that reflected participants' perceptions about restrictions and pandemic-related experiences, including perceptions and experiences about how sites implemented and responded to the pandemic or a COVID-19 outbreak. Interviews were also analyzed to identify whether residents' perceptions and experiences differed based on whether they lived at a site that experienced an outbreak or not, underwent a severe outbreak (i.e., high number of cases and/or resident deaths), or lived in a rural or urban area.

## Limitations

There are limitations that must be noted when interpreting the data. First, there were a limited number of residents living at a site in an urban area that had not undergone an outbreak, which was a barrier to conducting comparisons to residents' experiences in rural communities. Second, more women participated than men, which limited exploration of whether experiences differed between men and women. Lastly, only residents who were cognitively well could participate in an interview, which excluded residents living with cognitive impairment such as a dementia. This presents an important gap in knowledge that requires further exploration, given that residents with cognitive impairment may be differently and more adversely impacted by restrictions and safety protocols implemented in continuing care (as indicated by family member comments in response to the family experience survey).

**APPENDIX VII: RESIDENT EXPERIENCE SURVEY TOOL****COVID-19 Resident Experience Survey in Continuing Care**

The COVID-19 pandemic has significantly changed the way people live, work, and access health care, as well as how healthcare is delivered.

This survey asks questions about your experiences, as a resident living in a long-term care or designated supportive living site, during the pandemic. The Health Quality Council of Alberta (HQCA) aims to understand what residents like yourself, think about restrictions, the care and services you receive, and communication with the site staff in the place that you live.

The HQCA promotes and improves patient safety, person-centred care, and health service quality on a province-wide basis.

Your anonymous input provides important information about the experiences and impact to Albertans during the COVID-19 pandemic.

Your privacy is protected. Your responses to this survey are completely confidential. It will not be possible to identify you in any report.

Your participation is voluntary. It is your choice whether or not to participate. Your decision will not impact the healthcare you receive. You may also choose not to answer questions you do not feel comfortable answering.

It's quick. It should take only 10-15 minutes to complete.

If you want to know more about this survey, please call the HQCA at 1-855-508-8162 or reach us via email at covid19@hqca.ca

Thank you for your support!

In completing this survey, we ask you to consider your experience with [site\_name].

For each question,

- Please choose the response that best describes your experience or opinion.
- If there is any question you would prefer not to answer, please leave the answer boxes for that particular question blank and go on to the next question.
- Think about your experiences from the last 5 months of the pandemic, that is your experiences living at [site\_name] since March, 2020.

**ACTIVITIES**

**During the past five months of the COVID-19 pandemic, please think about the activities [site\_name] offers to entertain you or keep you involved. And by "here" we mean at [site\_name].**

During the past five months of the COVID-19 pandemic were certain activities no longer offered due to the pandemic?

- ☐ Yes
- ☐ No
- ☐ I did not need this / Not applicable

---

During the past five months of the COVID-19 pandemic did you have enough to do here?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

Were you involved in activities to the same degree you were before the COVID-19 pandemic?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

How satisfied were you with the ways [site\_name] assisted you in engaging with activities?

- ☐ Completely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ A little bit satisfied
- ☐ Not at all satisfied

**During the past 5 months of the COVID-19 pandemic, please think about the care and/or services that are provided. By care we mean things employees do for you or to help you. By services we mean accommodation supports like housekeeping, meals and security. Employees could be any staff working here. And by "here" we mean at [site\_name]. Employees could be any staff working at [site\_name].**

**During the past five months of the COVID-19 pandemic...**

Did you get your medications on time?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Did the employees explain to you what they are doing to ensure your safety and wellbeing during the pandemic?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Do you think the rules here are reasonable? (Rules like restrictions)

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Were you able to see a doctor if you need to?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

**During the past 5 months of the COVID-19 pandemic, please think about the care and/or services that are provided. By care we mean things employees do for you or to help you. By services we mean accommodation supports like housekeeping, meals and security. Employees could be any staff working here. And by "here" we mean at [site\_name]. Employees could be any staff working at [site\_name].**

**During the past five months of the COVID-19 pandemic...**

Did you get your mental health and emotional needs met? (such as feeling anxious, depressed, or irritable)

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Did you get your healthcare needs met? (For example, access to a doctor, physical therapists, occupational therapists, etc.)

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Were you involved in making decisions about your care and services?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Were you able to get transportation to or from medical appointments?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

Did you get enough to eat?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

Did you like the way meals are served here?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

Did the food here meet your dietary needs?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

Personal protective equipment, often called PPE, includes things such as gloves, masks, gowns, and hand sanitizer. PPE helps to stop the spread of infections like COVID-19 between people.

During the past five months of the COVID-19 pandemic, were you ever shown how to use PPE by site staff?

- ☐ Yes  
☐ No

---

During the past five months of the COVID-19 pandemic, how often did you observe staff using PPE?

- ☐ Always  
☐ Usually  
☐ Sometimes  
☐ Never

---

During the past five months of the COVID-19 pandemic did you experience a delay in getting help for a medical problem?

- ☐ Yes  
☐ No  
☐ Don't know

---

How much have delays to your healthcare affected you negatively?

- ☐ It has not affected my health at all  
☐ Affected me negatively a little bit  
☐ Affected me negatively quite a bit  
☐ It has greatly affected my health in a negative way  
☐ Don't know

**Please think about the availability of employees and staff who work here at [site\_name]****During the past five months of the COVID-19 pandemic...**

During the week, were the employees available to help you if you need them?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

During the weekend, were the employees available to help you if you need them?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

During the evening and night, were the employees available to help you if you need them?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

How often did you feel confident with how employees and staff were doing their jobs?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

**Please think about the availability of employees and staff who work here at [site\_name]****During the past five months of the COVID-19 pandemic...**

How often did you feel that there were enough nurses and aides available at [site\_name]?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never
- ☐ I did not need this / Not applicable

---

Other than nurses and aides, how often did you feel that there were enough staff available at [site\_name]?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never
- ☐ I did not need this / Not applicable

---

Did you feel that there were enough staff to support recreational activities at [site\_name]?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never
- ☐ I did not need this / Not applicable

**COMMUNICATION**

**During the past five months of the COVID-19 pandemic, please think about the communication between you and staff here. And by "here" we mean at [site\_name].**

People in charge at [site\_name] might include managers, supervisors, or other people in administration. How often were the people in charge available to talk with you when needed?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never
- ☐ I did not need this / Not applicable

---

Did you feel comfortable speaking to the people in charge about a problem?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

Did you know who to go to here when you have a problem?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

Did your problems get taken care of here?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

During the past five months of the COVID-19 pandemic, did you get information from [site\_name] about their response to the pandemic?

- ☐ Yes  
☐ No

---

How often did you get this information as soon as you wanted?

- ☐ Always  
☐ Usually  
☐ Sometimes  
☐ Never

---

How often did you get enough information about [site\_name]?

- ☐ Always  
☐ Usually  
☐ Sometimes  
☐ Never

---

How often were you satisfied with the information provided to you?

- ☐ Always  
☐ Usually  
☐ Sometimes  
☐ Never

---

How easy or difficult was this information to understand?

- ☐ Very easy  
☐ Easy  
☐ Neither easy or difficult  
☐ Difficult  
☐ Very difficult

---

How trustworthy did you feel this information was?

- ☐ Completely trustworthy  
☐ Very trustworthy  
☐ Somewhat trustworthy  
☐ A little bit trustworthy  
☐ Not at all trustworthy

---

How helpful did you feel this information was?

- ☐ Very helpful  
☐ Helpful  
☐ Somewhat helpful  
☐ Unhelpful  
☐ Very unhelpful

**OVERALL RATINGS**

Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [site\_name] and site staff were taking steps to keep your family members, Designated Support Persons or Essential Visitors from contracting COVID-19? Designated Support Persons or Essential Visitors are those you named as being critical to your care and who were allowed into the site as visitors.

- ☐ 0 - not at all confident  
☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5  
☐ 6  
☐ 7  
☐ 8  
☐ 9  
☐ 10 - completely confident

Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [site\_name] and site staff were taking steps to keep you and other residents from contracting COVID-19?

- ☐ 0 - not at all confident  
☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5  
☐ 6  
☐ 7  
☐ 8  
☐ 9  
☐ 10 - completely confident

Using any number from 0 to 10 where 0 is the worst and 10 is the best, what number would you use to rate [site\_name]'s overall response to the COVID-19 pandemic?

- ☐ 0 - Worst  
☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5  
☐ 6  
☐ 7  
☐ 8  
☐ 9  
☐ 10 - Best

Has an outbreak of COVID-19 ever occurred at [site\_name]?

- ☐ Yes  
☐ No  
☐ Don't know

---

Compared to before the COVID-19 pandemic, how would you rate your physical health in general now?

- ☐ Much better
- ☐ Slightly better
- ☐ About the same
- ☐ Slightly worse
- ☐ Much worse
- ☐ I don't know

---

Compared to before the COVID-19 pandemic, how would you rate your mental health (such as feeling anxious, depressed, or irritable) now?

- ☐ Much better
- ☐ Slightly better
- ☐ About the same
- ☐ Slightly worse
- ☐ Much worse
- ☐ I don't know

---

During the past five months of the COVID-19 pandemic was this place clean enough?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

During the past five months of the COVID-19 pandemic, did you feel safe here?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No hardly ever
- ☐ No never
- ☐ Don't know
- ☐ I did not need this / Not applicable

---

During the past five months of the COVID-19 pandemic did you ever consider moving out of [site\_name] temporarily?

- ☐ Yes
- ☐ No

**Continuing care sites, such as long term care or designated supportive living, have been working to prevent the spread of COVID-19 within their sites. Provincial visiting restrictions have been managed through public health orders made by the Chief Medical Officer of Health, which guided the decisions and actions of site leadership.**

**Strict visiting restrictions began March 20th and started to ease after April 28th (e.g. outdoor visits, quality of life visits), and most recently on July 23rd 2020. In order to protect residents and staff, during this time, sites have limited visits by family members and friends depending on the stage of the pandemic Alberta was in.**

**This next section asks about your experiences and perspectives about visitation during this time.**

How familiar are you with the public health order's visiting restrictions as it applied to [site\_name]?

- ☐ Not at all familiar
- ☐ A little bit familiar
- ☐ Somewhat familiar
- ☐ Very familiar
- ☐ Completely familiar

Do you think the public health restrictions went too far, not far enough, or struck a good balance?

- ☐ The restrictions went much too far
- ☐ The restrictions went a bit too far
- ☐ The restrictions struck a good balance
- ☐ The restrictions didn't go quite far enough
- ☐ The restrictions should have gone much further

In the last five months, did the visiting restrictions put in place by [site\_name] on visiting family members and friends impacted you negatively?

- ☐ Yes, definitely
- ☐ Yes, somewhat
- ☐ No

With the visiting restrictions in place, some residents may felt feelings of stress, anxiety, or depression with not being able to be visited by family and friends during the COVID-19 pandemic.

Have you felt stress, anxiety, or depression related to NOT being able to be visited by family and friends during the COVID-19 pandemic?

- ☐ Yes, definitely
- ☐ Yes, somewhat
- ☐ No

**The following set of questions asks your perspective on visiting restrictions.**

During this time, you could have connected with family and friends in-person or through virtual visits. Virtual visits could include all types of connection with your family member that were not in-person, like phone calls and video calls.

In the last five months, did you have an in-person or virtual visit with your family member or designated support person?

- ☐ Yes  
☐ No

---

How was your family member able to visit you? (Select all that apply)

- ☐ In-person visits at [site\_name]  
☐ Window visits  
☐ Phone calls  
☐ Text messaging  
☐ Social media platform - E.g., Facebook  
☐ Video calls - Zoom, Skype, FaceTime. etc.  
☐ Other (please enter)

---

Other (please specify):

\_\_\_\_\_

---

How satisfied were you with the ways [site\_name] assisted you to connect or visit with your family member or designated support person?

- ☐ Not at all satisfied  
☐ A little bit satisfied  
☐ Somewhat satisfied  
☐ Very satisfied  
☐ Completely satisfied

---

Overall, how easy or difficult was it for you to participate in virtual visits?

- ☐ Very difficult  
☐ Difficult  
☐ Neither easy nor difficult  
☐ Easy  
☐ Very easy

---

What made participation in virtual visits difficult? (Select all that apply)

- ☐ I had equipment problems (such as computer glitches)  
☐ I had connectivity problems (such as poor cell phone service or internet coverage)  
☐ I was not familiar using technology  
☐ There were not many virtual visit options available  
☐ Other

---

Other (please specify):

\_\_\_\_\_

Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with virtual visits?

- ☐ 0 - worst experience possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - best experience possible

**The next few questions are about you. Remember that you may skip any questions that you'd prefer not to answer.**

What is your age?

- ☐ Under 16
- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 to 84
- ☐ 85 to 94
- ☐ 95 to 104
- ☐ 105+

Which of the following best describes your gender identity?

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ Transgender
- ☐ I prefer to self-describe

Please tell us how you self-describe

---

What is the highest grade or level of school that you have completed?

- ☐ Grade school or some high school
- ☐ Completed high school
- ☐ Post-secondary technical school
- ☐ Some university or college
- ☐ Completed college diploma
- ☐ Completed university degree
- ☐ Post-grad degree (Master's or Ph.D.)

What language do you mainly speak at home?

- ☐ English
- ☐ French
- ☐ Other

Other (please specify):

---

Were you born in Canada?

- ☐ Yes
- ☐ No

How many years have you lived in Canada? Years:

---

People living in Canada come from many different cultural and racial backgrounds. Are you ...? (Please choose all that apply)

- ☐ Arab
- ☐ Black (e.g., African, Haitian, Caribbean)
- ☐ Chinese
- ☐ Filipino
- ☐ Indigenous (e.g., First Nations, Metis, Inuit)
- ☐ Latin American
- ☐ South Asian (e.g., Indian, Pakistani, Sri Lankan)
- ☐ Southeast Asian (e.g., Indonesian, Vietnamese)
- ☐ White (e.g., United Kingdom, European)
- ☐ Other

Other (please specify):

\_\_\_\_\_

Which of the following best describes your financial situation?

- ☐ Very comfortable
- ☐ Comfortable
- ☐ Modestly comfortable
- ☐ Tight
- ☐ Very tight
- ☐ Poor

Before today, had you ever heard of the Health Quality Council of Alberta?

- ☐ Yes
- ☐ No

How did you hear about the Health Quality Council of Alberta? (Select all that apply)

- ☐ News story in a newspaper, radio, tv, or online.
- ☐ Social media (Facebook, Twitter, LinkedIn, etc.)
- ☐ Health Quality Council of Alberta website - that is, [www.hqca.ca](http://www.hqca.ca)
- ☐ A Health Quality Council of Alberta publication or document
- ☐ Other (Please specify): \_\_\_\_\_

Other (please specify):

\_\_\_\_\_

Do you have any suggestions for how the province, Alberta Health Services, or [site\_name] could improve their response to the pandemic? If so, please explain.

---

And lastly, do you have a concern about the care and services you are receiving or have received?

- ☐ Yes  
☐ No

---

If you have concerns related to a specific personal healthcare experience there are three things you can do:

1) Contact your case manager and/or your site manager directly

2) Use the contact info of Alberta Health Services Patient Relations Department to submit your concerns:

Phone: 1-855-550-2555; Fax: 1-877-871-4340

Mail:

Alberta Health Services Patient Relations

Suite 300 Seventh Street Plaza, 10030-107 Street, Edmonton Alberta T5J E34

On-line at: <https://albertahealthservices.ca/about/Page12832.aspx>

3) The HQCA can also submit your concern to Alberta Health Services on your behalf.

- ☐ I will contact my site manager, case manager or AHS Patient Relations myself  
☐ Have HQCA submit concern to AHS on my behalf  
☐ Do nothing / Decline

---

Please note that the HQCA will share your email address, and name of the site with Alberta Health Services. Depending on the nature of follow-up, the information recorded on this page may be shared with your care provider who may involve the AHS Patient Relations Department to assist in addressing your concerns. Please provide as detailed an account as possible.

Please note that none of your other survey responses will be forwarded to AHS, only the contents of what you write here.

---

Full name

---

Phone number

---

Thank you very much for completing our survey! Your feedback is very important to us!

---

Over the next two years, the Health Quality Council of Alberta will be conducting other patient and family member engagement activities related to health care quality and safety. This may involve activities such as focus groups, interviews, or other experience surveys.

Would you be interested in participating in such activities?

- ☐ Yes  
☐ No
- 

Is [res\_email] the best email address to reach you at?

- ☐ Yes  
☐ No
- 

Please provide an email address we can reach you at:

---

---

In the future, the Ministry of Health (i.e. Alberta Health) will be conducting engagement activities related to continuing care and would like access to your email address.

Do you give permission for the HQCA to share your email address with the Ministry of Health (i.e. Alberta Health)?

(Pursuant to FOIP s. 40(1)(c) the contact information you provide may legally be disclosed to Alberta Health for the purpose of their engagement work. If you have questions related to the collection and use of information, please contact Erica Olson at [erica.olson@gov.ab.ca](mailto:erica.olson@gov.ab.ca).)

- ☐ Yes  
☐ No
- 

Is [res\_email] the email address you'd like HQCA to share with the Ministry of Health (i.e. Alberta Health)?

- ☐ Yes  
☐ No
- 

Please provide an email address we can share with the Ministry of Health (i.e. Alberta Health)

---

Thank you so much for participating in our survey. We greatly appreciate your help.

## APPENDIX VIII: RESIDENT SURVEY PROCESS AND METHODOLOGY

The purpose of this survey was two-fold:

1. to develop a better understanding of resident's experiences and perceptions over the spring and summer of 2020, during which some of the most restrictive policies were enacted at continuing care sites (March 20 to July 23) as well as perceptions regarding the lifting of these restrictions (beginning July 23); and
2. to identify suggestions from residents about how to improve the system's response to the pandemic.

### Survey development

A survey was developed by the HQCA in consultation with the HQCA's Patient & Family Advisory Committee and external partners, which included 1) Alberta Health – Continuing Care Branch; 2) Alberta Seniors and Housing; 3) Alberta Seniors Communities & Housing Association; and 4) Alberta Health Services Quality Management Teams and Zone Leaders.

The survey was built using questions from existing HQCA surveys to leverage established question reliability and validity. These surveys include:

- Long-term Care Family Experience Survey
- Designated Supportive Living Resident Experience Survey
- Designated Supportive living Family Experience Survey
- COVID-19 Experiences and Impacts Survey

From these surveys, questions were selected and then modified to fit the context of the study and align with topics important to stakeholders and included: 1) visiting restrictions and their impact on residents, 2) communication by sites to families, 3) perceived adequacy of care and staffing, 4) trust in the provision of care, 5) perceptions of resident safety and infection control, and 5) opportunities to connect residents with their family members, and how sites supported or enabled this (e.g., virtual visits).

An open-ended question was also included in the survey for residents to answer:

*Do you have any suggestions for how the province, Alberta Health Services or [your site] could improve their response to the pandemic? If so, please explain.*

### Survey protocol and sampling

In collaboration with AHS, publicly funded DSL and LTC sites were contacted and informed about the study. Resident email addresses were requested from sites and email addresses were used to send a web-based online survey. Email addresses were subsequently cleaned by collecting undelivered email messages and identifying and correcting obviously misspelled domain names, for example @hotmial.cmo to @hotmail.com.

Only a few email addresses were received by the HQCA. As such, the survey was made accessible via an open link, and family members were contacted and asked to notify their loved one about the existence of

the survey. They were also encouraged to support their loved in completing the survey, so long as the responses were the residents' and not their own. Responders to the survey were excluded from reporting and analytics if they were (1) a family member AND (2) reported (via a survey question) that they answered the survey *for* the resident.

Data collection for the online-only survey occurred from August 24 to October 30, 2020.

Overall, 387 residents responded to the survey. Because the survey was accessible via an open link, a response rate cannot be calculated.

## Reporting of survey results and comments analysis

In total, 231 responses were provided to the open-ended survey question. Responses were analyzed to identify themes that described the perceptions of residents about the restrictions and their pandemic-related experiences. To ensure high coding agreement, two analysts independently analyzed the comments to identify themes, and then conferred to ensure validation of the themes. Analysis of the comments revealed consistency in the themes identified through analysis of the interview transcripts, thus, both of these data sources are used to discuss a theme in the report. A complete summary of the survey results at the provincial and AHS-zone level are reported below. However, caution must be employed when interpreting survey results due to a low response rate, which impacts the generalizability of the findings and ultimately was a barrier to the completion of more complex analytics of responses to the survey questions.<sup>4</sup>

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<sup>4</sup> Giordano LA, Elliott MN, Goldstein E, Lehrman WG, Spencer PA. Development, Implementation, and Public Reporting of the HCAHPS Survey. Medical Care and Research Review. 2010 Feb; 67(1): 27-37.

## APPENDIX IX: SUMMARY OF RESIDENT EXPERIENCE PROVINCIAL AND ZONE-LEVEL RESPONSE TO INDIVIDUAL SURVEY QUESTIONS

This section provides responses to individual survey questions.

Notes:

- Percentages may not always add to 100 per cent due to rounding.
- Percentages are not reported for “Select all that apply” questions as respondents could have selected more than one response.
- Caution must be applied in interpreting and generalizing reported results where the sample size is approximately 300 or lower. Reliability diminishes as sample size decreases.<sup>5</sup> As a result, only results at the provincial level are reported.

<b>Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [the site] and site staff were taking steps to keep your family members, Designated Support Persons or Essential Visitors from contracting COVID-19?</b>	
	Alberta (N = 351)
Average (out of 10)	8.1
<b>Using any number from 0 to 10, where 0 is not confident at all and 10 is completely confident, how confident were you that [the site] and site staff were taking steps to keep you and other residents from contracting COVID-19?</b>	
	Alberta (N = 358)
Average (out of 10)	8.6
<b>Using any number from 0 to 10 where 0 is the worst and 10 is the best, what number would you use to rate [the site]'s overall response to the COVID-19 pandemic?</b>	
	Alberta (N = 358)
Average (out of 10)	8.3
<b>During the past five months of the COVID-19 pandemic were certain activities no longer offered due to the pandemic?</b>	
	Alberta (N = 384)
	%
Yes	89
No	5
I did not need this / Not applicable	6
Total	100

<sup>5</sup> Giordano LA, Elliott MN, Goldstein E, Lehrman WG, Spencer PA. Development, Implementation, and Public Reporting of the HCAHPS Survey. Medical Care and Research Review. 2010 Feb; 67(1): 27-37.

During the past five months of the COVID-19 pandemic did you have enough to do here?	
	Alberta (N = 385)
	%
Yes always	16
Yes sometimes	32
No hardly ever	31
No never	11
Don't know	3
I did not need this / Not applicable	7
Total	100
Were you involved in activities to the same degree you were before the COVID-19 pandemic?	
	Alberta (N = 382)
	%
Yes always	9
Yes sometimes	26
No hardly ever	32
No never	19
Don't know	3
I did not need this / Not applicable	9
Total	100
How satisfied were you with the ways [the site] assisted you in engaging with activities?	
	Alberta (N = 372)
	%
Completely satisfied	16
Very satisfied	24
Somewhat satisfied	29
A little bit satisfied	14
Not at all satisfied	16
Total	100
Did you get your medications on time?	
	Alberta (N = 385)
	%
Yes always	66
Yes sometimes	17
No hardly ever	2
No never	<1
Don't know	4
I did not need this / Not applicable	11
Total	100

Did the employees explain to you what they are doing to ensure your safety and wellbeing during the pandemic?	
	Alberta (N = 383)
	%
Yes always	43
Yes sometimes	31
No hardly ever	14
No never	5
Don't know	4
I did not need this / Not applicable	3
Total	100
Do you think the rules here are reasonable? (Rules like restrictions)	
	Alberta (N = 384)
	%
Yes always	34
Yes sometimes	42
No hardly ever	13
No never	6
Don't know	4
I did not need this / Not applicable	1
Total	100
Were you able to see a doctor if you need to?	
	Alberta (N = 382)
	%
Yes always	46
Yes sometimes	22
No hardly ever	11
No never	5
Don't know	3
I did not need this / Not applicable	12
Total	100

Did you get your mental health and emotional needs met? (such as feeling anxious, depressed, or irritable)	
	Alberta (N = 385)
	%
Yes always	22
Yes sometimes	32
No hardly ever	19
No never	11
Don't know	6
I did not need this / Not applicable	11
Total	100
Did you get your healthcare needs met? (For example, access to a doctor, physical therapists, occupational therapists, etc.)	
	Alberta (N = 383)
	%
Yes always	37
Yes sometimes	35
No hardly ever	11
No never	4
Don't know	3
I did not need this / Not applicable	9
Total	100
Were you involved in making decisions about your care and services?	
	Alberta (N = 384)
	%
Yes always	31
Yes sometimes	33
No hardly ever	17
No never	9
Don't know	5
I did not need this / Not applicable	5
Total	100

<b>Were you able to get transportation to or from medical appointments?</b>	
	Alberta (N = 382)
	%
Yes always	35
Yes sometimes	11
No hardly ever	3
No never	7
Don't know	2
I did not need this / Not applicable	43
Total	100
<b>Did you get enough to eat?</b>	
	Alberta (N = 384)
	%
Yes always	72
Yes sometimes	21
No hardly ever	3
No never	1
Don't know	1
I did not need this / Not applicable	2
Total	100
<b>Did you like the way meals are served here?</b>	
	Alberta (N = 380)
	%
Yes always	38
Yes sometimes	40
No hardly ever	13
No never	4
Don't know	2
I did not need this / Not applicable	3
Total	100

<b>Did the food here meet your dietary needs?</b>	
	Alberta (N = 380)
	%
Yes always	44
Yes sometimes	36
No hardly ever	12
No never	3
Don't know	3
I did not need this / Not applicable	2
Total	100
<b>During the past five months of the COVID-19 pandemic, were you ever shown how to use PPE by site staff?</b>	
	Alberta (N = 369)
	%
Yes	56
No	44
Total	100
<b>During the past five months of the COVID-19 pandemic, how often did you observe staff using PPE?</b>	
	Alberta (N = 373)
	%
Always	69
Usually	24
Sometimes	6
Never	1
Total	100
<b>During the past five months of the COVID-19 pandemic did you experience a delay in getting help for a medical problem?</b>	
	Alberta (N = 376)
	%
Yes	26
No	62
Don't know	12
Total	100

How much have delays to your healthcare affected you negatively?	
	Alberta (N = 96)
	%
It has not affected my health at all	16
Affected me negatively a little bit	46
Affected me negatively quite a bit	24
It has greatly affected my health in a negative way	14
Don't know	1
Total	100
During the week, were the employees available to help you if you need them?	
	Alberta (N = 375)
	%
Yes always	52
Yes sometimes	41
No hardly ever	4
No never	< 1
Don't know	1
I did not need this / Not applicable	2
Total	100
During the weekend, were the employees available to help you if you need them?	
	Alberta (N = 372)
	%
Yes always	39
Yes sometimes	43
No hardly ever	11
No never	2
Don't know	2
I did not need this / Not applicable	3
Total	100
During the evening and night, were the employees available to help you if you need them?	
	Alberta (N = 373)
	%
Yes always	47
Yes sometimes	33
No hardly ever	10
No never	1
Don't know	3
I did not need this / Not applicable	6
Total	100

How often did you feel confident with how employees and staff were doing their jobs?	
	Alberta (N = 376)
	%
Never	2
Sometimes	23
Usually	38
Always	37
Total	100
How often did you feel that there were enough nurses and aides available at [the site]?	
	Alberta (N = 374)
	%
Always	23
Usually	40
Sometimes	25
Never	9
I did not need this / Not applicable	3
Total	100
Other than nurses and aides, how often did you feel that there were enough staff available at [the site]?	
	Alberta (N = 371)
	%
Always	23
Usually	43
Sometimes	24
Never	7
I did not need this / Not applicable	3
Total	100
Did you feel that there were enough staff to support recreational activities at [the site]?	
	Alberta (N = 371)
	%
Always	15
Usually	29
Sometimes	25
Never	20
I did not need this / Not applicable	11
Total	100

<b>How often were the people in charge available to talk with you when needed?</b>	
	Alberta (N = 367)
	%
Always	28
Usually	29
Sometimes	24
Never	7
I did not need this / Not applicable	12
Total	100
<b>Did you feel comfortable speaking to the people in charge about a problem?</b>	
	Alberta (N = 363)
	%
Yes always	43
Yes sometimes	32
No hardly ever	10
No never	4
Don't know	4
I did not need this / Not applicable	7
Total	100
<b>Did you know who to go to here when you have a problem?</b>	
	Alberta (N = 368)
	%
Yes always	46
Yes sometimes	31
No hardly ever	9
No never	6
Don't know	5
I did not need this / Not applicable	2
Total	100
<b>Did your problems get taken care of here?</b>	
	Alberta (N = 368)
	%
Yes always	33
Yes sometimes	46
No hardly ever	8
No never	4
Don't know	5
I did not need this / Not applicable	4
Total	100

<b>During the past five months of the COVID-19 pandemic, did you get information from [the site] about their response to the pandemic?</b>	
	Alberta (N = 358)
	%
Yes	72
No	29
Total	100
<b>How often did you get this information as soon as you wanted?</b>	
	Alberta (N = 255)
	%
Always	35
Usually	46
Sometimes	19
Never	<1
Total	100
<b>How often did you get enough information about [the site]?</b>	
	Alberta (N = 251)
	%
Always	39
Usually	39
Sometimes	22
Never	1
Total	100
<b>How often were you satisfied with the information provided to you?</b>	
	Alberta (N = 252)
	%
Always	34
Usually	43
Sometimes	21
Never	2
Total	100
<b>How easy or difficult was this information to understand?</b>	
	Alberta (N = 251)
	%
Very easy	30
Easy	36
Neither easy or difficult	26
Difficult	8
Very difficult	1
Total	100

<b>How trustworthy did you feel this information was?</b>	
	Alberta (N = 250)
	%
Completely trustworthy	34
Very trustworthy	40
Somewhat trustworthy	23
A little bit trustworthy	3
Not at all trustworthy	<1
Total	100
<b>How helpful did you feel this information was?</b>	
	Alberta (N = 253)
	%
Very helpful	29
Helpful	37
Somewhat helpful	30
Unhelpful	3
Total	100
<b>Has an outbreak of COVID-19 ever occurred at [the site]?</b>	
	Alberta (N = 361)
	%
Yes	21
No	62
Don't know	18
Total	100
<b>Compared to before the COVID-19 pandemic, how would you rate your physical health in general now?</b>	
	Alberta (N = 359)
	%
Much better	4
Slightly better	7
About the same	54
Slightly worse	23
Much worse	9
I don't know	3
Total	100

Compared to before the COVID-19 pandemic, how would you rate your mental health (such as feeling anxious, depressed, or irritable) now?	
	Alberta (N = 358)
	%
Much better	5
Slightly better	2
About the same	42
Slightly worse	29
Much worse	19
I don't know	3
Total	100
During the past five months of the COVID-19 pandemic was this place clean enough?	
	Alberta (N = 360)
	%
Yes always	69
Yes sometimes	24
No hardly ever	2
No never	< 1
Don't know	4
I did not need this / Not applicable	1
Total	100
During the past five months of the COVID-19 pandemic, did you feel safe here?	
	Alberta (N = 360)
	%
Yes always	69
Yes sometimes	25
No hardly ever	2
No never	1
Don't know	2
I did not need this / Not applicable	1
Total	100
During the past five months of the COVID-19 pandemic did you ever consider moving out of [the site] temporarily?	
	Alberta (N = 353)
	%
Yes	21
No	79
Total	100

<b>How familiar are you with the public health order's visiting restrictions as it applied to [the site]?</b>	
	Alberta (N = 354)
	%
Not at all familiar	10
A little bit familiar	20
Somewhat familiar	25
Very familiar	32
Completely familiar	13
Total	100
<b>Do you think the public health restrictions went too far, not far enough, or struck a good balance?</b>	
	Alberta (N = 317)
	%
The restrictions went much too far	10
The restrictions went a bit too far	30
The restrictions struck a good balance	55
The restrictions didn't go quite far enough	4
The restrictions should have gone much further	1
Total	100
<b>In the last five months, did the visiting restrictions put in place by [the site] on visiting family members and friends impacted you negatively?</b>	
	Alberta (N = 352)
	%
Yes definitely	43
Yes somewhat	29
No	28
Total	100
<b>Have you felt stress, anxiety, or depression related to NOT being able to be visited by family and friends during the COVID-19 pandemic?</b>	
	Alberta (N = 353)
	%
Yes definitely	43
Yes somewhat	32
No	26
Total	100
<b>In the last five months, did you have an in-person or virtual visit with your family member or designated support person?</b>	
	Alberta (N = 352)
	%
Yes	87
No	13
Total	100

How was your family member able to visit you? (Select all that apply)	
	Alberta
	N
In person	212
Window	109
Phone calls	243
Text messaging	72
Social media platform	49
Video calls	150
Other	12
How satisfied were you with the ways [the site] assisted you to connect or visit with your family member or designated support person?	
	Alberta (N = 304)
	%
Not at all satisfied	8
A little bit satisfied	10
Somewhat satisfied	33
Very satisfied	29
Completely satisfied	20
Total	100
Overall, how easy or difficult was it for you to participate in virtual visits?	
	Alberta (N = 263)
	%
Very difficult	11
Difficult	14
Neither easy nor difficult	30
Easy	23
Very easy	22
Total	100
What made participation in virtual visits difficult? (Select all that apply)	
	Alberta
	N
I had equipment problems (such as computer glitches)	7
I had connectivity problems (such as poor cell phone service or internet coverage)	13
I was not familiar using technology	40
There were not many virtual visit options available	21
Other	17

Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with virtual visits?	
	Alberta (N = 254)
Average (out of 10)	6.4
What is your age?	
	Alberta (N = 347)
	%
Under 16	< 1
16 to 24	< 1
25 to 34	1
35 to 44	3
45 to 54	4
55 to 64	13
65 to 74	16
75 to 84	22
85 to 94	31
95 to 104	9
Total	100
Which of the following best describes your gender identity?	
	Alberta (N = 348)
	%
Man	43
Woman	57
Transgender	< 1
Total	100
What is the highest grade or level of school that you have completed?	
	Alberta (N = 343)
	%
Grade school or some high school	29
Completed high school	22
Post-secondary technical school	10
Some university or college	10
Completed college diploma	12
Completed university degree	13
Post-grad degree (Master's or Ph.D.)	6
Total	100

<b>What language do you mainly speak at home?</b>	
	Alberta (N = 353)
	%
English	96
French	< 1
Other	4
Total	100
<b>Were you born in Canada?</b>	
	Alberta (N = 349)
	%
Yes	83
No	17
Total	100
<b>People living in Canada come from many different cultural and racial backgrounds. Are you ...? (Please choose all that apply)</b>	
	Alberta
	N
Arab	1
Black (e.g., African, Haitian, Caribbean)	1
Chinese	5
Filipino	0
Indigenous (e.g., First Nations, Metis, Inuit)	10
Latin American	0
Southeast Asian (e.g., Indonesian, Vietnamese)	1
South Asian (e.g., Indian, Pakistani, Sri Lankan)	3
White (e.g., United Kingdom, European)	296
Other	19
<b>Which of the following best describes your financial situation?</b>	
	Alberta (N = 331)
	%
Very comfortable	11
Comfortable	30
Modestly comfortable	35
Tight	15
Very tight	5
Poor	4
Total	100



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