



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

August 27, 2020

Dear Family Member,

To ensure that seniors in long-term care (LTC) and assisted living (AL) were protected as much as possible from COVID-19 it was necessary to restrict who could visit care homes and assisted living sites. This restriction of visitors, which has evolved along with the pandemic, has had a profound effect on those who are living in LTC and AL and their loved ones.

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

In order to ensure your voices are heard, my office has launched a survey to capture your experience. The survey is open until September 30<sup>th</sup> and there are several ways for you to participate. We encourage you to complete the survey online if possible at [www.carehomevisits.ca](http://www.carehomevisits.ca), but if you are not comfortable doing this we have several other options:

- A copy can be downloaded from our website at [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca) and can be mailed to us at the address on the website or you can phone us at **1-877-952-3181** and we will mail a copy to you with a stamped return envelope.
- If you would like to complete the survey by telephone with the assistance of a trained volunteer you can phone our office at **1-877-952-3181** and a volunteer will contact you to arrange a convenient time for you to complete the survey.
- If you would like to complete the survey in a language other than English, you (or your family member or friend) can phone our office and we will have a translator phone you at a time convenient for you.

I hope that you also encourage your loved one who is living in long-term care or assisted living to complete the survey and if necessary offer to help them complete it on-line, provide them with a paper copy which you can complete with them, or arrange for them to complete the survey by phone. In addition, we want to hear from all family members impacted by the visitor policy, so please let your other family members know about this survey.

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

Yours sincerely,

Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia