



OFFICE OF THE
SENIORS ADVOCATE



Seeking Volunteers to train to become a Surveyor Interview residents living in Care Homes with the Office of the Seniors Advocate's 2022-2023 Long Term Care Survey

British Columbia's Seniors Advocate, Isobel Mackenzie, has commissioned the B.C. Office of Patient-Centred Measurement (OPCM) to implement a province-wide survey to give voice to the more than 29,000 people living in nearly 300 publicly-funded long-term Care Homes across the province. As Isobel has noted, *"Now, more than ever, it is important to go directly to the people who live in long-term care to seek their opinions of how well B.C.'s long-term care system is meeting their needs"*.

Volunteers are needed to conduct in-person interviews throughout the Lower Mainland, particularly in the Vancouver, Coquitlam, Richmond area this spring.

The survey, which began in the fall of 2022, will invite every resident to participate in an in-person interview conducted by trained Surveyors. Surveyors will ask residents about their experience and their satisfaction with the quality of care and services they receive related to topics such as food, safety, homelike environment, respect from, responsiveness of and communication with staff, personal relationships, activities, impact of the pandemic on visitation and cultural safety.

Surveyors receive training on how to respectfully and successfully engage with residents. If a resident does not wish to or is unable to continue with the interview, the Surveyor will not push the resident to complete the survey.

This is the second time the Seniors Advocate has sought out the collective perspectives of residents and their family members/visitors in this way and on this level of magnitude. In 2016-17, over 800-trained volunteers provided 25,000 hours of their time to conduct in-person interviews with seniors, helping us capture the voices of almost 10,000 residents from across the province.

To date over 1,000 hours of volunteer time has been spent listening to seniors in the Lower Mainland & Fraser Valley.

We are actively recruiting individuals with the time and talents to conduct resident interviews from communities across BC. More information or to apply to train to become an OSA Surveyor can be found at www.SurveyBCSeniors.org.

Video message from the Seniors Advocate to surveyors: <https://www.youtube.com/watch?v=dVAOkerf-Hk>

Reflections on the experience from one volunteer: <https://surveybcseniors.org/volunteer-reflections-surveying/>

Further Resources



Judy Zhu

Regional Engagement Lead
Office of Patient-Centred Measurement
British Columbia Ministry of Health

Mail: c/o Providence Health Care; 1190 Hornby Street, 3rd Floor, Vancouver, BC V6Z 2K5

Email: jzhu4@providencehealth.bc.ca | Cell: 416-529-3399 | Website: www.bcpcm.ca

For additional information contact OSA LTC Survey Project Manager, Jessica Kleissen, jkleissen1@providencehealth.bc.ca.

For further resources or to apply to become a trained OSA Surveyor visit surveybcseniors.org/volunteer/

In addition, you can contact the Office of the Seniors Advocate directly via their toll free number 1-877-952-3181 or visit <https://www.seniorsadvocatebc.ca/contact-us/>

About the Office of the Seniors Advocate - www.seniorsadvocatebc.ca

The Office of the Seniors Advocate monitors and analyzes seniors services and issues in B.C., and makes recommendations to government and service providers to address systemic issues. The Office also provides information and referrals for individuals who are navigating seniors services and tracks their concerns, which helps inform future work. The services which the Office monitors are in five key areas: health care, housing, income supports, community supports and transportation. The Office collaborates with service providers, government and health authorities to improve effectiveness, efficiency and outcomes. A council of advisers, made up of B.C. seniors, provides the Seniors Advocate with advice and feedback from the perspective of seniors with diverse backgrounds, ages, geographical areas and cultures.

About the Office of Patient-Centred Measurement (OPCM) - www.bcpcm.ca

In British Columbia measurement of patient/resident experiences and patient/resident outcomes is a provincial strategic objective, giving the people who use our healthcare services in BC a voice in evaluating the quality and safety of their care and our progress towards providing care that is patient-centred.

With an aim to enhance public accountability and to support the continuous improvement of patient/resident experiences and outcomes, the OPCM has coordinated province-wide surveys across sectors, including Inpatient Acute Care, Emergency Department Care, Cancer Care, Mental Health and Substance Use Care, and Long-Term Care since 2003.

The British Columbia Office of Patient-Centred Measurement is a provincial resource located on the unceded traditional homelands of the Musqueam, Squamish and Tsleil-Waututh Nations. With this acknowledgment, we thank those Indigenous people who continue to live on and care for these lands and those with whom our team has the privilege to work in partnership with in the beautiful province of British Columbia.