

# Volunteer Surveyor Role Description

## The BC Office of the Seniors Advocate's Long Term Care Survey 2022-23

**Reports to:** Regional Engagement Lead (REL)

**Location:** Long Term Care Homes in British Columbia

**Commitment:** 30 hours (after completion of training)  
40 hours (inclusive of training)

### **Role:**

Volunteer Surveyors will conduct structured interviews with seniors living in publicly funded care homes in British Columbia. Structured interviews are based on a standardized survey questionnaire. Commissioned by BC's Seniors Advocate, the survey results will be used to make recommendations to improve care for seniors living in long-term care homes in the province.

### **Benefits:**

- Learn skills in communicating with seniors, conducting structured interviews, and transcribing the "stories" seniors tell about their experiences of living in long term care
- Contribute to the collection of data that will positively impact the quality of care for seniors living in long-term care
- Develop and refine leadership skills
- Receive a letter of reference from the Office of the Seniors Advocate upon completion of full 40 hour commitment
- No out of pocket expenses; pre-approved out-of-pocket expenses, such as parking or mileage, will be reimbursed

### **Training:**

- Successful completion of interactive training program is required before volunteers can be deployed to care homes to conduct in-person surveys with residents.
- A combination of virtual and in-person training modules will be provided
- Orientation and on-going support will be provided

### **Responsibilities of Volunteer Surveyors:**

- Must attend and successfully complete all training modules
- Must adhere to long-term care home, Health Authority and Office of Seniors Advocate's protocols, including signing a Confidentiality Undertaking and meeting infection prevention and control requirements, such as being vaccinated, undergoing Rapid Antigen Tests in advance of onsite surveying, and masking.
- Must introduce oneself to care home staff before commencing interviews each day.

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- Must approach residents to explain the purpose of the survey and invite their participation, using a scripted introduction.
- Must conduct in-person interviews with residents in a manner that is consistent with the guiding principles of the BC Office of the Seniors Advocate and the Office of BC Patient-Centred Measurement which means:
  - Providing a safe and engaging environment for the residents to communicate.
  - Accurately documenting responses from residents.
  - Following the protocols for how to conduct a structured interview.
  - Providing support to other OSA Volunteer Surveyors and Regional Engagement Leads.
  - Recording hours and providing reports as requested.
  - Providing feedback to REL about observations or experiences during interviews to improve the survey initiative/project.
  - Participating in any evaluations of the survey project and processes.

### Qualities:

(Required)

- Enjoy being with seniors
- Able to communicate effectively with seniors
- Professional demeanour
- Patient, positive attitude, good listener, warm and friendly
- Empathetic and compassionate, Non-Judgmental
- Reliable
- Teachable, follow directions carefully
- Work well with others
- Good time management skills
- Good English language skills in reading, writing, speaking
- Legible handwriting, printing or cursive
- Computer literacy
- Regular access to email and internet browser

(Assets)

- Formal education/training or experience in seniors programming, community engagement, social services, healthcare
- Experience working with seniors
- Proficiency (reading, writing, speaking) in a language other than English
- Willing to travel to conduct surveys outside of local community

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- Experience in handling emotional situations is an asset for the Volunteer Surveyor role, however, all Volunteers will receive training in how to address and/or escalate any issues.

### Requirements:

- Must be fully vaccinated against COVID-19 (2 doses)
- Must have received at least one booster at least two weeks prior to being deployed to a Care Home to conduct resident survey interviews, and
- Must be willing to undergo a Rapid Antigen Test within 24 hours in advance of arriving for an onsite shift in a Care Home
- Must be willing to follow PPE (personal protective equipment) requirements, including but not limited to masking.
- Successful completion of Vulnerable Sector Criminal Records Check
- Successful completion of the Surveyor Training program
- Must be vaccinated for Flu during declared flu season
- Must be willing to self-report symptoms of TB

### Responsibilities of the Office of Patient-Centred Measurement:

- Volunteers will receive training to support them in their role as a Volunteer Surveyor for the OSA's 2022/23 LTC Survey
- Volunteers can expect to have a single point of contact both within each Care Home (the Care Home Champion) and within the OPCM team
- Volunteers can expect to receive timely and ongoing support should they need to debrief a situation that occurred onsite.