

Volunteer Surveyors Training Sessions

The OSA's Provincial Long Term Care Survey 2022



Welcome!

Territorial Acknowledgement

We respectfully and humbly acknowledge the traditional, ancestral, and unceded territories of the all First Nations. That we gather together today as guests on these lands we now call British Columbia.



A Warm Welcome

On behalf of...

- ❖ Office of the Seniors Advocate
- ❖ Office of Patient-Centred Measurement
- ❖ Providence Health Care



Training Goals

- ✓ A solid understanding of the OSA's long term care project
- ✓ Feel confident in your abilities to:
 - ◆ Be able to approach a resident
 - ◆ To begin conducting a structured interview in a standardized manner
 - ◆ Be able to effectively engage and communicate with residents
 - ◆ Be able to follow the project's administrative processes



Every Voice Counts: Project's Objectives

- ❖ Again, to invite every resident to provide feedback about their experience of life in LTC.
- ❖ Again, to include every long term care home that receives public funding.
- ❖ Again, to survey the family/frequent visitors of residents about both their perceptions of their loved one's care and their own experiences with the care home
- ❖ Again, to publicly report the survey results in a way that permits comparisons of the characteristics of care homes
- ❖ Again, to identify systemic issues in long term care from the resident and Family perspective ... and
- ❖ **New for 2022**, to show change over time from 2016/17 results and to explore new topics



Why?

- Residents and the people who love them deserve to have their voices heard – a survey validates their sense of agency;
- We need to look at what has and has not changed in the LTC sector in the last 5 years;
- We need to explore some new topics that have emerged through COVID, such as the impact on familial relations, and explore themes that emerged from our first survey, such as autonomy and a sense of belonging;
- We need to honour the commitment we made in 2017 to resurvey.

Why now?

- The parameters measured in 2016 were rigorous, described as “landmark” and ahead of its time;
- Several of the recommendations and measured dimensions have only become even more critical in light of the current realities of the pandemic.

“I think we can all agree that now, more than ever it is important to go directly to the people who live in long term care and those who love them to seek their opinion on how our long-term care system is meeting their needs.”

*Isobel Mackenzie
Seniors Advocate*


8 OSA Recommendations from 2016/17:

1. Increase staffing levels
2. Increase flexibility when and how care is delivered
3. Increase activities for weekends and evenings
4. Provide better physician care through GPs and/or nurse practitioners.
5. Improve meal time experiences.
6. Provide on-going education for all care staff on the importance of resident emotional well-being
7. Requirement to administer the interRAI Self-Reported Quality of Life Survey for Long Term Care Facilities and the interRAI Family Survey for Long Term Care in two years and publish the results.
8. Foster greater engagement with family members in two key areas:
 - i. Promotion of Family Councils
 - ii. Promotion of handwashing

Notable changes since 2017:

1. Investing \$240 million over three years to increase direct care staffing hours in long-term care homes throughout B.C.
2. In 2020/21, all five health authorities provided an overall B.C. average of 3.37 hours of care per bed per day – an 8% increase compared to 3.11 hours of care per bed per day in 2016/17.

Who are we interviewing?



29,284

Residents

Residents will be approached regardless of:

- Age
- Cognitive Level
- Length of Stay
- Language

Who are we not interviewing?

◆ Residents who **WILL** be approached:

- ◆ Residents who refuse to participate when invited/approached
 - A hard NO, means NO.
- ◆ Residents who are unresponsive upon approach
- ◆ Residents who are unable to agree to participate upon approach

◆ Residents who **Will NOT** be approached:

- End-of-life (e.g. residents who are palliative care)
- Pose a safety risk to volunteers (e.g. residents who have responsive behaviours)

The Resident Survey



- ◆ **The full survey has 80+ questions**
- ◆ The interview format includes structured questions AND allows for conversation and recording of residents' additional comments.
- ◆ A full interview can take anywhere from 30 minutes to 2 hours to complete...it really depends on resident!

Categories of Survey Questions

The survey includes questions asking Residents to evaluate their experiences and satisfaction in the care home with:

- ◆ Privacy
- ◆ Food
- ◆ Safety & Security
- ◆ Homelike environment
- ◆ Daily Decisions
- ◆ Respect
- ◆ Responsive Staff
- ◆ Staff-Resident Bonding
- ◆ Feeling Informed
- ◆ Activities
- ◆ Personal Relationships
- ◆ Cultural Safety
- ◆ Visitation

Main Components of our Survey Project

1) Keeping Safe

- Infection Prevention
- Privacy and Confidentiality
- Self care

2) Survey Administration and Processes

- Understanding, following and completing the survey process to ensure every resident has the opportunity to share their experience.

3) Structured Interview Methodology

- Must always follow a structured interview methodology to ensure there are no biases to the resident results

Your Role as a Volunteer Surveyor



- ❖ To invite and engage our residents in a structured interview
- ❖ To listen to our residents in an unbiased and respectful manner
- ❖ To represent the BC Office of the Seniors Advocate by being respectful to residents, their family members/visitors, and staff members of the care homes.

The Skills of a Volunteer Surveyor

Skills You Already Have

- ◆ Empathy
- ◆ Patience
- ◆ Friendliness
- ◆ Respectfulness
- ◆ Confidence
- ◆ Organized
- ◆ Strong listening skills

Skills You Will Learn

- ◆ Ability to conduct a structured interview
- ◆ Ability to deal with emotional conversations
- ◆ Ability to Respond appropriately
- ◆ Ability to speak clearly/loudly/slowly
- ◆ Ability to listen and write clear verbatim comments

Your Team Members



Typical Volunteer Shift

Sign up for
shifts at
your local
Care Home

Conduct
Resident
Interviews

Return all
survey
materials
and sign
out

Perform a
RA Test up
to 24 hours
before shift

Locate and
invite
residents
to
participate

Check in
with the
Care
Home
Champion

Pick up a
Surveyor
Materials
Kit



Infection Prevention Basics

- ◆ RATs & Screening before and at Care Home
- ◆ Symptoms Check
- ◆ Mask donning and doffing
- ◆ Hand Hygiene
- ◆ Cleaning of surfaces & materials
- ◆ Contact Precaution signs

Rapid Antigen Testing: Self-Report

- ◆ In advance of Shift: Visit local pharmacy and pick up 2 RAT Kits.
- ◆ Take a RA Test up to a maximum of 24 hours prior to shift
 - Follow Site specific instructions on Activity Sign-up
 - Watch BCCDC video for instructions.
<https://www.youtube.com/watch?v=f5o8LUwt1VA>
- ◆ If (-), DO **NOT** report.
- ◆ If (+), **DO** report to REL
- ◆ Cancel **all** your volunteer shifts in the next 14 days.
- ◆ After 14 days, and feeling better you may reschedule shifts
- ◆ Take a RA Test prior to any shifts scheduled.



Infection Prevention Basics

- ❖ Watch IPAC Video
- ❖ Complete a symptom self-check prior to entry, but no need to let your REL know.
- ❖ The care home may still screen you when you arrive on site.
- ❖ Check with the Care Home Champion regarding Contact Precautions
- ❖ Do Not approach residents who are on IPAC Contact Precautions

Intro to the Flow of Surveying

- ◆ Orienting yourself to the Care Home so you are informed
- ◆ Finding time to conduct a resident interview – be prepared & flexible!
- ◆ Locating a resident
- ◆ Approaching a resident & Inviting them to Participate
 - ◆ Introduce
 - ◆ Assess & Invite → Try codes
 - ◆ Location
 - ◆ Introduction/Disclaimers
 - ◆ Survey script

Check-in with the Care Home Champion

Each facility will have identified a Care Home Champion(s) who will act as your go-to contact person while on-site.

- ◆ The primary contact for the project team and Volunteers while on-site.
- ◆ You must check in with your Care home Champion at the start of **every** shift.
 - Communicate any changes in the residents (e.g. if a resident has passed away)
 - Any relevant safety concerns that you need to be aware of (e.g. if Mrs. Smith is NOT appropriate to approach today)

Care Home Kit and Survey Materials

- ◆ Tote Bag or Paper Bag
- ◆ Lanyard + Nametag
- ◆ Seniors Advocate Button
- ◆ Visual Analogue Boards
- ◆ Introduction Script
- ◆ Volunteer Interviewer Manual
- ◆ Set of Thank You Cards
- ◆ Hand Sanitizer
- ◆ Disinfectant Wipes
- ◆ Optional Prompt Booklet
- ◆ Additional Comment sheets
- ◆ Blank Envelopes
- ◆ OSA Info Cards



Survey Materials On-site

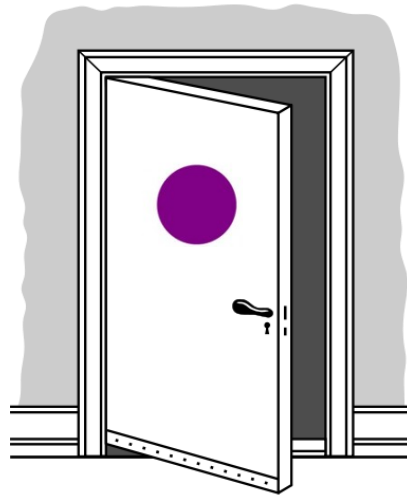
These will be **provided to you** at the Care Home:

- ◆ Resident Survey Booklets
- ◆ Blank Envelopes
- ◆ Confidential Resident List

It is **VERY** important that you do **NOT** take **ANY** of these materials with you at the end of your shift!
They **MUST** remain in the facility.

Residents with a “Purple Dot”

The “Purple Dot” is used to identify if a resident has specially noted responsive behaviour.



Residents that have a purple dot on their door but pose no safety risk to volunteers **WILL be** approached, at the direction of the Care Home Champion.



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SENIORS ADVOCATE

The Resident List

The Resident List contains confidential information that you will use to:

- ✓ **To locate each resident**
 - First name, last name, room number, and bed number (if applicable)
- ✓ **To track each attempt of interviewing a resident**
 - Approaching residents up to 3 times
- ✓ **Communicate between Volunteer Interviewers**



The Resident List

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Alpha Hospital

List 2/5

BC Office of the Seniors Advocate's Residential Care Survey 2016

Updated: April 29, 2016

Use Disposition Codes

Survey ID	First Name	Last Name	Unit Code	Room	Bed	Lang	Try #1	Try #2	Try #3	Comments
1810000011	Alpha	Beta	M2W	Rm 0200	1	Eng				
1810000012	Alpha	Beta	M2W	Rm 0204	2	Eng				
1810000013	Alpha	Beta	M2W	Rm 0210	2	Fren				
1810000014	Alpha	Beta	M2W	Rm 0232	1	Fren				
1810000015	Alpha	Beta	M2W	Rm 0238	1	Eng				
1810000016	Alpha	Beta	M2W	Rm 0238	3	Eng				
1810000017	Alpha	Beta	M2W	Rm 0238	4	Eng				
1810000018	Alpha	Beta	M2W	Rm 0242	1	Eng				

Matching Survey Booklets

There is a specific survey booklet for each resident.

- ❖ You must match the survey ID to the appropriate Resident Survey Booklet.
- ❖ Survey ID can be located at the bottom of the Resident Survey Booklet (the bar code).
- ❖ Survey ID # on the Booklet must match the Survey ID found on your Resident List.

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BRITISH COLUMBIA

FINAL INTERVIEW STATUS

☐ Participated in survey interview
☐ Refused to participate
☐ Risk to interview (e.g., aggression as deemed by facility staff)

☐ Unable to answer first sections
☐ Could not locate after 3 attempts
☐ Unresponsive after 3 attempts
☐ Too ill to survey
☐ On IPAC precautions

☐ Language barrier
☐ Palliative care
☐ Deceased
☐ Discharged

KinVillage West Court
Volunteer Surveyor Resident List
Office of the Seniors Advocate's Long Term Care Survey 2022/23

SURVEY ID	BUILDING	UNIT	ROOM	BED	FIRST NAME	COMMON NAME	LAST NAME	GEN.	LAN
FKVW101									

Locate & Identify the Resident

❖ To begin, see if the Resident is in his/her room

- If the Resident is NOT in his/her room, ask a staff member where you might be able to find the Resident
- If you are unable to find the Resident, move on to the next Resident on your list

❖ When you have located a Resident, use TWO Resident identifiers to make sure you are interviewing the correct person

- Common Identifiers: Resident Name and Photo on Room Door, ID Jewelry, Staff, Name Tags



Approaching the Resident



We are entering the resident's home, so please be sure to remember to be polite and courteous... and **knock** on their door before entering their room!

Approach and Invitation

Use the Survey Introduction Script when introducing yourself and the purpose of your visit.

Remember to:

- ◆ Knock before entering into a Resident's room.
- ◆ Be in the Resident's visual field when you introduce yourself.
- ◆ Speak clearly with one message at a time.



Approach and Invitation

Introduction Script: Part A

**Pause
after
each
bullet**

Approaching & Inviting a Resident

a. [READ]:

- "I am here today on behalf of the British Columbia Office of the Seniors Advocate.
- We are doing a survey. The survey asks questions about how seniors feel about living in care homes across British Columbia.
- The survey is voluntary.
- The results will be used to make recommendations about services for seniors in BC.
- The interview takes about 30 to 60 minutes.
- Would you like to do the survey with me?"

b. If resident responds and says:

- Yes → stay and continue to Step c.
- No → Resident refuses to interview, please thank resident for their time and make a note on the Resident List with "Refusal" code.
- No response → Approach again on two more occasions.

Setting the Stage

Find a place where the resident feels the most comfortable and safe to share their experiences.

- ❖ The interview should take place where it is quiet
- ❖ Position yourself next to the resident instead of across
 - Try not to have barriers between you and the resident
- ❖ Wash or clean your hands
 - Ask the resident if he/she would like to wash or clean their hands too

Approach and Invitation

Setting the Space

- c. Make sure the resident is comfortable and feels at ease to share with you. If the resident is not already in an area that is reasonably private, please ask staff for assistance moving him/her if he/she is unable to move themselves. Do NOT move the residents.

If there are other residents around you, ask the resident “Is it okay if the other residents around us hear the answers you give to these questions”

- Yes → proceed with step d
- No → Move to a private location. If no location available, attempt again at another time

Approach and Invitation

Introduction Script: Part B

d. [READ]:|

- “Before we begin, I want to assure you that all the information you provide today will be completely confidential.
- The results will be used to make recommendations about services for seniors in BC, but will not identify your answers.
- If at any time, you want to stop the interview, or you have something more to tell me, please interrupt me.
- Before we begin, do you have any questions?”

❖ Must say all points on the script

❖ Assure confidentiality is understood and resident is ready to begin

Tracking Attempts

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Care Home Name

List 2/5

BC Office of the Seniors Advocate's Residential Care Survey 2016

Updated:

							Use Disposition Codes			
Survey ID	First Name	Last Name	Unit Code	Room	Bed	Lang	Try #1	Try #2	Try #3	Comment
1800000001	Alpha	Beta	M2W	0200	1	Eng	1			
1800000002	Alpha	Beta	M2W	0201	2	Eng	2 (05/30)	1		T1. Come back 05/31 at 11am
1800000003	Alpha	Beta	M2W	0202	2	Eng	8			
1800000004	Alpha	Beta	M2W	0203	1	Eng	7			Res. speaks french
1800000005	Alpha	Beta	M2W	0204	1	Eng	12	6	1	
1800000006	Alpha	Beta	M2W	0205	3	Eng	3			
1800000007	Alpha	Beta	M2W	0206	4	Eng	4	11	11	
1800000008	Alpha	Beta	M2W	0207	1	Eng				
1800000009	Alpha	Beta	MEC2	0208	1	Eng				

The Try Codes

Try Code	Explanation
1 Completed Interview	When you have completed the full survey.
2 Partial	When you have partially completed the survey and you or another Surveyor need to return to complete it.
3 Hard Refusal	When a resident has adamantly refused to participate (Do not attempt again)
4 Soft Refusal	When a resident might not have wanted to participate when invited but may be willing to participate another time. (Try again up to 2 times)
5 Could not complete evaluative section	When a resident consents to participate, but was unable to answer any of the questions in the first 2 sections of the survey. (Do not attempt again)
6 Confusion/Anxiety	When a resident cannot understand what you are saying or is demonstrating anxiety to your questions. (Discuss with Care Home Champion)
7 Language	Language barrier: you do not speak same language as the resident. Another volunteer who speaks that language will need to attempt.
8 Palliative Care	Resident is in Palliative care (Do not attempt)
9 Deceased	When the resident has passed away.
10 Could Not Locate	When you cannot locate the resident based on the information on the Resident List and help from the facility staff. (Discuss with Care Home Champion)
11 Unresponsive	When the resident is completely unresponsive (E.g., they do not acknowledge your presence). (Discuss with Care Home Champion)
12 Too ill	When the resident is too unwell to participate. (Discuss with Care Home Champion)
13 Risk to Interviewer (Aggression)	When the resident is considered aggressive by the staff or displays aggressive behaviour when you approach them. (Discuss with Care Home Champion)
14 Discharged	When the resident has been discharged from the facility.
15 On IPAC Precautions	When the resident is considered exposed to, or suspected or confirmed to have an infection, as communicated by the Care Home Champion and/or via signage on the door to the Resident's room (Do not attempt until Care Home Champion indicates precautions have been lifted).



Approach and Invitation

Example of responses residents may have:

- ◆ Engages with you
- ◆ Tells you to go away
- ◆ They start telling you a story not relevant to the survey
- ◆ No response or acknowledgement
- ◆ Staring at you or some visual response
- ◆ Avoidance
- ◆ Stress/anxiety
- ◆ Uncertainty

These responses can also be viewed as attempts that are tracked on the Resident List

A Note About Attempts

- ❖ Residents will have good days and bad days, please try not to take any of their reactions personally.
- ❖ Making 3 attempts to complete an interview increases the likelihood that you will find the resident able to communicate with you.
- ❖ Do not let your discomfort level exclude a resident.
 - If you are uncomfortable, please ask the REL to assign the resident to another volunteer.

Exercise #1: Introduction

In pairs and to practice the approach and inviting a Resident using your Introduction Script.



Remember to:

- ◆ Speak clearly with one message at a time.
- ◆ Say **everything** in the Introduction Script.
- ◆ Use Resident List / Try codes to practices locating the resident and tracking attempts.

The Structured Interview: Part 1

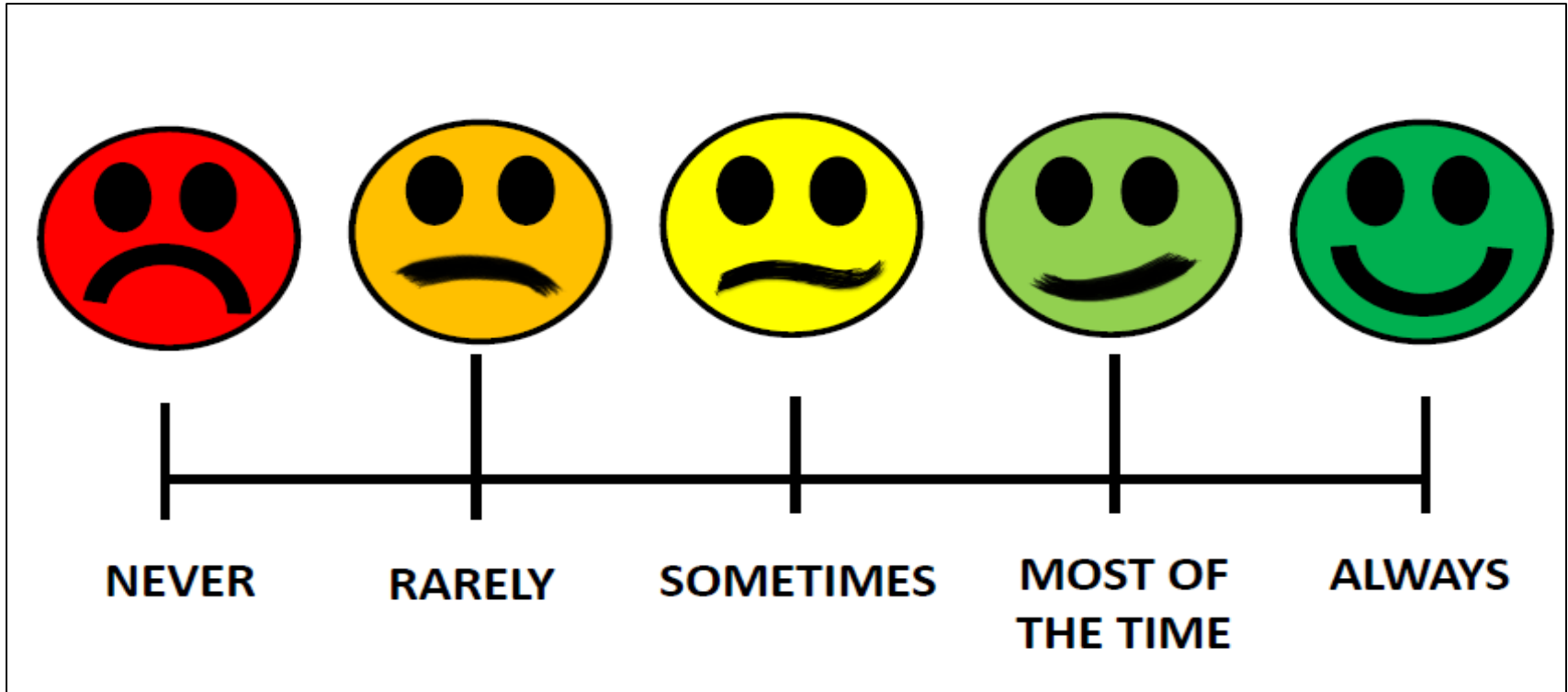
The Structured Interview Training Video



The Structured Interview: Part 1

- ◆ Questions must be asked in the exact same way every time.
- ◆ The role of the Resident List
- ◆ How to match Survey IDs and Survey Booklets
- ◆ How to approach and invite a resident to participate
- ◆ ...a little bit about the different Try Codes

The Visual Analogue Board



You will be using strategies to maximize Resident inclusion, including:

- use of visual analogue boards
- soft skill communication strategies

Recording the Resident's Response

79. Staff takes the time to have a friendly conversation with me. (Board 1)

<input type="radio"/> Never	<input type="radio"/> Don't know
<input checked="" type="radio"/> Rarely	<input type="radio"/> Refused
<input type="radio"/> Sometimes	<input type="radio"/> No response
<input checked="" type="radio"/> Most of the Time	<input type="radio"/> Not Applicable
<input type="radio"/> Always	

Optional Prompts:

- Staff is interested in things like where you were born

- Staff is interested in things like your family and important things

- Pay attention to the Board # → affects which analogue Board to use!
- Optional Prompts may be provided in a separate booklet.
- Separate Comments Sheet

Exercise #2: The “I” Statements + Response Options

Practice using the introductory sentences and the first two questions in your Resident Survey Booklet.

Remember to:

- ◆ Use the “I” statements appropriately.
- ◆ Clearly state the response options in the correct order.
- ◆ Use the visual analogue boards in your interview.



Exercise #3: Writing Comments

Listen and record what is relevant.

Remember to:

- ❖ Try to write exactly what the resident is saying.
- ❖ Make sure handwriting is neat and legible
- ❖ If resident goes off track do not need to write information that is not related to the survey
 - If this happens, listen to residents story then bring them back to the survey.



Exercise #4: A Mini Interview

Practice conducting a “mini” structured interview with a friend. Use the Introduction Script and the first two sections of the survey using the Resident Survey Booklet.

Remember to:

- ❖ Speak slowly and clearly, with one message at a time.
- ❖ Pause to allow time for the resident to think.
- ❖ Use the prompts only as necessary.
- ❖ Repeat response options or redirect as necessary.

Recap: The Structured Interview

- ❖ Read the questions as written and in order in the booklet
- ❖ Do not add or leave words out of the question
- ❖ Pause for a moment or two before re-reading the question, probing or re-reading the response options
- ❖ Use only the probes provided
- ❖ Read the question and response options in a neutral way
- ❖ Only skip questions if the resident is having trouble understanding the Question or chooses to skip
- ❖ Do not give your opinions, interrupt, or otherwise influence the resident



Knowledge check

1. A nurse tells you that Mr. Johnson will not be able to respond to you. It is just a waste of time to try to interview him. What would you do?

- ☒ Approach Mr. Johnson anyway; if he can't respond during the first attempt, go back 2 more times on different days to see if he is responsive.
- ☐ Approach Mr. Johnson once and if the nurse is right, you will stop and not attempt to approach Mr. Johnson again.
- ☐ Do not approach Mr. Johnson at all. Record on the Resident List and the Resident Survey Booklet that Mr. Johnson is unresponsive.

Knowledge check

2. When do you update the Resident List?

- ☒ At the end of each Resident interview and after each approach.
- ☐ At the end of your Volunteers Shift
- ☐ Only if the resident has completed the interview
- ☐ I do not need to update the Resident Tracking List

Knowledge check

3. You have just gone to approach your first resident of the day but he is not in his room. Should you?

- ☐ Immediately mark resident as “Could not locate” in your Resident List.
- ☐ Immediately ask the a staff member where to locate the resident
- ☒ Not mark this resident as anything in your Resident Tracking List and move on to another resident
- ☐ Do not approach the resident ever again

Knowledge check

4. You just had a very emotional interview and you ran into another volunteer alone in the elevator. What can you say to this volunteer?

- ☒ “I had a very hard interview. I am very sad.”
- ☐ “I just interviewed Mr. Johnson. He is so upset about everything. He really needs to get out of here.”
- ☐ “Mr. Johnson really had a sad life here. I wish I could do more for him.”
- ☐ None of the above

What's Next: Closing the Interview



- ❖ What to do when you complete an interview
- ❖ What to do with a partial interview
- ❖ When to end an interview early
- ❖ How to complete the Final Interview Status
- ❖ What to do with the survey materials at the end of your shift

Determining whether to continue

Ask the questions from the first 2 sections (Privacy and Food) on the survey and see if they are responding in a 'meaningful' way.

- ◆ If resident is not responding verbally prompt them to use the visual analogue boards
- ◆ If resident does not understand use the given optional prompts
- ◆ Ensure communication/understanding is not lost



Determining whether to continue

Proceed if:

- ◆ Resident is answering using the appropriate response scale
- ◆ The Resident is providing meaningful information

Do not proceed if:

- ◆ Resident is not able to provide meaningful information
- ◆ Resident has become unresponsive
- ◆ You can no longer understand the Resident

Closing the Structured Interview

- ◆ Look through the Survey booklet
- ◆ Thank the resident and give them a Thank You Card
- ◆ Mark the Final Interview Status
- ◆ Place the survey in envelope and seal
- ◆ Wipe down survey materials
- ◆ Wash your hands
- ◆ Update the Resident List
- ◆ Wash, Rinse, Repeat!



Completing the Final Interview Status

You will need to complete the Final Interview Status for every resident.

Fill in Final Interview Status when:

- Completed an interview
- Resident Refused to participate
- Resident has been excluded (Palliative, deceased, discharged)
- Made 3 unsuccessful attempts to conduct an interview with a resident

1. *FINAL INTERVIEW STATUS :

- ☐ Participated in survey interview
- ☐ Refused to participate
- ☐ Unable to answer first 2 sections
- ☐ Language barrier
- ☐ Palliative care
- ☐ Deceased
- ☐ Could not locate after 3 attempts
- ☐ Unresponsive after 3 attempts
- ☐ Too ill to survey after 3 attempts
- ☐ Risk to interview (e.g., aggression as deemed by facility staff)
- ☐ Discharged

Try Codes Vs. Final Interview Status

<u>Try Code</u>	<u>Final Interview Status</u>
Completed Interview	<input type="radio"/> Participated in survey interview
Partial	
Hard Refusal	<input type="radio"/> Refused to participate
Soft Refusal	
Confusion / Anxiety ***	
Could not complete evaluative section	<input type="radio"/> Unable to answer first 2 sections
Language	<input type="radio"/> Language barrier
Palliative Care	<input type="radio"/> Palliative care
Deceased	<input type="radio"/> Deceased
Could not located	<input type="radio"/> Could not locate after 3 attempts
Unresponsive	<input type="radio"/> Unresponsive after 3 attempts
Too Ill	<input type="radio"/> Too ill to survey after 3 attempts
Risk to Interviewer (Aggression)	<input type="radio"/> Risk to interview (e.g., aggression as deemed by facility staff)
Discharged	<input type="radio"/> Discharged



POP QUIZ

Which Final Interview Status (if any) should be used for each of the residents on this list?

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Care Home Name

List 2/5

BC Office of the Seniors Advocate's Residential Care Survey 2016

Updated:

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1800000006	Alpha	Beta	M2W	0205	3	Eng	3			
1800000007	Alpha	Beta	M2W	0206	4	Eng	4	11	11	
1800000008	Alpha	Beta	M2W	0207	1	Eng				
1800000009	Alpha	Beta	MEC2	0208	1	Eng				

Completing an Interview

What to do when you have completed an interview:

Fill in the Final Response Status as "Participated in Survey Interview"

Check over survey to make sure nothing was missed

Put survey in a return envelope and seal it. Label sealed envelope with "COMPLETE"

Thank the resident and give a Thank You Card

Clean Visual Analogue Boards, prompts and the intro script; return to Surveyor Bag

Ending an Interview Early

What to do with a partial survey that you or another volunteer WILL RETURN TO:

Do not fill
in the
Final
Response
Status
question.

Thank
the
resident
for
speaking
with you
so far

Try to
find a
time that
you can
come
back

Wipe the
Analogue
Boards,
prompts
& intro
script

Put survey
in a blank
envelope,
seal it, and
write
'PARTIAL' &
survey ID
on the
outside

Mark as a
"Partial
"on your
Resident
List

Returning to a Partial Interview

There will be times that you pick up a partial survey and need to complete it.

- ❖ Check the Resident List to see if there are any notes about the interview or resident preferred times
- ❖ Repeat the statement on your introduction script relating to the survey being voluntary and confidential
- ❖ Must receive consent from resident again
 - Ask resident if it is okay to continue the survey

Ending an Interview Early

What to do with a partial survey that you or another volunteer WILL NOT return to:

Ask the resident if they would like to answer one final question.

Fill in the Final Interview Status (Question #1)

Fold the survey and place it in a envelope and seal as 'Complete'

Thank the resident and give them a Thank You card

Sanitize the visual analogue boards, prompts, and intro script.

Update the Resident List with the appropriate code.

Submitting an 'Empty' Survey Booklet

What to do with a survey that was never started:

Fill in the Final
Interview Status
(Question #1)

Update the
Resident List with
the appropriate
code.

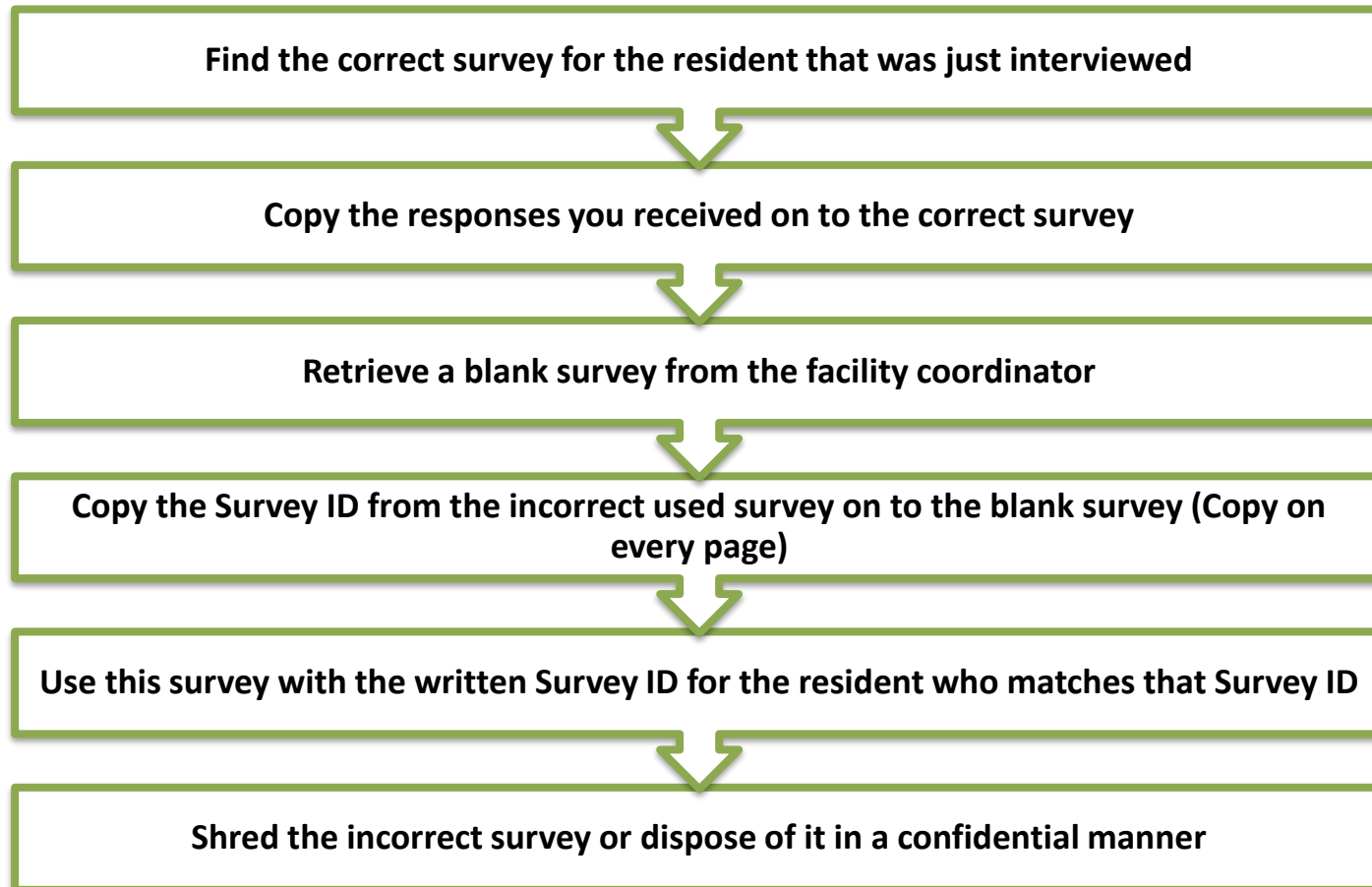
Fold the survey
and place it in a
envelope, seal it,
and write
'COMPLETE'

Return the sealed
envelope to the
designated
location.

For example, a resident has passed away or
they were unable to participate after the
3rd attempt.

The Generic Survey Booklets

If you have used the incorrect survey booklet when surveying a resident you should:



When There is a New Resident

**There might be a time where you find that there are residents in a home that are not on the Resident List.
If this happens please follow these steps:**

Step 1: Inquire with Care Home Champion

- ◆ Ensure the resident who is not on the list should be approached.
- ◆ Note: to participate in the survey, the 'new' resident must have resided at the Care Home for at least 2 weeks



When There is a New Resident

If the Care Home Champion has confirmed that you should go forward with interviewing the resident:

Step 2: Enter resident information on the resident list beside a predetermined Survey ID.

- ❖ On the last page of the Resident List there are predetermined Survey IDs. Enter the resident information in with one of these Survey IDs.

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Peace Arch Extended Care Unit Hogg (Wave 2)

BC Office of the Seniors Advocate's Residential Care Survey 2016

Survey ID	First Name	Last Name	Unit Code	Room	Bed	Lang	Use Disposition Codes			Comment
							Try #1	Try #2	Try #3	
FHAPEACEAR001										
FHAPEACEAR002										
FHAPEACEAR003										
FHAPEACEAR004										



OFFICE OF THE
SENIORS ADVOCATE

When There is a New Resident

If the Care Home Champion has confirmed that you should go forward with interviewing the resident:

Step 3: Find the blank survey booklet with the MATCHING Survey ID

Step 4: Complete survey and place in a envelope and seal. Mark the outside with “COMPLETE – SURVEY ID#”

- ❖ Return this survey to the box for completed surveys in the same fashion as you would any completed survey.



At the end of your Volunteer Shift

Please bring back all materials given to you back to the designated location.

Unused Surveys

- Surveys that are completely blank
- Are stored in designated location, as is

COMPLETED SURVEYS

- Includes: all surveys where you have completed the Final Interview Status (e.g. completed interviews, refusals, volunteers will not return to.)
- Seal envelope, mark outside with 'COMPLETED'
- Go into the 'Completed Surveys' Box at designated location

Partial Surveys

- Includes surveys where a Volunteer will attempt to continue the interview another shift
- Go into a large BLANK envelope, SEALED, mark envelope with 'PARTIAL – SURVEY ID#"', placed in 'PARTIAL SURVEY' Folder at the designated location



POP QUIZ

Questions

- 1. You do not have to complete the Final Interview Status for every resident.**
True or false?
- 2. What do you do with blank/unused surveys at the end of your shift?**
- 3. Name the two things you must do after you finish an interview, regardless of whether you will be coming back to the resident or not.**
- 4. You should proceed with the interview if the resident is not providing you with meaningful information.**
True or false?



Volunteer Surveyor Sequence

Number the activities in your handout in the correct sequence

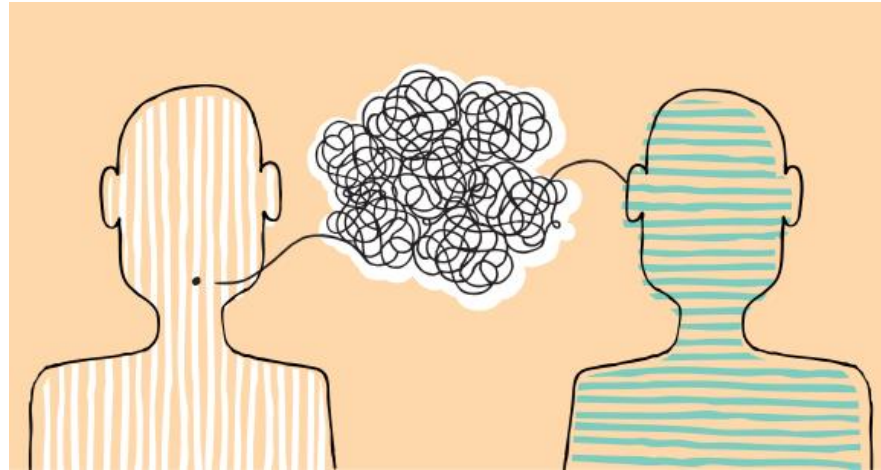
16	Return sealed envelope to Facility Coordinator or dropbox
12	Seal survey in postage-paid envelope
6	Use Intro Script to approach and invite
1	Wash/clean Hands
20	Go home for the day
7	Match survey code to the resident and pull out the correct survey
8	Clean hands with hand sanitizer
2	Check in with the facility coordinator
17	Go find another resident to interview
11	Review the questionnaire to make sure questions and the final interview status is filled out.
9	Interview the resident
5	Locate a resident on your list – make sure they are correctly identified (wristband, photo, staff)
14	Give resident a thank-you card
10	Fill out Final Interview Status
13	Sanitize boards, script and prompts
19	Clean / wash your hands
3	Get Resident Tracking List & matching surveys
15	Update Resident Tracking List
4	Go through list with facility coordinator for any resident info
18	Make sure all unused/unfinished questionnaires and tracking sheets are returned to where they belong

Violence Prevention Basics

- ◆ Identify risks
- ◆ Identify Signs
- ◆ De-escalation Strategies
- ◆ Calling for Help
- ◆ Follow-up process

Communication Strategies

Communicating with Residents with physical challenges



◆ Be creative and flexible

- The tools are there to increase participation but are not always necessary.

◆ Be patient

- Take the time the resident needs

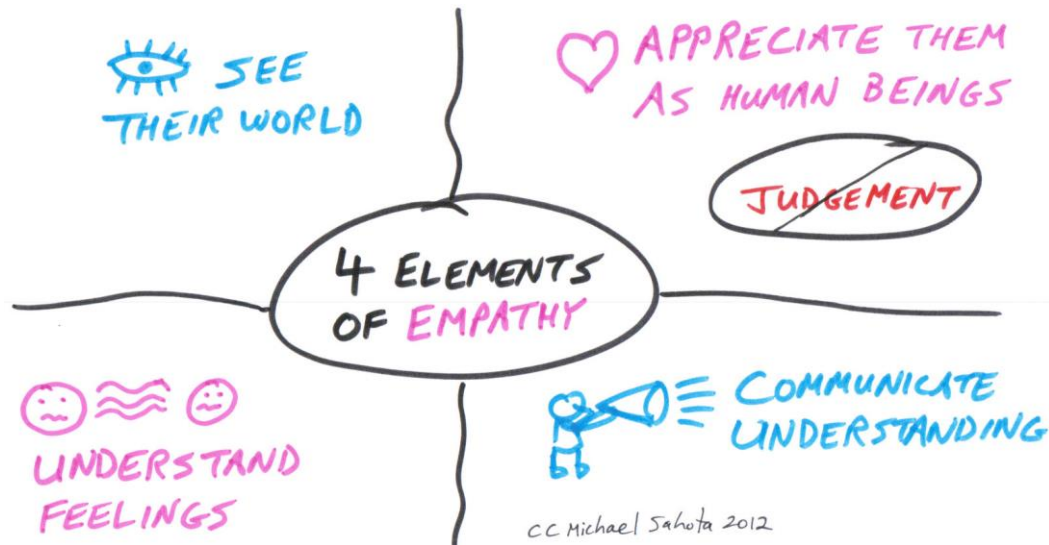
Communication Strategies

Communicating with Residents with cognitive challenges

- ◆ Elder speak: do not talk down to residents!
- ◆ **KISS** : Keep It Short & Simple
- ◆ If these individuals are unable to complete the survey. Stop the survey but stay and talk to them about something they can speak about so you leave them with a good experience.
 - If stopping the survey make sure to ask the final comment question
- ◆ Don't take things personally

Communication Strategies

Communicating with Residents when they are emotional



- ❖ Be empathetic
- ❖ Stop the survey and listen
- ❖ If resident wants to continue the survey you can, but give them the option to return later if they would like.

Working with Residents who Identify as LGBTQ2S

- ❖ How does your upbringing, religious background, conditioning and/or cultural values inform how you may respond to an LGBTQ2S respondent?



Working with Residents who Identify as LGBTQ2S



2022/23: People can express their sexual orientations and identities differently. Do you consider yourself to be...?

- Heterosexual,
- Gay or Lesbian ,
- Bisexual
- Asexual
- Questioning or not sure,
- Other (Please specify): _____
- Don't know
- Refused/Prefer not to answer,
- No Response

During Your Commitment:

- ◆ Reporting to your Regional Engagement Lead
- ◆ Privacy and Confidentiality
- ◆ Scheduling Volunteer Shifts
- ◆ Submitting your Expense
- ◆ BYOP – Bring your Own pens!

You + Your Regional Engagement Lead

Situations where your REL is going to support you:

- A Positive RAT test
- If you have been injured at a site
- Requests from the care homes that do not fall in your responsibilities
- If staff or care home champion are not being helpful AND hindering the project
- Concerns about confidentiality/privacy
- You are out of supplies
- Your own emotional wellbeing

Take good care of yourself!

- ❖ Interviews will require a lot of energy and attention, if you feel that you would not be able to conduct another interview with the necessary attention, please let the Care Home Champion and your REL know.
- ❖ If you need to debrief or would like to chat about your own experiences, please reach out to your REL – they are there to support you!



Disclosure of an Allegation Abuse

Any action or inaction that causes harm or risk of harm. This can include physical, mental, or emotional harm, or damage or loss in respect to financial affairs.



****If you are unsure, please PHONE your REL to share what you have heard.**

Visiting the Care Home

- ◆ **Be on time!** If you are going to be late, please call your REL so they can pass on that information the staff.
- ◆ **First visit:**
 - Perform a RAT a maximum of 24 hours prior to your shift
 - Complete screening at Care Home
 - Introduce yourself to the Care Home Champion; he/she will give you a quick tour of the care home; check-in
 - He/she will give you your Surveyor Kit and Surveys materials
- ◆ **Subsequent visits:**
 - Perform a RAT a maximum of 24 hours prior to your shift
 - Complete screening at Care Home
 - Check-in with the Care Home Champion
 - He/she will give you your Surveyor Kit, Resident List + Surveys Booklets

Mock Interviews – More Practice!

Find a friend and conduct a mock interview, using the Introduction Script, the visual analogue boards, and the Resident Survey Booklet.

Remember to:

- ◆ Read the question and response options as written.
- ◆ Speak slowly and clearly, with one message a time.
- ◆ Be present and listen attentively to the resident.

Thank you and good luck!

