



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

August 27, 2020

Dear Resident:

I know these last six months have been tremendously difficult for you and your family members. You have a unique story to tell, you need to tell it in your own voice, and all British Columbians need to hear it. I invite you to tell your story through the survey *Staying Apart to Stay Safe: The Impact of Visitor Restrictions on Long-Term Care and Assisted Living Residents in BC*.

**To complete the survey please visit the website [www.carehomevisits.ca](http://www.carehomevisits.ca)** We encourage you to complete the survey online if possible, but if this does not work for you, here are the other options:

- You can download the form [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca), complete a paper copy and mail it back.
- You can **call our office at 1-877-952-3181** and ask for a copy to be sent to you in the mail
- You can call our office and ask to complete the survey over the phone. A trained volunteer will book a time when it is convenient for you to complete the survey.
- If you need to complete the survey in a language other than English you (or someone on your behalf) can phone our office and a translator will phone you to arrange a convenient time for you to complete the survey.

You may also want to ask your family member to assist you either by doing the survey on line with them when they visit, or helping you to complete a written form to submit.

We now know much more about how to control transmission of the virus and we also know that long term separation of close family members can have a devastating affect on a person's health and well being. It is becoming increasingly likely that we may be living with this virus for a year or more and we need to understand your experience over the past six months as we look at the next twelve months.

Your insights and experiences are invaluable and I hope you are able to participate in the survey. I thank you for your time and invite you to call my office or email us at [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca) if you have any questions or concerns.

Sincerely,

Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia