

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Sample Size (Has/had loved one in long-term care within past year)	816	304	75	322	170	83	308	166	141

Regional sample sizes are unweighted. All other sample sizes, including column totals, are weighted to census data. Cells containing “*” are statistically zero, though at least one response was received. Blank cells indicate zero responses received. Sample sizes below 100 should be interpreted with caution.

Q1. In the last year, is there (or was there) a family member or close friend of yours living in a long-term care facility (LTC)?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, currently have family/close friend in long-term care	70%	70%	69%	73%	73%	68%	68%	76%	66%
Not currently, but did have in past year	30%	30%	31%	27%	27%	32%	32%	24%	34%
Net: Current/ have in the past	100%	100%	100%	100%	100%	100%	100%	100%	100%

A2/B2. First, what is that person's relationship to you?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Your parent	25%	31%	27%	27%	25%	38%	40%	15%	13%
Your spouse/partner	1%	1%	3%	1%	*%		2%	1%	
An in-law	14%	13%	19%	14%	12%	11%	17%	16%	9%
Another relative (aunt, uncle, etc.)	42%	37%	35%	40%	39%	42%	23%	59%	59%
A friend, not related	13%	12%	10%	14%	18%	7%	13%	7%	11%
Other (Specify):	5%	6%	6%	5%	6%	2%	4%	3%	8%

A3gender/B3Gender. Gender of person in LTC

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Male	33%	37%	43%	26%	24%	26%	33%	25%	39%
Female	67%	63%	57%	74%	76%	74%	67%	75%	61%

A3age/B3age Age of person in LTC

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Under 60	4%	5%	5%	2%	2%	3%	3%	2%	3%
60-69	6%	7%	6%	3%	3%	2%	7%	4%	5%
70-79	17%	20%	13%	16%	15%	13%	17%	12%	17%
80-84	19%	19%	18%	18%	21%	13%	24%	14%	21%
85-89	22%	19%	25%	22%	24%	21%	20%	25%	20%
90-94	21%	20%	24%	24%	20%	33%	19%	25%	25%
95-99	9%	8%	9%	12%	13%	12%	8%	15%	6%
100+	2%	2%	1%	2%	2%	2%	2%	3%	2%
Not Sure	*%	*%							

A4/B4. How long have they lived in their current long-term care residence?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Less than 6 months	11%	12%	12%	9%	8%	11%	11%	3%	22%
6 months to a year	14%	17%	13%	12%	13%	9%	18%	4%	14%
1 to <3 years	40%	35%	46%	43%	44%	42%	39%	46%	34%
3 to <5 years	21%	23%	22%	21%	22%	13%	19%	28%	17%
5+ years	14%	13%	7%	15%	13%	25%	12%	18%	13%

A5/B5. Does that family member/close friend in long-term care have any of the following conditions:

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Extreme frailty	20%	22%	24%	20%	21%	18%	22%	19%	20%
Dementia (Alzheimer's or other)	47%	51%	48%	44%	44%	41%	47%	53%	50%
Disability/Chronic health problem	31%	32%	31%	30%	32%	22%	33%	24%	24%
Other serious health conditions	25%	28%	23%	23%	25%	12%	26%	20%	26%
None of the above/Just elderly	16%	11%	14%	20%	20%	24%	15%	22%	14%
Net: Yes to any	84%	89%	86%	80%	80%	76%	85%	78%	86%

A6/B6. Based on their current physical and mental health, would it be possible for your loved one to still be living in an at-home situation, or not?

Sample Size (Base: Excluding those whose loved one passed away in the past year)	625	225	63	258	137	62	232	130	102
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, relatively easily	4%	4%	4%	4%	3%	5%	4%	2%	3%
Yes, with help	19%	14%	32%	19%	21%	14%	21%	17%	18%
Not really without massive help	45%	40%	41%	46%	46%	50%	42%	44%	49%
No way that would be possible	32%	42%	23%	30%	29%	31%	33%	38%	30%
Net: Yes	23%	18%	36%	23%	25%	19%	25%	19%	21%
Net: No	77%	82%	64%	77%	75%	81%	75%	81%	79%

A7/B7. What kind of at-home support would this person need to live outside long-term care?

Sample Size (Base: Possible for loved one to live at home with help in A6/B6)	400	121	46	169	92	40	146	78	68
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Personal assistance (bathing, toileting, meals)	76%	84%	70%	76%	78%	74%	74%	80%	77%
Social interaction/Other people around	57%	54%	49%	60%	68%	46%	56%	50%	62%
Supervision/Secure environment	49%	51%	40%	48%	47%	44%	46%	42%	68%
Doctor visits	43%	45%	48%	44%	52%	29%	49%	40%	48%
Nursing support – a few hours per day	41%	44%	39%	41%	42%	42%	40%	39%	35%
Nursing support – most of the day/night	40%	47%	46%	37%	39%	23%	41%	38%	43%
Wheelchair access	37%	45%	51%	33%	33%	37%	35%	45%	30%
Medical equipment (i.e. lifts, home oxygen, etc.)	30%	37%	31%	31%	35%	29%	39%	29%	19%
Other support (specify):	3%	3%	3%	4%	5%		3%		10%
Net: Nursing support	76%	81%	82%	76%	79%	64%	74%	76%	75%
2+	88%	92%	84%	89%	97%	75%	88%	88%	95%
3+	78%	82%	71%	79%	83%	69%	77%	79%	84%
4+	55%	63%	52%	56%	61%	47%	59%	52%	55%

A8/B8. Does your loved one share a room with another resident(s) or have their own room?

Sample Size (Has/had loved one in long-term care within past year)	816	304	75	322	170	83	308	166	141
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Shares a room	21%	25%	21%	18%	18%	19%	24%	17%	15%
Own room	73%	68%	74%	79%	80%	77%	73%	79%	63%
Not sure	7%	8%	5%	3%	2%	3%	3%	4%	22%

A9/B9. As far as you know, is that long-term care facility operated by:

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
The government (provincial or municipal)	37%	100%					43%	32%	30%
A community or religious group	9%		100%				13%	5%	7%
A private company	39%			100%	100%	100%	38%	44%	37%
Don't know/Not sure	14%						6%	19%	26%

A10/B10. Is that private company:

Sample Size (Loved one in private LTC in A9/B9)	322	-	-	322	170	83	119	73	52
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
A large company operating a "chain" of multiple residences	53%			53%	100%		61%	54%	37%
A smaller company (possibly family-owned) operating just the one residence	26%			26%		100%	24%	25%	20%
Don't know/Not sure	21%			21%			15%	21%	43%

A11/B11. As far as you know, is the portion of costs your loved one pays for living in long-term care a source of financial stress for them and/or their family?

Sample Size (Has/had loved one in long-term care within past year)	816	304	75	322	170	83	308	166	141
	Operated By						Visits		
Total	Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often	
No, not at all	31%	36%	25%	33%	37%	34%	29%	40%	32%
A bit	27%	24%	33%	31%	26%	34%	29%	23%	21%
A fair amount	19%	18%	26%	16%	18%	15%	22%	12%	13%
Yes, the cost is a big stress	9%	8%	6%	9%	8%	5%	12%	4%	7%
Don't know/Can't say	15%	14%	11%	11%	10%	12%	8%	21%	27%
Net: No, not at all/ a bit	58%	60%	58%	64%	63%	68%	58%	63%	53%
Net: A fair amount/ big stress	28%	26%	32%	25%	27%	20%	34%	16%	20%

A12/B12. Does your loved one in long-term care pay any extra money of their own (or their family's) for additional care/services not included in the "basic" level of care that the province covers?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, pays extra for more services	44%	41%	49%	52%	59%	45%	56%	34%	23%
No, does not	24%	31%	26%	20%	16%	31%	28%	20%	20%
Don't know/Can't say	32%	28%	25%	27%	26%	24%	16%	46%	57%

A13/B13. Thinking back to when the family was looking for a long-term care arrangement for this person, as far as you know, was it easy or difficult to understand the process and options available?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Very easy	5%	7%	6%	4%	5%	5%	7%	4%	5%
Fairly easy	39%	37%	49%	41%	44%	37%	41%	42%	28%
Fairly difficult	31%	32%	25%	33%	32%	35%	34%	23%	30%
Very difficult	10%	13%	11%	6%	8%	3%	12%	6%	6%
Don't know/Can't say	15%	11%	10%	15%	11%	19%	6%	25%	30%
Net: Easy	44%	44%	54%	45%	49%	43%	48%	46%	33%
Net: Difficult	41%	45%	36%	40%	40%	39%	46%	29%	36%

A14/B14. What about finding information on the financial costs of different options?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Very easy	6%	7%	6%	6%	8%	4%	8%	4%	4%
Fairly easy	33%	34%	34%	34%	34%	42%	34%	31%	26%
Fairly difficult	30%	33%	28%	32%	32%	28%	37%	24%	20%
Very difficult	8%	9%	13%	6%	8%	2%	12%	4%	7%
Don't know/Can't say	23%	17%	20%	23%	18%	25%	10%	36%	43%
Net: Easy	38%	41%	40%	39%	41%	46%	42%	36%	30%
Net: Difficult	38%	43%	40%	38%	40%	30%	48%	28%	27%

C2. Thinking about the time before COVID-19 and its restrictions – generally speaking, how often did you visit this long-term care residence?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
A few times a week or more	16%	19%	21%	16%	21%	11%	44%		
Weekly	21%	24%	32%	21%	21%	24%	56%		
Once or twice a month	25%	25%	22%	25%	23%	32%			
A few times a year	20%	17%	12%	23%	23%	22%		100%	
Less often than that	17%	14%	13%	16%	11%	12%			100%

C3. [Excellent / good] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
The residents' own space (their suite or room)	87%	84%	87%	91%	89%	93%	86%	93%	88%
The shared spaces in the residence (for dining, socializing, entry, etc.)	87%	85%	90%	89%	86%	92%	87%	87%	89%
Professionalism of the staff	89%	89%	92%	88%	87%	90%	84%	94%	91%
Staffing levels – i.e., the number of workers there at any given time	72%	66%	80%	75%	69%	84%	66%	78%	75%
Overall cleanliness and upkeep of the building	90%	89%	91%	92%	90%	92%	90%	93%	91%
Quality of the food served	75%	72%	78%	76%	73%	84%	71%	79%	77%
Amenities/services/activities	84%	83%	84%	85%	85%	83%	81%	89%	88%
Quality of nursing care for residents e.g. amount of time/attention	79%	77%	82%	80%	72%	86%	72%	85%	85%
Quality of medical care provided e.g. doctor visits/follow-up	83%	85%	88%	80%	78%	87%	77%	87%	89%
The social atmosphere within the residence	85%	82%	87%	89%	88%	94%	84%	86%	87%
A comfortable home for your loved one and other residents	86%	83%	90%	89%	87%	90%	85%	88%	88%
The overall quality of care provided at that long-term care residence	86%	86%	89%	86%	82%	91%	83%	91%	90%

C3. [Poor/ Terrible] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
The residents' own space (their suite or room)	13%	16%	13%	9%	11%	7%	14%	7%	12%
The shared spaces in the residence (for dining, socializing, entry, etc.)	13%	15%	10%	11%	14%	8%	13%	13%	11%
Professionalism of the staff	11%	11%	8%	12%	13%	10%	16%	6%	9%
Staffing levels – i.e., the number of workers there at any given time	28%	34%	20%	25%	31%	16%	34%	22%	25%
Overall cleanliness and upkeep of the building	10%	11%	9%	8%	10%	8%	10%	7%	9%
Quality of the food served	25%	28%	22%	24%	27%	16%	29%	21%	23%
Amenities/services/activities	16%	17%	16%	15%	15%	17%	19%	11%	12%
Quality of nursing care for residents e.g. amount of time/attention	21%	23%	18%	20%	28%	14%	28%	15%	15%
Quality of medical care provided e.g. doctor visits/follow-up	17%	15%	12%	20%	22%	13%	23%	13%	11%
The social atmosphere within the residence	15%	18%	13%	11%	12%	6%	16%	14%	13%
A comfortable home for your loved one and other residents	14%	17%	10%	11%	13%	10%	15%	12%	12%
The overall quality of care provided at that long-term care residence	14%	14%	11%	14%	18%	9%	17%	9%	10%

C3. [The residents' own space (their suite or room)] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	25%	22%	33%	31%	27%	39%	32%	27%	18%
Good	62%	63%	54%	60%	62%	54%	55%	66%	70%
Poor	12%	14%	11%	7%	9%	5%	11%	7%	12%
Terrible	1%	1%	2%	2%	2%	2%	2%		1%
Net: Excellent/ good	87%	84%	87%	91%	89%	93%	86%	93%	88%
Net: Poor/ terrible	13%	16%	13%	9%	11%	7%	14%	7%	12%

C3. [The shared spaces in the residence] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	23%	22%	25%	28%	25%	41%	30%	21%	17%
Good	64%	63%	64%	61%	61%	51%	57%	66%	72%
Poor	12%	13%	10%	10%	13%	8%	11%	12%	11%
Terrible	1%	2%		1%	1%		2%	1%	
Net: Excellent/ good	87%	85%	90%	89%	86%	92%	87%	87%	89%
Net: Poor/ terrible	13%	15%	10%	11%	14%	8%	13%	13%	11%

C3. [Professionalism of the staff] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	32%	31%	36%	37%	34%	47%	35%	34%	23%
Good	57%	58%	56%	51%	53%	43%	49%	60%	67%
Poor	9%	9%	8%	10%	11%	8%	14%	4%	8%
Terrible	2%	2%		2%	2%	2%	1%	2%	1%
Net: Excellent/ good	89%	89%	92%	88%	87%	90%	84%	94%	91%
Net: Poor/ terrible	11%	11%	8%	12%	13%	10%	16%	6%	9%

C3. [Staffing levels] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	15%	13%	22%	19%	16%	29%	20%	15%	12%
Good	56%	53%	59%	56%	53%	55%	46%	63%	64%
Poor	24%	29%	18%	20%	24%	16%	27%	19%	24%
Terrible	4%	5%	1%	5%	7%		7%	3%	1%
Net: Excellent/ good	72%	66%	80%	75%	69%	84%	66%	78%	75%
Net: Poor/ terrible	28%	34%	20%	25%	31%	16%	34%	22%	25%

C3. [Overall cleanliness and upkeep of the building] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	31%	26%	41%	38%	36%	47%	36%	34%	21%
Good	59%	62%	50%	54%	54%	44%	53%	60%	70%
Poor	9%	11%	9%	8%	8%	8%	9%	7%	9%
Terrible	*%	*%		1%	1%		1%		
Net: Excellent/ good	90%	89%	91%	92%	90%	92%	90%	93%	91%
Net: Poor/ terrible	10%	11%	9%	8%	10%	8%	10%	7%	9%

C3. [Quality of the food served] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	15%	10%	18%	21%	16%	34%	19%	11%	11%
Good	61%	61%	60%	56%	58%	50%	52%	68%	66%
Poor	22%	24%	20%	20%	24%	15%	24%	18%	22%
Terrible	3%	4%	1%	3%	3%	*%	5%	3%	1%
Net: Excellent/ good	75%	72%	78%	76%	73%	84%	71%	79%	77%
Net: Poor/ terrible	25%	28%	22%	24%	27%	16%	29%	21%	23%

C3. [Amenities/services/activities] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	19%	17%	30%	21%	21%	24%	27%	14%	15%
Good	65%	66%	54%	64%	64%	59%	55%	75%	73%
Poor	15%	16%	16%	14%	13%	17%	17%	10%	11%
Terrible	1%	1%		1%	2%		1%	1%	1%
Net: Excellent/ good	84%	83%	84%	85%	85%	83%	81%	89%	88%
Net: Poor/ terrible	16%	17%	16%	15%	15%	17%	19%	11%	12%

C3. [Quality of nursing care for residents e.g. amount of time/attention] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	22%	21%	27%	26%	23%	39%	28%	23%	17%
Good	56%	56%	55%	54%	50%	46%	44%	62%	68%
Poor	19%	20%	16%	17%	22%	14%	24%	13%	14%
Terrible	3%	3%	1%	3%	5%		4%	1%	1%
Net: Excellent/ good	79%	77%	82%	80%	72%	86%	72%	85%	85%
Net: Poor/ terrible	21%	23%	18%	20%	28%	14%	28%	15%	15%

C3. [Quality of medical care provided] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	20%	21%	21%	24%	22%	33%	24%	15%	19%
Good	63%	64%	68%	56%	55%	54%	53%	72%	69%
Poor	15%	12%	12%	18%	20%	11%	20%	12%	10%
Terrible	2%	3%		2%	2%	2%	4%	1%	1%
Net: Excellent/ good	83%	85%	88%	80%	78%	87%	77%	87%	89%
Net: Poor/ terrible	17%	15%	12%	20%	22%	13%	23%	13%	11%

C3. [The social atmosphere within the residence] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	20%	17%	23%	24%	23%	31%	24%	19%	15%
Good	65%	65%	64%	65%	65%	63%	60%	67%	71%
Poor	14%	17%	13%	10%	11%	5%	15%	13%	12%
Terrible	1%	1%		1%	1%	1%	1%	1%	1%
Net: Excellent/ good	85%	82%	87%	89%	88%	94%	84%	86%	87%
Net: Poor/ terrible	15%	18%	13%	11%	12%	6%	16%	14%	13%

C3. [A comfortable home for your loved one and other residents] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	26%	20%	33%	33%	31%	46%	30%	25%	22%
Good	61%	62%	57%	56%	56%	45%	55%	63%	67%
Poor	13%	16%	10%	10%	11%	10%	14%	12%	12%
Terrible	1%	1%		1%	2%		2%	1%	
Net: Excellent/ good	86%	83%	90%	89%	87%	90%	85%	88%	88%
Net: Poor/ terrible	14%	17%	10%	11%	13%	10%	15%	12%	12%

C3. [The overall quality of care provided at that long-term care residence] Rating of LTC facility

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent	22%	21%	28%	26%	23%	38%	27%	20%	16%
Good	64%	65%	61%	60%	59%	52%	57%	71%	74%
Poor	13%	13%	11%	12%	15%	9%	15%	9%	10%
Terrible	1%	1%		2%	3%		2%	1%	
Net: Excellent/ good	86%	86%	89%	86%	82%	91%	83%	91%	90%
Net: Poor/ terrible	14%	14%	11%	14%	18%	9%	17%	9%	10%

C4. Would you recommend this long-term care residence to someone else who needed care?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, definitely recommend	24%	26%	39%	25%	22%	37%	32%	22%	14%
Yes, probably	45%	45%	36%	47%	45%	44%	40%	47%	49%
No, probably not	14%	16%	14%	14%	18%	4%	15%	15%	13%
No, definitely not recommend	6%	8%	5%	6%	7%	4%	8%	4%	4%
Don't know/Can't say	10%	6%	6%	9%	8%	10%	6%	13%	20%
Net: Yes	69%	70%	75%	71%	67%	82%	71%	68%	62%
Net: No	21%	23%	19%	20%	25%	8%	23%	19%	17%

C5. [Their implementation of public health measures] Over this past year, given the pandemic, what kind of job would you say this long-term care facility has done?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent job – hard to do any better	35%	33%	43%	40%	36%	53%	39%	35%	29%
Good	49%	53%	46%	44%	47%	38%	44%	51%	54%
Poor	10%	10%	10%	8%	10%	6%	10%	10%	10%
Terrible job – major failures that should not have happened	6%	5%	1%	7%	8%	3%	7%	3%	7%
Net: Excellent job/ good	84%	85%	89%	84%	83%	91%	83%	86%	83%
Net: Poor/ terrible	16%	15%	11%	16%	17%	9%	17%	14%	17%

C5. [Communication/updates to residents' families] Over this past year, given the pandemic, what kind of job would you say this long-term care facility has done?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent job – hard to do any better	24%	22%	29%	28%	27%	35%	30%	22%	21%
Good	50%	49%	55%	45%	42%	49%	42%	55%	50%
Poor	22%	25%	12%	20%	25%	13%	22%	20%	24%
Terrible job – major failures that should not have happened	5%	4%	4%	6%	7%	3%	6%	3%	6%
Net: Excellent job/ good	74%	72%	84%	73%	69%	84%	72%	77%	71%
Net: Poor/ terrible	26%	28%	16%	27%	31%	16%	28%	23%	29%

C5. [Effectiveness at protecting residents from COVID-19] Over this past year, given the pandemic, what kind of job would you say this long-term care facility has done?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Excellent job – hard to do any better	32%	28%	36%	38%	36%	47%	33%	32%	28%
Good	46%	51%	47%	38%	36%	38%	45%	50%	47%
Poor	16%	14%	13%	16%	20%	8%	15%	15%	15%
Terrible job – major failures that should not have happened	7%	6%	4%	9%	8%	6%	7%	4%	10%
Net: Excellent job/ good	77%	80%	83%	75%	72%	85%	78%	82%	75%
Net: Poor/ terrible	23%	20%	17%	25%	28%	15%	22%	18%	25%

C6. Would you say your province's rules/restrictions for visiting residents at long-term care facilities during the COVID-19 pandemic have been too strict, too relaxed, or about right overall?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Way too strict	10%	9%	8%	10%	11%	14%	14%	8%	7%
Too strict	21%	22%	23%	20%	16%	23%	22%	16%	21%
Too relaxed	15%	15%	13%	15%	16%	11%	12%	18%	18%
Way too relaxed	6%	6%	11%	5%	5%	7%	6%	7%	4%
About right overall	49%	48%	45%	50%	51%	46%	46%	52%	51%
Net: Too strict	31%	31%	31%	30%	27%	36%	36%	23%	27%
Net: Too relax	21%	21%	24%	20%	22%	18%	18%	25%	22%

C7. Would you say the rules regarding visiting during the COVID-19 pandemic have been applied fairly and consistently for all residents and families?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, consistently and fairly	40%	40%	39%	43%	42%	45%	38%	40%	36%
Mostly	31%	35%	37%	29%	28%	28%	38%	29%	25%
Not really	7%	7%	6%	9%	10%	12%	7%	7%	5%
Not at all – were unfair and inconsistent	4%	4%	2%	5%	6%	3%	5%	3%	3%
Can't say/Not sure	17%	14%	16%	14%	14%	12%	10%	21%	31%
Net: yes/ mostly	71%	76%	76%	72%	71%	73%	77%	69%	61%
Net: Not really/ not at all	12%	10%	8%	14%	15%	15%	13%	10%	8%

C7B. Overall, what kind of impact, if any, have the visiting restrictions during Covid had on your loved one living in long-term care?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
No real impact on them	6%	6%	9%	4%	4%	6%	5%	7%	9%
Modest impact – missed visiting but okay	20%	17%	28%	22%	20%	27%	19%	27%	20%
Some impact – loneliness, maybe some confusion	37%	37%	40%	36%	42%	28%	34%	33%	38%
Serious impact – isolation during Covid had serious effects on them	36%	40%	22%	37%	34%	40%	42%	33%	32%
Net: No real impact/ Modest impact	26%	23%	38%	26%	24%	33%	24%	34%	30%
Net: Some impact/ serious impact	74%	77%	62%	74%	76%	67%	76%	66%	70%

C8/ How would you describe your own level of concern or stress about your loved one in long-term care during the Covid pandemic?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Low stress/Felt under control	15%	14%	16%	14%	13%	19%	13%	19%	21%
Some stress at times	38%	37%	44%	37%	39%	34%	30%	45%	39%
Pretty stressful overall	31%	33%	25%	32%	31%	34%	32%	27%	30%
Really stressful/Lots of worry	16%	16%	14%	17%	17%	13%	25%	10%	10%
Net: Low stress/ some stress	53%	51%	61%	51%	52%	54%	43%	63%	61%
Net: pretty stressful/ really stressful	47%	49%	39%	49%	48%	46%	57%	37%	39%

C9. [Yes, did that] Did you or any of your family members do any of the following in response to concerns about COVID-19 and your loved one in that long-term care facility?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Contact the LTC residence with specific concerns/questions about COVID-19	55%	52%	63%	58%	60%	58%	63%	43%	42%
Make a complaint (to management, the board, a provincial body etc.)	20%	23%	23%	18%	23%	13%	30%	9%	9%
Become more involved in providing care yourself during COVID-19 (feeding, bathing, sleeping over)	20%	20%	34%	18%	20%	18%	31%	9%	14%
Seriously consider moving your loved one out of the residence	22%	20%	33%	22%	21%	27%	27%	14%	12%

C9. [No, did not] Did you or any of your family members do any of the following in response to concerns about COVID-19 and your loved one in that long-term care facility?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Contact the LTC residence with specific concerns/questions about COVID-19	45%	48%	37%	42%	40%	42%	37%	57%	58%
Make a complaint (to management, the board, a provincial body etc.)	80%	77%	77%	82%	77%	87%	70%	91%	91%
Become more involved in providing care yourself during COVID-19 (feeding, bathing, sleeping over)	80%	80%	66%	82%	80%	82%	69%	91%	86%
Seriously consider moving your loved one out of the residence	78%	80%	67%	78%	79%	73%	73%	86%	88%

C9. [Contact the LTC residence with specific concerns/questions about COVID-19] Did you or any of your family members do any of the following in response to concerns about COVID-19...

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, did that	55%	52%	63%	58%	60%	58%	63%	43%	42%
No, did not	45%	48%	37%	42%	40%	42%	37%	57%	58%

C9. [Make a complaint] Did you or any of your family members do any of the following in response to concerns about COVID-19...

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, did that	20%	23%	23%	18%	23%	13%	30%	9%	9%
No, did not	80%	77%	77%	82%	77%	87%	70%	91%	91%

C9. [Become more involved in providing care yourself during COVID-19] Did you or any of your family members do any of the following in response to concerns about COVID-19...

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, did that	20%	20%	34%	18%	20%	18%	31%	9%	14%
No, did not	80%	80%	66%	82%	80%	82%	69%	91%	86%

C9. [Seriously consider moving your loved one out of the residence] Did you or any of your family members do any of the following in response to concerns about COVID-19...

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, did that	22%	20%	33%	22%	21%	27%	27%	14%	12%
No, did not	78%	80%	67%	78%	79%	73%	73%	86%	88%

C10. [The long-term care home's management] During the COVID-19 pandemic, to what extent would you say each of the following could be trusted?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Could trust a great deal	23%	21%	36%	26%	23%	36%	29%	19%	19%
A fair amount	52%	53%	47%	50%	49%	47%	45%	56%	57%
Not much	19%	20%	17%	15%	17%	13%	19%	21%	17%
Could not trust at all	6%	6%	1%	8%	11%	4%	7%	4%	6%
Net: could trust	75%	74%	83%	76%	72%	83%	73%	75%	77%
Net: could not trust	25%	26%	17%	24%	28%	17%	27%	25%	23%

C10. [The long-term care home's staff] During the COVID-19 pandemic, to what extent would you say each of the following could be trusted?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Could trust a great deal	31%	33%	49%	33%	33%	33%	38%	26%	25%
A fair amount	54%	53%	42%	50%	44%	55%	45%	66%	62%
Not much	12%	11%	8%	15%	19%	10%	14%	7%	11%
Could not trust at all	3%	3%	1%	3%	4%	2%	3%	1%	3%
Net: could trust	85%	86%	91%	82%	77%	89%	83%	91%	86%
Net: could not trust	15%	14%	9%	18%	23%	11%	17%	9%	14%

C10. [Your provincial health officers] During the COVID-19 pandemic, to what extent would you say each of the following could be trusted?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Could trust a great deal	22%	25%	24%	21%	20%	22%	23%	16%	24%
A fair amount	44%	46%	45%	43%	45%	41%	41%	51%	37%
Not much	23%	18%	21%	23%	23%	24%	22%	22%	28%
Could not trust at all	12%	11%	10%	13%	12%	13%	14%	11%	10%
Net: could trust	65%	71%	69%	64%	66%	63%	64%	67%	62%
Net: could not trust	35%	29%	31%	36%	34%	37%	36%	33%	38%

C11. Did this long-term care residence have any cases or outbreak of COVID-19 this past year?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
No, did not	28%	26%	24%	33%	28%	43%	26%	30%	29%
Isolated case(s), staff only	21%	18%	37%	22%	22%	27%	25%	19%	15%
Isolated case(s), residents	24%	25%	38%	21%	25%	17%	28%	21%	16%
Yes, significant outbreak among residents	23%	26%	18%	24%	29%	14%	25%	19%	23%
Not sure	16%	15%	5%	11%	12%	8%	11%	21%	23%
Net: Yes	56%	59%	70%	56%	61%	49%	64%	48%	48%
Net: Yes-Residents	46%	50%	55%	44%	51%	31%	51%	39%	39%

C12. Did any residents of that long-term residence die of COVID-19?

Sample Size (Resident cases of COVID-19 in C11)	373	152	41	142	87	26	158	64	55
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes	60%	61%	54%	67%	71%	55%	70%	63%	53%
No	12%	11%	16%	13%	13%	18%	10%	13%	8%
Not sure	28%	28%	30%	21%	16%	27%	19%	24%	38%

C13. Did your loved one get COVID-19?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes	37%	39%	28%	38%	31%	54%	32%	35%	55%
No	63%	61%	72%	62%	69%	46%	68%	65%	45%

C14. Did they end up in the hospital or ICU?

Sample Size (Loved one caught COVID-19 in C13)	138	60	12	54	27	14	50	23	30
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
No, did not	62%	68%	65%	57%	53%	52%	64%	58%	68%
Yes, hospital but not ICU	22%	18%	32%	19%	24%	15%	14%	27%	14%
Yes, ICU	17%	15%	3%	24%	23%	33%	22%	15%	19%
Net: yes	38%	32%	35%	43%	47%	48%	36%	42%	32%

C15. Did they survive COVID-19?

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, survived	64%	78%	80%	54%	51%	52%	69%	75%	45%
No, did not	36%	22%	20%	46%	49%	48%	31%	25%	55%

C16. Have they fully recovered from it?

Sample Size (Loved one survived COVID-19 in C15)	88	46	9	29	14	7	34	17	14
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes,	68%	77%	68%	54%	67%	39%	71%	53%	83%
No, not fully/Still feeling effects	32%	23%	32%	46%	33%	61%	29%	47%	17%

C17. Has everyone in that LTC residence been offered at least a first vaccination for COVID-19?

Sample Size (Has/had loved one in long-term care within past year)	816	304	75	322	170	83	308	166	141
	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Yes, vaccinated	51%	48%	58%	59%	62%	57%	58%	48%	38%
No, not yet	11%	13%	8%	10%	11%	7%	12%	10%	6%
Not sure	38%	39%	34%	30%	27%	36%	31%	42%	56%

C18. All things considered, including what was known back at the beginning of the pandemic about COVID-19 and how it spreads, would you say this long-term care residence:

	Total	Operated By					Visits		
		Govt	Community	Private	Private Big	Private small	Weekly+	1-2 Month/ few times a year	Less often
Did everything that could be expected	39%	39%	48%	43%	39%	58%	44%	38%	31%
Did well enough overall	42%	42%	38%	37%	36%	31%	37%	46%	51%
Fell short	12%	12%	9%	11%	14%	6%	11%	10%	14%
Failed to do what should have been done	7%	7%	6%	8%	10%	5%	8%	6%	5%
Top2box	81%	81%	86%	81%	75%	89%	81%	84%	82%
Bottom2box	19%	19%	14%	19%	25%	11%	19%	16%	18%