

## SENIORS' CARE INPUT FORM

The Ombudsman has initiated an investigation that will consider a variety of seniors' care services including home support, assisted living, and residential or long-term care. The investigation will look at issues such as the standards of care and how they are established, monitored and enforced, and on decision-making processes, including the adequacy of information provided, how decisions are communicated and how concerns about decisions are reviewed.

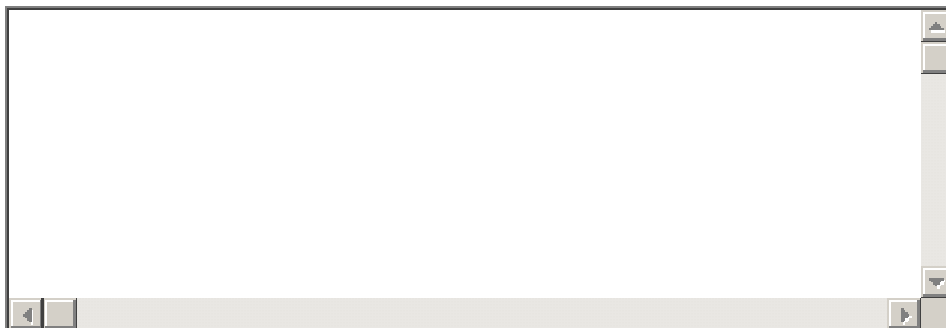
This form is designed to provide seniors, their families and those involved in providing support to seniors with an opportunity to provide input into the Ombudsman's investigation. You may complete this form and choose whether or not to include your name and phone number. We can assure you that, pursuant to the Ombudsman Act, if you include your contact information, we will not reveal it to any public agency or in our public report.

You may submit this form online, by faxing a completed form to our office at: **(250) 387-0198**, or by mailing a completed form to the **Office of the Ombudsman at P.O. Box 9039, Stn. Prov. Govt., Victoria, BC, V8W 9A5.**

1. Are you a senior who is receiving, or has received, home support, assisted living or long-term care services?

Yes       No

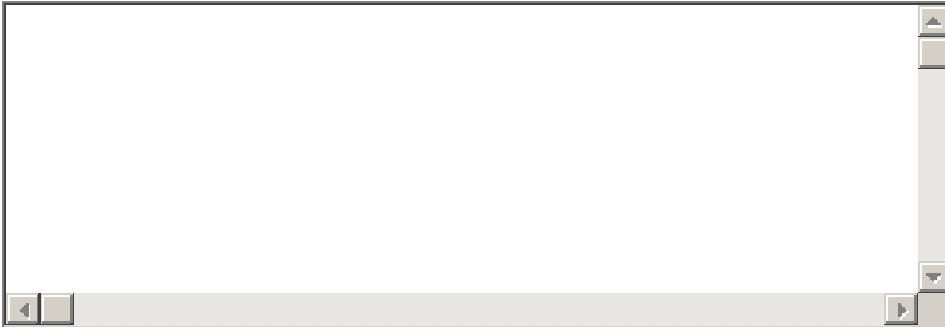
A) If yes, please explain the type of services received.



2. Are you a relative or friend of a senior who is receiving, or has received, home support, assisted living or long-term care services?

Yes       No

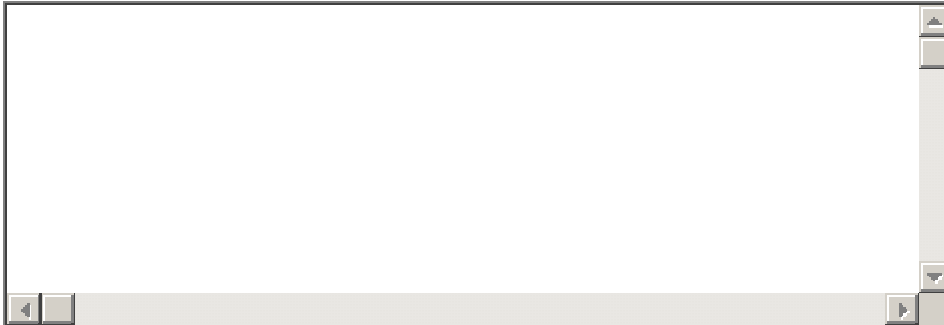
A) If yes, please explain the type of services received.



3. Do you have any concerns about the care that is being, or was provided?

Yes       No

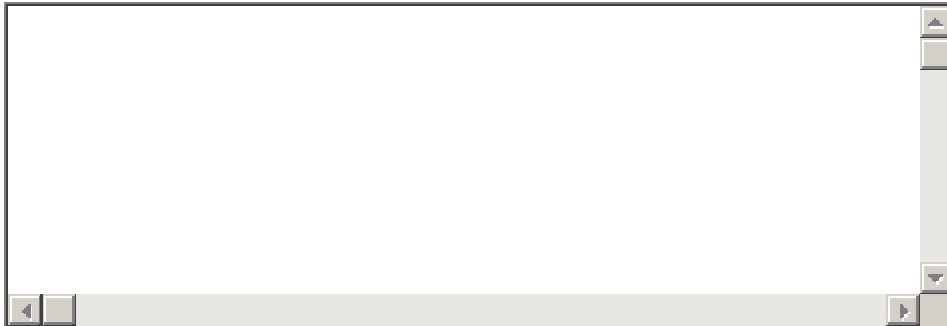
A) If yes, what are your concerns?



4. Do you know all the different authorities you can go to if you have a complaint about the care that you or a relative or friend has received?

Yes       No

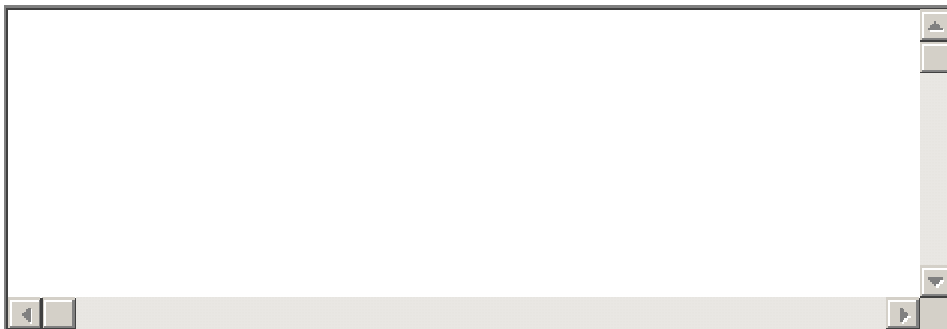
A) If yes, who are they?



5. If you have complained about the care that you, a friend or relative has received, were you satisfied with how the complaint was handled?

- Yes       No

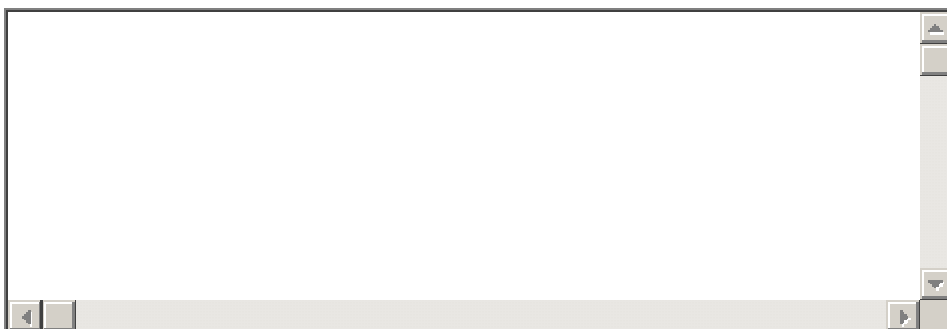
A) If not, why not?



6. Do you have access to enough information to make informed decisions about care?

- Yes       No

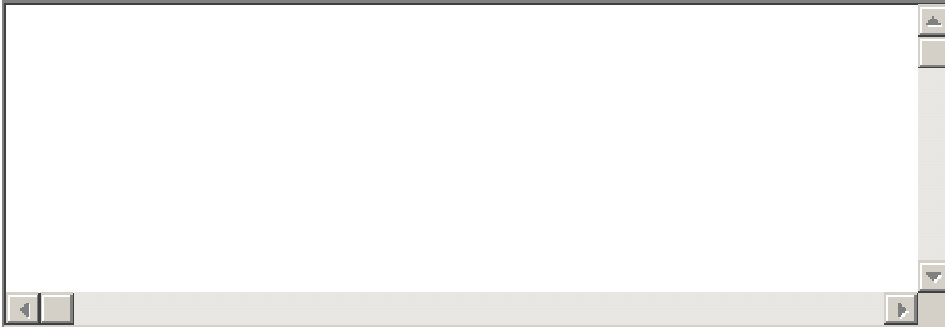
A) If not, please explain your concerns.



7. Do you have adequate opportunities to provide input into decisions affecting care?

- Yes                       No

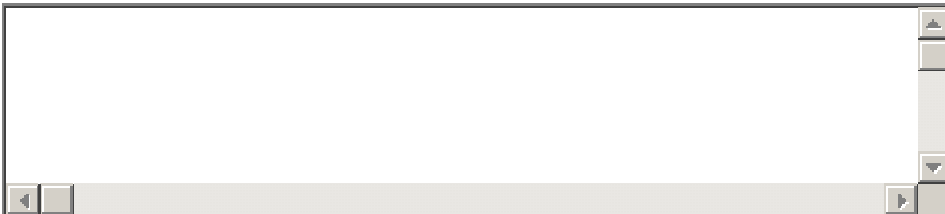
A) If not, please explain your concerns.



8. Would you be willing to provide further information to our office, if we wish to contact you?

- Yes                       No

A) If yes, please provide your name and telephone number.



If you have a specific complaint about seniors' care services, you can visit our website at [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca) and submit a complaint through our online form, or contact the Ombudsman's office by calling 1-800-567-3247.

The Office of the Ombudsman is B.C.'s independent voice for fairness. We investigate complaints about public authorities, including provincial ministries and regional authorities, and look into their administrative actions and processes to ensure transparency and accountability.