



## LTC Resident Survey- Guide for Volunteers

This document provides an outline of topics to consider when volunteers are assisting in the resident interviews. This is to be used as a guide only and the site can include other items to consider based on site specific needs:

### Volunteers:

- Ensure the volunteer is identified as such, i.e., name tag is visible
- Meet with the primary contact person at the PCH upon arrival at the site
- Receive a package of information from the PCH- package should include hard copy of surveys, resident survey tracking sheet & completion guide, interviewer guide, survey response options document
- Review the list of residents to be interviewed with the site contact
- Confirm with the site contact whether data entry will be required
- Review where the complaint process is posted in the facility and the process for disclosure of safety concerns
- Check in with the staff on the unit prior to meeting with a resident
- Follow the resident interviewer guide and script
- If the resident begins to talk about specific issues and concerns and if the interview is running long- politely, remind the resident that the survey is about overall experience and specific concerns and complaints can be reported per facility complaint process or the resident can contact WRHA Client Relations.
- Use the resident survey tracking sheet to document the outcome of the interviews and any follow up required
- If there are surveys where follow up is required to continue the interview, ensure the unique resident ID# is indicated on the front page of the partially completed hard copy survey. Do Not Use the resident's room #, or resident's name or resident's initials as the indicator on the hard copy survey.

If entering survey results, electronically, use the survey links here:

English Survey:



<https://wrha.mb.ca/ltc-experience-survey/>



French Survey:



<https://wrha.mb.ca/fr/sondage-des-foyers-de-soins-de-longue-duree/>

- Each survey needs to be entered individually. If the volunteer is unable to enter the survey results in a timely manner advise the site contact.
- At the end of the day, submit the resident survey tracking sheet to the primary contact person, including the hard copy surveys. Review progress with interviews and any follow-up required (e.g., partially completed surveys that require re-approach, any safety disclosures). **NO PERSONAL HEALTH INFORMATION** is to leave the facility

PCH

- Identify who will be the Volunteer's primary contact person while they are on-site
- Prepare the package of information for the volunteer: hard copy of surveys, resident survey tracking sheet and completion guide, survey response options document and the resident interviewer guide. Ensure there is a label affixed to the package indicating to return all the information to the site contact at the end of the day
- Upon arrival, ensure the volunteer is wearing their WRHA assigned name tag
- The volunteer will meet with the primary contact person at the PCH- identify where the volunteer's belongings can be safely stored for the day
- Review the list of residents to be interviewed with the volunteer
- Confirm with the volunteer whether they will be entering the data electronically
- Review the location of the site's complaint process – where it is posted in the facility and the process for disclosure of safety concerns
- Provide the volunteer with the resident survey tracking sheet to document the outcome of the interviews and any follow up required
- Remind the volunteer to check in with the staff on the unit prior to meeting with a resident
- Follow resident interviewer guide and script
- If the Volunteer is entering survey results, provide them with computer access. Each survey will be entered individually. If the volunteer is unable to enter the survey results in a timely manner the site will need a back-up contingency plan for data entry.
- At the end of the day, the volunteer must submit the tracking sheet to the primary contact person, hand in the hard copy surveys, review progress of interviews and any follow-up required (e.g., partially completed surveys that require re-approach, any safety disclosures).
- **NO PERSONAL HEALTH INFORMATION SHOULD LEAVE THE SITE**



Winnipeg Regional Health Authority    Office régional de la santé de Winnipeg