

Patient Ombudsman wants to hear about your experience in long-term care during the first year of the COVID-19 pandemic



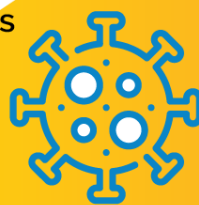
Patient Ombudsman is launching a province-wide COVID-19 experience survey for residents, caregivers and staff in Ontario's long-term care homes.

Residents, family members, caregivers, and staff were all impacted by the crisis in long-term care.

In the first wave of the pandemic. Long-Term Care Home complaints to Patient Ombudsman increased by 370%.

370%

increase in complaints
about long-term care
homes as a result of
COVID-19



"This time last year, long-term care was in crisis and the collective experiences from that critical moment in time have much to tell our office as we work to understand exactly what happened and why. We know that there are additional experiences that we can learn from."

Craig Thompson, Patient Ombudsman

[CLICK HERE TO TELL US YOUR EXPERIENCE](#)

This COVID-19 experience survey will inform Patient Ombudsman's on-going investigation into long-term care homes with COVID-19 outbreaks. Survey results will be shared publicly later this year.

Key facts:

- In October 2020, Patient Ombudsman issued a special report that included recommendations, such as a change in approach to visitation restrictions. [Patient Ombudsman called out the restrictions to bar visitors from their loved ones as inhumane.](#)
- [In June of 2020 Patient Ombudsman, launched our investigation on COVID-19 outbreaks in long-term care.](#)
- Patient Ombudsman's investigative team has completed an analysis of thousands of documents and are collecting additional evidence through interviews and witness impact statements.
- Patient Ombudsman will issue a second COVID-19 special report later this year that will also shine a light on Patient Ombudsman Hospital and Home Care complaints.