

# *Société Alzheimer Society*

C A N A D A

## **DEMENTIA JOURNEY SURVEY**

### **CAREGIVER EXPERIENCE**

You have been invited to participate in this study by the **Alzheimer Society of Canada** & the **College of Family Physicians of Canada** as you are a caregiver or family member of a person living with dementia.

*If you are completing this survey on behalf of someone you support, then please use the **Living with Dementia Experience** survey.*

***While the questions don't directly relate to the COVID-19 pandemic, you are welcome to share experiences that relate to the pandemic.***

The **Alzheimer Society of Canada** wants to understand your experiences of dementia care, and your interactions with the family doctor or other healthcare provider of the person you support.

Your feedback will help us learn what healthcare professionals are doing well, and how we can improve care for people living with dementia.

The survey will take **around 20 minutes** to complete.

Please read through the information pages and the consent form that follow carefully, and direct any questions you might have to members of the study team (details on next page).

**Thank you!**

## INFORMATION ON THE STUDY & CONSENT

### CONFIDENTIALITY

- All information supplied during this study is **strictly confidential**.
- You will not be asked for any personal information that identifies you (e.g. names, contact information). **Please do not provide** personal information in your responses.
- Personal information (names, family doctor name etc.) will be de-identified or removed by the research team, and will not be used in the evaluation process.
- Information collected will be **stored securely** on a protected server until the study ends. It will be stored for no longer than 7 years and then destroyed.
- The survey is hosted by **SurveyMonkey** and stored on servers in the United States under US privacy laws.
- **SurveyMonkey will not look at, or interfere with** any collected data on their website.
- The data from the survey may be used in additional studies, reports, journals etc., but no personal reference will ever be made at any time.

### RISKS & BENEFITS

- **There are no risks or benefits with your participation in this study.**
- Any commercial benefits will remain with the Alzheimer Society and the College of Family Physicians of Canada.

### VOLUNTARY PARTICIPATION

- **Participation in this study is voluntary** and you will not be paid for your time.
- You can **end your participation at any time** for any reason.
- If you choose to withdraw and want to have your existing survey removed, reach out to one of the lead investigators at the Alzheimer Society of Canada in the contact information below.

## **INVESTIGATOR CONTACT INFORMATION**

For any questions or concerns about this study, please contact:

**Haridos Apostolides**

- [research@alzheimer.ca](mailto:research@alzheimer.ca)
- 1-800-616-8816 ext. 2969

**Ngozi Iroanyah**

- [research@alzheimer.ca](mailto:research@alzheimer.ca)
- 1-416-669-5715

*If you would like more information on this study before you participate, please contact either **Haridos** or **Ngozi** on the contact information listed above.*

*Any contact information provided will not be associated with your completed survey, and your answers will remain confidential.*

## **CONSENT FORM**

By consenting below, you confirm:

- All your questions have been answered
- You understand the information provided
- You understand the requirements of participating in this study
- You understand the risks and benefits of participating in this study

**Please confirm your consent below**

**I consent to take part in this survey**

*Thank you. The survey will begin on the next page. Once it is completed, please return it **by uploading it on the website**, or emailing it to [research@alzheimer.ca](mailto:research@alzheimer.ca).*

*Please note that we will de-identify your personal information before your responses are evaluated.*

**Your responses will not be affiliated with your email if you choose this method.**

## DEMENTIA JOURNEY SURVEY: Caregiver Experience

1. Has the person you care for had a formal dementia diagnosis?
  - Yes ▶ **Go to Question 3**
  - No ▶ **Go to Question 2**
  
2. Does the person you care for see any of the following, non-clinical healthcare providers for their undiagnosed dementia?
  - Social Worker ▶ **END OF SURVEY**
  - Nutritionist ▶ **END OF SURVEY**
  - Alternate specialist (naturopath, homeopath, etc.) ▶ **END OF SURVEY**
  - No, they don't see any other healthcare providers ▶ **END OF SURVEY**
  - I don't know ▶ **END OF SURVEY**
  - Other (*please list the other healthcare providers below*) ▶ **END OF SURVEY**

## END OF SURVEY - THANK YOU FOR PARTICIPATING

The remaining questions require participants to have a formal diagnosis of dementia. Thank you for your support.

### GET HELP & SUPPORT FOR YOUR DEMENTIA

The first step to navigate care for the person you support is through a formal diagnosis. The Alzheimer Society recommends reaching out to your family doctor, or finding one in your province. You can either call **HealthLine** on **811**, or the Alzheimer Society on **1-800-879-4226**.

The Alzheimer Society can also provide information on anything related to dementia, including support and educational resources. Contact us on the number above, and make sure you find out about *First Link*.

**THERE IS SUPPORT AVAILABLE & THE ALZHEIMER SOCIETY CAN PROVIDE IT.**

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3. As the caregiver, what kind of relationship do you have with the person with dementia?

- Spouse/Adult child  Friend  
 Other family member  Professional caregiver

4. Does the person you support currently have a family doctor?

- Yes **▶ Go to Question 5**  
 No **▶ Go to Question 19**

5. How often does the person you support see their family doctor for dementia-related needs?

- Once per month  Once per year  
 Once every three months  Less than once per year  
 Once every six months

6. Have they been offered help when connecting with their family doctor (for appointments, check-ups etc.)?

- Yes, I or other family/friends connect them with the family doctor  
 Yes, the doctor's office has helped  
 They have support from another source  
 No, and we already asked for support  
 No, but we don't need support  
 I don't know

7. Does the family doctor offer virtual or telephone care?

- Yes, but we are not interested  
 Yes, and we are already using it  
 Yes, but we don't know how it works  
 No, but we would like this service  
 No, and we don't want this service  
 I don't know

8. If the family doctor does offer virtual or telephone care, which options do they use?

*Please check all that apply.*

- Telephone calls  Email  
 Video calls (Zoom etc.)  I don't know

9. Has the family doctor made referrals to any of the following community resources since diagnosis?

*Please check all that apply.*

- Local Alzheimer Society
- First Link®
- Local support agency (meals-on-wheels, transportation services, etc.)
- Home support services (e.g. help with personal care)
- The family doctor didn't offer any community resource referrals
- Other (Please list the community resources below or provide further comments):

10. As part of their dementia care, does the person you support see any of the following healthcare providers?

*Please check all that apply.*

- Memory Clinic
- Specialist (Geriatrician, Neurologist, Psychiatrist, etc.)
- Nurse or Nurse Practitioner
- Social Worker
- I don't know
- No, they don't see any other healthcare providers
- Other (alternate specialists (naturopath, homeopath), nutritionists, etc.):  
(Please list the alternate healthcare providers below)

The following questions ask about the care from the family doctor.  
Do not use any personal information. Please be as honest as you can.

11. Has the family doctor been **helpful** in any of these ways?

*Please check all that apply.*

- Spent time explaining what their diagnosis and dementia means.
- Made the effort to answer all or most of our questions.
- Provided information or guides about dementia or dementia care.
- None of these.
- Other (*please explain how the family doctor has been **helpful***):

12. Has the family doctor been **unhelpful** in any of these ways?

*Please check all that apply.*

- Did not properly explain the diagnosis or dementia.
- Failed to answer or find answers to our questions.
- Did not provide information or guides about dementia or care.
- None of these.
- Other (*please explain how the family doctor has been **unhelpful***):

13. Did the family doctor ever make the person you support feel ignored by focusing their attention on you instead of them?

*For either option, please provide any comments you wish to share.*

- Yes, the family doctor mostly focused on me.  
 No, they gave adequate attention to the person I support.

14. Has the family doctor been sufficiently patient or comforting when speaking about the person's dementia?

*For either option, please provide any comments you wish to share.*

- Yes, the family doctor has been patient or comforting.  
 No, the family doctor has not been patient or comforting.



15. Did the family doctor respect your racial, cultural or religious needs; provide translators or information in other languages?

*For either option, please provide any comments you wish to share.*

- Yes, the family doctor provided care in a culturally sensitive way  
 No, they did not provide care in a culturally sensitive way

16. Have you as the caregiver received specific, additional support from the family doctor?

*For either option, please provide any comments you wish to share.*

- Yes  
 No, but we **haven't** asked for support  
 No, and we **have** asked for support

17. Please comment on any other experiences you have had with the family doctor

18. Does the person you support see an occupational therapist or physiotherapist?

Yes

▶ [Go to Question 25](#)

No

▶ [Go to Question 30](#)

19. Please explain why the person you support does not currently have a family doctor

- Never had a family doctor
- Family doctor retired/died/moved and was not replaced
- No family doctor available in the community
- Not comfortable with the formal medical system
- Prefer the convenience of a walk in/drop off clinic
- Other (*Please explain below*):

20. Do they see another healthcare provider for their dementia care?

- Yes ▶ **Go to Question 21**
- No ▶ **Go to Question 30**

21. Which other healthcare providers does the person you support see for their dementia?

*Please check all that apply.*

- |   |  |
|---|--|
| <input type="checkbox"/> Memory Clinic  | <input type="checkbox"/> Psychiatrist                |
| <input type="checkbox"/> Geriatrician   | <input type="checkbox"/> Nurse or nurse practitioner |
| <input type="checkbox"/> Neurologist  | <input type="checkbox"/> Social Worker               |
| <input type="checkbox"/> Other ( <i>alternate specialists (naturopath, homeopath), nutritionists, etc.</i> ): |  |

22. Why do they see this healthcare provider for their dementia instead of a family doctor?

- They don't like their family doctor
- They don't trust their family doctor
- The other healthcare provider was recommended to them
- The other healthcare provider offered more useful information
- The family doctor does not have sufficient understanding or knowledge of dementia care
- Other (*Please explain below*):

23. Have you as the caregiver received any additional support from the other healthcare provider?

*Please provide any further comments*

- Yes
- No, but we haven't asked for support
- No, and we have asked for support

24. Does the person you support see an occupational therapist or physiotherapist?

- Yes
- No

▶ **Go to Question 25**

▶ **Go to Question 30**

25. How often do they see their occupational/physiotherapist?

- Once every three months                       Once per year  
 Once every six months                       Less than once per year

26. Has the occupational/physiotherapist offered therapy for dementia?

- Yes                       No

27. If the occupational/physiotherapist was being seen before their diagnosis, did they identify any early dementia symptoms?

- Yes                       Wasn't seeing the therapist  
 No                      before diagnosis  
 I don't know

28. Has the occupational/physiotherapist helped in any of these ways?

*Please check all that apply.*

- Supported them in becoming more independent/physically active.  
 Helped with seating and positioning to avoid aches and pains.  
 Treated pain caused by physical or everyday activities.  
 Offered exercises to improve balance/strength to reduce risk of falls.  
 Reduced strain often caused by daily household activities.  
 They have not helped in any of these ways.  
 Other (*Please provide details or comment below*):

29. Has the occupational/physiotherapist been more useful for dementia care than the family doctor or other healthcare provider?

- Yes.                       I don't know.  
 No.

▶ GO TO QUESTION 30

**DEMOGRAPHIC DETAILS**

30. Please select **your** age range:

- |                                   |                                  |                                  |
|-----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> Under 30 | <input type="checkbox"/> 50 - 59 | <input type="checkbox"/> 75 - 79 |
| <input type="checkbox"/> 30 - 39  | <input type="checkbox"/> 60 - 69 | <input type="checkbox"/> 80 - 84 |
| <input type="checkbox"/> 40 - 49  | <input type="checkbox"/> 70 - 74 | <input type="checkbox"/> 85 plus |

31. What is **your** gender?

- |                                 |  |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Male   | <input type="checkbox"/> Prefer not to say |

32. What is **your** ethnic background?

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> African  | <input type="checkbox"/> Indigenous     | <input type="checkbox"/> Pacific Islander  |
| <input type="checkbox"/> Black  | <input type="checkbox"/> Inuit          | <input type="checkbox"/> South Asian       |
| <input type="checkbox"/> Caribbean  | <input type="checkbox"/> Latin          | <input type="checkbox"/> Southeast Asian   |
| <input type="checkbox"/> East Asian   | <input type="checkbox"/> Metis          | <input type="checkbox"/> White             |
| <input type="checkbox"/> First Nations  | <input type="checkbox"/> Middle Eastern | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other/Mixed: <i>Please provide details of your ethnic background</i> |   |  |

33. Which province or territory do **you** live in?

- |  |   |
|--|---|
| <input type="checkbox"/> Alberta               | <input type="checkbox"/> Nunavut              |
| <input type="checkbox"/> British Columbia      | <input type="checkbox"/> Ontario              |
| <input type="checkbox"/> Manitoba              | <input type="checkbox"/> Prince Edward Island |
| <input type="checkbox"/> New Brunswick         | <input type="checkbox"/> Québec               |
| <input type="checkbox"/> Newfoundland          | <input type="checkbox"/> Saskatchewan         |
| <input type="checkbox"/> Northwest Territories | <input type="checkbox"/> Yukon                |
| <input type="checkbox"/> Nova Scotia           |   |

34. Please select which kind of community **you** live in:

- Large population (more than 100,000 people)
- Medium population (between 30,000 and 100,000 people)
- Small population (between 1,000 and 30,000 people)
- Rural population (fewer than 1,000 people)
- I'm not sure

## **THANK YOU FOR COMPLETING OUR SURVEY!**

We really appreciate your time. Your support will help make positive changes in the relationship between people living with dementia and their family doctor.

If you'd like more information and support you can find your local Alzheimer Society by calling 1-800-879-4226.

### **Get involved with the Alzheimer Society's advocacy work**

The views and experiences of people living with dementia or their caregivers is vital to the Alzheimer Society's work and direction. If you would like to support our advocacy work, to ensure everything we do focuses on people living with dementia, their families and caregivers, then you can get involved in a number of ways:

- Join the Alzheimer Society Advisory Group of people living with dementia to advise on our strategic direction
- Help review our educational materials to ensure they are relevant to your experience
- Get involved in our Research Program, by reviewing and learning about current research
- Be a spokesperson for our communications initiatives so we can erase stigma across the country
- Advocate for the Alzheimer Society, and dementia care broadly, at a federal level

If you'd like to be involved, let us know by contacting either:

- [research@alzheimer.ca](mailto:research@alzheimer.ca)
- 1-800-879-616-8816

***Thank you for your support!***