

Convenience for family members to visit the resident
 LTC facilities proximity to home

Had visited at least 4 LTC facilities
 Had visited SCWIs
 Environmental cleanliness
 Had visited 1 LTC facilities
 Had visited SCWIs
 College above
 Senior high school
 Age: 41-50 years
 Self-perceived financial status was good
 Age: Less than 40 years
 Grandchildren
 More than 100 beds
 Paid by resident
 Had visited NHs
 Lived in LTC facility: Less than 1 year

NHS

Relatives and friends engaged in LTC-related field

Had visited community care facility

Family members learn from other of the LTC facilities