

**SURVEY OF HEALTH AND HEALTH SYSTEMS
CATI RESPONSIVENESS QUESTIONNAIRE - DRAFT 2
PN4859**

INTRODUCTION

Hello, my name is _____ of Environics Research Group Ltd. We are conducting a survey for the United Nations on Canada's health care system as part of a world-wide survey about health care systems. Please be assured that we are not selling nor soliciting anything. Your answers will be kept strictly confidential and your participation is important if the results of the Canadian survey are to be accurate.

We choose telephone numbers at random, then select one person from a household to be interviewed.

A. May I please speak to the person in your household who is 18 years of age or older, and has had the most recent birthday.

- #01 Yes
- #02 Not Available **SCHEDULE CALL-BACK**
- #03 Refused **DISCONTINUE & THANK**

B. Do you or does anyone in your household work for an advertising or market research firm or the media?

- 1 - Yes **THANK AND TERMINATE**
- 2 - No **CONTINUE TO MAIN QUESTIONNAIRE**

C. **(READ IF NECESSARY)** Are you male or female?

- 1 - Male
- 2 - Female

D. Language of survey

- 1 - English
- 2 - French

OVERALL HEALTH

1. In general, how would you rate your health today? Is it ...

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

2. Considering different aspects of your own health today as you just described it, where would you place yourself on a scale from 0 to 100 where 0 would indicate death and 100 would be the best state of health imaginable?

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- 2 - DK/NA

SEEING HEALTH CARE PROVIDERS

3. Have you received any health care in the last 12 months including visits to local doctors and alternative health care providers for any reason, and stays in hospitals? (**READ IF NECESSARY:** If you are a doctor, exclude treating yourself.) (**NOTE TO INTERVIEWERS:** This question refers to health care for the respondent themselves, not experiences with others such as children. It also refers to experiences locally or in Canada, not foreign.)

- 1 - Yes
- 2 - No → Go to Question 50
- 3 - DK/NA

4. In the last 12 months, did you get any health care at an outpatient health facility or did a health care provider visit you at home? An outpatient health facility is a doctor's office, a clinic or a hospital outpatient unit-any place outside your home where you did not stay overnight.

- 1 - Yes
- 2 - No → Go to Question 35
- 3 - DK/NA → Go to Question 35

5. In the last 12 months, did you get most of your health care at a health facility or most from a health provider who visited you in your home?

- 1 - Mostly at a health facility
- 2 - Mostly from a health provider in home
- 3 - Equally from both (VOL)
- 4 - DK/NA

6. When was your most recent visit to a health facility or with a health provider? Was it...
READ

- 1 - In the last 30 days?
- 2 - In the last 3 months?
- 3 - In the last 6 months?
- 4 - Between 6 months and 12 months ago?
- 5 - DK/NA

7. What was the name of the health care facility?
(Enter the name of facility, e.g., Oxford Clinic. Only fill in the name of the provider if the facility does not have another name.)

Name:

2 - DK/NA

8. Was the place you just described your usual place of care (**READ IF NECESSARY:** if you have a usual place of care for the problem which you had)?

- 1 - Yes
- 2 - No
- 3 - Not applicable
- 4 - DK/NA

9. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

10. In the last 12 months, how long did you usually have to wait from the time that you wanted care to the time that you received care?
(Enter the applicable time in one of the codes.)

1 - _____minutes

2 - _____hours

3 - _____days

4 - _____weeks

5 - _____months

6 - DK/NA

11. In the last 12 months, did you need any laboratory tests or examinations? (Some examples of these tests or special examinations are blood tests, scans or X-rays.)

1 - Yes

2 - No → Go to Question 13

3 - DK/NA → Go to Question 13

12. Generally, how long did you have to wait before you could get the laboratory tests or examinations done? Was it...

READ

1 - The same day

2 - 1-2 days

3 - 3-5 days

4 - 6-10 days

5 - More than 10 days (**SPECIFY**)_____

6 - DK/NA

13. Overall how would you rate your experience of getting prompt attention at receiving health services in the last 12 months?

READ

1 - Very good

2 - Good

3 - Moderate

4 - Bad, or

5 - Very bad

6 - DK/NA

14. In the last 12 months, when you sought health care, how often did doctors, nurses or other health care providers treat you with respect?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

15. In the last 12 months, how often did the office staff, such as receptionists or clerks there, treat you with respect?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

16. In the last 12 months, how often were your physical examinations and treatments done in a way that your privacy was respected?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

17. Overall how would you rate your experience of being treated with dignity in getting health services in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

18. In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

19. In the last 12 months, how often did doctors, nurses or other health care providers, explain things in a way you could understand?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

20. In the last 12 months, how often did doctors, nurses, or other health care providers give you time to ask questions about your health problem or treatment?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

21. Overall how would you rate your experience of how well health care providers communicated with you in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

22. In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs, for example) or tests?

- 1 - Yes
- 2 - No → Go to Question 24
- 3 - DK/NA → Go to Question 24

23. In the last 12 months, how often did doctors, nurses or other health care providers involve you as much as you wanted to be, in deciding about your care, treatment or tests?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

24. In the last 12 months, how often did doctors, nurses or other health care providers ask your permission before starting the treatment or tests?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

25. Overall, how would you rate your experience of being involved in making decisions about your care or treatment as much as you wanted in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

26. In the last 12 months, how often were talks with your doctor, nurse or other health care provider done privately, so other people who you did not want to hear, could not overhear what was said?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

27. In the last 12 months, how often did your doctor, nurse or other health care provider keep your personal information confidential? (**READ IF NECESSARY:** This means that anyone whom YOU did not want informed could not find out about your medical conditions.)

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

28. Now, overall, how would you rate your experience of the way the health services kept information about you confidential in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

29. Over the last 12 months, with the doctors, nurses and other health care providers available to you, how big a problem, if any, was it to get a health care provider you were happy with? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

30. Over the last 12 months, how big a problem, if any, was it to get to use other health services other than the one you usually went to? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - Not applicable-never tried (VOL)
- 7 - DK/NA

31. Now, overall, how would you rate your experience of being able to use a health care provider or service of your choice over the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

32. Thinking about the places you visited for health care in the last 12 months, how would you rate the basic quality of the waiting room, for example, space, seating and fresh air?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - Not applicable – visited in my home (VOL)
- 7 - DK/NA

33. Thinking about the places you visited for health care over the last 12 months, how would you rate the cleanliness of the place?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - Not applicable – visited in my home (VOL)
- 7 - DK/NA

34. Now, overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad
- 5 - Very bad
- 6 - Not applicable – visited in my home (VOL)
- 7 - DK/NA

CARE AT PLACES YOU STAY OVERNIGHT

35. Have you stayed overnight as a patient in a health care centre or hospital in the last 12 months?

- 1 - Yes
- 2 - No → Go to Question 50
- 3 - DK/NA → Go to Question 50

36. What was the name of the hospital you stayed in most recently?

2 - DK/NA

37. Did you get your hospital care as soon as you wanted?

- 1 - Yes
- 2 - No
- 3 - DK/NA

38. When you were in the hospital, how often did you get attention from doctors and nurses as quickly as you wanted?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

39. Overall, how would you rate your experience of getting prompt attention at the hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

40. Overall, how would you rate your experience of being treated with dignity at the hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

41. Overall, how would you rate your experience of how well health care providers communicated with you during your stay in the hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

42. Overall, how would you rate your experience of being involved in making decisions about your care or treatment as much as you wanted when you were in hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

43. Overall, how would you rate your experience of the way the hospital kept personal information about you confidential in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

44. Overall, how would you rate your experience of being able to use a hospital of your choice over the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

45. Overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the hospital you visited in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

46. In the last 12 months, when you stayed in a hospital, how big a problem, if any, was it to get the hospital to allow your family and friends to take care of your personal needs, such as bringing you your favourite food, soap etc..? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

47. During your stay in the hospital, how big a problem, if any, was it to have the hospital allow you to practice religious or traditional observances if you wanted to? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

48. Now, overall, how would you rate your experience of how the hospital allowed you to interact with family, friends and to continue your social or religious customs during your stay over the last 12 months? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

49. In the last 12 months were you treated badly by the health system or services in this country because of any of the following...your...

READ AND ROTATE (a) - (k)

a) Nationality

- 1 - Yes
- 2 - No
- 3 - DK/NA

b) Social class

c) Lack of private insurance

d) Ethnicity

e) Colour

f) Sex

g) Language

h) Religion

i) Political or other beliefs

j) Health status

k) Lack of wealth or money

l) For any other reason (**SPECIFY**) _____

50. In the last 12 months, did you ever not seek health care because you could not afford it?

- 1 - Yes
- 2 - No
- 3 - DK/NA

51. I have asked you questions about different ways that health care services can show respect for people and make them the centre of care. There are eight different aspects of health care [ROTATE WORDS] dignity, confidentiality of information, choice, prompt attention, autonomy, the surroundings, the social support, and communication. For you, which of these is most important for a health care system? Which is least important? I can provide a definition of each If you like.

	<u>Most Important</u>	<u>Least Important</u>
Dignity	1	1
Confidentiality of Information	2	2
Choice	3	3
Prompt attention	4	4
Autonomy	5	5
Surroundings or Environment	6	6
Social Support	7	7
Communication	8	8
DK/NA	9	9

DESCRIPTIONS

DIGNITY

- ◆ Being shown respect
- ◆ Having physical examinations conducted in privacy

CONFIDENTIALITY OF INFORMATION

- ◆ Having your medical history kept confidential
- ◆ Having talks with health providers done so that other people who you don't want to have hear you can't overhear you

CHOICE

- ◆ Being able to choose your doctor or nurse or other person usually providing your health care
- ◆ Being able to go to another place for health care if you want to

PROMPT ATTENTION

- ◆ Having a reasonable distance and travel time from your home to the health care provider
- ◆ Getting fast care in emergencies
- ◆ Having short waiting times for appointments and consultations, and getting tests done quickly
- ◆ Having short waiting lists for non-emergency surgery

AUTONOMY

- ◆ Being involved in deciding on your care or treatment if you want to
- ◆ Having the provider ask your permission before starting treatments or tests

SURROUNDINGS OR ENVIRONMENT

- ◆ Having enough space, seating and fresh air in the waiting room
- ◆ Having a clean facility (including clean toilets)
- ◆ Having healthy and edible food

SOCIAL SUPPORT

- ◆ Being allowed the provision of food and other gifts by relatives
- ◆ Being allowed freedom of religious practices

COMMUNICATION

- ◆ Having the provider listen to you carefully
- ◆ Having the provider explain things so you can understand
- ◆ Having time to ask questions

ABOUT YOU

Now here are some questions about yourself.

52. How old are you?

_____ Years

53. CODE

- 1 - Female
- 2 - Male

54. Were you born in this country?

- 1 - Yes
- 2 - No
- 3 - DK/NA

55. Were both your parents born in this country?

- 1 - Yes
- 2 - No
- 3 - DK/NA

56. How many years of formal education have you successfully completed (including primary, secondary (high school) and post-secondary (e.g., university, technical schools) levels)?

_____years

2 - DK/NA

57. Into which of the following categories would you put the total annual income in 2000 of all the members of your household, including yourself, before taxes and deductions?

READ

- 1 - \$20,000 or less
- 2 - \$20,001 to \$40,000
- 3 - \$40,001 to \$60,000
- 4 - \$60,001 to \$80,000
- 5 - more than \$80,000
- 6 - DK/NA

58. How many times have you gone to each of the following in the last 30 days for your personal medical care?

READ AND ROTATE (a) - (k)

a) General Practitioners or family doctor

1 - _____times

2 - DK/NA

b) Dentists

c) Specialists

d) Physiotherapists

e) Chiropractors

f) Traditional healers

g) Clinic (operating separately from a hospital)

h) Hospital outpatient unit

i) Hospital inpatient services

j) Pharmacy (where you talked to someone about your care and did not just purchase medicine)

k) Home health care services

l) Other (specify)_____

59. Are you covered by any public or private health insurance for visits to doctors or other health care providers?

1 - Yes

2 - No

3 - DK/NA

60. Are you covered by any public or private health insurance for hospital care?

1 - Yes

2 - No

3 - DK/NA

CONSIDER THE FOLLOWING SCENARIOS

Here are some situations for you to consider.

ROTATE SECTIONS A, B, C, D - EACH RESPONDENT GETS ONE VERSION.

SECTION A

61. Kim took her six month old infant to the health centre for her regular check-up. The nurse was very annoyed when she found that Kim had forgotten to bring the baby's growth chart with her. She scolded her loudly in the hearing of all the other mothers who had come to the clinic, and kept grumbling about inconsiderate forgetful mothers who caused extra work as she weighed the baby.

How would you rate Kim's experience of how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. Rose is an elderly woman who is illiterate. Lately, she has been feeling dizzy and has problems sleeping. The doctor did not seem very interested in what she was telling him and told her it was nothing and wrote something on a piece of paper, telling her to get the medication at the pharmacy.

How would you rate Rose's experience of how the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. Jennifer took her three-month old infant for her vaccination. The nurse asked her why she had not been to the clinic before, and was sympathetic to hear that Jennifer had a problem finding transport. She advised her about the importance of regularly monitoring the growth of her baby.

How would you rate Jennifer's experience of how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. Florence goes to the hospital as she has a pain in her stomach. The nurse shouts at her for not bringing her health card. Two other nurses who are standing by make rude comments about Florence's family and those from her village. Though Florence is in pain, and moaning she is not asked to sit down while her personal details are entered in the register.

How would you rate Florence's experience of how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

65. Carmen has gone for a blood test and the doctor has told her that she has "diabetes mellitus" and that her "pancreatic activity is faulty". He has also told her she needs "insulin injections three times a day" and that she should watch for "hypoglycemia". If she does not control her blood sugar she may also go blind. Carmen feels very bad because she does not understand what the doctor is talking about, but she has to leave because he has already called the next patient.

How would you rate Carmen's experience of how the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. Julia visits the health care centre for treatment at a time when the centre is very crowded. The patients are all impatient to get their treatment and are reluctant to queue and wait for their turn. The nurses are very patient most of the time about asking patients to wait their turn, but occasionally they get angry and shout at her for breaking the queue. How would you rate Julia's experience of how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. Deborah is a young woman who has been brought to the clinic by her family because she feels very anxious and distressed. She is also afraid that she may die although she is in good health. The doctor has taken time to listen and reassure her and has invited Deborah to come to the clinic whenever she needs to. How would you rate Deborah's experience of how the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. Sonia has arrived at the clinic with her three-month-old baby girl. The mother says that the baby has lost a lot of weight, has had fever for two days and will not take her milk. The nurse has listened to the mother without interrupting. She has asked her for additional information and has encouraged the mother to ask her questions if she did not understand. How would you rate Sonia's experience of how the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. Conrad is suffering from AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and inquires what his problems are. The nurses are concerned about Conrad. They give him advice about improving his health. How would you rate Conrad's experience of how the health care provider treated him with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. Mario has been told that he has epilepsy and that needs to take medication. The doctor has very briefly explained what the condition is. He is very busy and there is a queue of patients waiting to see him. Mario would like to know more about what he has, but feels that there is not time to ask questions and that the doctor will not be very helpful. How would you rate Mario's experience of how the health care providers communicated with him?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. John has AIDS. When he goes to his health centre he feels that all the doctors and nurses are unfriendly towards him. They do not talk to him freely. Often they deliberately ignore him. He often has to beg them to answer his questions. How would you rate John's experience of how the health care provider treated him with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. Thomas has been told that he has cataracts and that he needs an operation. He has never had his eyes checked and does not understand why he cannot see well. The doctor has explained to Thomas what he has, but he has not understood a word and is afraid to ask again. The doctor has not checked whether or not he has understood.

How would you rate Thomas's experience of how the health care provider communicated with him?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

73. Patricia goes to a health care unit close to her home regularly. The nurses there are very busy, but they always speak pleasantly to her. The receptionist however is often in a bad mood, and when she is in a bad mood she shouts at Patricia, and at other patients. All appointments to meet doctors and nurses have to be made through this receptionist so the patients put up with her rudeness.

How would you rate Patricia's experience of how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

74. Andrew has been having pain in his chest for a while. Whenever he coughs or exercises his chest is painful. He has been smoking for 30 years. After examining him, the doctor has told him that he will get cancer if he does not stop smoking. The doctor is not very sympathetic and has not even suggested what Andrew could do to give up smoking.

How would you rate Andrew's experience of how the health care provider communicated with him?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

FINAL QUESTIONS

ASK ALL

- x. Now finally I have a question about the composition of your household. Not including yourself, how many other people live in your household?

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2 - DK/NA

IF NO OTHER PEOPLE, THANK AND CLOSE.

- y. For each of these other people, please describe their relationship to you. How about ...

	CODE		CODE
Other Person 1?		Other Person 6?	
Other Person 2?		Other Person 7?	
Other Person 3?		Other Person 8?	
Other Person 4?		Other Person 9?	
Other Person 5?			

- | | |
|-------------------------------|----------------------------|
| 01 yourself (DO NOT USE) | 08 brother or sister |
| 02 wife or husband/partner | 09 DO NOT USE |
| 03 son or daughter | 10 adopted/foster child |
| 04 son or daughter-in-law | 11 other relative |
| 05 grandchild | 12 not related |
| 06 parent | 13 Don't know (DK) |
| 07 parent-in-law | |

THANK AND CLOSE.