**Appendix 1. Survey questions**

**Services provided**

**During the lockdown, did you have to suspend all of the services provided by your organization?** (Yes / No)

**During the lockdown, to what extent did you maintain the usual services provided by your organization (using different methods or not) with respect to each of the following services?** (Fully / Mostly / Minimally / Not at all / Does not apply to our organization)

- Accompaniment and transportation (e.g., medical appointments, shopping and errands)

- Intergenerational activities (e.g., activities that promote connections between people of different generations)

- Recreational, social or cultural activities

- Respite services

- Advocacy (e.g., promotion, representation and accompaniment of older adults regarding their rights)

- Housing (e.g., providing accommodation or information about housing)

- Home support (e.g., homecare, Meals on Wheels, housekeeping)

- Services to reduce isolation (e.g., friendly visits)

- Elder abuse (e.g., support services for older adults experiencing various types of abuse or neglect)

- Psychosocial support services for older adults (e.g., telephone listening, bereavement support)

- Training and knowledge development services (e.g., workshops or conferences for caregivers)

- Services for caregivers (e.g., support and self-help groups)

*Comments on other services (if applicable)*

**Did you adapt your methods of providing your services?** (Yes / No)

**Issues encountered in providing services**

**During the lockdown, how difficult for your organization was each of the following aspects?** (Extremely / Very / Slightly / Not at all / Does not apply)

- Identification of older adults at risk (e.g., isolation, deteriorating condition, unmet basic needs, abuse)

- Management of health risks for people receiving services (e.g., physical access to clients, meeting the sanitary guidelines)

- Managing health risks for workers in community organizations

- Supporting and accommodating workers with health (physical, mental or emotional) or family issues due to COVID-19

- Volunteer recruitment and retention

- Volunteer accompaniment and training

- Appropriation and use of technologies to adapt the organization of work (e.g., team meetings)

- Appropriation and use of technologies to identify and meet the needs of older adults and their families

- Continuity of services with the various partners (e.g., organizations providing health and social services, community organizations, private seniors’ residences)

- Financial issues (losses/deficits, eligibility for government support)

- Other issues (if applicable)

**Sharing of solutions and practices used**

**Give concrete example(s) of “good practices” used by your organization or stakeholders that helped to maintain or adapt services during the lockdown.**

**Use of technology in providing services**

**Did you use technology to adapt your services in the context of COVID-19? (e.g., video conferencing, mobile applications, data exchange)** (Yes / No)

**Do you need anything in order to integrate technology and use it effectively in providing your services?** (Yes / No)

**Planning services in the coming year**

**Future priorities**

**What priorities need to be developed to continue providing your services in the coming year (while progressively de-lifting the lockdown and/or during a possible second wave of COVID-19)?** Select your top three priorities.

- Identification of older adults at risk (e.g., isolation, deterioration of their condition, unmet basic needs, abuse)

- Management of health risks for people receiving services (e.g., physical access to clients, meeting the sanitary guidelines)

- Managing health risks for workers in community organizations

- Supporting and accommodating workers with health (physical, mental or emotional) or family issues due to COVID-19

- Volunteer recruitment and retention

- Volunteer accompaniment and training

- Appropriation and use of technology to adapt the organization of work (e.g., team meetings)

- Appropriation and use of technology to identify and meet the needs of older adults and their families

- Continuity of services with the various partners (e.g., organizations providing health and social services, community organizations, private seniors’ residences)

- Financial issues (e.g., losses/deficits, eligibility for government support)

**What type of support or resources would you need to pursue these priorities?**