
Table S1: Questionnaire applied to the beneficiaries.

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A. First, please answer some questions referring to your life in the care center before the start of the COVID-19 pandemic.

A1. Which is the first word that comes to your mind when you think about your lifestyle in the health care and assistance center?

A2. Why you are in this center?

1. Because of my poor health I need supplementary care which cannot be offered at home
2. The members of my family could not offer me the necessary care
3. I remained alone and I did not have other people to take care of my well-being
4. Other

A3. Since when are you a resident of this home?

1. Less than one year
2. One year
- 3 Two years
4. Three years
5. Four years
6. More than five years

A4. Concerning the decision to come to this center, this was made:

1. By the members of my family
2. By my acquaintances and close friends
3. By you
4. By someone else

A5. On a scale of 1 to 7, how satisfied are you with the way you are treated in the healthcare center?

1. Extremely dissatisfied
2. Very dissatisfied
3. Quite dissatisfied
4. Neither satisfied nor dissatisfied
5. Quite satisfied
6. Very satisfied
7. Extremely satisfied

A6. On a scale of 1 to 7, how satisfied are you with the following services of the healthcare center?

1. Extremely dissatisfied
2. Very dissatisfied
3. Quite dissatisfied
4. Neither satisfied nor dissatisfied
5. Quite satisfied
6. Very satisfied
7. Extremely satisfied

- a. The food you are offered 1 2 3 4 5 6 7
 - b. Entertainment opportunities 1 2 3 4 5 6 7
 - c. The activities organized by the center (trips, events) 1 2 3 4 5 6 7
 - d. The medical care from the staff 1 2 3 4 5 6 7
 - e. Accommodation services 1 2 3 4 5 6 7
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A7. Do you consider that in general, the staff's attitude towards you is:

1. Rather positive
2. Rather negative
3. Neither positive/nor negative

A8. Which is, in your opinion, the biggest difficulty you have encountered since you have been in this center?

1. The impossibility of being with the loved ones
2. Communication with the members of the family/close friends
2. Socialization with the other residents of the healthcare center
3. Adjusting to the living standards within the healthcare center
4. The enhancement of the loneliness feeling
5. The relationship with the staff
6. Other

A9. In your case, what kind of medical/therapeutic services do you regularly benefit from within the healthcare center?

1. Psychological assistance
2. Assistance in achieving the basic activities (hygiene, moving, feeding)
3. Physical therapy
4. Therapeutic massage
4. Recovering gymnastics
5. Other

A10. The main relaxing activities that you currently do in the center are:

1. Reading
2. Watching TV shows
3. Walks in the center's yard
4. Socialization with other residents using society games
5. Maintaining fitness by doing easy physical exercises
6. Participating in music evenings
7. Other

A11. What is the activity that you like the most within the center?

1. Reading
2. Watching TV shows
3. Walks in the center's yard
4. Socialization with other residents using society games
5. Maintaining fitness by doing easy physical exercises
6. Participating in music evenings
7. Other

A12. How do you usually communicate with the members of your family or other acquaintances/close friends?

1. By phone
2. Using Internet/mobile applications
3. When they come to visit
4. Other ways

B. Next, I would kindly ask you to answer some questions referring to your lifestyle in the center during the COVID-19 pandemic.

B.1 How would you describe in one word your way of living in the center after the start of the COVID-19 pandemic?

B2. On a scale of 1 to 7, please express the agreement with the following statements referring to your life in general:

1. Definitely disagree
2. Disagree
3. Slightly disagree
4. Neither agree nor disagree
5. Slightly agree
6. Agree
7. Strongly agree

- a) In general, my life is very close to my ideal life 1 2 3 4 5 6 7
- b) My life conditions are excellent 1 2 3 4 5 6 7
- c) I am satisfied with the life I have 1 2 3 4 5 6 7
- d) Until now I have obtained the important things that I have wanted in my life 1 2 3 4 5 6 7
- e) If I could live my life again, I would not change anything 1 2 3 4 5 6 7

B3. Having in view your state of health, to what degree do you think the COVID-19 pandemic has affected the process of maintaining/improving your physical health?

1. Extremely low degree
2. Very low degree
3. Quite low degree
4. Neither low nor high degree
5. High degree
6. Very high degree
7. Extremely high degree

B4. To what degree do you consider the impossibility of socializing with other residents during the pandemic has affected your psychic health?

1. Extremely low degree
2. Very low degree
3. Quite low degree
4. Neither low nor high degree
5. High degree
6. Very high degree
7. Extremely high degree

B5. What emotional states did you experience during the pandemic? (multiple answer)

1. Anxiety
2. Restlessness
3. Fear
4. Depression
5. Psychic fatigue
6. Irritability
7. Other

B6. Which of these emotional states did you feel the most during the pandemic? (only one answer)

1. Anxiety
 2. Restlessness
 3. Fear
 4. Depression
 5. Psychic fatigue
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6. Irritability

7. Other

B7. During the pandemic, you were mostly preoccupied with:

1. Your health
2. The health of your family members
3. The health of your friends/acquaintances
4. I do not know/ I do not answer

B8. Having in view the relaxation activities in the center, what kind of activities you were not allowed to do during the pandemic?

1. Reading in public spaces
2. Walking in the yard of the center
3. Relating with the other residents using society games
4. Watching TV shows in the common/public spaces
5. Participating in music evenings
6. Other

B9. Among the relaxation activities that you were not allowed to do during the pandemic which one did you miss the most?

B10. Taking into consideration the protection measures against infection or the spread of the virus, what kind of physical distancing measures were taken in the center?

1. The limitation of the number of people who have access to the communal spaces
2. The limitation of the time spent in the communal spaces of the center
2. The interdiction of socialization using society games
3. The diminution of the room-mates number
4. The achievement of communal activities with the obligation of wearing a mask
5. Other

B11. On a scale of 1 to 7, how do you appreciate the quality of services offered by the healthcare center in the context of the COVID-19 pandemic?

- 1 Extremely bad
- 2 Very bad
- 3 Quite bad
- 4 Neither bad nor good
- 5 Quite good
- 6 Very good
- 7 Extremely good

B12. What was the biggest difficulty that you encountered during the pandemic in the center?

1. The impossibility of socializing with the other residents
2. The impossibility of communicating with the family members/close friends
3. Adjusting to the new conditions of life in the center
4. Enhancing the loneliness feeling
5. Relating with the staff
6. Other

B13. Regarding the relationship with the family members/close friends, to what degree did you keep in touch with them during the COVID-19 pandemic?

- 1 Extremely low degree
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- 2 Very low degree
 - 3 Quite low degree
 - 4 Neither low nor high degree
 - 5 High degree
 - 6 Very high degree
 - 7 Extremely high degree

B14. What way of communicating with your family members/close friends did you use mostly during the pandemic?

1. Phone calls
2. Video calls using mobile applications
3. Visits to the center
4. Other

B15. Referring to your relationship with family members/close friends during the pandemic, do you consider that this relationship:

1. Improved
2. Worsen
3. Stayed the same
4. I do not know/I do not answer

B16. In the context of the COVID-19 pandemic, were your family members/close friends allowed to visit you in the center?

1. Yes
2. No
3. I do not know/ I do not answer

B17. Concerning the technology, how often did you communicate on video with the close people outside the center using mobile applications?

- 1 Extremely rare
- 2 Very rare
- 3 Quite rare
- 4 Neither rare nor often enough
- 5 Often
- 6 Very often
- 7 Extremely often

B18. Taking into consideration the relationship with the staff in the center during the pandemic do you consider that the employees' attitude towards you was:

1. Rather positive
2. Rather negative
3. Neither positive nor negative

B19. As compared to the period before the pandemic, did you feel that during the pandemic the staff has given you:

1. More attention
2. Less attention
3. Neither more nor less attention

B20. Next, I would kindly ask you to express the agreement with the following statements:

1. Strong disagreement
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2. Disagreement
 3. Rather disagreement
 4. Neither disagreement nor agreement
 5. Rather agreement
 6. Agreement
 7. Strong agreement

- a. The center employees were more reticent towards me during the pandemic 1 2 3 4 5 6 7
- b. For the assistants and caretakers in the center, my needs represented a priority during the pandemic 1 2 3 4 5 6 7
- c. The assistants and caretakers socialized less with the beneficiaries during the COVID-19 pandemic 1 2 3 4 5 6 7

B21. To what degree could you socialize with the other residents of the healthcare center during the pandemic?

1. Extremely low degree
2. Very low degree
3. Quite low degree
4. Neither low nor high degree
5. High degree
6. Very high degree
7. Extremely high degree

B22. What are the socializing ways with other people who live in the same center in the context of the COVID-19 pandemic?

1. We have watched TV shows in the communal spaces respecting the rules of physical distancing
2. We have socialized using phone calls
3. We have socialized using video calls with mobile applications
4. Other

B23. Thinking about the emotional states created by the impossibility/reduced possibility of socializing with other members of the center, most often during the pandemic you felt:

1. Alone
2. Restless
3. Nervous
4. Helpless
5. Other ways

B24. To what degree do you consider that your needs were respected in the context of the COVID-19 pandemic?

1. Extremely low degree
2. Very low degree
3. Quite low degree
4. Neither low nor high degree
5. High degree
6. Very high degree
7. Extremely high degree

B25. If you were the decision maker, what were the first three measures you would implement to improve the lifestyle of the residents of the health care center?

B26. Where did you find out what the pandemic did in the country?

B27. Whom do you trust the most within the center?

C. In the end, please offer us the answer to some identification questions:

C1. Your gender:

1. Male
2. Female

C2. Your age

C3. Do you come from the:

1. Urban area
2. Rural area

C4. The last graduated school:

1. Primary school
2. Secondary school
3. High school
4. Faculty
5. Master
6. Other

C5. The field you worked in:

- 1) IT
 - 2) Sales
 - 3) Services
 - 4) Health
 - 5) Education
 - f) Other
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Table S2. Interview guides

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B1. Interview guide - the way of life of elderly people in care centers and the changes brought about by the COVID-19 pandemic

1. How did you adjust to the changes imposed on your way of life when you moved to the care center?
2. How have you adapted to these changes after the start of the COVID-19 pandemic?
3. What changes have you noticed in your grooming?
4. Which changes of this type did/do you consider exaggerated, erroneous, or even abusive? How did/do you deal with them?
5. What has been the most important task you have had or still have to complete since you have been in the care facility? (To yourself, to your family, or someone else.)
6. Have you contracted covid-19? Do you want to talk to us about this fact?
7. Have you lost loved ones, relatives, or acquaintances to this disease?
8. What about someone else who did not get this disease, but did not receive the necessary/timely medical care as a result of the imposition of anti-covid measures?
9. How would you characterize the current mood of downtown residents?
10. But that of the management of the institution and the care staff?
11. Do you think that the pandemic has brought with it a change for the better in the consciousness and behavior of peers? (Including you, the staff, and the management of the institution).
12. What do you consider to be the greatest achievement of your life?
13. Tell us about your relationship with God. Are you a believer?
14. Would you like to add anything else?
15. What is your gender?
- 16 How old are you?

17. From what environment do you come from?

18. What is the last school you graduated?

19. What is the field in which you worked?

B2. Interview guide - challenges for care staff in residential care and the changes brought about by the COVID-19 pandemic

1. What concrete physical distancing measures were you able to take/respect in the care of the beneficiaries and the usual activities in the institution?

2. How would you characterize the sanitary measures in the country imposed during this period?

3. How did these measures influence the way you did your business? What was the biggest difficulty you encountered in this regard?

4. What do you think was the biggest difficulty faced by your beneficiaries?

5. Have you lost beneficiaries, relatives, or acquaintances to this disease?

6. But someone who did not get sick from this virus, but did not receive the necessary medical care / on time as a result of the imposition of anti-covid measures?

7. What has been the most important task you have had or still have to complete in relation to your conscience and to the beneficiaries?

8. How would you characterize the current mood of downtown residents?

9. What is your current mood and that of the care staff?

10. Have you noticed real solidarity in the behavior of the institution's employees (managers, care staff), as well as the beneficiaries after the pandemic?

11. Do you think that the pandemic has brought with it a change for the better in the consciousness and behavior of peers? (Including you, the staff, the management of the institution, and the beneficiaries).

12. What changes have occurred in the activity and personnel scheme of the institution? (number/period of quarantines, resignations, layoffs, changes regarding involvement in direct activity with beneficiaries, employment, etc.)

13. How did you find out that care for the elderly would be done now in similar institutions, both in the country and abroad?

14. Tell us, if you can, about your relationship with God. How has faith influenced the realities you have experienced in the past year?

15. Would you like to add anything else?

16. What is your gender?

17. How old are you?

18. What was the last school you graduated?

19. What is your experience in older persons' care?

20. For how many beneficiaries does your job description require responsibilities and providing care?

B3. Interview guide - the challenges of managers of elderly care centers during the pandemic

1. What concrete physical distancing measures were you able to take/respect in the care of the beneficiaries and the usual activities in the institution?

2. How would you characterize the sanitary measures in the country imposed during this period?

3. How did these measures influence the way you did your business? What was the biggest difficulty you encountered in this regard?

4. What do you think was the biggest difficulty faced by your beneficiaries?

5. Have you lost beneficiaries, relatives, or acquaintances to this disease?

6. But someone who did not get sick from this virus, but did not receive the necessary medical care on time as a result of the imposition of anti-covid measures?

7. What has been the most important task you have had or still have to complete in relation to your conscience and to the beneficiaries?

8. How would you characterize the current mood of downtown residents?

9. What is your current mood and that of the care staff?

10. Have you noticed real solidarity in the behavior of the institution's employees and the beneficiaries after the pandemic?
 11. Do you think that the pandemic has brought with it a change for the better in the consciousness and behavior of peers? (Including you, your beneficiaries, and your institution's employees)
 12. What models of good practice do you know in similar institutions, both in the country and abroad?
 13. What changes occurred/imposed in the organization of the institution's activities during the pandemic? (Resignations, quarantines, changes regarding involvement in direct activity with beneficiaries, employment, etc.)
 14. What changes do you want to make in the future in the management of the institution?
 15. Tell us, if you can, about your relationship with God. How has faith influenced the realities you have experienced in the past year?
 16. Would you like to add anything else?
 17. What is your gender?
 18. How old are you?
 19. What was the last school you graduated?
 20. What is your experience in older persons care?
 21. What is your social work experience?
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