



Community Voices: Building a Foundation for the Future

Toolkit of Project Methods

November 2012

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November 2012



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Team members for the project included researchers from the University of Regina and the University of Saskatchewan: Bonnie Jeffery (Social Work/SPHERU, University of Regina); Juanita Bacsu (SPHERU, University of Saskatchewan); and Carolyn Tran (Master of Social Work Student/SPHERU, University of Regina). Team members also included RRFCSS representatives: Jadwiga Dolega, Crystal Storey, Angela Malcolm, and Bob White. Community partners, Hugh Lees and Mayor Brian Gerow, also offered support for this project.

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Introduction

The *Community Voices: Building a Foundation for the Future* research project was a collaborative effort between the Rosetown Regional Family and Community Support Services (RRFCSS) and Saskatchewan Population Health and Evaluation Research Unit (SPHERU). The primary objective of the project was to identify the strengths and challenges of supports and services in Rosetown, Saskatchewan. The project resulted in an environmental scan, a final report summarizing the key findings, and this toolkit which outlines the project's methods.

The *Community Voices* study utilized a community based research approach. Community based research recognizes the importance of collective decision-making, shared dialogue, local knowledge, and collaborative input throughout the research process. Members of the RRFCSS and local partners in Rosetown played an integral role in the development and implementation of the study.

At the request of the RRFCSS community research partners, this Toolkit was developed to summarize the key methods used in the study in the *Community Voices* research project.

Toolkit Overview

Numerous “tools” were developed to complete the *Community Voices* project. These included: recruitment scripts for both the interviews and the focus groups; consent forms for both the interviews and the focus groups; an interview guide; a focus group guide; a socio-demographic questionnaire; information about the community dialogue presentation; a community dialogue advertisement; a community dialogue guide; a memorandum of agreement; a transcript release form; a list of support services; and a media release form.

Using the Toolkit

Collaboration between researchers and community partners was continual throughout the project. Researchers and community partners met regularly as the project progressed to develop the study’s research design and review project updates. Both parties were also involved in identifying and recruiting potential participants who were representative of different ages, gender and community groups and organizations.

The research team used interviews, focus groups and a community dialogue night to gather information; community partners reviewed both the interview and the focus group guides to ensure clarity of the research questions. Researchers and community partners worked collectively to host a community dialogue night to share the study findings with the public. Various strategies were used to advertise the dialogue night and share information about the project. Dialogue night information was handed out at community events, such as the Annual Garage Sale and Harvestfest, and newspaper articles were written about the project.

Tools

Interview Recruitment Script

Community Voices: Building a Foundation for the Future

RECRUITMENT SCRIPT

You are invited to participate in a research project, Community Voices: Building a Foundation for the Future. This study is a research project being conducted by the Saskatchewan Population Health and Evaluation Research Unit at the University of Saskatchewan. The goal of this study is to understand the community needs of Rosetown, Saskatchewan by looking at the community's assets and strengths; gaps and barriers; policies and programs; recommendations and local solutions.

As a community member of Rosetown, we would like to interview you about your perspectives and the services in your community. Participation in this research project will include one interview, which will take 1 hour to complete. The interview will be conducted in-person and will focus on understanding your experience of the community's services and needs. Your participation is appreciated and completely voluntary. Does this study sound like something you would be interested in participating in?

[IF YES, CONTINUE READING, IF NO THANK THEM FOR THEIR TIME]

[IF YES] With your permission, I would like to ask for your full name and telephone number so that the research team can contact you to arrange an interview.

[IF YES, READ ADDITIONAL INFORMATION BELOW]

ADDITIONAL INFORMATION

This project has been approved by the University of Regina and the University of Saskatchewan Ethics Board on July 24, 2012. If you have any questions concerning the research project, please feel free to ask at any point; any questions regarding this project or your privacy rights as a participant should be directed to the Saskatchewan Population Health and Evaluation Research Unit (-306-531-7515) or to the Research Ethics Office at the University of Regina, (306-5854775) whom you may call collect.

Potential Participant Name

Phone number

Interview Consent Form

Community Voices: Building a Foundation for the Future

CONSENT FORM

Organization: Saskatchewan Population Health and Evaluation Research Unit (SPHERU),
University of Saskatchewan and University of Regina

You are invited to participate in a research project, Community Voices: Building a Foundation for the Future. Please read this form carefully, and feel free to ask any questions you might have. This study is a research project being conducted by the Saskatchewan Population Health and Evaluation Research Unit. The primary researcher of this research project is Dr. Bonnie Jeffery. The goal of this interview is to discuss the community's: resources and strengths; concerns and gaps; and recommendations and local solutions.

This study will include a one hour interview and will be conducted in person. Your participation is appreciated and completely voluntary. You do not have to answer any question and you may decide to stop the interview at any time. You may withdraw from this study at any time. If you choose to withdraw from the study no information collected about you will be kept. Your right to withdraw data from the study will apply until the research team starts data analysis which will be one month after the date of the interview. After one month, it is possible that some form of research dissemination will have already occurred and it may not be possible to withdraw your data.

You may request that the recording device be turned off at any time. We may use direct quotes in the report on the results of the study but all information that might identify you will be removed. Because the participants for this research project have been selected from a small community, it is possible that you may be identifiable to other people on the basis of what you have said. In order to help ensure participant confidentiality, you will be given the opportunity to review the transcript of your interview, and to add, alter, or delete information from the transcripts as you see fit.

If you have any questions concerning the research project, please feel free to ask at any point; any questions regarding this project or your privacy rights as a participant should be directed to Dr. Bonnie Jeffery at the Saskatchewan Population Health and Evaluation Research Unit (306-953-5311) or to the Research Ethics Office at the University of Regina, (306- 585-4775) whom you may call collect. This study has been approved on ethical grounds by the University of Saskatchewan and the University of Regina Behavioral Research Ethics Board on July 24, 2012.

The research data and audio tapes will be housed at the Saskatchewan Population Health and Evaluation Research Unit at the University of Saskatchewan on password protected computers and files and in locked filing cabinets/offices. Original interview data and any other documentation will be stored at the Saskatchewan Population Health and Evaluation Research Unit at the University of Saskatchewan for six years, after which it will be destroyed.

Consent to Participate:

I have read and understood the contents of this consent form and agree to participate in this interview and this study: _____ Yes _____ No

I have received a copy of the consent form for my files: _____ Yes _____ No

I agree to have my interview audio taped: _____ Yes _____ No

Participant Name (**print**) _____

Participant Signature _____

Research Assistant Signature _____ Date

I wish to have my transcript returned to me so that I may review it for omissions and errors:
_____ Yes _____ No

Below is the address the transcript can be mailed to. I understand that my address will only be used for this purpose:

Name _____

ADDRESS _____

Interview Guide

Community Voices: Building a Foundation for the Future

INTERVIEW GUIDE

RECORD RESPONDENT'S GENDER: 01 – Male; 02 – Female

Introduction

How long have you lived in Rosetown? [PROBE: If recent move, probe reasons for moving]

Do you have family here?

Healthy Communities: Assets and Strengths

How would you describe Rosetown as a place to live?

What do you like about living in this community?

What things do you think are important to having a healthy community/quality of life?

Quality of Life: Life Course Continuum

How would you describe Rosetown as a place to live for different age groups (young families, teenagers, seniors)?

Thinking about people in Rosetown, how would you describe their knowledge about services in the community? (seniors, youth and young families)

Gaps and Barriers

What are some challenges in Rosetown that you feel must be addressed to improve the quality of life for people (young families, teenagers, seniors)?

If you could improve something in your community right now, what would it be? Do you have any ideas on how this could be addressed?

Policies and Programs

What role do you think the government/community organizations should have in building a stronger community? If we could take one recommendation to the government, and say this one issue really needs to be addressed, what would that be?

Recommendations and Local Solutions

What are some **successful** examples of people or groups in Rosetown working together to build a better community?

How did these come about?

Who was involved - ages?

What was achieved?

How did they access resources?

What are some important lessons that you feel we can learn from these?

How would you describe your community's motivation to work together to build a better community?

What do you feel is the best way to share information with community members? For example, at the end of this study we want to share our results and engage with the community?

Socio-demographic

Would you mind telling me, how old are you? **AGE** _____

Are you currently single, married, separated, divorced, or widowed? **MARITAL**

What is the highest level of education that you have completed? _____

Are you currently employed? _____ What is your current type of **employment**? _____

Do you **rent or own** your home?

Is there anything that has not been touched on here that you would like to comment on?

Focus Group Recruitment Script

Community Voices: Building a Foundation for the Future

RECRUITMENT SCRIPT

You are invited to participate in a research project, Community Voices: Building a Foundation for the Future. This study is a research project being conducted by the Saskatchewan Population Health and Evaluation Research Unit at the University of Saskatchewan. The goal of this study is to understand the community needs of Rosetown, Saskatchewan by looking at the community's assets and strengths; gaps and barriers; policies and programs; recommendations and local solutions.

As a community member of Rosetown, we would like to have you participate in a focus group to share your perspectives and the services in your community. Participation in this research project will include a focus group, which will take 1 – 1.5 hours. The focus group will be conducted in person and will focus on understanding your experience of the community's services and needs. Your participation is appreciated and completely voluntary. Does this study sound like something you would be interested in participating in?

[IF YES, CONTINUE READING, IF NO THANK THEM FOR THEIR TIME]

[IF YES] With your permission, I would like to ask for your full name and telephone number so that the research team can contact you to arrange the focus group.

[IF YES, READ ADDITIONAL INFORMATION BELOW]

ADDITIONAL INFORMATION

This project has been approved by the University of Saskatchewan and the University of Regina Ethics Board on July 24, 2012. If you have any questions concerning the research project, please feel free to ask at any point; any questions regarding this project or your privacy rights as a participant should be directed to Dr. Bonnie Jeffery at the Saskatchewan Population Health and Evaluation Research Unit (306-953-5311) or to the Research Ethics Office at the University of Regina (306-585-4775), whom you may call collect.

Potential Participant Name

Phone number

Focus Groups Consent Form

Community Voices: Building a Foundation for the Future

CONSENT FORM

Organization: Saskatchewan Population Health and Evaluation Research Unit (SPHERU),
University of Saskatchewan and University of Regina

You are invited to participate in a research project, Community Voices: Building a Foundation for the Future. Please read this form carefully, and feel free to ask any questions you might have. This study is a research project being conducted by the Saskatchewan Population Health and Evaluation Research Unit. The primary researcher of this research project is Dr. Bonnie Jeffery. The goal of this study is to identify your community's: resources and strengths; concerns and gaps; and recommendations and local solutions.

This study will include one focus group, which will take approximately 1-1.5 hours to complete and a brief questionnaire on socio-demographic information. Your participation is appreciated and completely voluntary. You do not have to answer any question and you may decide to stop your participation in the focus group at any time. You may withdraw from this study at any time. If you choose to withdraw from the study no information collected about you will be kept. Your right to withdraw data from the study will apply until the research team starts data analysis which will be one month after the date of the focus group. After one month, it is possible that some form of research dissemination will have already occurred and it may not be possible to withdraw your data.

We may use direct quotes in the report on the results of the study but all information that might identify you will be removed. Because the participants for this research project have been selected from a small community, it is possible that you may be identifiable to other people on the basis of what you have said. Please respect the confidentiality of the other members of the group by not disclosing the contents of this discussion outside the group, and be aware that others may not respect your confidentiality.

If you have any questions concerning the research project, please feel free to ask at any point; any questions regarding this project or your privacy rights as a participant should be directed to Dr. Bonnie Jeffery at the Saskatchewan Population Health and Evaluation Research Unit (306-953-5311) or to the Research Ethics Office at the University of Regina, (306- 585-4775) whom you may call collect. This study has been approved on ethical grounds by the University of Saskatchewan and the University of Regina Behavioral Research Ethics Board on July 24, 2012.

The research data and audio tapes will be housed at the Saskatchewan Population Health and Evaluation Research Unit at the University of Saskatchewan on password protected computers and files and in locked filing cabinets/offices. Original focus group data and any other documentation will be stored at the Saskatchewan Population Health and Evaluation Research Unit at the University of Saskatchewan for six years, after which it will be destroyed.

Consent to Participate:

I have read and understood the contents of this consent form and agree to participate in this focus group and this study: _____ Yes _____ No

I have received a copy of the consent form for my files: _____ Yes _____ No

I agree to have my focus group audio taped: _____ Yes _____ No

Participant Name (**print**) _____

Participant Signature _____ Date _____

Research Assistant Signature _____ Date _____

Focus Group Guide

Community Voices: Building a Foundation for the Future

INTRODUCTION:

Hello everyone. Welcome. My name is Juanita Bacsu, and I'm the moderator for this evening's group discussion. Helping me is Carolyn Tran.

We appreciate you taking time to participate in the session. The goal of this focus group is to discuss the community's: resources and strengths; concerns and gaps; and recommendations and local solutions. This study is a research project being conducted by the Saskatchewan Population Health and Evaluation Research Unit.

Before we get started I want to review some information and go over general guidelines for our group's discussion.

Confidentiality: As we mentioned when explaining your consent forms, please respect the confidentiality of the other members of the group by not disclosing the contents of this discussion outside the group, and be aware that others may not respect your confidentiality. The researcher will undertake safeguards to ensure the confidentiality of the discussion, but cannot guarantee that other members of the group will do so. Because the participants for this research project have been selected from a small community, it is possible that you may be identifiable to other people on the basis of what you have said. We may use direct quotes in our study's results but all information that might identify you will be removed. We want to emphasize that it is very important that you maintain the confidentiality of what is said by others during the discussion.

Audio-taping: This session is being audio-taped so that we can write an accurate report about the issues raised during the discussion.

Voluntary participation: Your participation in this focus group is entirely voluntary. You may stop participating or withdraw at any time. You do not have to speak about any topic that you do not wish to discuss.

General guidelines

1. Only one person should talk at a time
2. Avoid side conversations with your neighbors.
3. If you have a cell phone, please turn it off or put it on vibrate. If you have to take a call, I would just ask you step outside the room.
4. Please remember to be respectful of others' opinions, and we want to emphasize that all points of view are welcomed.
5. Finally, a note on my role. I'm here to ask questions and guide the discussion, I am here to listen and learn from you.

FOCUS GROUP GUIDE:

Opening Introductions

Please introduce yourself by telling everyone your first name and a little bit about yourself.

Focus Group Questions

How would you describe Rosetown as a place to live? (Probe: age groups)

What are the strengths of the community?

What are some examples of people or groups in Rosetown working together to build a better community?

What are some challenges in Rosetown that you feel must be addressed to improve the quality of life for people (young families, teenagers, seniors)?

If you could improve something in your community right now, what would it be? Do you have any ideas on how this could be addressed?

Thinking about people in Rosetown, how would you describe their knowledge about services in the community? (seniors, youth and young families)

What do you feel is the best way to share information with community members? For example, at the end of this study we want to share our results and engage with the community?

Is there anything that has not been touched on here that you would like to comment on?

Focus Group Socio-Demographic Questionnaire

Community Voices: Building a Foundation for the Future

SOCIO-DEMOGRAPHIC QUESTIONNAIRE

1. What is your age? _____
2. Are you currently single, married, living common-law, separated, divorced, or widowed?

3. What is the highest level of education that you have completed? _____
4. What is your current employment? _____
5. Do you rent or own your home? _____

Community Dialogue Night Information

Community Voices: Building a Foundation for the Future

- The overall objective of the community dialogue night is to share the study findings with the community.
- The discussion will include the primary areas covered in the interviews and focus groups, including: healthy communities; quality of life across life course; gaps and barriers; policies and programs; and local solutions.
- We will publicize the event in the local newspaper, library news, and with community associations to include input from various people in the local community.
- General questions and comments from the presentation will be included in the final community report.

Community Dialogue Night Advertisement Information

Community Voices: Building a Foundation for the Future





- **Event Title:** Community Dialogue Night: Assessment of Community Needs in Rosetown Study
- **Event Objective:** This presentation will highlight the findings from the Saskatchewan Population Health and Evaluation Research Unit's (SPHERU) study entitled, Assessment of Community Needs in Rosetown.
- **Event Target Audience:** The event will be open to the public and will be free to attend.
- **Event Details:** Location, Date and Time
- **Event Contact Information:** For more information about this presentation, please contact Juanita Bacsu toll free 1(888) 966-7942

**Community Voices:
Building a Foundation for the Future Presentation**

October 30, 2012
7:30 pm - 9:00 pm
Rose Room Civic Centre

Free to Attend
and All Ages
Welcome!
Refreshments
and snacks will
be provided

For More Information
Contact:
Carolyn Tran
Toll Free: 1 (888) 966-7942

Community Dialogue Guide

Community Voices: Building a Foundation for the Future

On October 30, 2012, a dialogue night was held for the *Community Voices: Building a Foundation for the Future* project at the Rosetown Civic Centre. The goals of the dialogue night were to engage with community members, share study findings, and identify priority areas for community action. Advertising for the dialogue night included: publications in the local newspaper; posters; an information booth at a local community event; a media press release; and flyer handouts. Approximately, ___ people attended the event. Many of the community members in attendance were actively involved in community groups and organizations. During the dialogue night, an overview of the interview and focus group findings were presented, followed by small group work to facilitate collective brainstorming. An external facilitator was hired to help guide discussion and direct the evening in an organized manner.

Each of the small groups received the following questions to help facilitate and guide their group discussion:

Discussion Questions

1. Thinking by yourself, write down an answer to this question: “From what you heard, and what emerged in the discussion, what do you think is the **most important** or most **urgent issue** for your community to address at this time?”

1. _____
2. _____

2. Go around the table. Each person presents **one issue** they feel is important or urgent to address. (If you had more than one idea, wait until a 2nd round to share your 2nd idea)
3. Decide on one issue, **as a group**, that most of you can agree is important or urgent to address.

We agreed (write in the issue your group decided on) _____
_____ was an important or urgent
issue for us to address as a community

4. Now thinking again by yourself, answer this question: “What action(s) do you think you and your community could take first to address this issue?”

1. _____
2. _____

5. **Share your ideas for action** with one another going around the table. **Choose one or two actions** that you can all agree would be a good start to addressing the issue you choose. **Make not of the one or two actions you agree to as a group.**
6. **Come together as a large group to share** both the issue(s) you decided on and the action(s) your group thought would be helpful.

Memorandum of Agreement

Community Voices: Building a Foundation for the Future

The purpose of this memorandum is to provide the terms under which the community partners agree to participate in the above project. The memorandum outlines the assistance provided by the community partners.

Primary Research Team:

Dr. Bonnie Jeffery, SPHERU, University of Saskatchewan and University of Regina

Juanita Bacsu, SPHERU, University of Saskatchewan

Carolyn Tran, Intern, University of Regina

Jadwiga Dolega, Heartland Health Region, Rosetown Community Partner

Angela Malcolm, Heartland Health Region, Rosetown Community Partner

The Community Partners agree to:

- Assist the researchers with identifying and recruiting members in the community to participate in interviews
- Assist the researchers with setting up interviews with community members
- Assist the researchers with setting up focus groups with community members
- Assist the researchers with setting up the Community Dialogue Presentation
- Participate in regular (about once every 3 weeks) research team meetings by teleconference and in-person meetings to review the deliverables developed throughout the project.

University Researchers agree to:

- Provide a copy of the project for review and comments
- Provide a copy of the interview questionnaires for review and comments
- Provide a copy of the focus group guide for review and comments
- Provide a copy of the deliverables for review and comments
- Provide updates on the project work through regular (about once every 3 weeks) research team meetings through teleconference and in-person meetings

This document describes the terms of reference and the conditions of agreement for community partners participating in this project. This memorandum will be reviewed periodically throughout the project to ensure that the project is being conducted in an appropriate manner in each community. Additional points may be added throughout the duration of the project.

Jadwiga Dolega, HRHA
Rosetown, Saskatchewan

Date

Angela Malcolm, HRHA
Rosetown, Saskatchewan

Date

Juanita Bacsu, Research Officer
On behalf of Saskatchewan Population Health and Evaluation Research Unit
Saskatoon, Saskatchewan

Date

Transcript Release Form

[Insert Date]

[Insert Name, address, etc.]

Dear [Insert Name,]

Community Voices: Building a Foundation for the Future

Re: Interview Transcript Release Form

Thank you very much for your participation in the project, Community Voices: Building a Foundation for the Future. Attached is the transcript of our interview for your review.

If you would like to make changes or additions to your comments, you may do so by:

- Writing them directly on the transcript, and mailing the transcript back to me in the enclosed envelope. You may also fax the pages containing revisions to (306) 966-6487.
- Calling me directly to make changes to your transcript over the phone. I can be reached at (306) 966-7942 or toll free at 1 (888) 966-7942.

I would appreciate receiving any revisions to the transcript by **[Insert Date]**. If I don't hear back from you by this date, I will assume the transcript meets your approval.

Please feel free to contact me at 1 (306) 966-7942 or toll free at 1 (888) 966-7942 or by e-mail to juanita.bacsu@usask.ca if you have any questions or concerns, or if you need more time to review the transcript. Once again, thank you very much for your time and support of this project.

Sincerely,

Juanita Bacsu, BA, MA
Project Coordinator
SPHERU - Saskatchewan Population Health and Evaluation Research Unit
501-121 Research Drive
Saskatoon, Saskatchewan S7N 1K2
Phone (306) 966-7942
Email juanita.bacsu@usask.ca

Media Release Form

Media Release

October 18, 2012

Community Voices Study to Release Results at Dialogue Night

The Rosetown Regional Family and Community Support Services (RRFCSS), in collaboration with the Saskatchewan Population Health and Evaluation Research Unit (SPHERU), will be releasing the results from the Community Voices: Building a Foundation for the Future study at the Dialogue Night in Rosetown on October 30, 2012.

The Community Voices study examined the strengths and challenges of community supports and services in Rosetown. From August to September 2012, researchers from the universities of Saskatchewan and Regina held interviews and focus groups with service providers, volunteers and other community members. The study was conducted with the local guidance of community members, Bob White, Hugh Lees and Mayor Brian Gerow.

The purpose of the Dialogue Night is to share findings from the Community Voices study and identify priority areas for community action. The format of the event will facilitate collective dialogue and will provide an opportunity to ask questions, raise issues and discuss topics of common interest. Ultimately, the aim of the Dialogue Night is to identify local solutions and prioritize future directions to support the continued growth of Rosetown.

The Dialogue Night will take place in the Rose Room at the Rosetown Civic Centre located at 1005 Main St., from 7:30 p.m. – 9:00 p.m. on October 30, 2012. This event is free to attend and open to the public.

This project is funded by the Mitacs Accelerate Internship Program (www.mitacs.ca) and the Rosetown Regional Family and Community Support Services.

For more information, contact:

Bob White, RRFCSS
Phone: (306) 831-8650

Jadwiga Dolega, RRFCSS
Phone: (306) 882-6413 ext. 239