

## **Study Information Details – Online Form Completion for the Experiences of Hope in Human Services Survey**

### **Program of Research Title**

Experiences of Hope Human Services Research Project

### **Researchers**

Sara Nickerson-White and Tina Lackner

Co-Principal Investigators of the Experiences of Hope Human Services Research Project

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### **Purpose**

The purpose of the hope in human services research study is twofold. First, to understand how service users experience hope before, during and after participation in human services in Canada. Second, to understand how human service providers experience and rely on hope in the course of delivering services in Canada.

By collecting stories from service users and service providers, through online surveys and telephone interviews, the Co-Principal Investigators seek to develop recommendations for strengthening human services delivery in Canada.

### **Participating Human Service Organizations**

Stories of hope are sought from service users and service providers within eight organizations in Canada. These organizations include: Lutherwood, Family Transitions Place, the Juniper House Association, Wellspring London and Area, Wellspring Foundation, Heartache2Hope, Hope Resource Centre, and Canadian Centre for Diversity and Inclusion.

### **Description**

From October 2<sup>nd</sup>, 2021 to March 12<sup>th</sup>, 2022, individuals who have participated in human service programs and service providers in partner organizations across Canada will be invited to complete surveys online. Past and current service users and providers in the participating organizations are asked to share their stories of hope by arranging an interview or completing online forms by going to the research website:

[www.shareyourstories.ca](http://www.shareyourstories.ca)

At no time will organization staff at any of the partner sites have access to the information provided by those participating in this research.

Service users and providers who chose to share their stories of hope with us using the online format will go to the hope research project website. Once on this website, participants will

have access to the online data collection forms that are used to collect their hope stories.

The Hope in Human Services survey contains open-ended questions that are meant to help participants detail their experiences with the hope using the online textboxes. On average the surveys may take approximately 20-30 minutes to complete, although the time may vary depending on the level of detail provided. None of the textboxes have a word count limit in order for participants to feel comfortable adding as much detail as they deem necessary.

Once human service users and service providers have completed their lived experience narrative, pressing the submit button enters the data directly into the Experiences of Hope in Human Services Research Project database. People who participate in a survey are never asked to provide their name, date of birth or contact information. Participation in this project is completely voluntary and your participation or work with the partner organization will not be impacted in any way. Any names, dates and places provided in the responses given in the hope survey will be anonymized.

### **Potential Risks**

Aside from the minimal risk of the inconveniences of completing research work and the possibility of slight psychological discomfort associated with reliving past experiences, there are no known risks to participation in any of the Experiences of Hope in Human Services Research Project.

### **Potential Benefits**

Although participants will not directly benefit from their individual participation, their active engagement in the Experiences of Hope in Human Services Research Project will benefit professional care practice knowledge, communities of practice and future human service users who will have access to the findings that come out of this program of research.

### **Confidentiality**

Only members of the research team, the Co-Principal Investigators (PIs) and Research Assistants (RAs), will have access to the data obtained in the course of the Experiences of Hope in Human Services Research Project. Data will be password protected and kept on a password protected computer accessible only to the Co-PIs and RAs. In order to protect the confidentiality of participants any potentially identifying information (e.g. date of birth, addresses, names, program/study details) contained in the lived experience narratives will be removed and replaced with anonymized information. No codes or records will be kept of any identifying information. Hardcopy records of the lived experience narratives will not be kept. The electronic database that will contain all of the hope lived experience narratives responses will be stored in password protected database on a password protected computer available only to the PIs for a period of 7 years from the end of the study date (May 30<sup>th</sup>, 2029).

### **Withdrawal Procedures**

Experiences of Hope in Human Services research participants have the ability to withdrawal from the research project during the process of entering their data. Participants may choose not to submit their entry or they may elect to decline to answer any of the open-ended questions that guide their lived experience narrative submission. Any data submitted will be considered and pooled into the research database for later analysis. Once submitted, via the

web-based forms, data can no longer be withdrawn because the lack of personally identifying information makes deletion difficult.

### **Sponsorship**

The Experiences of Hope in Human Services Research Project is part of a three-year research project funded by the Natural Sciences and Engineering Research Council of Canada (NSERC) through the College and Community Innovation Grant Program. The full title of the funded grant is: *Experiences of hope, self-compassion and authentic collaboration: Foundations for a consumer-informed compassion-based human services delivery framework in a Canadian context* (File no. 416374202).

### **Conflict of Interest**

There are no known conflicts of interest between the Co-PIs and the partner organizations participating in the Experiences of Hope in Human Services Research Project.

### **Follow Up**

At no time will human service users or providers be contacted for follow-up session nor will they receive requests for further information. Contact information will not be collected in the course of this research.

Findings drawn from the Experiences of Hope in Human Services research projects will be disseminated within the human services community, within academic and professional practice literature, at professional conferences, and within Humber College, Faculty of Social and Community Services classrooms and courses headed by the Co-PIs. A summary of findings will be made publicly available on the the research website [www.shareyourstories.ca](http://www.shareyourstories.ca) on August 30<sup>th</sup>, 2022.

### **REB Approval**

This project has been approved (**Protocol #REB-0398**) by the Humber Research Ethics Board. If you have any questions about your rights as a research participant, you can contact Dr. Lydia Boyko, REB Chair at 416-675-6622 ext. 79322 or by email at [lydia.boyko@humber.ca](mailto:lydia.boyko@humber.ca).

## **Study Information Details – Interview Completion for the Experiences of Hope in Human Services Survey**

### **Program of Research Title**

Experiences of Hope Human Services Research Project

### **Researchers**

Dr. Sara Nickerson-White and Tina Lackner

Co-Principal Investigators of the Experiences of Hope Human Services Research Project

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The purpose of the hope in human services research study is twofold. First, to understand how service users experience hope before, during and after participation in human services in Canada. Second, to understand how human service providers experience and rely on hope in the course of delivering services in Canada.

By collecting stories from service users and service providers, through in-person and telephone interviews, the Co-Principal Investigators seek to develop recommendations for strengthening human services delivery in Canada.

### **Participating Human Service Organizations**

Stories of hope are sought from service users and service providers within eight organizations in Canada. These organizations include: Lutherwood, Family Transitions Place, the Juniper House Association, Wellspring London and Area, Wellspring Foundation, Heartache2Hope, Hope Resource Centre, and Canadian Centre for Diversity and Inclusion.

### **Description**

From October 19<sup>nd</sup>, 2021 to March 12<sup>th</sup>, 2021, people who have participated in human services programs and service providers in partner organizations across Canada will be invited to participate in telephone interviews with one of Co-Principal Investigators. Past and current service users and providers in the participating organizations will be invited to participate in an interview by way of invitation postcards made available to users and service providers in electronic and hardcopy formats. Interested participants can either email or phone a Co-PI to set up a time and date for an interview. Contact information is also available on the study website at [www.shareyourstories.ca](http://www.shareyourstories.ca).

Once a potential interviewee contacts a Co-PI a mutually agreeable date, time and format will be decided. At the time of the interview the service user or service provider will be given with further details on the interview process. At the time of the interview the service user or provider will be asked to provide verbal consent that they agree to participate in the interview. An audio-recording will be made of the interview so that each person's responses can be recorded accurately. Once all of the user's/provider's responses have been transcribed the audio-recording will be destroyed. Individual names and contact information will not be taken. Any potentially identifying information that is stated in the responses given during an interview (such as names, places, dates of birth) will be anonymized

in the transcription process.

The Hope in Human Services user and provider interviews contain open-ended questions that are meant to help participants detail their experiences with hope. On average, interviews will take approximately 40-60 minutes to complete.

Participation in an interview for the Experiences of Hope in Human Services research project is completely voluntary and your participation or work with the partner organization will not be impacted in any way.

### **Potential Risks**

Aside from the minimal risk of the inconveniences of completing research work and the possibility of slight psychological discomfort associated with reliving past experiences, there are no known risks to participation in any of the Experiences of Hope in Human Services Research Project.

### **Potential Benefits**

Although participants will not directly benefit from their individual participation, their active engagement in the Experiences of Hope in Human Services Research Project will benefit professional care practice knowledge, communities of practice and future human service users who will have access to the findings that come out of this program of research.

### **Confidentiality**

Only members of the research team, the Co-Principal Investigators (PIs) and Research Assistants (RAs), will have access to the data obtained in the course of the Experiences of Hope in Human Services Research Project. Data will be password protected and kept on a password protected computer accessible only to the Co-PIs and RAs. In order to protect the confidentiality of participants any potentially identifying information (e.g. date of birth, addresses, names, program/study details) contained in the lived experience narratives will be removed and replaced with anonymized information. No codes or records will be kept of any identifying information. Hardcopy records of the lived experience narratives will not be kept. The electronic database that will contain all of the hope lived experience narratives responses will be stored in password protected database on a password protected computer available only to the PIs for a period of 7 years from the end of the study date (May 30<sup>th</sup>, 2029).

### **Withdrawal Procedures**

Experiences of Hope in Human Services research participants have the ability to withdrawal from the research project at any time during the interview process. If a participant chooses to withdraw from the study, the audio-recording will be destroyed immediately and the content collected prior to the withdrawal will not be used in this research and will be immediately destroyed. Participants may decline to answer any question posed during the interview process. Responses provided during the interview as well as field notes collected by the Co-PIs will be pooled into the research database for later analysis.

### **Sponsorship**

The Experiences of Hope in Human Services Research Project is part of a three-year research project funded by the Natural Sciences and Engineering Research Council of Canada (NSERC) through the College and Community Innovation Grant Program. The full title of the funded grant

is: *Experiences of hope, self-compassion and authentic collaboration: Foundations for a consumer-informed compassion-based human services delivery framework in a Canadian context* (File no. 416374202).

### **Conflict of Interest**

There are no known conflicts of interest between the Co-PIs and the partner organizations participating in the Experiences of Hope in Human Services Research Project.

### **Follow Up**

At no time will human service users or providers be contacted for follow-up session nor will they receive requests for further information. Contact information will only be collected for the purpose of scheduling and conducting the in-person or telephone interview. This data will not be included in the research database.

Findings drawn from the Experiences of Hope in Human Services research projects will be disseminated within the human services community, within academic and professional practice literature, at professional conferences, and within Humber College, Faculty of Social and Community Services classrooms and courses headed by the Co-PIs. A summary of findings will be made publicly available on the the research website: [www.shareyourstories.ca](http://www.shareyourstories.ca) on August 30<sup>th</sup>, 2022.

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