

WELLINGTON-DUFFERIN-GUELPH PUBLIC HEALTH

Ethics Review Application Form

- Please complete the table below using the *ethics review checklist* to ensure you have added all of the necessary information. Point form descriptions are sufficient.
- Submit this application and any associated materials (measures, instruments, tools, recruitment items) **electronically** to the Manager of Health Analytics & Health Promotion for review by the Research Ethics Committee.

Title of the Research or Program Evaluation Project	Guelph-Wellington 20,000 Homes: Adding to and Updating the By-Name List
Program Area	Poverty Task Force
Date Application Submitted	03/01/2017
Anticipated Project Start Date	30/01/2017
Anticipated Project End Date	29/06/2018
Research Team:	
a) Identify who has primary responsibility for the project (i.e., Principal Investigator).	Randalin Ellery, Principal Investigator, Guelph & Wellington Task Force for Poverty Elimination
b) Identify all other members of the team who will be actively involved in the project.	Lori Richer, Special Services Manager, County of Wellington
c) Identify the program manager for this project	Stuart Beumer, Director of Ontario Works, County of Wellington
	Jennifer MacLeod, Manager, Health Analytics & Health Promotion
Has the manager of the project completed the mandatory online ethics training module ?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes If yes, when (dd/mm/yyyy): ___/___/_____
Has the lead applicant of the project completed the mandatory online ethics training module ?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes If yes, when (dd/mm/yyyy): 03/01/2017
Does the project involve a partnership with an external organization(s)?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes

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<p>If yes, name the partner organization(s):</p>	<p>Primary project partner: County of Wellington Social Services</p> <p>Secondary project partners (Door Agencies):</p> <ul style="list-style-type: none"> • Wyndham House • Welcome In Drop In • Family & Children’s Services of Guelph and Wellington County • East Wellington Community Services • Community Resource Centre of North and Centre Wellington • Rural Wellington Community Team • County of Wellington Social Services • Specialized Outreach Services (SOS)
<p>Has your project received approval from an external REB?</p>	<p><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes, please send a copy of your approval</p>
<p>Are you intending to get support for data analysis from the Health Analytics team?</p>	<p><input type="checkbox"/> No <input checked="" type="checkbox"/> Yes If yes, plan to meet with an Epidemiologist to review your data collection tool and a Health Data Analyst to review your data analysis model.</p>
<p>1. Purpose & Significance</p>	
<p>Briefly describe the purpose of the project.</p>	<p>The Poverty Task Force (PTF) and County of Wellington (CoW) have partnered to develop a By-Name List (BNL) of those currently experiencing homelessness in our community. The original BNL was developed in April 2016 as part of a “Registry Week.” The purpose of this project is to add people to the BNL and to update the BNL.</p> <p>A BNL is a real-time, up-to-date list of all people experiencing homelessness in our community. At a systems level, it helps us understand inflow into homelessness and outflow from homelessness. It provides data for advocacy, promotes coordination among providers, and helps us set and track targets for ending homelessness. For individuals experiencing homelessness, a BNL allows for efficient referrals that</p>

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	<p>match clients to a resource that fits their needs and preferences.</p> <p>The main research questions for this project are:</p> <ol style="list-style-type: none"> 1. How many families and individuals are currently experiencing homelessness in Guelph and Wellington County? 2. How many families and individuals are entering (inflow) and exiting (outflow) homelessness in Guelph and Wellington County? 3. What trends are being experienced among the homeless population in Guelph and Wellington County? (e.g. increasing number of youth experiencing homelessness)
<p>Briefly describe the significance of the project (i.e., to your program area’s operational plan, to WDGPH’s strategic plan, to the Ontario Public Health Standards).</p>	<p>This project is part of the Guelph-Wellington 20,000 Homes campaign, which involves a partnership between the PTF and the County of Wellington. It is part of a national campaign (20,000 Homes) to house 20,000 of the most vulnerable Canadians by July 1, 2018. The national campaign is powered by the Canadian Alliance to End Homelessness.</p> <p>As part of its Strategic Plan, the PTF has identified 4 priority areas, including Affordable Housing & Homelessness. This project aligns with this priority. The goal under this priority is, “everyone in Guelph & Wellington can find and maintain an appropriate, safe and affordable place to call home.”</p> <p>The PTF Steering Committee has committed significant resources, including staff time, to this campaign. The PTF has identified additional funding opportunities and partnerships to support this work.</p>
<p>4. Design & Method</p>	
<p>a) Participants:</p>	
<p>Who will you collect information from?</p> <p>Include inclusion/exclusion criteria, if applicable.</p>	<p><i>Adding to the BNL:</i></p> <p>Families and individuals can be added to the By-Name List if they are currently experiencing homelessness or are at risk of experiencing homelessness, including the following living situations¹:</p>

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- **Unsheltered:** Living on the streets or in places not intended for human habitation
- **Emergency sheltered:** Staying in overnight shelters for people who are homeless, as well as shelters for those impacted by family violence
- **Provisionally accommodated:** Those whose accommodation is temporary or lacks security of tenure
- **Risk of homelessness:** Referring to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

Updating the BNL:

Door Agencies will complete an update form when an individual or family that is on the Guelph-Wellington By-Name List:

- Has a change in status for the By-Name List; OR
- Secures permanent housing

Accessibility: In an effort to ensure the CAT is accessible to all individuals and families experiencing homelessness in Guelph & Wellington County, the following measures will be put in place:

Literacy:

- Door Agency staff that are administering the survey will read, explain and answers questions about the ROI. They will also read questions from the survey and mark answers on behalf of the participant. This will be included in training provided to Door Agencies.

Language

- The ROI explains that clients can request that the CAT be administered in another language. The Door Agency will then contact the County of Wellington who has access to trained interpreters through their Settlement Services. An interpreter will work with the Door Agency and the participant to complete the survey.

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	<p>Transportation</p> <ul style="list-style-type: none"> Getting to a Door Agency may be challenging for some families and individuals due to transportation (particularly in the County). Two Door Agencies in the County offer mobile outreach services, and can meet participants at a convenient location. Door Agencies in the City typically offer bus passes to clients that cannot access services due to transportation. <p>New Canadians/Immigrants:</p> <ul style="list-style-type: none"> New Canadians/Immigrants may not be as familiar with the Door Agencies if they are new to the community. Some Door Agencies have strong relationships with this population (particularly in the County). Immigrant Services and the Local Immigration Partnership will be informed about the Door Agencies to refer clients who are experiencing homelessness. <p>New to homelessness</p> <ul style="list-style-type: none"> In addition to New Canadians/Immigrants, there may be those new to the community or who are unfamiliar with social services, who will not regularly access services at the Door Agencies, but are experiencing homelessness. Feedback from our community is that those experiencing homelessness are well connected to services. However, other services (e.g. Non-Door Agencies) will be informed about where to direct clients.
<p>How many participants do you wish to collect this information from?</p> <p>How do you know that your sample size is appropriate?</p>	<p>There is no specific sample size, since the BNL intends to capture everyone experiencing homelessness in our community. There are currently 295 individuals on the BNL. It is estimated that 3-8 new individuals and families will be <u>added</u> to the BNL each week for the duration of the project. A similar number of <u>updates</u> to the BNL will also occur.</p>
<p>How will participants be recruited?</p>	<p>Staff at Door Agencies will be responsible for identifying those currently experiencing homelessness to complete the survey tool (VI-SPDAT). See “Adding to the By-Name List” for the full process and list of Door Agencies.</p>

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<p>Will participants be offered an incentive to participate?</p> <p>If yes, list the incentive that will be provided:</p>	<p><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</p>
<p>b) Data Collection:</p>	
<p>Will personal information or personal health information be collected?</p> <p>If yes, please mark the types of information that will be collected:</p>	<p><input type="checkbox"/> No <input checked="" type="checkbox"/> Yes</p> <p>Please describe why it is necessary to collect each type of information:</p> <p>The below information is required to develop a comprehensive By-Name List and to prioritize individuals for supports and services. The CAT provides a “vulnerability score” based on participant’s answers to some questions.</p> <p><input checked="" type="checkbox"/> Name</p> <p><input checked="" type="checkbox"/> Address/Phone Number</p> <p><input checked="" type="checkbox"/> Date of birth</p> <p><input type="checkbox"/> Health Card Number</p> <p><input checked="" type="checkbox"/> Facts about a participant’s physical or mental health or health history</p> <p><input checked="" type="checkbox"/> Other, please specify: facts about a participants history of housing & homelessness, risks (including interactions with emergency and health services), demographic information (including main source of income)</p>
<p>How will the data be collected (e.g., survey, focus group)?</p>	<p><i>Adding to the BNL:</i> A Common Assessment Tool uses a standardized scoring system to assist communities in determining the appropriate level of intervention for the homeless individual or family. These interventions, in all cases, should result in a permanent housing placement and facilitate referrals to the existing inventory of housing availability.ⁱⁱ The CAT being used in Guelph-Wellington to add individuals and families to the By-Name List is the VI-</p>

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	<p>SPDAT. There are three versions being used for different populations:</p> <ol style="list-style-type: none"> 1. VI-SPDAT - Includes individual adults 25 years and over 2. TAY-VI-SPDAT - Includes unattached youth 24 years and younger 3. F-VI-SPDAT - Includes family units (households with dependents) <p><i>Updating the BNL:</i> Door Agencies will complete an update form when an individual or family that is on the Guelph-Wellington By-Name List:</p> <ul style="list-style-type: none"> • Has a change in status for the By-Name List; OR • Secures permanent housing
<p>Who will collect and/or record the data?</p>	<p><i>Adding to the BNL:</i> Staff at Door Agencies will complete the CAT with the individual or family experiencing homelessness. The completed CAT will be sent to the County of Wellington.</p> <ul style="list-style-type: none"> • Fax: 519-821-5306 (County of Wellington Special Services) - Only accessible by Special Services staff. Fax includes a cover sheet with disclaimer re: privacy (see attached). All staff have signed confidentiality agreement (see attached). • Hardcopy drop off: Attn: Lori Richer, 129 Wyndham St. N. <p>The County of Wellington will input the survey responses into an excel database developed by the Poverty Task Force (see “Adding to the By-Name List” for full details).</p> <p><i>Updating the BNL:</i> Staff at Door agencies will complete the update form. The form will be submitted to the County of Wellington. The County will update the information into the excel database developed by the PT (see “Updating the By-Name List” for full details).</p>
<p>Does/Do the individual(s) who will collect the data also provide service?</p>	<p><input type="checkbox"/> No <input checked="" type="checkbox"/> Yes</p>

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5. Data Collection Tools	
<p>Please list all data collection tools (e.g., surveys, interview guides, telephone scripts).</p> <p>Please submit copies of these tools.</p> <p><i>General Rule: If a participant will read/hear/see it, the Ethics Review Committee needs to read/hear/see it.</i></p>	<ul style="list-style-type: none"> • Release of Information • VI-SPDAT • TAY-VI-SPDAT • F-VI-SPDAT <p>The following are not shared directly with participants, but outline processes/information:</p> <ul style="list-style-type: none"> • Update form • Adding to the BNL
6. Assessment of Risks & Benefits	
<p>What potential risks might the project pose for participants (e.g., discomfort answering some survey questions)?</p>	<p>Participants may experience minor and temporary harm because survey questions ask for personal information that may cause emotional reactions.</p> <p>Participants are not at risk of losing services from Door Agencies. All Door Agencies have agreed to this. This includes the County of Wellington, who will not cross reference the By-Name List with those receiving County of Wellington services (e.g. rent supplements, housing allowances).</p>
<p>What steps will be taken to minimize or eliminate the potential risks identified above?</p>	<p>Staff from Door Agencies that are administering the survey will receive training. This training will include how to mitigate risks associated with the survey. Staff will ensure the participant has contact information for appropriate supports. Training will also cover confidentiality and privacy. Processes have been developed to ensure data is securely transmitted and stored.</p> <p>If a family or individual experiencing homelessness chooses not to complete the CAT when offered, this will not preclude them from completing the CAT at another time. Staff from Door Agencies will explain this as part of the ROI and it will be covered in training. Similarly, if a family or individual decides to withdraw from the CAT at any time, it does not preclude them from completing the CAT in the future.</p>
<p>What potential benefits might result from this project (for participants and/or for WDGPH and its community)?</p>	<p>The BNL will help inform referrals that match those experiencing homelessness with the appropriate housing supports and services. The main potential benefit to participants is moving from homelessness to housing.</p>

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	This research will improve the homelessness serving system, including program delivery. This will result in better access to appropriate housing services and supports, which will benefit individuals and families experiencing homelessness.
7. Protecting Privacy & Confidentiality	
How will the privacy of participants be respected (e.g., no personal identifying information will be collected (i.e., anonymous), codes will be assigned to participants instead of using names, identifying information will be removed from the data prior to analysis)?	<p>Only aggregate data will be reported by the PTF. This data will not include any identifying information.</p> <p>Participants will have the option of completing the CAT in a private space. This will be part of the ROI and explained by Door Agencies administering the survey. This will be included in training to Door Agencies.</p>
<p>Have the proper privacy/collection of information and AODA statements been added to participant materials?</p> <p><i>Note: see sample materials on ethics intranet page</i></p>	<input type="checkbox"/> Privacy statement on all data collection materials <input type="checkbox"/> AODA statement on consent script form/script
8. Consent Procedures	
How will you obtain voluntary consent from participants for their participation in the project?	<input checked="" type="checkbox"/> Written consent: Please submit consent form <input type="checkbox"/> Verbal consent (i.e., if conducting telephone interviews): Please submit verbal consent script <input type="checkbox"/> Other type of consent passage/narrative (i.e., if conducting an electronic survey): Please submit consent passage/narrative <input type="checkbox"/> Participants do not have the capacity to consent on their own (e.g., children), and as such, there is an alternate source of consent (e.g., parents/guardians): Please submit permission form/information letter
<u>When</u> will consent be obtained from participants and by <u>whom</u> ?	Consent will be obtained before the survey is completed by staff from Door Agencies.
How will participants receive assurance that their decision regarding participation	Assurance that their decision to participate will not affect the services they receive is part of the consent process.

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will not affect the service they receive or their relationship with WDGPH?	
In what ways might participants feel obligated to participate (e.g., generous incentive provided, service provider recruiting participants and/or collecting data)?	Participants may feel obligated to participate if they are intending to or currently receive service from the Door Agency.
What steps will be taken to minimize feelings of obligation identified above?	The Release of Information (consent) assures participants that their decision on whether or not to participate will not impact the services they receive from the Door Agency (or any other services). Participants have the right to withdraw or refuse without penalty, have the opportunity to ask questions, can refuse to answer specific questions.
9. Withdrawal	
How and when will participants be informed of their right to withdraw from the project?	Participants right to withdraw from the survey is covered in the Release of Information. The ROI will be completed with staff from the Door Agency before the survey is completed.
Up to what point can participants withdraw themselves and their data? Explain any constraints.	<p>Participants can withdraw themselves at any point during the completion of the survey. If they have not completed the survey, the Door Agency will destroy (e.g. shred) the partially completed survey.</p> <p>They can revoke their consent in writing upon completion of the survey. This needs to be sent to Randalin (covered in the ROI).</p> <p>When notice is received, Randalin will permanently delete the record from the BNL database. Randalin will inform the appropriate Door Agency, who will be instructed to destroy the original survey.</p> <p>Randalin will inform Lori at the County. If the family or individual has been discussed at the Complex Clients Working Group, no new discussion will be had.</p> <p>This process is covered in the ROI and at training with Door Agencies.</p>
10. Data Management	
How will stored data be protected (e.g., lock and key, computer passwords, encrypted files)?	It is the responsibility of Door Agencies to store and secure completed surveys. All Door Agencies have agreed to store completed surveys in a locked cabinet or drawer in an area that is only accessible to staff.

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	<p>During transport, all completed surveys will be kept in the immediate personal possession of a Door Agency staff member in an envelope marked “confidential” with the contact details for Lori Richer at the County of Wellington in case lost. This includes transport from the collection site to the Door Agency and transport from the Door Agency to the County of Wellington. This process will be included in training to Door Agency staff.</p> <p>Copies of the surveys sent to the County of Wellington will be destroyed once information is submitted to the BNL database.</p> <p>The BNL database will be transferred to the PTF through an encrypted email. The password to access the file will be sent in a separate email.</p>
Where will the data be stored (i.e., location)?	Door Agencies have a responsibility to securely store original surveys.
Who will have access to the data?	<p>Door Agencies will have access to the original files <u>that they complete with clients</u>. They do not have access to files that were completed at other Door Agencies.</p> <p>County of Wellington Special Services Staff (Lori Richer + 2 additional staff)</p> <p>Poverty Task Force (Coordinator - Randalin Ellery)</p> <p>The Poverty Task Force needs access to all identifying information for cleaning (e.g. removing duplicates) and exploratory data analysis (e.g. identifying trends).</p> <p>The County needs access to all identifying information in order to prioritize individuals for programs and services.</p>
How long will the data be stored? <i>Note: the WDGPH records retention policy states that research and evaluation records will be kept for six years</i>	The PTF will only have access to electronic copies of the BNL database. This will be stored for six years.
Following the storage period, how will the data be disposed of?	After six years, the electronic file will be deleted.
11. Dissemination of Project Results	
Who will receive information about the project results?	The PTF will release the following to the general public and key community stakeholders (e.g. Wyndham House,

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	<p>Drop In, Family & Children’s Services, Guelph Community Health Centre, etc.):</p> <ul style="list-style-type: none"> • Bi-annual summary reports • Annual report <p>Fact sheets and infographics will be developed, based on the full reports.</p> <p>Reports will be accessible on the PTF website (www.gwpoverity.ca) and the Guelph-Wellington 20,000 Homes website (www.gw20khomes.ca)</p> <p>A press release about the reports will be shared with local media.</p>
<p>What kind of information will be disseminated (e.g., data in aggregate form, identifying information removed) and in what format (e.g. report, media release, etc.)?</p> <p><i>Note: if you are sharing data or reports that have restrictions (e.g. identifying information, confidential results, etc.), you must attach a data sharing letter to the data or report when you share it. A sample is available on the ethics intranet page.</i></p>	<p>The PTF will release data in aggregate form, identifying information removed.</p>
<p>How will participants learn of project results?</p>	<p>Door Agencies are encouraged to share final reports with clients.</p>

I have reviewed the information above and agree that it is accurate and ready for ethics committee review.

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Program Manager

Name: _____

Program: _____

Signature: _____

Date: _____

Partner Agency Lead (if applicable)

Name: Stuart Beumer

Organization: County of Wellington Social Services

Signature: 

Date: January 10, 2017

ⁱ <http://www.homelesshub.ca/sites/default/files/COHhomelessdefinition.pdf>
ⁱⁱ <https://cmtysolutions.org/minimum-requirements-common-assessment-tool>