

## Research Informed Consent Script for Verbal Consent – LTC Staff

**Project: COVID-19 – Design of Long-Term Care (LTC) Homes – Learning for the Future**

**Version Date: January 10, 2020.**

Hello, my name is Chantal Trudel, and I am an Associate Professor in the School of Industrial Design at Carleton University. This consent form contains details on a study we are doing focused on designing better Long Term Care homes to support staff and residents during pandemic conditions and future infectious outbreaks.

After reading this and you decide you would like to participate, please contact me at [chantal.trudel@carleton.ca](mailto:chantal.trudel@carleton.ca). My research assistants will set up a time where we can review this document by phone or video call to obtain your verbal consent to participate, answer any questions and provide you with additional resources to do the study. We are doing verbal consent to avoid the extra work required to have you sign and return this form during the pandemic.

We are looking for front-line staff in Long Term Care to help us understand the issues staff and residents are experiencing in Long Term Care homes during COVID-19. **Specifically, we are interested in documenting and understanding the issues that may be related to the design of homes. As we are all aware, current homes were not designed to support infection prevention measures to protect residents and staff from COVID-19. We'd like to learn more about this from your perspective.**

**We'd also like front-line staff to help us create new design concepts for Long Term Care homes. We hope with your help we can build more resilient and comfortable spaces in the short and longer term. We hope to design new concepts for homes that will perform better under future infectious outbreaks.** To do this, we are looking for Long Term Care staff who are passionate about design to join our creative team. This study is funded by Carleton University's COVID-19 Rapid Response Research Grant and the Foundation for Health Environments Research in the United States. **The study involves your participation in 3 remote design activities between January and August 2021:**

- 1) The first activity is a photo diary study. In this activity you'll be asked to photograph your long term care environment. We will also ask you to write short notes about each picture in a table we provide. This includes photographing changes in the environment that resulted from COVID-19. It also might include what we call 'work arounds' or 'temporary fixes' your home has had to do to make things work better. Since we cannot come into homes at this time, these diaries will help us see the issues related to the design of the environment that affect your ability to work and practice infection prevention and control. This activity should take no more than 2 hours to complete. After you have completed the diary, you will send the photos and notes to our team through an easy-to-use, secure link. We will review the photos and notes and then follow up with you to schedule a 1-hour interview. During this interview you will be given the chance to talk more about the photos and clarify any questions we may have. This will take place between January-February 2021.

- 2) In the second activity, we will ask you to take part in a 1-hour focus group with other staff from your home, and possibly other homes. Here we will discuss the design of your homes, how the design works or doesn't work to support COVID-19 practices, and ideas you might have for improvement. This will take place in February-March 2021.
- 3) Once we understand what you have been experiencing through these research activities, we will ask you to participate in a third activity which is creative. This involves working with us to come up with new concepts for Long Term Care homes. We will have three 1-hour design sessions. In each session we will generate ideas to support the design of future that can respond better to infectious outbreaks. These 3 sessions will take place between March-August 2021.

The information we collect will be stored on a secure server at Carleton University, in Ottawa, Canada called Citrix Sharefile. Only the researchers on this project will be able to access this information using a password. We are asking for your consent to video-record the interview, the focus group and the design sessions. This information will be kept for 10 years to support future design work in Long Term Care and then securely deleted.

Your participation is voluntary. You may decide to not participate or not answer questions that are asked in this study. If you decide to withdraw from the study after any of the research activities we discussed above, please notify the researcher within 2 weeks of each completed activity. We will then delete the information we collected from you. You will be given a payment of 250\$ (a Visa Gift Card) for your time spent participating in the 3 research activities. If you choose to withdraw from the study, you will still receive this compensation.

We don't expect that there are any risks to you if you participate in this research. We will not be collecting personal information about you and we will make sure that your responses and the data you provide are not linked to your name or email. We will give the information you provide a unique label to protect your identity and your home's identity. Your personal information (name, home name, job role, email address) will be kept confidential, but your privacy cannot be guaranteed since some of the activities such as the Focus Group and Design Sessions will involve other participants from your home and possibly other homes. Everyone will be asked to respect the privacy of the other group members and asked not to reveal anything said within the discussion. But other people in the group may not keep the information that is shared private and confidential. There may also be a risk if you criticize your employer, which is why we will ask you to focus on issues related to the design of your home. Finally, our research records which identify you may be reviewed by the Bruyère Continuing Care Research Ethics Board to monitor the research.

Your participation in this study is unlikely to benefit you directly but it will help us develop guidance and designs that may help other homes respond to COVID-19. Your participation may also help improve the design of future Long Term Care homes.

What we discover and develop in this study will be published, but the information will be presented so that it will not be possible to link your contribution to what is presented. However, if you and your home wish to have your valuable contributions recognized, we will require a written request to do this. Lastly, it's important to note that anonymous data from this study may be shared with other researchers to allow them to build upon what we find.



This project has been reviewed and approved by the Bruyère Continuing Care Research Ethics Board as study #M16-20-055. If you have any ethical concerns about the study, or the way it is conducted, please contact the Bruyère Continuing Care REB: (613) 562-6262 Ext. 4003 or [REB@bruyere.org](mailto:REB@bruyere.org)

You can reach me at [chantal.trudel@carleton.ca](mailto:chantal.trudel@carleton.ca)

These questions will be asked and recorded during a video or phone meeting prior to the research activities taking place to confirm your consent to participate in this study.

Do you have any questions about this study or need any clarification?

Yes  No

Do you agree to participate in the 3 research activities - Photo Diary/Interview, 1 Focus Group, 3 Design Sessions?

Yes  No

Do you agree to be video recorded during these research activities?

Yes  No

Do you agree to be contacted to organize these events and to receive a summary of results from this study when they are available?

Yes  No

Participant's Name:

Participant's Email Address:

Date of Consent:

Researcher's Signature: \_\_\_\_\_

Date: January 10, 2021