



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

E: [help@civida.ca](mailto:help@civida.ca)

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10232 112 Street NW

Edmonton, AB T5K 1M4

## **Civida 2021 Tenant Well-being Survey Study Information Sheet**

You are invited to participate in a research study of all tenant households being conducted by the Policy and Research team at Civida. The purpose of this study is to find out more about your well-being and how this might relate to your experiences in Civida's housing.

We would appreciate if one adult in your household would complete this survey. It will take about 15-20 minutes. Your participation is optional. This means you do not have to participate if you do not want to. There will be no impact to you or your household's tenancy if you don't want to complete the survey.

The project team members and roles/responsibilities are:

- Esther de Vos – Principal Researcher; Director, Policy, Research and Education
- Francis Campbell – Policy and Research Analyst
- Meryn Severson Mason – Policy and Research Analyst

### **Why am I being asked to take part in this survey?**

- We are completing a survey of all tenant households.
- We would like to find out more about your well-being and how this might relate to your experiences in Civida's housing.
- We are trying to better understand the needs of customers so we can provide better support, services and programs.
- We conducted this survey in 2017 and 2019 and intend to do it every two years.

### **Who can participate in this survey?**

- Only adults (18 years or older) who are tenants with Civida can participate.
- Only one adult per household should complete this survey.
- The survey will be open online until September 30, 2021.

### **Do I have to take part in the survey?**

- No, you do not have to. You can choose to take the survey if you want to.
- Your access to services, programs or housing at Civida will not be impacted if you decide not to participate.
- You can refuse to answer any questions.



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- You can stop the survey at any time before you submit your responses. All data you provide before this will be lost and will not be used.
- We cannot remove your answers once you submit them because we will not be able to separate your answers from the rest of the data.

#### **What kinds of questions will I be asked?**

- We will ask questions about how satisfied you are with things like your community, access to services and recreation activities, relationships, health, safety and security, and household finances.
- At the end of the survey, we will ask general questions about you, your housing and your household.
- You can skip any questions you do not want to answer.
- You may stop answering the survey at any time without any impact to you or your household.
- Your responses will not impact your tenancy.

#### **What if I cannot complete the survey online?**

- Tenants who are unable to complete the survey online may call or text the Policy and Research team at 587-341-7643 for assistance with completing the survey over the phone.

#### **What are the benefits to me?**

- You will help us better understand the needs of tenants so we can offer better support, services and programs in the future.
- You can enter a draw to win one of five \$50 grocery store gift cards by clicking the link in the survey. You do not have to complete the survey to enter the draw. You must provide your contact information to enter the draw. Your contact information will be stored in a separate survey and securely destroyed after the draw is completed. Your contact information will be kept confidential.

#### **Are there any risks?**

- Some of the questions may feel personal or sensitive or bring up unpleasant experiences. If you are uncomfortable during the survey, you can stop at any time.
- If you feel very upset, you can call 211 or visit <https://ab.211.ca/> to reach social, health, and government services, including counselling.
- There are no costs to participants.



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### Will my information be kept private?

- Yes. Any information you provide will not be linked to your Civida file or your name.
- When we report findings or share information about this survey, no names or identifying factors will be used.
- There may be some direct quotes used as evidence of these themes. No identifying information from the quotations will be reported.
- Only the Policy and Research Team will have access to the survey results.
- Civida staff who do your annual income review or respond to your maintenance requests will not have access to this information.
- Aggregate and anonymized data may be shared with other researchers.
- The survey is being hosted by SimpleSurvey on a secure and password-protected server. Data from SimpleSurvey is stored, backed-up and managed in Canada only. We will not collect IP addresses. Using the internet has risks which we have done our best to control, however, complete privacy cannot be guaranteed.

### How will my information be used?

- We will compile all the survey responses together and analyze the data.
- We will create a report of the findings that will be available publicly on our website.
- We may use the findings to write other papers or make presentations.
- In this survey, there are opportunities for you to answer some questions in your own words. We may use direct quotations from this in reports, papers or presentations to give examples of key points. We will never include information with quotes that could identify you or others.

### What if I have questions?

- If you have any questions or would like help completing the survey, please contact the Policy and Research Team.
  - E-mail: [research@civida.ca](mailto:research@civida.ca)
  - Call or Text: (587) 341-7643



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### What if I have maintenance or tenancy concerns?

- If you have concerns with maintenance, rent, or any other tenancy issues, please contact Civida at 780-420-6161.
- The Policy and Research team will not be able to share your concerns with the property management team.
- Anything you provide in this survey will be anonymous and kept confidential.

### Research Ethics Approval

This project has been reviewed and approved by the Community Research Ethics Board. If you feel you have not been treated according to the descriptions in our information, or your rights as a participant in research have been violated during the course of this project, you may contact the Chair, Community Research Ethics Board, at: Community Research Ethics Office (Canada) Corp. c/o Centre for Community Based Research, 190 Westmount Road North, Waterloo ON N2L 3G5;

Email: [creo@communitybasedresearch.ca](mailto:creo@communitybasedresearch.ca)

Telephone: 1-888-411- 2736.

### *Freedom of Information and Protection of Privacy Act*

This survey will collect personal information under the authority of section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. All personal information collected during this process will be used for the purpose of developing programs, activities, policies, or research, or for receiving federal and/or provincial funding. Your information will be treated in accordance with the privacy provisions of Part 2 of the FOIP Act. No identifiable information will be disclosed; however, summarized results of the survey will be shared publicly. If you have questions, please contact our FOIP Coordinator at 780-420-6161 or at [FOIPCoordinator@civida.ca](mailto:FOIPCoordinator@civida.ca).

### Consent

Completion and submission of the survey means your consent to participate. Please return to the previous page if you would like to participate in the survey.