

Frequently Asked Questions

Access for Diverse Populations

How have you prepared to deal with the challenges of working with diverse populations?

Research with vulnerable populations requires being attentive and respectful of differences. Our work is informed by the principles of community-engaged research. We rely on an extensive network of partner organizations to conduct research in a culturally competent manner. Members of the team have extensive experience working with diverse ethno-cultural and linguistic groups.

Will the survey be translated into other languages?

Yes – the survey will be translated into 6 languages starting with Simplified Chinese, Spanish and Portuguese. The survey may be translated into other languages depending on funding and the needs of each community. We can also provide interpreters for face-to-face interviews as required.

How will you ensure access and participation for hard-to-reach populations?

We are committed to facilitating participation for people who do not have access to the internet, individuals with low levels of literacy, and people with other challenges. We are able to provide some in-person assistance to complete the survey.

Data Security

How will you ensure privacy, anonymity, and confidentiality?

Participants are not required to provide their name or any identifying information to complete the survey. Participants can use any personal device to complete the survey. To provide a high level of privacy, we have disabled the IP address collection feature from the survey so that the participant's device cannot be traced. This measure also provides participants with anonymity.

For in-person assistance with the survey, the research team will provide a high level of confidentiality by working with service providers to provide a safe interview environment, such as a private room at a local agency or public library.

This project has received full approval from the Ethics Review Board at York University and the University of Toronto. This review is designed to ensure that data are collected so as to protect the privacy and confidentiality of participants to the full extent allowed by the law.

Will participants be asked for contact information? How will you protect the information of persons you interview face-to-face?

Upon completion of the survey, participants can choose to submit an email to receive a gift card. To protect participant privacy, participants will be routed to a separate external survey to collect the email for the gift card. This will ensure that email is never associated with their survey responses.

For in-person surveys, members of the research team will be briefed on their obligation to protect participants' rights to privacy and confidentiality. They will be reminded of this obligation on an ongoing basis. Any potentially identifying information will be removed from field notes and in any presentation of data. All electronic data collected will be encrypted, and only members of the research team will have access to this data.

How will participants be informed of their rights?

Once a person qualifies for the survey, they can read the informed consent form or request that someone read the consent form to them. They can also call or email the research team if they have a question about their rights.

Where data will be stored/kept

Where will the data be stored?

All data will be gathered through Qualtrics survey software. The data will be downloaded to a secure York University server once-a-month. The information will then be deleted from Qualtrics.

Can a participant's data be erased if requested?

The research team keeps all surveys with 75% or more answers completed. If a participant completed the survey and would like to have their data erased, they will have to contact the survey team and provide enough information about the data in their survey that it can be identified and deleted.

Benefits for participants

Participants receive a \$10.00 e-gift card from Tim Hortons as a token of appreciation. Participants will have an opportunity to provide information on their settlement and employment experience; to think back on all the work they have done to improve their employment situation and obtain more stable forms of legal status. Participants will contribute information that will inform advocacy and may influence policy.

If you have any questions that have not been answered, please email us at cep@yorku.ca.