

## Consent Form: CREDA Study Survey

**Study Title:** Exploring cultural responsiveness in e-mental resources for depression and anxiety (CREDA)

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### Invitation

You are being invited to take part in this research study because you identify as a visible minority and may have an interest in e-mental health resources. We are interested in learning more about the experience culturally diverse people have with e-mental health resources so that we may work toward improving services currently offered to treat anxiety and depression.

### What's the study about?

We are studying the experience culturally diverse people have with e-mental health resources. This research aims for a better understanding of what technology-delivered mental health resources are like for someone like you, and in doing so give us a better idea of how we can create effective services for mental health in our community. In the Metro Vancouver Regional District, where visible minorities make up 49% of the population, it is clear that culturally responsive e-mental health services may have great impact. Such services can provide further support for visible minorities to address symptoms of common disorders such as anxiety and depressive disorders. From our research, we hope to support the creation of culturally responsive e-mental health services.



### **Why are we doing this study?**

One in five Canadians will personally experience a mental health problem or illness in any given year. By age forty, 50% of Canadians, will have or previously had a mental illness. With such a high prevalence, a significant number of Canadians will search for resources and support for screening, diagnosis, management and self-care. However, 49% of Canadians who suffer from depression or anxiety have not seen a doctor for treatment. Challenges include long wait times to see mental health professionals and high expenses for psychotherapy.

Digital health technologies such as e-mental health resources are suited to provide mental health services such as online cognitive behavioural therapy, virtual clinics, and group therapy to ensure more Canadians are receiving the care they need. Current digital health technologies and mainstream mental health care struggles to address the values, expectations, and lifestyles of visible minorities. While mental illness symptoms are similar across cultures, the ways in which individuals exhibit, express, and decipher their symptoms vary within cultural contexts. The use of technology has the ability to positively affect the health of visible minorities, but such services must be designed with cultural sensitivity in mind. This study hopes to support the creation of such technologies by learning about your experience with e-mental health services.

### **How will we do this study and how will you be involved?**

Through this survey, you will be asked some questions about your use or lack of use of e-mental health resources and the experience you had. You will be asked some questions about your mental wellness and how you use technology to make health decisions. This study is guided by the following research question: What are visible minorities' experiences with e-mental health resources and treatments for anxiety and depressive disorders in the Metro Vancouver Regional District? We hope to get a description of your experiences and how you came to access services. This will help us understand how to create interventions moving forward that are aligned with visible minorities' experiences. As some questions include sensitive topics, you can connect with a mental health resource or health professional listed on the last page if you require them. Please be assured that your responses will be kept completely confidential.

### **What do we hope to get out of this study?**

We hope to get enough information to help us design mental health services that are useful for visible minorities. We want to hear your recommendations for future services. Therefore, you can improve our understanding by participating in the study and help shape future e-mental health services.

### **Who can participate?**

You may be able to participate in this study if you:

- 1) Are searching for resources for anxiety and depressive symptoms
- 2) Are over the age of 19

- 3) Can speak and read/write in English on your own or with assistance
- 4) Identify as a visible minority
- 5) Are a BC resident within Metro Vancouver Regional District

### **What are the benefits of this study?**

There are no explicit potential benefits to you for taking part in this research. By participating, you have the opportunity to provide recommendations and contribute to improving e-mental health resources for visible minorities.

### **What are the possible risks of this study?**

The questions may include sensitive subject matter, namely your experience with e-mental health resources and mental illness (if applicable). You may or may not choose to disclose your experiences with anxiety and depressive symptoms. The survey may cause stress due to the answering questions related to symptoms of depression and anxiety. If you need immediate, free, and confidential emotional support, you can contact the Fraser Health Crisis Line at 604-951-8855 24 hours a day. Vulnerability is a concern, but potential risks are low, as the study will only enroll people such as yourself who are willing to talk about this subject. The research is non-judgmental, confidential, and seeks to explore participants' views, experiences, and opinions.

### **Confidentiality and Voluntary Participation**

Studies involving humans now routinely collect information on race and ethnic origin as well as other characteristics of individuals because these characteristics may influence how people respond to medical interventions. Providing information on your race or ethnic origin is voluntary. A member of the research team will input this data into a data collection file for use in the thematic analysis. This file will be password encrypted and stored on the laptop computer. Hard copies of study materials will be in a locked filing cabinet. The web-based survey administered through Qualtrics uses Transport Layer Security (TLS) encryption (also known as HTTPS) for all data. Only the research team will have access to data. The data will be retained for at least 5 years after publication but may be retained for a longer period at a UBC Facility (Department of Psychiatry, #420 – 5950 University Boulevard, Vancouver BC). Any data retention and destruction will be carried out in accordance with the policies and procedures proscribed by UBC, VCH, and Fraser Health. In the future, the data/findings of this study may be used to produce a publication. The publication may be open access meaning our findings may be publicly available. No participant names and/or identifying details will be used.

Your participation in the research is completely voluntary and you may choose to stop participating at any time. Your decision to enroll in this study or to stop participating will not influence your relationship with the researchers or the care you receive. If you withdraw from the study, you have the right to request that your data be removed from the study. Your confidentiality will be respected. However, research records identifying you may be inspected in the presence of the Investigator or his or her designate by representatives of the Fraser Health Research Ethics Board for the purpose of monitoring the research. No information or records that disclose your identity will be published without your consent, nor will any information or records that disclose your



identity be removed or released without your consent unless required by law. You have the right to withdraw at any point during the study, for any reason, and without any prejudice.

**Will you get paid for participating in this study?**

By participating in the survey, you will be entered in a draw for a \$100 Visa gift card. Everyone who participates, even those who withdraw or do not answer all the questions, will be allowed to enter the draw. You do not have to answer every question in order to progress through the survey to the page where they can enter the draw. A short question is asked at the end to gather contact information for the draw. This information will not be connected to your survey data. If you choose to participate in the focus group by indicating in the final questions of this survey, you will be provided with \$20 for taking part in the interview, which will cover any costs incurred, such as transit or parking.

**Contact for information about the study and rights of research subjects:**

If you have questions about the study, contact Shawna Narayan, Researcher, Faculty of Medicine, UBC, [shawna.narayan@ubc.ca](mailto:shawna.narayan@ubc.ca) or Dr. David Kealy, Principal Investigator, Faculty of Medicine, UBC, [david.kealy@ubc.ca](mailto:david.kealy@ubc.ca).

*If you have any concerns or complaints about your rights as a research participant and/or your experiences while participating in this study, contact the Research Participant Complaint Line in the UBC Office of Research Ethics at 604-822-8598 or if long distance e-mail [RSIL@ors.ubc.ca](mailto:RSIL@ors.ubc.ca) or call toll free 1-877-822-8598. You may also contact the Fraser Health REB co-Chairs by calling 604-587-4681.*

## Participant Consent

My signature on this consent form means:

- I have read and understood the information in this consent form.
- I have been able to ask questions and have had satisfactory responses to my questions.
- I understand that my participation in this study is voluntary.
- I understand that I am completely free at any time to refuse to participate or to withdraw from this study at any time, and that this will not change the quality of care that I receive.
- I understand that I am not waiving any of my legal rights as a result of signing this consent form.
- I consent to participate in this study.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

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If this consent process has been done in a language other than that on this written form, with the assistance of an interpreter/translator, indicate:

Language: \_\_\_\_\_

Was the participant assisted during the consent process in one of ways listed below?

Yes  No

[Note: For typical situations where the person conducting the consent discussion simply reads the consent with the participant to ensure that informed consent is properly obtained, check “no”.]

If yes, please check the relevant box and complete the signature space below:

- The consent form was read to the participant, and the person signing below attests that the study was accurately explained to, and apparently understood by, the participant (please check if participant is unable to read).
- The person signing below acted as an interpreter/translator for the participant, during the consent process (please check if an interpreter/translator assisted during the consent process).

\_\_\_\_\_  
Signature of Person Assisting  
in the Consent Discussion

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date



## CREDA Study Survey

**e-Mental Health** involves using programs, websites, videos, applications, or devices developed from technology to support your mental wellbeing.

Using a Fitbit to practice deep breathing techniques for anxiety is an example of e-mental health.

Other examples of e-mental health resources include:

- Online programs such as the Canadian Mental Health Association's Bounce Back program
- Websites such as [www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)
- Online videos such as meditation videos from YouTube
- Mental health applications such as MindShift CBT, Headspace, or Calm
- Wearable technology such as Apple Watches, Fitbits, Fitness Trackers, Muse Headband, and Virtual Reality

*For the purposes of this research, virtual clinics, online counselling, text messaging programs, group chats, and other human-supported interventions, are not included in the definition of e-mental health*

1. Have you used e-mental health resources before?

- Yes (Continue with the questions below)
- No (Go to question 9)

**Please answer questions 2-8 if you have used e-mental health resources before.**

2. What was your primary purpose of using of e-mental health resources?

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3. How often do you use the following e-mental health resources?

	Multiple times per day	Once per day	Once per week	Once per month	Once every 6 Months	Once per year	Never
Online programs							
Websites							
Online videos							
Mental health applications							
Wearable technology							

4. What do you like most about the e-mental health service(s) you used?

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7. Please check (✓) the option that best represents your experience with the e-mental health resource(s) you have used.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
The resource involves expressions familiar to your cultural group					
The resource includes people in your cultural group					
The resource includes symbols and concepts shared by your cultural group					
The resource includes phrases used by your cultural group					
The resource was available in your preferred language					
Overall, the resource was culturally tailored to you					



8. Please check (✓) the option that best reflects your OVERALL satisfaction with the e-mental health resource(s) you have used.

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

**If you answered no to question 1, please begin here. If you answered yes to question 1, please skip questions 9 to 11.**

9. Why did you choose not to use e-mental health resources?

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10. As a visible minority, what would motivate you to use e-mental health resources?

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11. Please choose the option that best represents how important each of the statements are for future e-mental health resources.

	Extremely important	Very important	Moderately important	Slightly important	Not at all important
The resource involves expressions familiar to your cultural group					
The resource includes people in your cultural group					
The resource includes symbols and concepts shared by your cultural group					
The resource includes phrases used by your cultural group					
The resource was available in your preferred language					
Overall, the resource is culturally tailored to you					

**Please answer the following questions.**

12. Have you been diagnosed or treated by a health professional for any of the following?

- Anxiety disorder
- Depressive disorder
- Other mental health illness

14. Over the past 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several Days	More than half the days	Nearly everyday
Little interest or pleasure in doing things				
Feeling down, depressed or hopeless				
Feeling nervous, anxious or on edge				
Not being able to stop or control worrying				

15. Please check (✓) your level of satisfaction for the health services listed below on their ability to provide mental health care.

	Very satisfied	Slightly satisfied	Neither satisfied nor dissatisfied	Slightly dissatisfied	Very dissatisfied	Never Used
Family Physician						
Psychiatrist						
Psychologist						
Registered Counsellor						
Emergency Room Visits						
Crisis Lines						
Community Programs						
Other, _____						

16. How important do you think e-mental health resources are for people dealing with anxiety and depression?

- Extremely important
- Very important
- Moderately important
- Slightly important
- Not at all important

17. For each statement, please check (✓) which response best reflects your opinion and experience.

	Strongly agree	Somewhat agree	Undecided	Somewhat disagree	Strongly disagree
I know how to find helpful health resources on the Internet					
I know how to use the health information I find on the Internet to help me					
I have the skills I need to evaluate the health resources I find on the Internet					
I feel confident in using information from the Internet to make health decisions					



18. Which ethnicity do you identify with?

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19. Please choose the best option the describes you.

- I was born in Canada; Both of my parents were born in Canada
  - I was born in Canada; One of my parents was born in Canada while the other parent was born outside of Canada
  - I was born outside of Canada
  - I do not wish to disclose
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20. Which area of Metro Vancouver do you live in?

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21. What is your age?

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22. What gender do you identify with?

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23. What is the highest level of education you have completed?

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24. Do you currently attend post-secondary school? If yes, which post-secondary school do you attend? If no, please write N/A.

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## Almost done!

Another phase of the study is to conduct focus group interviews. Focus group interviews help us gather further details about your experiences with e-mental health resources. At this focus group, we will also discuss recommendations for future e-mental health resources. Focus group interviews are held in a group and are approximately 45 to 75 minutes long. We will be holding focus groups in various areas of the Lower Mainland. If you choose to take part in the focus group, you will be provided with \$20 which will cover any costs incurred, such as transit or parking. The following questions will not be connected to your survey data.

26. Would you be interested in sharing your experience with e-mental health resources through a focus group? **If yes, please fill out the following personal information to be contacted for the focus group.** If no, please leave this section blank. This information will not be connected to your survey data.

- Full Name \_\_\_\_\_
- Email Address \_\_\_\_\_
- Contact Number \_\_\_\_\_
- Birth Year \_\_\_\_\_

27. Please fill out the following information in the case you are the winner of the Visa gift card. This information will not be connected to your survey data.

- Full Name \_\_\_\_\_
- Email Address \_\_\_\_\_
- Contact Number \_\_\_\_\_

28. Would you be interested in receiving the research results to provide any feedback? If yes, we will use your contact information for the draw to connect with you.

- Yes
- No

**Thank you for participating in the research study: Exploring cultural responsiveness in e-mental health resources for depression and anxiety.**

Your participation will help improve e-mental health resources for culturally diverse populations!



## DO YOU NEED SUPPORT?

In this research study, we asked you questions about sensitive topics and about your mental state. As researchers, we do not provide mental health services. It is possible that we will not view your responses for several days or weeks after you complete the surveys. If you would like to talk to someone about how you are feeling, please see the resources below.

If you require any mental wellness resources or support, feel free to consult the following resources or speak with a mental health nurse by dialling 811:

- Anxiety: <https://anxietycanada.com>
- Crisis Centre BC: [www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)
- Canadian Mental Health Association: <https://cmha.ca/resources>
- UBC: <https://students.ubc.ca/health-wellness>
- Mental Health Support Line: Call 310-6789 (do not add 604, 778 or 250 before the number)
- Fraser Health Crisis Line: Call 604-951-8855, 24 hours a day

If you are in an emergency, please contact someone immediately:

- Call 911 for help right away. Speak to your doctor, or go to your nearest hospital emergency room, walk-in clinic or community health centre.
- Call 1-800-SUICIDE (1-800-784-2433). If you are thinking about ending your life or are concerned about someone who may be, you can call for help any time of day or night, from anywhere across BC. It's a free call.