

<b>Submission Date: January 1, 2018</b>
<b>Tri Council Policy Statement (TCPS 2) Tutorial Date: June 26, 2016</b>
<b>Most recent review of REB FAQs Date: December 13, 2017</b>
<b>1. RESEARCH TEAM</b>
<b>1.1 Research Title</b> What helps and hinders second-generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver?
<b>1.2 Applicant (Student Researcher or Principle Researcher)</b>  Name: Jessie Dhaliwal                      Phone: -----                      Email: -----  Program: Master of Arts in Counselling Psychology
<b>1.3 Co-Principal Researcher(s) or Faculty Supervisor (Supervising Researcher)</b>  Name: Dr. Rosa Wu    Email: rwu@alder.edu
<b>1.4 Research Team Members (Investigators/Second Reader/Committee Members/Consultants)</b>  Name: Dr. Pamela Patterson                      Email: -----                      Affiliation: Second Reader
<b>1.5 Research Team Experience</b>  <b>APPLICANT:</b> <b>Simon Fraser University</b> Bachelor of Arts in Psychology and Women Studies. The student researcher has undergraduate research experience in both psychology and women studies, the study of culture and social justice. <b>OPTIONS Community Services</b> Fraser Health Crisis Line mentor and call taker. The student researcher has spent over 400 hours serving callers, including second-generation Indo-Canadian women in the Fraser Health region, which includes Surrey, White Rock, Langley and New Westminster. The student researcher is also a practicum counsellor for Options serving clientele in Surrey. <b>Adler University</b> Completing MA in counselling psychology. The student researcher completed research methods course which included qualitative research designs.  <b>RESEARCH TEAM:</b>

**Supervisor:**

Dr. Rosa Wu- Adler Core Faculty: Dr. Rosa Wu is currently supervising several students at Adler University. Dr. Wu has been part of a research team that explored the integration of spirituality in counselling as an area of multicultural counselling competence. Dr. Wu has since been interested in issues of diversity and contributed to two published texts on international counselling. Dr. Wu also conducted her doctoral dissertation on the lived experiences of interethnic couples within a Canadian context.

**Second Reader:**

Dr. Pamela Patterson-Adler Core Faculty: Dr. Patterson has research experience and expertise in the use of the Enhanced Critical Incident Technique methodology.

**1.6 Research Support Members**

The student researcher may need to recruit a transcriptionist, expert reviewer and independent judge. They will sign the research team confidentiality agreement (Appendix L) before joining the research team.

## 2. SUMMARY OF STUDY AND RECRUITMENT

### 2.1 A. Overview of Research Study (Maximum 300 words)

**Purpose**

The research is exploring what helps and hinders second generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver.

**Research Questions**

What helps mental health counselling access for second generation Indo-Canadian women?  
 What hinders mental health counselling access for second generation Indo-Canadian women?  
 What resources or services would be helpful to mental health counselling access for second generation Indo-Canadian women?

**Rationale**

Research interested in culturally competent mental healthcare provision has listened to the voices of some South Asian women, their health care practitioners, therapists and mental health care agencies (Netto, 2006; Rastogi et al., 2014; Shariff, 2009). Past investigations have not focused on what helped and hindered South-Asian women access mental health counselling. There is a shortage of research regarding culturally competent mental health care and Indo-Canadian women in Vancouver, British Columbia. This ECIT study will advance the current discourse of what helps and hinders second-generation Indo-Canadian women accessing mental health counselling.

**Objectives**

This study will interview second generation Indo-Canadian women in Greater Vancouver, to gain insight into what has helped and hindered them in accessing mental health counselling. Meaningful themes and categories will be identified from the interview data to inform future research and

clinicians working with second generation Indo-Canadian women.

## **2.1 B. Summary of Research Procedures (Maximum 500 words)**

### **Method and Rationale**

This research study will use the Enhanced Critical Incident Technique (ECIT). ECIT is a reliable qualitative research method that elicits incidents that impact individual participant's experience through interviewing (Butterfield, Borgen, Maglio, & Amundson, 2009). ECIT is an exploratory research method that is recognized in the Counselling Psychology field (Butterfield, Borgen, Amundson & Maglio, 2005).

### **Research Procedures**

- a) The participant population will be composed of six to eight second-generation Indo-Canadian women, in Greater Vancouver (see section 2.8 Number of Participants).
- b) The student researcher will contact external organizations to request permission to recruit participants (Appendix B). The recruitment poster (Appendix C) will be attached to the initial e-mail for the organizations to view and post. (See section 2.5 recruitment). The student researcher will also post the recruitment poster on Facebook and Instagram with confidentiality instructions (Appendix D).
- c) Potential participants will be evaluated for eligibility through a screening interview (Appendix F).
- d) The student researcher will discuss and get informed consent from the eligible participants (Appendix H). The student researcher will keep the signed consent form and provide an additional copy for the participant.
- e) The student researcher will recruit additional members for the research team, if necessary, via word of mouth. All co-researchers will undergo a screening interview (Appendix K) and be required to sign a confidentiality and anonymity agreement (Appendix L).
- f) The student researcher will conduct two semi-structured interviews with the participants. The first in person interview will be between 60 to 120 minutes and will follow the first interview guide (Appendix I). The follow up interview will be conducted within three months and will be 30 minutes long. Participants will be given the option of having this interview over the phone or in person and it will follow the second interview guide (Appendix M). The first interview will be audio-recorded and transcribed by the student researcher or possibly a transcriptionist. The interviews will occur in a mutually agreed upon private location, such as a room at Adler University.
- g) In the first interview, some demographic information will be collected for descriptive purposes and to highlight potential limitations of the study (Appendix I). Participants will have the option to not answer the demographic component and still be included in the research study.
- h) Measures will be taken to protect participant anonymity. Participants will be assigned a number that will be used throughout the transcripts, analysis and final reports. Transcriptions will also retract identifying information for participant protection.
- i) Data will be analyzed by creating categories from the independent incidents and wish list items.
- j) ECIT requires nine credibility checks: audio-recording interviews, interview fidelity, independent extraction of incidents, exhaustiveness, participation rates, independent

categorizing of incidents, second interview, expert opinion, and theoretical agreement (Butterfield et al., 2009). The student researcher may have to recruit an independent judge and expert reviewer depending on the schedules of the current research team. These co-researchers will go through the screening interview and sign the confidentiality and anonymity agreement (Appendices K and L).

- k) The student researcher will report the results through tables, participant quotes, and textual descriptions. All identifying information will be removed from direct quotes and the participant will have the opportunity to decide whether the quote can be used.
- l) A summary/final copy of the thesis will be distributed to the participants that have requested it.
- m) The student researcher may publish the Masters of Arts thesis. The student researcher may also write or speak about the research in various academic or professional forums.

## 2.2 References

- Butterfield, L. D., Borgen, W. A., Amundson, N. E., & Maglio, A. S. T. (2005). Fifty years of the critical incident technique: 1954-2004 and beyond. *Qualitative research*, 5(4), 475-497.
- Butterfield, L. D., Borgen, W. A., Maglio, A. S. T., & Amundson, N. E. (2009). Using the enhanced critical incident technique in counselling psychology research. *Canadian Journal of Counselling*, 43(4), 265.
- Canadian Institutes of Health Research, Natural Sciences and Engineering Research Council of Canada, and Social Sciences and Humanities Research Council of Canada, Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans, December 2014.
- Netto, G. (2006). Creating a suitable space: A qualitative study of the cultural sensitivity of counselling provision in the voluntary sector in the UK. *Journal of Mental Health*, 15(5), 593-604. doi:<http://dx.doi.org/10.1080/09638230600900132>
- Rastogi, P., Khushalani, S., Dhawan, S., Goga, J., Hemanth, N., Kosi, R., . . . Rao, V. (2014). Understanding clinician perception of common presentations in south asians seeking mental health treatment and determining barriers and facilitators to treatment. *Asian Journal of Psychiatry*, 7 Feb, 15-21. doi:<http://dx.doi.org/10.1016/j.ajp.2013.09.005>
- Shariff, A. (2009). Ethnic identity and parenting stress in south asian families: Implications for culturally sensitive counselling. *Canadian Journal of Counselling*, 43(1), 35-46. Retrieved from <http://ezproxy.adler.edu/login?url=http://ovidsp.ovid.com/ovidweb.cgi?T=JS&CSC=Y&NEW S=N&PAGE=fulltext&D=psyc6&AN=2009-02320-003>

## 2.3 Inclusion Criteria

- Participant identifies as an Indo-Canadian woman
- Participant is 19 years of age, or older
- Participant was born in Canada
- Both participant's parents were born outside Canada
- Participant feels comfortable to conduct an in-depth interview in English
- Participant experienced some barriers or reluctance in accessing mental health counselling

- Participant eventually sought counselling and feels that mental health counselling has made a meaningful impact in her life
- Participant rates a minimum of 3, on a scale of 0-5 of current mental health functioning, with 0 being poor and 5 being excellent
- Participant is a resident of the Greater Vancouver area
- Participant is able to spend up to 2 hours of her time for a first interview in person
- Participant is available for a 2<sup>nd</sup> interview that will be take place in person or on the phone (about 30-60 minutes) over the next 3 to 6 months
- Participant is willing to be audio recorded in an interview

#### **2.4 Exclusion Criteria**

1. Participant is a family member of the student researcher
2. Participant is a friend of the student researcher
3. Participant is a current or former colleague of the student researcher
4. Participant is a current or former classmate of the student researcher
5. Participant is a current or former client of the student researcher

Rationale:

1-5: To prevent a dual relationship and undue pressure to participate

#### **2.5 Recruitment**

- a) The student researcher will contact external organizations to request permission to recruit participants (Appendix B). External organizations will include community centers, community services, cafes, yoga studios, and Indian businesses such as spas. The recruitment poster (Appendix C) will be attached to the initial email to these organizations to view and post.
- b) The student researcher will also utilize social media to post the recruitment poster, specifically her own Facebook, Instagram and Snapchat accounts (Appendix C). The student researcher will also post the recruitment poster (Appendix C) on the Adler University Facebook group for students and alumni. On the social media posts participants will be instructed to e-mail the student researcher and not to comment on or like the post to protect their confidentiality. These social media posts will include explicit confidentiality instructions (Appendix D).
- c) A modified snowball recruitment technique will also be used. The student researcher will invite current participants of the study to inform other potential participants to contact the student researcher via email. If the student researcher receives such emails, a screening interview will be set up.
- d) Participants will be included in the study on a first come, first serve basis if they meet they inclusion criteria
- e) Potential participants that contact the student researcher through email will be invited to set up a screening interview (Appendix E).
- f) The student researcher will ask potential participants screening questions to determine their eligibility for the research study (Appendix F). If the participant is not eligible, the student researcher will read or email the decline script (Appendix F). If the participant is eligible for the research study, the student researcher will inquire for participants' availability for interviews, suggest possible interview locations, provide an overview of what participants can

expect including lengths of interviews and that all interviews will be audio recorded (Appendix F). The student researcher will also provide her email to answer any questions participants have about eligibility, the research, the interview protocol, and/or their rights as a participant.

- g) Participants who are eligible, willing, and available to participate will be sent the Participant Informed Consent form (Appendix H) via email, which reviews the inclusion/exclusion criteria, participant rights including confidentiality, and interview protocols. Participants who are eligible will also be invited to set up the initial interview time and private location, such as a room at Adler University or a private room booking at a Waves café.
- h) The student researcher may need to recruit a transcriptionist, independent judge, and expert reviewer. The independent judge and expert reviewer are for the purpose of ensuring reliability and validity of this study. The student researcher will recruit all co-researchers via word of mouth. Prospective co-researchers will complete a screening interview (Appendix K) and will sign and adhere to a researcher confidentiality and anonymity agreement (Appendix L) prior to accessing any research materials. Co-researchers will be asked to volunteer 1-2 hours of time for this research study.

## **2.6 Access to Records for Recruitment**

Are you accessing records to identify potential participants?

Yes \_\_\_\_ No X

## **2.7 External Approvals**

Outline how you will contact and then obtain external approval from institutions or organizations, including Aboriginal communities or international sites. Although approvals do not need to be included with your Application, the REB has an obligation to conduct ongoing ethical review. You may be asked to produce copies of all external approvals during the period in which you are conducting research.

External approval may be required from organizations, institutions and businesses within Greater Vancouver to recruit second generation Indo-Canadian female participants:

- a) Community centers such as recreation centers
- b) Community services such as DiverCity and Options
- c) Cafes such as Starbucks
- d) Yoga studios such as Oxygen Yoga
- e) Indian businesses such as women's spas

To request co-operation in posting the recruitment poster, the student researcher will follow these steps:

1. The student researcher will first email the site managers from each of the above agencies with a brief introduction to the student researcher and the study (Appendix B), the recruitment poster will be attached to the initial email (Appendix C).
2. A follow-up email will be sent, once all participants are recruited and selected, to thank the agency for their co-operation and support (Appendix N).

## **2.8 Number of Participants**

How many participants do you anticipate recruiting for your Research?

Aligned with the ECIT methodology the student researcher will recruit participants until the data reaches exhaustiveness. Data exhaustiveness occurs when the researcher cannot find any new emerging categories for the incidents and 25 percent of the participants' incidents are represented in each category (Butterfield et al., 2009; Flanagan, 1954). Typically, this occurs with 6 to 8 participants.

If part of a larger study, how many participants will be recruited overall?

N/A

### **2.9 Deception:**

Is deception being used in this research?

Yes \_\_\_\_ No X

## **3. FUNDING INFORMATION & CONFLICT OF INTEREST**

### **3.1 Source of Funding**

N/A

### **3.2 Restrictions on Information Disclosures**

N/A

### **3.3 Actual or Perceived Conflict of Interest**

- Do any Research Team Members or their immediate family members have past or current affiliation with an agency, institution, community, or individual that will provide assistance with recruiting sources or participants, data collection sites, participant populations or follow-up assistance for this research? This includes workplaces, volunteer organizations, practicum sites, and community-based groups.

Yes X No \_\_\_\_

If yes, please explain the relationships between Research Team Members and the agency, institution, community, or individual in question and indicate how you plan to mitigate actual or perceived conflicts of interest or dual-relationships:

The student researcher is in a practicum placement at Options Community Services and will contact the management team to inquire about posting the recruitment flyer. The student researcher will not approach any individuals within the organization about the research study herself. If a participant is recruited from Options Community Services, the student researcher will keep her participation

completely confidential. The student researcher will exclude all former or current counselling clients as well as colleagues from this research study. These criteria are outlined in the Informed Consent Form under the heading This Research is Confidential (Appendix H).

- Do any Research Team Members or their immediate family members receive personal benefits (e.g. salary, overtime hours, consultant fees, or other financial gain) in connection with this research over and above the direct cost of conducting this study?

Yes \_\_\_ No X

If yes, please explain and indicate how you plan to mitigate actual or perceived conflicts of interest:

#### **4. RISK LEVEL and RISK MANAGEMENT**

##### **4.1 Determining Level of Risk**

Minimal

Rationale: This research study involves minimal risk to participants. Second-generation Indo-Canadian women are not considered a vulnerable population (TCPS 2, 2014). Additionally, this research study will ask the participants to focus on the incidents that helped and hindered their access to mental health care, not the therapy content itself. Eliciting these incidents may cause some stress, however we anticipate that this will not be in excess to what they experience in everyday life (TCPS 2, 2014). Further, the participants are asked screening questions, in which they self-rate their current mental health functioning to rule out individuals that may be in distress (Appendix F).

##### **4.2 Description and Management of Risks**

Describe what is known about the risks (harm) of participating in the proposed research and any possible vulnerability that needs to be considered. Indicate how you will address these risks. Include literature related to the risks and the management of risks if relevant. Include any information about discomfort or incapacity that the participants are likely to experience as a result of the research.

- Risks to participants: Eliciting memories of incidents that helped and hindered the participants' access to mental health counselling may re-surface memories of the reasons the participants sought mental health support.
- Management of risks:
  1. I will address these risks through the screening interview, in which the participants are explicitly asked to rate their current mental health functioning on a scale of 0 to 5, 0 being poor and 5 being excellent (Appendix F). Participants that rate themselves a 3 or higher will be included in the research study.
  2. I will address these risks by distributing the Informed Consent Form to the participants before the first interview to give them ample time to review it and address any questions and concerns (Appendix H). Further, I will review the Informed Consent Form with the participants at the

beginning of the first interview to secure their understanding and signature. I will then review the Informed Consent Form again at the beginning of the second interview. As per the form I will remind the participants that their participation is voluntary; they may choose to skip a question, or withdraw from the study up to a month after the first interview (Appendix H).

3. I will further manage these risks by providing all participants with a referral list of relevant community supports and lower cost or free counselling services (Appendix J) they may seek if they wish to do so.

#### **4.3 Anonymity and Confidentiality**

- If you indicate that you are collecting anonymous or anonymized data online, how you are ensuring the anonymity of participants?

N/A

- Are you collecting information or data that can reasonably be expected to identify participants? If so, how will you protect participants' confidentiality both during (collection and use of information) and after (dissemination of results) the research study?

Participants will not be addressed by name during the interview process to ensure their anonymity in the audio recordings. At the beginning of the first interview the participant will be assigned a random participant number that they will be referred to by throughout the duration of the study including the interviews, data collection, interpretation, and in the results and discussion chapters. The coding sheet with participant numbers will be stored in a filing cabinet with a lock. The student researcher realizes that the details of the interview may directly or indirectly provide information about identity, risking the protection of complete anonymity. Any combination of information or details that may identify the participant will be removed from the transcripts. Complete anonymity is difficult to guarantee; therefore, all participant information and research materials will be kept confidential.

- How will you ensure that participants cannot be identified or re-identified through demographic data and/or direct quotes and/or participant descriptions (e.g. job description) in any dissemination of your research (including thesis or dissertation)?
  - In writing up the results and discussion of the data, identifying information will not be included. Further, the participants will have the opportunity to provide feedback of the student researchers analysis beforehand, in the second interview (Appendix M). Participants will be notified of all of this in the Informed Consent form (Appendix H) and will be reminded of these options at the beginning of each interview. Before the second interview, participants will be allowed to review all direct quotes of theirs that are included in the study. During the second interview, participants will be able to modify or detract these quotes, if they think that it would make them identifiable. This procedure on reviewing direct quotes is detailed in the Informed Consent form (Appendix H).
- What, if any, limits to confidentiality are considerations in your research, what is your rationale for including them, and how will they be communicated to participants?

The limits to confidentiality in this research study are outlined in the Informed Consent Form (Appendix H):

- A) If a child or and vulnerable adult is at risk of abuse or neglect or harm.
- B) If the participant is at clear risk of imminent harm.
- C) If I am required to comply with a legal order such as a court subpoena.

These limits to confidentiality are in accordance to the guidelines provided in the TCPS 2 (2014).

#### **4.4 Benefits**

The benefits to participation include:

- a) The opportunity for second-generation Indo-Canadian women to tell their story about accessing mental health counselling in Greater Vancouver
- b) Potential development of further insight and self-awareness of the participants' access to mental health counselling
- c) The possible publication or dissemination of the research results may add to the literature on cultural sensitivity and mental health care

#### **4.5 Peer Review**

N/A

### **5. PARTICIPANT INFORMATION AND CONSENT PROCESS**

#### **5.1 Sites for Study**

Interviews will take place in one of the following locations:

1. Adler University (in a private school classroom that will be booked prior to the interview)  
520 Seymour Street  
Vancouver, BC
2. Community Center, Waves Cafe or Public library in a private room (specific location to be negotiated with participants and the private room will be booked prior to the interview)
3. For participants who request a second interview over the phone, the student researcher will conduct these sessions from a private room of her own home.

Private rooms will be booked by the student researcher, after the interview date and time is confirmed.

#### **5.2 Time Requested of Participants**

How much time will each participant be asked to dedicate to the research study?

Each participant will be asked to dedicate the following amounts of time to each section of the study:

- 1) Initial contact and screening via email and phone (~30 minutes)
- 2) Interview #1 (~60-120 minutes)
- 3) Interview #2 (~30 minutes)

In sum, participants will each be asked to volunteer about 2 to 3 hours of their time for this study,

spread out over 3-6 months.

### **5.3 Reimbursements and Incentives for Participation**

N/A

### **5.4 Assessment of Capacity**

#### **A. Initial assessment of capacity for the purposes of informed consent**

Will every participant have the capacity to give fully informed consent on his/her own behalf?

Yes   X   No     

Rationale: Participants in this research study will be 19- the age of majority in Canada, or older. Participants will be assumed to have the cognitive capacity to give informed consent because their basic understanding will be assessed in the screening interview (Appendix F). After meeting the requirements of the screening interview, the participants will be emailed the Informed Consent Form with ample time to review it and address any questions or concerns before the first interview (Appendix H).

#### **B. Ongoing assessment of capacity**

How will capacity be assessed throughout the research if the participants' involvement goes beyond a single interview or completion of a questionnaire?

Since this study requires multiple interviews with each participant, the student researcher will review the Informed Consent Form (Appendix H) prior to each interview. The student researcher will ensure that each participant fully understands the parameters of their involvement in the study each time. At every review point, participants will have the opportunity to have their issues, concerns, or questions answered and will be reminded of their right to withdraw from the study up to 1 month after the first interview.

### **5.5 Explanation of Consent Forms to Potential Participants**

- How will the Informed Consent Form be reviewed?
  - a) The Informed Consent Form will be emailed to each participant upon meeting the requirements of the screening interview. The participants will be encouraged to address any questions or concerns with the student researcher.
  - b) At the first interview the student researcher will provide a hard copy of the Informed Consent Form to the participant and have another one handy for herself. Collaboratively the participant and the student researcher will read out loud the Informed Consent Form to discuss its parameters.
  - c) Space will be provided for the participant to bring forth any questions or concerns about their participation in the research study.
  - d) Both the participant and the student researcher will sign the Informed Consent Form (Appendix H), before continuing the interview process. A copy of this document will be

provided to each participant, and the original will be kept by the student researcher.

- e) At the beginning of the second interview, the Informed Consent Form will be reviewed with each participant once again to remind them of the voluntary nature of their involvement with this research study (Appendix H).

- How much time will the participants have to review the Informed Consent Form?  
Prospective eligible participants will be emailed the Informed Consent Form (Appendix H) to personally review and consider with 10 days to respond and/or ask questions. If the prospective participants do not respond within 10 days I will contact them again (Appendix G). In the case that the prospective participants still does not respond, the student researcher will cease to make contact with them; for prospective participants who do respond, the student researcher will schedule the first interview and review the Informed Consent form (Appendix H) again together in person. The participants will also have as much time as they require at the beginning of each interview to raise any questions or concerns directly.

## **5.6 Explanation of Assent Forms to Potential Participants**

Will you be using Assent Forms in your research?

Yes \_\_\_ No ☒ X\_\_

If yes, explain your process for presenting and completing the Assent Form, including who will be involved in each step: general process for assent:

## **5.7 Assistance with Consent**

N/A

## **5.8 Translation**

Will any of your recruitment, consent or other documents be available in a language other than English?

Yes \_\_\_ No ☒ X

Will interactions with participants be taking place in any language other than English?

Yes \_\_\_ No ☒ X\_\_

If Yes to either or both questions, provide information regarding the translation process.

## **5.9 Withdrawal of Data**

How will participants be informed of their right to request their data be withdrawn from the study and how will you remove the data?

All participants will review the Informed Consent Form (Appendix H), which explains the right participants have to request that their data will be withdrawn from the study up to one month after the first interview for any reason. The Informed Consent Form also lists the procedure of how data will be removed and destroyed. At this time, the student researcher will also notify the participants of the procedure involved in deleting and destroying data.

### **5.10 Summary of Results to Participants**

How will you provide a summary of results to participants – including strategies for maintaining anonymity if that has been included in informed consent process?

In the Informed Consent Form (Appendix H), participants have the opportunity to choose if they would like a copy of the results and/or the completed thesis. Participants will be asked to provide an email, at which they will be sent a copy of the document. In both the summary of results and final thesis, all participants' identifying information will have been removed.

## **6. SECURITY OF INFORMATION AND DATA**

### **6.1 Access to Information or Data by Persons within Adler University – Vancouver Campus** (Please discuss confidentiality in 6.1 and storage of data in 6.3)

During data collection and analysis, who will have access to information collected or data related to your research study? Please describe in detail what information or data will be transferred among researchers (including research team and transcription services etc.) during data collection and analysis?

All data, including audio recordings, will be stored on a password protected, encrypted USB. Any paper data including the coding sheet for participant numbers, will be stored in a locked cabinet in the student researcher's home. Access to the data will be restricted to the student researcher, her thesis advisor, and co-researchers who will help with the credibility checks: all of these persons will agree to and sign the Confidentiality and Anonymity Agreement after discussing and reviewing it with the student researcher (Appendix L). The co-researcher(s) will only be given portions of the data relevant to their credibility check(s); they will not have access to all the data.

How will all of those who have access to that information or data be made aware of their responsibilities to protect confidentiality? How will you maintain confidentiality concerning participants' identities and how will you communicate this to participants?

The student researcher may hire a professional transcriptionist, if she is under time constraints. This transcriptionist will also be allowed access to this data, after agreeing to and signing the Confidentiality and Anonymity Agreement (Appendix L). After the transcriptionist agrees and signs, the student researcher will personally remove all identifying information from the raw data and label participants by their randomly assigned number. Participants will be notified in the Informed Consent Form (Appendix H) and at the beginning of each interview that they will be assigned a participant

number to protect their anonymity. All participant information and data will remain confidential and only accessible by the student researcher and the co-researchers. Any data that transferred between the student researcher and co-researchers will be on a password protected, encrypted USB.

## **6.2 Access to Information or Data by Persons Outside of Adler University – Vancouver Campus**

Will any information collected during or raw data relating to your research study be available to persons or agencies outside of Adler University-Vancouver Campus?

Yes \_\_\_\_ No ☒ X\_\_

If yes, describe in detail what information or data will be available, how it will be transferred and stored, how participants' identities will be protected, and how you are communicating this to participants.

## **6.3 Post- Study Storage and Security of Data**

During your research, how will data be secured (original and back-ups)? Please include information on storage and deletion of participant's contact information, where applicable, as well as data collected.

After research (collection, use, dissemination) has been completed, how will different forms of data (original and back-ups) be stored and how will you maintain storage security for 5 years? If data will be kept on the Web, what precautions have been taken to keep it secure?

All participants will only be identified by a randomized number after their initial screening interviews. The coding sheet containing their name and participant number will be kept in a locked cabinet in the student researcher's home. Throughout the duration of the research process, all data will be stored and secured on password protected, encrypted USBs stored in a locked cabinet in the student researcher's home. All back-up materials will be stored and secured on a separate encrypted USB/external hard drive. Any paper materials will be stored in the same secure location locked in the student researcher's home.

The student researcher will encrypt the hard drive of her personal computer before recruitment begins, so that any email exchanges with prospective participants are protected. After research (collection, use, dissemination) has been completed, all emails and email addresses to participants will be deleted immediately after the completion of this project. All the data will be destroyed five years after completion of the study. Within those five years, the data will remain on an encrypted USB stored in a locked cabinet in the student researcher's home. After five years, the student researcher will destroy the data by deleting the audio recordings, deleting electronic documents on the USB, and having any paper data destroyed via shredding.

## **6.4 Future Use of Data**

A summary of the research findings will be made available at Adler University. Additionally, the student researcher may use these findings in future writing to be published in scholarly journals and/or

in future texts or publications she may one day write. The student researcher may also refer to these findings in presentations at academic conferences and/or in educational/counselling psychology settings.

## **7. APPLICATION SUBMISSION**

### **7.1 Process for Submitting REB Application**

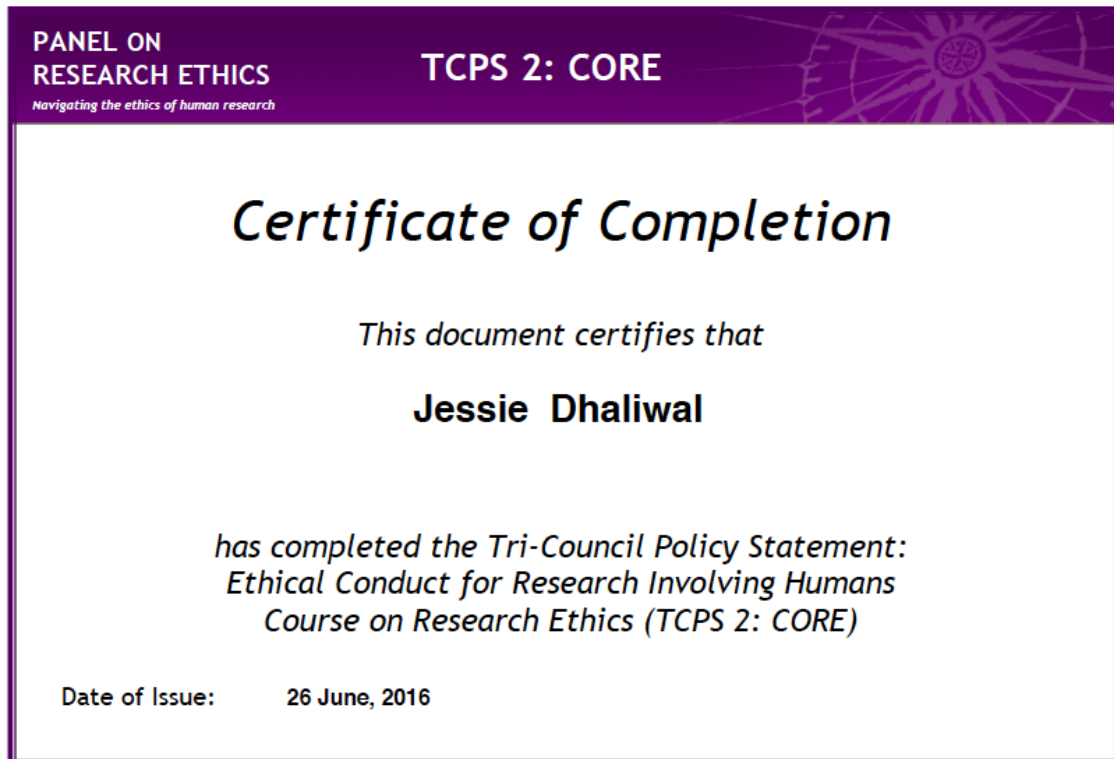
#### **7.2 Appendices**

Appendices must be included for all verbal or written communication with external institutions or agencies (including collaborators), key informants or other recruitment sources, potential participants and participants. They must be included in the chronological order they will be used during your research.

Appendices include:

- A. Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans (TCPS 2)
- B. Email for Initial Contact with External Organizations
- C. Recruitment Poster
- D. Additional Social Media Commentary
- E. Initial Email Reply to Prospective Participants
- F. Initial Participant Contact Script
- G. Secondary Participant Contact Script
- H. Participant Informed Consent
- I. Research Interview Guide 1
- J. Referral List Community Support and Counselling Resources
- K. Research Team Screening Interview
- L. Research Team Confidentiality and Anonymity Agreement
- M. Research Interview Guide 2
- N. Thank You Letter to External Organizations

**Appendix A: Tri-Council Policy Statement: Ethical Conduct for Research Involving  
Humans (TCPS 2)**



## **Appendix B: Email for Initial Contact with External Organizations**

*(This email will be sent to sites to obtain ethical and institutional permission, relevant to the research topic.)*

Dear (Name of agency contact),

My name is Jessie Dhaliwal and I am a thesis student doing a Masters of Arts in Counselling Psychology at Adler University in Vancouver, BC. Under the supervision of Dr. Rosa Wu, I am doing a research study exploring what helps and hinders second generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver.

This email is to inquire about the possibility of advertising for research participants through (Name of agency). The advertisement would be done through a recruitment poster (see attached). Please let me know if this might be possible and, if there are any guidelines that I should be aware of. I will gladly answer any questions that you might have about this research.

For this research study to succeed, I am in need of about 6-8 participants who:

- 1) Identify as Indo-Canadian women
- 2) Are 19 years of age or older
- 3) Are born in Canada
- 4) Have both parents born outside Canada
- 5) Feel comfortable to conduct an in-depth interview in English
- 6) Experienced barriers or reluctance in accessing mental health counselling
- 7) Eventually sought counselling and feels that it had made a meaningful impact in her life
- 8) Currently rate their mental health functioning as at or above 3, on a scale of 0-5, with 0 being poor and 5 being excellent
- 9) Are currently living in Greater Vancouver
- 10) Are able to spend up to 2 hours of her time for a first interview in person
- 11) Are available for a 2<sup>nd</sup> interview that will be take place in person or on the phone (about 30-60 minutes) over the next 3 to 6 months
- 12) Are willing to be audio recorded in an interview

Your support is greatly appreciated,

---

Jessie Dhaliwal  
(Student Researcher)

---

Dr. Rosa Wu  
(Thesis Supervisor)

### Appendix C: Recruitment Poster

**Are you a second-generation Indo-Canadian woman that experienced difficulties accessing mental health counselling, eventually sought counselling and feel it made a meaningful impact on your life?**

**Are you 19 or older?  
IF SO, WE NEED YOUR HELP!**

Hi! My name is Jessie Dhaliwal and I am a thesis student doing a Masters of Arts in Counselling Psychology at Adler University in Vancouver, BC. My thesis research is exploring what helps and hinders second generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver.

- Were you born in Canada and both your parents born outside Canada?
- Do you feel comfortable to conduct an in-depth interview in English?
  - Are you able to volunteer 2-3 hours over two interviews?
- Do you rate your current mental health functioning as at a 3 or above, from a scale of 0-5, with 0 being poor and 5 being excellent?
  - Do you currently live in the Greater Vancouver area?
    - Are you willing to be audio-recorded?
- You do not have personal or professional affiliation with the student researcher?

If you, or someone you know might be interested:

**Please contact Jessie Dhaliwal**

**----- for more information!**

Note: This study is being conducted by Jessie Dhaliwal under the supervision of Dr. Rosa Wu and has received Research Ethics Board approval.



## **Appendix D: Additional Social Media Commentary**

I will post the recruitment poster (Appendix C) as an image to social media platforms such as Facebook and Instagram. Within these posts I will write the following recruitment message:

“If you meet the criteria outlined in this poster and you would like more information, please email me using the email listed. Please do not respond directly or comment on this post, to protect your privacy. Also, if you think you know anyone who might fit these criteria, we encourage you to pass this information along to them! However, please do not ‘tag,’ like, or name anyone, to protect their privacy.”



## **Appendix E: Initial Email Reply to Prospective Participants**

“Hello \_\_\_\_,

Thank you for your interest in this research study!

My name is Jessie Dhaliwal, I am doing this research as part of my Masters of Arts Degree in the Counselling Psychology Program at Adler University (Vancouver Campus) under the supervision of Dr. Rosa Wu, Ph.D., R. Psych. (CPBC #2259).

The research is exploring what helps and hinders second generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver.

Little research has been done on this topic, especially from the perspectives of second generation Indo-Canadian women. This research will require a time commitment of 2-3 hours over a 3-6-month period, with myself as the interviewer.

If you are still interested, please provide a phone number and a time frame in which you are available to answer a few questions.

Thanks again!

Jessie Dhaliwal  
Masters of Arts Thesis Student  
Adler University  
-----

### **Appendix F: Initial Participant Contact Script**

“Thank you for taking an interest in this research study. My name is Jessie Dhaliwal and I am a student researcher exploring what helps and hinders second generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver. This research study is part of my Master’s degree in Counselling Psychology at Adler University.

With your consent, I would like to ask you a few questions to make sure you are a good fit to take part in this study. Do you consent?”

1. Do you identify as Indo-Canadian woman?  
Yes / No
2. Are you 19 years of age or older?  
Yes / No
3. Were you born in Canada?  
Yes / No
4. Were both of your parents born outside of Canada?  
Yes / No
5. Do you feel comfortable conducting an in-depth interview in English?  
Yes / No
6. Did you experience some barriers or reluctance in accessing counselling?  
Yes / No
7. Did you eventually seek counselling and feel that it has made a meaningful impact on your life?  
Yes/No
8. On a scale of 0-5, how would you rate your current mental health functioning with 0 being poor and 5 being excellent?  
0 1 2 3 4 5
9. Are you a resident of Greater Vancouver?  
Yes / No
10. Are you able to spend up to 2 hours of your time for a first interview in person?  
Yes / No

11. Are you available for a 2<sup>nd</sup> interview that will be take place in person or on the phone (about 30-60 minutes) over the next 3 to 6 months?

Yes / No

12. Are you willing to be audio recorded in an interview?

Yes / No

13. Do you have any professional or personal relationship with the researcher?

Yes / No

**If the participant does not meet the above inclusion criteria - Decline script:**

“I greatly appreciate your interest and willingness to be involved in this research study.

Unfortunately, I can only include participants that meet very specific criteria. I am grateful of the time you have invested. Thank you and take good care.”

**If the participant does meet the above inclusion criteria – Acceptance script:**

“Thank you very much for your interest and willingness to be involved in this research study. I appreciate your time in going through those questions with me and it looks like you meet all of the specific criteria that we are looking for.

I would like to give you a bit of an overview of your participation process. This study requires the participants to complete two interviews. The first will be in person with audio-recording and the second is either in-person or over the phone, depending on your preference. Overall, you will be asked for 2-3 hours of your time. The interviews will take place at a time and location that we both agree on. Are you still willing to participate?

(If the participant disagrees, read the script for participants who do not meet inclusion criteria).

(If the participant agrees): “Thank you. I will e-mail you a consent form as an attachment that describes the purpose and the process of this study, and your rights as a participant. To address any questions or concerns about your participation, please contact me at [-----](#). If you are still willing to participate please contact me to schedule an interview time at a location that is mutually convenient and private. If I have not heard from you in 10 days, I will send a reminder



email with the consent form attached. All of the personal information that you provide will be kept confidential.

We will review the consent form together at the first interview, where you will have another opportunity to ask questions before signing it. Furthermore, you will have up to a month after the first interview to withdraw your participation and I am obligated to destroy any information I have collected. Do you have any questions about your participation process?"

(If the participant has questions, answer them and return to the script).

(If the participant does not have questions): "Great! I hope to hear from you within 10 days."

"Enjoy your week/weekend!"



## **Appendix G: Secondary Participant Contact Script**

“Dear \_\_\_\_\_,

I have not yet heard back from you about possibly participating in the research study about second generation Indo-Canadian women’s access to mental health counselling in Greater Vancouver.

I have attached the Informed Consent Form to this email for your convenience.

If you have decided against participating in this study, please disregard this email and I will not contact you further.

If you would still like to participate, I look forward to hearing from you. Please send me some meeting times that are convenient for you and a place that is private for us. We can then proceed to review the Informed Consent together and begin the first interview. You will have the opportunity to raise any questions or concerns you may have about myself, this study, or this research topic in general.

If you have any questions or concerns you would like to have cleared up before meeting in person, please do not hesitate to reply to this email.

Your interest is greatly appreciated!

Thank you,

Jessie Dhaliwal  
Masters of Arts Thesis Student  
Adler University

-----

## **Appendix H: Participant Informed Consent**

### **INFORMED CONSENT FORM**

#### **What Helps and Hinders Second Generation Indo-Canadian Women in Accessing Mental Health Counselling in Greater Vancouver?**

##### **The Researchers**

My name is Jessie Dhaliwal, I am doing this research as part of my Masters of Arts Degree in the Counselling Psychology Program at Adler University (Vancouver Campus).

If you have any questions about the research, you can contact me or my Advisor. Our contact information is below:

Student Researcher: Jessie Dhaliwal      E-mail: -----

Research Advisor: Rosa Wu      Ph.D., R. Psych. (CPBC #2259)  
Program: Masters of Arts in Counselling Psychology  
Adler University  
E-mail: rwu@adler.edu

The research has been approved by the Adler University Vancouver Campus Research Ethics Board (REB).

##### **This Research**

The research is exploring what helps and hinders second generation Indo-Canadian women in accessing mental health counselling in Greater Vancouver. Little research has been done on this topic and your stories can help deepen this understanding.

We are asking you to participate because (a) you self-identify as a second generation Indo-Canadian woman (b) you are 19 years or older in age (c) you were born in Canada and both your parents were born outside Canada (d) you feel comfortable with an in-depth interview in English (e) you experienced some difficulties accessing mental health counselling (f) you eventually did seek counselling and found it to be meaningful (g) currently, rate your mental health functioning at a 3 or above, on a scale from 0 to 5, with 0 being poor and 5 being excellent (h) you are a resident of Greater Vancouver (i) you are able to spend up to 2 hours of her time for a first interview in person (j) you are available for a second interview that will take place in person or over the phone (k) you are willing to be audio-recorded in an interview and (l) you have no personal or professional affiliation with the researcher.

**As part of our research, we are asking you to do the following:**

- As a participant, you will be asked to talk about your experiences in accessing mental health counselling in Greater Vancouver, specifically about anything, including people, services, or activities that you believe either helped or hindered your ability to access support.
- To spend a **total of 2-3 hours** of your time.
  - The first interview will be face-to-face, talking about your experiences as a second-generation Indo-Canadian woman accessing mental health counselling.
  - It will last between **60-120 minutes** and will be audio recorded.
  - The second interview can be done either in-person or over the phone.
  - It will last about **30 minutes** and will take place a few months after the first interview.
  - I will be the only interviewer for this study.
- During the first interview, questions will look like:
  - “Could you describe your experience in accessing mental health counselling in the Greater Vancouver region?”
  - “What has been helpful to you in accessing mental health counselling?”
  - “What has hindered you in accessing mental health counselling?”
- During the second interview, questions will look like:
  - If I need more information on a specific detail: “You mentioned \_\_\_ before, can you tell me more about \_\_\_\_\_?”
  - “Do these category titles make sense to you?”

**We will also ask you some questions about yourself** – for example your age, birth location, city of residency, educational level, occupation, languages spoken, and household makeup. These questions will be used for a general description of all the participants to help highlight any possible limitations of the study. You may refuse to answer some or any of these questions about yourself. If you don’t answer some or any of these, you can still be included in the study.

**We will meet somewhere private and quiet that works for both of us**, such as a booked private room at Adler University downtown Vancouver, or another agreed upon private place that is quiet and easy for both of us to get to.

### **The Research is Voluntary**

You decide if you want to participate in the research. You have the right to say “no” or withdraw during the interview. You may decide to participate and not answer certain questions and still be included in the study. You may also withdraw from the research up to 1 month after the first interview for any reason. If you decide to withdraw I will delete all your information including audio recordings, electronic documents, and shredding any paper data. There are no consequences if you decide to withdraw from the study.

### **The Research is Confidential**

All the information you give us will be confidential. We will give you a participant number at the beginning of the interview. Only you and I will know which participant number is yours. No one

else will know who you are. All the information you give us will be kept on a password protected, encrypted USB in a locked cabinet for five years. After that it will be destroyed.

I will remove all identifiable information from any direct quotes of yours that I use in this thesis. Because this research includes interviews, some phrases you use or certain kinds of information you say may make it possible for people you know to identify you. This is more likely if I use any extended quotes (over 40 words). You will have an opportunity to look at any extended quotes before the thesis is published, to make sure that you feel totally comfortable with what is published in the final document.

### **Limits to what is Confidential**

We will need to tell someone:

- A) If a child or and vulnerable adult is at risk of abuse or neglect or harm.
- B) If you are at clear risk of imminent harm.
- C) If I am required to comply with a legal order such as a court subpoena.

### **The Results of the Research**

I will publish the results of the research in my Masters of Arts thesis. I may also write or speak about the research. Your name or any other information that might identify you will NOT be included in any writing or presentation.

If you want a copy of the finished thesis or a summary of the results you can ask for them at the end of this form.

### **The Risks and Benefits**

You might feel some stress or discomfort when talking about things that have helped or hindered your access to mental health counselling. These questions may evoke the distress that lead you to seek mental health support, thus if you feel too stressed or emotional you can:

1. Decide not to answer a particular question
2. Take a short break from answering questions
3. Re-schedule your interview
4. Withdraw from the research up to 1 month after the first interview

A list of community resources and counselling referrals will be given to you at the first interview in case you want to seek additional support.

Benefits you may experience include feeling you have learned something new about yourself as a result of answering the questions. You may also experience a deeper personal understanding of what helped and hindered your access to mental health counselling. Your insight may help other second-generation Indo-Canadian women in accessing counselling.



**If you have any concerns about your treatment as a participant,** you may contact the Chair of the Research Ethics Board. Her contact information is below:

REB Chair: Debbie Clelland PhD (236) 521-2478  
E-mail: dclelland@adler.edu

**Consent for this Research :**

- I understand my participation in this research is voluntary.
- I know I can refuse to answer any question.
- I know I can withdraw from the research up to 1 month after the first interview.
- I know that the information I give will be kept confidential.
- I know I can ask that all my information be removed up to 1 month after the first interview
- I know that what I say will be audio-recorded and quotes might be used.
- My name will NOT be used and any information that will identify me will be removed.
- I know that I can decide if I want the researcher to include any direct quotes from me or not.
- I know that I have not given up any legal rights concerning this research even though I have signed this form.
- I am giving my consent to participate in this study.
- I have received a copy of this Informed Consent signed by the Researcher

---

Participant Signature

---

Date

---

Participant Name (Print)

---

Researcher Signature

---

Date

---

Researcher Name (Print)

I would like to receive a summary of the results of this research.



\_\_\_\_\_ Yes \_\_\_\_\_ e-mail address

I would like to receive a copy of the finished thesis.

\_\_\_\_\_ Yes \_\_\_\_\_ e-mail address

## Appendix I: Research Interview Guide 1

*First Interview Guide: What helps and hinders mental health access?*

Participant # \_\_\_\_\_

Date \_\_\_\_\_

Interview Start Time \_\_\_\_\_

### 1. *Contextual Component*

Introduction: As you know I am investigating what helps and hinders second generation Indo-Canadian women in the Greater Vancouver region in accessing mental health counselling. This is the first of two interviews and its purpose is to collect information about what helped and hindered your access.

- a. Could you take me back to before you began accessing counselling and tell me what I need to know about you?

### 2. *Critical Incident Component*

Transition to CIT: Now we are going to transition to the helping factors, or what eventually got you into accessing mental health counselling.

- a. What helped you eventually seek mental health counselling? (Probe what was the helping critical incident? How/Why was it helpful? Could you give an example of how this CIT helped or what led up to it?)

Helpful Factors: What helped you access counselling?	Importance: How/what about it was it helpful?	Example Incident: what led up to it/ outcome of incident?


- b. What hindered you from accessing mental health counselling? What were the barriers that made it hard for you to get into therapy?

Hindering Factors: What hindered you from accessing counselling?	Importance: How/what about them hindered you?	Example Incidents: What led up to them/outcome of incident?

- c. Summarize to transition to the wish list items:

We have discussed the helping factors to accessing counselling (list them) and the hindering factors (list them). What helps you continue in counselling or what would have helped you get to counselling sooner? What do you wish you had access to that would help counselling?

Wish List Item & Meaning for Participant?	Importance: How would it help/ what is it about it that you would find so helpful?	Example: In what circumstances might this be helpful?


3. *Demographics Component & Additional Participant Characteristics*

- i. Age
- ii. City of residency in Greater Vancouver
- iii. Educational level
- iv. Occupation
- v. Languages spoken
- vi. Family members in household

## **Appendix J: Referral List Community Support and Counselling Resources**

### *Mental Health Resources*

#### **Multi-Cultural Community Support Resources/Links:**

AMSSA –Strengthening Diversity in BC

<http://www.amssa.org/>

<http://www.amssa.org/resources/quicklinks-resources/>

DIVERSEcity

<http://www.dcrs.ca/>

MOSAIC

<http://www.mosaicbc.com/>

Vancouver & Lower Mainland Multicultural Family Support Services Society

<http://www.vlmfss.ca/web/index.php>

#### **Multi-Cultural Counselling Resources/Links:**

DIVERSEcity – Counselling

<http://www.dcrs.ca/services/family-services/>

Multicultural Counselling Associates

<http://www.multiculturalcounselling.com/>

Multicultural –STV Outreach

<http://www.vlmfss.ca/web/index.php/programs/programa>

Psychology Today – Multicultural Counselling

[https://therapists.psychologytoday.com/rms/prof\\_results.php?city=Vancouver&state=BC  
&spec=586](https://therapists.psychologytoday.com/rms/prof_results.php?city=Vancouver&state=BC&spec=586)

Supportive Counselling Services

<http://www.vlmfss.ca/>

#### **Lower cost Counselling Resources/Links:**

Adler Centre

[www.adlercentre.ca/counselling-clinic/](http://www.adlercentre.ca/counselling-clinic/)

\*Sliding scale fees.



BC Trauma Care

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

\*Sliding scale available

\*Surrey and Vancouver locations

Directory of Counsellors in BC

[www.counsellingbc.com](http://www.counsellingbc.com)

Family Services of Greater Vancouver

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

\*lower cost counselling by a community based, not for profit organization

Jericho Counselling

<http://www.jerichocounselling.com/counselling-services/>

\*Sliding scale fees, and services available in various languages.

Oak Counselling Services Society

[www.oakcounsellingservices.com](http://www.oakcounsellingservices.com)

\*sliding scale with fees waived for those receiving social assistance or disability

Pacific Community Resources Society

<http://www.pcrs.ca/our-services/community-counselling/>

\*Free for Surrey residents.

### **Appendix K: Research Team Screening Interview**

“Thank you for taking an interest in this research study! My name is Jessie Dhaliwal and I am the student researcher in a study investigating what helps and hinders second generation Indo-Canadian women access mental health counselling in Greater Vancouver. As you might know, this study is being conducted as part of my Master’s level training in Counselling Psychology at Adler University. I am hoping you may be able to help with this study as an Independent Judge/Expert Reviewer/Transcriptionist.

Your role as an Independent Judge would involve:

- Independently extracting critical incidents
- Independently placing incidents into 25% of the researcher-created categories

Your role as an Expert Reviewer would involve:

- Verifying the categories are consistent with your understanding of the field and research topic
- Verifying this study is adequately following the Enhanced Critical Incident Technique procedures and protocols

Your role as a Transcriptionist would involve:

- Transcribing participant interviews after the student researcher has removed identifying details (real name, DOB, etc.)

Before going any further, I would like to ask you a few questions to make sure you are suitable to assist with this study:

1. (For Expert Reviewer) Do you have some research or experiential knowledge about cultural sensitivity in counselling?

Yes / No

2. (For Expert Reviewer) How many years have you worked in mental health settings?

\_\_\_\_\_

3. (For Independent Judge and Expert Reviewer) Are you able to spend up to 2 hours of your time assisting with data analysis?

Yes / No

4. (For Independent Judge) Are you familiar with the Enhanced Critical Incident Technique (ECIT) methodology?

Yes / No

5. (For Independent Judge) What is your experience with the ECIT methodology?  
E.g. Currently working with ECIT, published / completed ECIT studies in the past, or supervised students working with the ECIT method.

- 
6. (For Transcriptionist) Are you currently employed as a professional transcriptionist?

Yes / No

**If the prospective co-researcher does not meet the above inclusion criteria - Decline script:**

“Thank you very much for your interest in this study and for going through those questions with me. Unfortunately, I am only able to include co-researchers who meet a specific combination of criteria. I appreciate your time and willingness to be involved. Take good care and thanks again.”

**If the prospective co-researcher does meet the above inclusion criteria – Acceptance script:**

“Thank you very much for your interest in this study and for going through those questions with me. It looks like you meet all of the specific criteria that we are looking for.

In a few minutes, I will send you an e-mail with a researcher confidentiality and anonymity agreement attached that describes your responsibilities concerning the confidentiality and anonymity of the research data in this study. Please take your time to read it. A copy of this form will be given to you, and I will keep the original together with other confidential research materials in a secure location. Do you have any questions about this study and/or the confidentiality and anonymity agreement?”

(If yes, answer questions, and continue with script)

(If no questions) “Great! I look forward to having you on the research team.

Thank you again!

## **Appendix L: Research Team Confidentiality and Anonymity Agreement**

### **TITLE OF PROJECT:**

*What helps and hinders second generation Indo-Canadian women access mental health counselling in Greater Vancouver?*

### **STUDENT RESEARCHER:**

Jessie Dhaliwal, Masters of Arts in Counselling  
Psychology Thesis Student

### **SUPERVISING RESEARCHER:**

Dr. Rosa Wu, R. Psych. (CPBC#2259)

### **CONFIDENTIALITY AND ANONYMITY AGREEMENT**

Through my work with the Adler University as a \_\_\_\_\_, I understand my responsibilities concerning the anonymity and confidentiality of any research data collected by me or by others.

I understand that I must maintain confidentiality regarding research participants' participation in the research project (what participants say and do) and protect their anonymity as participants.

I understand it is possible to talk generally about the research data if there is no possibility of identifying the source of the information. I also understand that the research process and findings may be discussed among other research team members who have signed confidentiality agreements.

➤ **A copy of this Agreement has been given to me for my records.**

---

**Name**

---

**Signature**

---

**Date**

## **Appendix M: Research Interview Guide 2**

### **Second Interview Guide: Participant Cross-Checking**

Participant Number: \_\_\_\_\_ Date: \_\_\_\_\_

Interview Start Time: \_\_\_\_\_

Introduction: As we discussed in the first interview, every participant in this research will have the opportunity to look at the researcher's categories developed from the first interviews and provide feedback. I have a few questions to ask you regarding how I have interpreted the data:

(If I have follow up/ clarifying questions regarding incidents from the first interview I will ask them now)

Could you tell me more about the \_\_\_\_\_ (helping/hindering) incident you mentioned last interview? How did it help/hinder your access to mental health counselling?

- 1) Are the helping and hindering critical incidents and wish list items identified correct?
- 2) Is there anything missing?
- 3) Is there anything that needs changing or revising?
- 4) Do you have any other comments?
- 5) Do these category titles make sense to you?
- 6) Do the category titles capture your experiences and the meaning those incidents and factors had for you?
- 7) Are there any factors that look misplaced and/or that you would place in a different category?



## **Appendix N: Thank You Letter to External Organizations**

Dear (name of agency contact),

I would like to extend a sincere thank you to yourself and to \_\_\_\_\_ for helping with the recruitment of participants for my Master's thesis. With your support, I have now secured enough individuals for this project move forward!

My research will continue over the next 6 months until I have completed my final report of the study's findings. If you are interested in the research findings, let me know and I would be more than happy to send you a summary and/or a copy of the finished thesis.

This research would not have been possible without your collaboration and support!

Wishing you all the best,

Jessie Dhaliwal (Student Researcher)

-----

Dr. Rosa Wu (Research Supervisor)

[rwu@adler.edu](mailto:rwu@adler.edu)



