

# Keeping Kids Healthy



Through Collective Impact

## Engaging Families with Lived Experience Toolkit



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# Contents and Background

## Purpose:

The materials included in this toolkit can be used to engage families who have lived experience in supporting their children who are facing developmental challenges. These materials have been created to target stakeholders with a focus on families experiencing financial challenges, who have children between the ages of 2-8 that experience challenges meeting age-appropriate developmental milestones. The materials included in this toolkit were intended to assist in facilitating focus groups with families (ie. parents), however; these materials can also be leveraged to engage stakeholders through telephone or in-person interviews.

## This toolkit includes:

- Draft focus group invitation
- Focus group screening criteria
- Focus group eligibility criteria
- Focus group questionnaire
- Focus group facilitator's guide
- Interview guide
- Focus group presentation

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# Draft Invitation for Focus Group Organizing

[INSERT ORGANIZATION NAME] is organizing focus groups with caregivers with children 2 to 10 years of age experiencing challenges meeting age-appropriate developmental milestones, in order to understand how we can work together more effectively to enhance the supports offered to families across early childhood development system

We are hoping to recruit caregivers with a variety of experiences advocating for different health and development needs of their children.

The focus groups will be 90 minutes in length. During the focus group, facilitators will invite a group of 8-12 caregivers discuss the needs of their children, their experience with the services that they receive, and the opportunities for improving those services to ensure the optimal development of their children. Participants will be offered a compensation of \$30 for their time and will be reimbursed for their public transportation expenses. Childminding will also be provided upon request, so parents with childminding needs can participate in the focus group. Snacks and drinks will be provided.

**Attached is a list of criteria to help guide you in determining whether a caregiver would be eligible for**

**participation. Please recommend qualifying caregivers to [INSERT CONTACT INFO] by [INSERT DATE]**

Location	Date and Time

# Screening Questionnaire

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## Guidelines

This tool is intended for use by focus group organizers to screen and qualify participants. We recommend using the questionnaire in a preliminary phone conversation with prospective participants. The objective is to ensure that prospective participants qualify for the focus groups.

## Participant Target

- Parents of children aged 2 to 8 years old, who experience challenges meeting age-appropriate developmental milestones. Age range can be extended to 2 to 10 years old if needed.
- Live in [INSERT LOCATION(S)]
- Families are experiencing financial difficulties
- Parents are able to provide their opinion on their child's experience and needs.
- Recruit 12 participants per focus group in order for 8 to 12 to show up on the day.

## Introduction

*Hi there, I'm calling regarding the focus groups with parents that [INSERT ORGANIZATION] is organizing on [INSERT DATE] May I speak with Ms/Mr \_\_\_\_\_?*

*Hi Ms/Mr \_\_\_\_\_, how are you today?*

*I'm calling regarding the focus groups with parents that [INSERT ORGANIZATION] is organizing on [INSERT DATE]. Are you still interested in participating?*

- YES → **CONTINUE**
- NO → **CLOSE** - "Thank you very much for your time, Ms/Mr \_\_\_\_\_. Goodbye"

*Thank you very much for your interest in participation. I would like to ask you a few questions, so I can assess which of the focus groups I should invite you to. I am asking these questions because we want to make sure that we are inviting and getting a diverse group of parents at each focus group. For example, we want to make sure that we get parents who have one child and others who have several children.*

*The questions I will ask you will not be shared with anyone except for the organizers of this focus group. Your responses will have absolutely no impact on the supports and subsidies that you currently receive from the Government of Ontario or the Government of Canada.*

*The questionnaire will take approximately 5 minutes, and there are no right or wrong answers to the questions, so please respond as accurately as possible. Once I have all your responses, I will compile the information I have from everyone and will then follow-up to let you know if you are registered. We are asking everyone we talk to, to please hold the time for the focus group in their calendar until we get back in touch to confirm.*

### Notes on Disqualification

Please ensure that the utmost respect is provided to everyone who has offered their time to answer this questionnaire. Here is an example of ways to end the conversation if the person is disqualified by one or more of their responses.

*"I'm sorry Ms/Mr \_\_\_\_\_, but we are looking to interview [e.g. people who have children between 0-8 years old]. This is quite important to us because we want to understand very specific needs of \_\_\_\_\_ [e.g. families with children that fall into this age group]. Thank you so much for spending the time to respond to my questions. I'm afraid we won't be able to enroll you in a focus group at this time. I hope you have a fantastic day, and thanks again for expressing interest in participating. We really appreciate it."*

### Screening Questions

Before starting, respond to any questions the participant may have.

1. Record name of participant: \_\_\_\_\_
2. Record the participant email/phone number: \_\_\_\_\_
3. First of all, do you live in one of the following locations?
  - ☐ [INSERT TOWNSHIPS/CITIES]
  - ☐ None of the above → **DISQUALIFY**
4. Are you available for the focus group in your area?

	Location	Date and Time	Availability
#1			<input type="checkbox"/> YES <input type="checkbox"/> NO → <b>DISQUALIFY</b>
#2			<input type="checkbox"/> YES <input type="checkbox"/> NO → <b>DISQUALIFY</b>
#3			<input type="checkbox"/> YES <input type="checkbox"/> NO → <b>DISQUALIFY</b>
#4			<input type="checkbox"/> YES <input type="checkbox"/> NO → <b>DISQUALIFY</b>

5. How many children do you have?

- ☐ 0 → **DISQUALIFY**
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5+
- ENSURE A GOOD MIX PER GROUP**

6. Is your child between the ages of 2 and 10 experiencing one or several of the following challenges in their development?

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ENSURE A GOOD MIX**
- ☐ None of the above → **DISQUALIFY IF NOT RECOMMENDED BY PROVIDER**

7. During the focus group, we are going to ask you about your family's experience with services that are offered to your family such as education, health and social services. It happens that sometimes one of the parents know more about those things than the other, and we would prefer for that person to be joining the focus group. Are you confident that you are the best person in your household to comment on your child's experience and needs?

- ☐ Yes
- ☐ No → Is the other parent interested in joining the focus group instead of you? Ask to speak to the other parent and continue the questionnaire with them or, if not available **DISQUALIFY**

### Closing

*Thank you so much for answering my questions. I will compile the information I have from you and other interested participants. We are asking you to please hold the time for the focus group in their calendar until we get back in touch to confirm your registration to the focus group.*

*Please hold [INSERT FOCUS GROUP DATE AND TIME] in your calendar until I contact you again, in the next couple days.*

*If you have any questions, or if for any reason, you are no longer available to participate, please contact me as soon as possible at [INSERT PHONE AND EMAIL CONTACT INFORMATION]*

Can you please confirm the best way to contact you before the focus groups.

### Follow up

Please be sure to confirm participants' invitation within 0 to 3 days and send a reminder 48 hours before the focus group.

We recommend not rejecting any participants who have not been disqualified, but to place them on a back-up list.

Thank participants for their time.

# Eligibility Questionnaire

[INSERT NAME OF ORGANIZATION] is organizing focus groups with caregivers with children 2 to 10 years of age experiencing challenges meeting age-appropriate developmental milestones, in order to understand how we can work together more effectively to enhance the supports offered to families across early childhood development system.

We are hoping to recruit caregivers with a variety of experiences advocating for different health and development needs of their children. The focus groups will be 90 minutes in length. During the focus group, facilitators will invite a group of 8-12 caregivers discuss the needs of their children, their experience with the services that they receive, and the opportunities for improving those services to ensure the optimal development of their children.

Participants will be offered a compensation of \$30 for their time and will be reimbursed for their public transportation expenses. Childminding will also be provided upon request, so parents with childminding needs can participate in the focus group. Snacks and drinks will be provided.

Below you will find a list of criteria to help guide you in determining whether a caregiver would be eligible for participation.

**Please recommend qualifying caregivers to [INSERT CONTACT NAME AND INFORMATION] before [INSERT DATE] Considerations for Referral**

8. Live in one of the following:  
☐ [INSERT TOWNSHIPS/CITIES]
9. Have one or more children 2 to 10 years of age
10. Child or children experiencing one or more of the following challenges in their development
  - ☐ Physical or mental health challenges
  - ☐ Behavioural and communication challenges
  - ☐ Learning and language challenges
11. Family is experiencing some financial difficulties
12. Can attend one of the following sessions

Location	Date and Time



## Focus Group Questionnaire

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### Guidelines

Please respond to the following questions, following the instructions of the focus group facilitators.

13. What is your focus group number: \_\_\_\_\_

### Questions About Your Child or Children

14. How many children do you have? \_\_\_\_\_

15. What is the age and sex of each of child in your home?

Child 1 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 2 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 3 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 4 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 5 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 6 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 7 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 8 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

16. Is your child between the ages of 2 and 10 experiencing one or several of the following challenges in their

development? Child age: \_\_\_\_\_

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ☐ Other: \_\_\_\_\_

Child age: \_\_\_\_\_

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ☐ Other: \_\_\_\_\_

Child age: \_\_\_\_\_

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ☐ Other: \_\_\_\_\_

#### Questions About Your Home

17. Are you supporting your children on your own or with another parent?

- ☐ On my own
- ☐ With another parent living in the same home
- ☐ With another parent living in a different home
- ☐ Other: \_\_\_\_\_

18. In the last 12 months, were there times when it was not possible to make ends meet (pay rent, bills, personal products) because there was not enough money?

- ☐ Yes, every month
- ☐ Yes, 6 to 11 months of the year
- ☐ Yes, 2 to 5 months of the year
- ☐ Yes, one month a year or less

☐ Never

19. In the last 12 months, were there times when it was not possible to feed your child/ children a healthy meal because there was not enough money?

- ☐ Yes, every month
- ☐ Yes, 6 to 11 months of the year
- ☐ Yes, 2 to 5 months of the year
- ☐ Yes, one month a year or less
- ☐ Never

20. From the list below, please check the option that best describe your employment situation:

- ☐ Full-time
- ☐ Part-time
- ☐ Occasional
- ☐ Seeking employment
- ☐ Not employed
- ☐ Other: \_\_\_\_\_

21. Would you identify as one or several of the following groups?

- ☐ Indigenous, (First Nation, Inuit, Métis)
- ☐ Newcomer, refugee
- ☐ Black or racialized
- ☐ LGBTQ2S+ (Lesbian Gay Bi-sexual, Trans-gender, Queer, Two-spirit, and other)
- ☐ Francophone
- ☐ Other group historically disadvantaged: \_\_\_\_\_

22. Which language(s) do you speak at home? \_\_\_\_\_

\_\_\_\_\_

#### Questions About the Resources Your Family Access for Your Children's Development

23. Is your home receiving one or several of the following supports?

- ☐ Social assistance
- ☐ Social housing
- ☐ Rent subsidy
- ☐ Child care subsidy
- ☐ "Can I play too?" subsidy
- ☐ Food Bank

# Early Childhood Development Focus Group

## Facilitator's Guide

Duration	Discussion Points	Objectives	Materials
10 min	<b>Welcome Participants</b> <ul style="list-style-type: none"> <li>Welcome participants and invite them to sit around the table.</li> <li>Explain that participants can help themselves with food and refreshments any time.</li> <li>Indicate where the washrooms are.</li> <li>Assist participants with accessibility requests.</li> </ul>	<b>Make participants feel welcome and comfortable</b>	Table (round if available) Chairs placed in a circle Food and Refreshments in the room Accommodations to accessibility needs
5 min	<b>Focus Group Introduction</b> <ul style="list-style-type: none"> <li>Introduce the facilitators and note taker.</li> <li>Explain that the topic of the discussion will be about children's health and development during the period of 0 to 8 years old.</li> <li>Walk participants through the agenda (use electronic presentation).               <ul style="list-style-type: none"> <li>Introduction</li> <li>Questionnaire</li> <li>Discussion about children's health and development</li> <li>Discussion about resources available in the community</li> <li>Discussion about ways to improve community resources</li> <li>Closing</li> </ul> </li> <li>Ask participants if they have questions.</li> </ul>	<b>Ensure that participants understand the focus group process</b>  <b>Continue to make participants feel welcome, comfortable and safe to share their experiences and opinions</b>	Electronic presentation Projector Focus group guidelines on a flipchart paper

Duration	Discussion Points	Objectives	Materials
	<p><b>Focus Group Guidelines</b></p> <ul style="list-style-type: none"> <li>No right or wrong answer. No wrong question.</li> <li>Participants are the experts. Each participant counts.</li> <li>If you think you have a different opinion/experience than others in the room, don't be shy and say it. It could reflect the opinion of people who are not in the room today.</li> <li>Facilitators will encourage equal participation. Participants can say "pass" to any question.</li> <li>We will end the group on time.</li> <li>Honorarium will be provided at the end of the focus group.</li> <li>Ask participants if there are any other ways we can make them feel more comfortable in sharing their personal experiences and opinions.</li> </ul>		
5 min	<p><b>Participant Introduction</b></p> <ul style="list-style-type: none"> <li>Invite participants to grab a nametag and write the name they want to be called today. It can be their real name or a fake name if they prefer to remain anonymous.</li> <li>Go around the table and ask participants to tell their name, the number of children they have, their age, and one thing they like the most about being a parent.</li> </ul>	<p><b>Get to know participants and create empathy/sympathy between participants</b></p>	<p>Nametags Markers</p>
10 min	<p><b>Anonymous Questionnaire</b></p> <ul style="list-style-type: none"> <li>Explain that we will walk participants through a questionnaire about their home.</li> <li>Explain that the questionnaire is anonymous and will be used after the group to better understand the responses provided during the group. We will not ask participants to share private responses out loud during the group.</li> <li>Walk participants through each question using the electronic presentation. Assist participants as they respond to individual printed questionnaires. <ul style="list-style-type: none"> <li>Home composition: lone vs. co-parent in or out of the home, other people living in the home</li> </ul> </li> </ul>	<p><b>Collect demographic data about the group participants, which will be aggregated to ensure anonymity</b></p>	<p>One questionnaire per participants (printed one sided) Pens Electronic presentation</p>

Duration	Discussion Points	Objectives	Materials
	<ul style="list-style-type: none"> <li>Developmental challenges of the child/children</li> <li>Financial situation of the home</li> <li>Immigration status</li> <li>Languages used in the home</li> <li>Health and developmental services received</li> <li>Ask participants to place their questionnaire face down on the table, and collect questionnaires face down.</li> </ul>		
20 min	<p><b>Child Development</b></p> <ul style="list-style-type: none"> <li>You are all here today because you are experiencing challenges with your child's development. It can be a physical or mental health challenge, behaviour or communication challenge, or a learning and language challenge, and/or other.</li> <li>What is your <b>main concern</b> about your child's health, wellbeing and development? <ul style="list-style-type: none"> <li>Ask one person to start, by sharing one concern</li> <li>Ask the group to raise their hand if they have a similar concern and invite participants to share why they raised their hand</li> <li>Continue by asking if participants have other types of concerns about their child's development, and continue to survey the group until all concerns are understood</li> </ul> </li> <li>Choose an image that represents <b>how you feel</b> about your experience of supporting the needs of your child or children? <ul style="list-style-type: none"> <li>Go around the table and ask participants to share the image number and one word expressing how they feel.</li> </ul> </li> <li>When you take care of your child (who we are focusing on today), what are <b>your main sources of stress</b>? <ul style="list-style-type: none"> <li>Ask one person to start, by sharing one source of stress</li> <li>Ask the group to raise their hand if they have a similar source of stress, and invite participants to share why they raised their hand</li> <li>Continue by asking if participants have other sources of stress associated with their <b>individual experience, family experience and community experience</b>. Continue to survey the group until all sources of stress are uncovered.</li> </ul> </li> </ul>	<p><b>Understand the sources of challenges and stress at the individual level, family level and community level, when it comes to early childhood development.</b></p> <p><b>Create a sense of empathy and shared experiences within the group and continue to make participants feel safe to share their experience and opinion.</b></p>	<p>Electronic Presentation Emotions' file (one sheet per person)</p>

Duration	Discussion Points	Objectives	Materials
20 min	<p><b><i>Experience with Community Resources for Child Development</i></b></p> <ul style="list-style-type: none"> <li>• <b>How have you tried</b> to support your child's development? <ul style="list-style-type: none"> <li>– Ask participants to share what comes to their mind (without prompt)</li> <li>– Distribute a list of local resources, and read the names of resources out loud (not the description yet). Ask participants to raise their hand for each resource they have used in the past.</li> <li>– Are there any other resources that are not listed here?</li> </ul> </li> <li>• Discuss each resource, from the most used, to the least. <ul style="list-style-type: none"> <li>– Give a description to explain what the resource is</li> <li>– <b>What do you like</b> about this resource?</li> <li>– <b>What is frustrating</b> about this resource?</li> <li>– Probe on possible sources of frustration, such as cost, hours of operation, waitlists, geography/transportation, lack of awareness, lack of choice...</li> <li>– Are there any areas <b>where you have given up trying to get help or support?</b></li> </ul> </li> </ul>	<p><b>Understand caregivers' experience with Early Childhood Development resources, programs and services, including satisfactions and pain points.</b></p>	<p>Electronic Presentation Lists of resources available in the community with a short description (location, hours of operation, purpose) – note the participants will leave the group with the list.</p>
15 min	<p><b><i>Recommendations for Improving Community Resources</i></b></p> <ul style="list-style-type: none"> <li>• We are now going to talk about ways to improve the resources available to you. Think back about the conversation we just had about what you liked and what was frustrating about the resources available for your child's development.</li> <li>• What would <b>your wish list</b> be to improve the resources and better meet your needs and your child's needs? <ul style="list-style-type: none"> <li>– Use a flipchart and markers to list wishes from the participants.</li> <li>– Ask participants to vote for each wish: raise your hand if you agree that this is a good improvement. Discuss any disagreement to understand the perspective from various participants.</li> </ul> </li> <li>• Refer to the list of resources discussed earlier: How many of you <b>noticed</b> (in the previous activity where we reviewed the list) <b>new resources that you did not try before?</b></li> </ul>	<p><b>Identify how Early Childhood Development resources, programs and services can be improved to better satisfy the needs of caregivers. Identify ways to improve coordination and collaboration between service providers.</b></p>	<p>Electronic presentation Flipchart paper Markers</p>

Duration	Discussion Points	Objectives	Materials
	<ul style="list-style-type: none"> <li>– Ask participants to raise their hand if they have discovered new resources they did not know about during the course of the focus group.</li> <li>– Ask participants who have raised their hand to share if it is a resource they would like to access? And if yes, how can we make sure that they are better aware of the resources that currently exist?</li> </ul>		
5 min	<p><b>Closing</b></p> <ul style="list-style-type: none"> <li>• Ask participants to share <b>one word or phrase</b> that describes the best possible improvement that can be made to community resources in order to support their child's development.</li> <li>• Again, this conversation was completely anonymous. We will share your ideas and experiences, and we will remove names, or any ways of identification.</li> <li>• Some of you have shared personal experiences, and we ask that you don't repeat the personal experiences that were not yours outside of this room.</li> <li>• Thank participants for sharing their opinion and experiences.</li> <li>• Distribute honorarium.</li> </ul>	<p><b>Ensure everyone had a chance to share all they needed to share.</b></p> <p><b>Thank participants for their participation and clarify the closing process.</b></p>	<p>Electronic presentation Honorarium in envelope</p>



# Interview Guide

## Lived Experience Interviews - 45 min

If focus groups are not the best engagement tactic for your stakeholder group due to numbers or scheduling issues etc., interviews can be used as a substitute tool.

### Target Audience

- Parents of children aged 2 to 8 years old, who experience challenges meeting age-appropriate developmental milestones. Age range can be extended to 2 to 10 years old if needed.
- Parents are able to provide their opinion on their child's experience and needs.

### Target Number

- To be determined by the number of individuals that cannot attend focus groups
- 5-10 individuals would be beneficial

### Interview Introduction

- My name is \_\_\_\_\_, I work at [INSERT ORGANIZATION AND PROJECT PURPOSE]
- As part of the process we are conducting interviews with parents of children aged 2 to 10 years old whose children experience challenges in their health and development.
- You have been selected as an interviewee because \_\_\_\_ [refer to registration information to personalize why they were chosen to participate in an interview].
- The interview is approximately 45 minutes in length and the focus of this interview will be on helping us understand the experience of your families in supporting the health and development of your child.
- I will be asking you a number of questions and you can respond to as many questions as you want. If you prefer not to respond you can just say "pass".
- Please note, I will be actively taking notes over the course of the interview.
- The information you share is completely anonymous and confidential. I am not recording your name. Your responses will have absolutely no impact on the supports and subsidies that you currently receive from the Government of Ontario or the Government of Canada.
- You are an expert in the topic of your child's development, and I hope you will feel comfortable sharing your honest opinion. Once again, you can pass any question you are not comfortable responding to.

- Thank you very much for your willingness to participate!

*Questions About Your Child or Children*

*INTERVIEWER: First I would like to ask you questions about your child or children. Those questions require short answers, or selection between multiple choices.*

24. How many children do you have? \_\_\_\_\_

25. What is the age and sex of each of child in your home?

Child 1 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 2 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 3 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 4 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 5 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 6 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 7 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

Child 8 - Age: \_\_\_\_\_ Sex: ☐ Female ☐ Male

26. Is your child between the ages of 2 and 10 experiencing one or several of the following challenges in their development?

Child age: \_\_\_\_\_

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ☐ Other: \_\_\_\_\_

Child age: \_\_\_\_\_

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ☐ Other: \_\_\_\_\_

Child age: \_\_\_\_\_

- ☐ Physical or mental health challenges
- ☐ Behavioural and communication challenges
- ☐ Learning and language challenges
- ☐ Other: \_\_\_\_\_

### Questions About Your Home

*INTERVIEWER: Now, I would like to ask you questions about your family and your home. Again these are multiple choice questions.*

27. Are you supporting your children on your own or with another parent?

- ☐ On my own
- ☐ With another parent living in the same home
- ☐ With another parent living in a different home
- ☐ Other: \_\_\_\_\_

28. In the last 12 months, were there times when it was not possible to make ends meet (pay rent, bills, personal products) because there was not enough money?

- ☐ Yes, every month
- ☐ Yes, 6 to 11 months of the year
- ☐ Yes, 2 to 5 months of the year

- ☐ Yes, one month a year or less  
☐ Never

29. In the last 12 months, were there times when it was not possible to feed your child/ children a healthy meal because there was not enough money?

- ☐ Yes, every month  
☐ Yes, 6 to 11 months of the year  
☐ Yes, 2 to 5 months of the year  
☐ Yes, one month a year or less  
☐ Never

30. From the list below, please check the option that best describe your employment situation:

- ☐ Full-time  
☐ Part-time  
☐ Occasional  
☐ Seeking employment  
☐ Not employed  
☐ Other: \_\_\_\_\_

31. Would you identify as one or several of the following groups?

- ☐ Indigenous, First Nation  
☐ Newcomer, refugee, immigrant  
☐ Visible minority  
☐ LGBTQ2+ (Lesbian Gay Bi-sexual, Trans-gender, Queer, Two-spirit, and other)  
☐ Other group historically disadvantaged: \_\_\_\_\_

32. Which language(s) do you speak at home? \_\_\_\_\_

\_\_\_\_\_

### *Discussion on Child's Development*

*INTERVIEWER: Now, I would like to have a little bit more of discussion about your child's development.*

33. What is your main concern about your child's health, wellbeing and development?

34. How you feel about supporting the needs of your child or children? Please describe the emotions that you feel most often.

35. When you take care of your child (who we are focusing on today), what are your main sources of stress? PROBE: What sources of stress are associated with your individual experience, your family experience and your community experience.

*Experience with Community Resources for Child Development*

*INTERVIEWER: Now, I would like to ask a question about the resources that your family access for your child's health and development. These include services, programs, and supports, including subsidies that you receive.*

36. How have you tried to support your child's development? Please list all the resources that you have tried.

PROBE on different type of supports: health, learning and language, family supports, subsidies, food, housing support, etc...

37. For each support you receive, what do you like about this resource? What is frustrating about this resource? PROBE on possible sources of frustration, such as cost, hours of operation, waitlists, geography/transportation, lack of awareness, lack of choice...

38. Are there any areas where you have given up trying to get help or support? Why?

39. Has any agencies or professionals given you advice about or referred you to other resources in the community for your child's health and development? If yes, please tell me the name of all of the agencies or professionals that have referred you to resources. PROBE: use the table below help respondents recall referring agencies.

<b><i>Agency</i></b>	<b><i>Check if apply</i></b>
Early ON	
Schools (social workers, teachers, administration)	
Family Doctors or Nurse Practitioners	
Child Care and Nursery Schools	
Children's Aid Society	
CMHA	
Faith-Based Groups e.g. church	
family info.ca	
Food banks	

Service clubs like Optimist Clubs	
[INSERT OTHER LOCAL RESOURCES]	

40. Of the agencies that have provided advice or referral, what are the 3 agencies that you trust the most about their advice on the child services you can access/who play a connector role?

	Agency
1	
2	
3	

### *Recommendations for Improving Community Resources*

*INTERVIEWER: We are now going to talk about ways to improve the resources available to you. Think back about the conversation we just had about what you liked and what was frustrating about the resources available for your child's development.*

41. What would your wish list be to improve the resources and better meet your needs and your child's needs? PROBE: What child or family-based services or supports in your community do you think are missing?

42. How can we make sure that you are better aware of the resources that currently exist?

### *Closing*

43. In conclusion, what is the best possible improvement that can be made to community resources in order to support their child's development.

These are all the questions I have for you today. Thank you so much for sharing your opinions and experiences!

Interviewer Notes/Observations:

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# Keeping Kids Healthy

Through Collective Impact

## COMMUNITY FOCUS GROUPS



**ecoETHONOMICS**  
NEW VALUES • NEW WORLD

## ACTIVITIES

Introduction

Questionnaire

Children's Health  
& Development

Resources  
Available

Improving  
Resources



## GUIDELINES

No right or wrong answer

You are the experts

Equal participation

Speak up

Right to "pass"



## INTRODUCTION

**Please share:**

1. Your name
2. Number of children & age
3. One thing you like most about being a parent



## QUESTIONNAIRE

**Instructions:**

Place an "X" in the box or boxes ☐ and/or fill in the blanks \_\_\_\_\_.

## QUESTIONNAIRE

**Question 1:**

What is your focus group number?

## QUESTIONNAIRE

**Question 2:**

How many children do you have?



## QUESTIONNAIRE

### Question 3:

What is the age and sex of children in your home?

## QUESTIONNAIRE

### Question 4: Child 1

Is your child between the ages of 2 and 10 experiencing one or several of the following challenges in their development?

## QUESTIONNAIRE

### Question 4: Child 2

Is your child between the ages of 2 and 10 experiencing one or several of the following challenges in their development?

## QUESTIONNAIRE

### Question 4: Child 3 (and more)

Is your child between the ages of 2 and 10 experiencing one or several of the following challenges in their development?

## QUESTIONNAIRE

### Question 5:

Are you supporting your children on your own or with another parent?

## QUESTIONNAIRE

### Question 6:

In the last 12 months, were there times when it was not possible to make ends meet (pay rent, bills, personal products) because there was not enough money?

## QUESTIONNAIRE

### Question 7:

In the last 12 months, were there times when it was not possible to feed your child/ children a healthy meal because there was not enough money?

## QUESTIONNAIRE

### Question 8:

From the list below, please check the option that best describe your employment situation:

## QUESTIONNAIRE

### Question 9:

Would you identify as one or several of the following groups?

## QUESTIONNAIRE

### Question 10:

Which language(s) do you speak at home?

## QUESTIONNAIRE

### END OF QUESTIONNAIRE

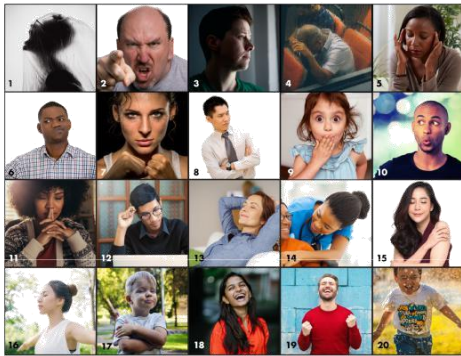
Place your questionnaire face down on the table

## GROUP

### DISCUSSION Question:

What is your **main concern** about your child's health, well-being and/or development?

Choose an image that represents how you feel about your experience of supporting the needs of your child or children?



## GROUP

### DISCUSSION Question:

When you take care of your child, what are your **main sources of stress?**

## GROUP DISCUSSION

### Question:

**How have you tried to support your child's development?**

Have you used these resources in the past?

Social Assistance  
Social Housing  
Rent Subsidy  
Childcare Subsidy  
"Can I Play too?"

Food Banks  
X  
x  
X  
x  
X  
x  
X  
x





## RESOURCES

Question:

**What do you like** about  
this resource?

## RESOURCES

Question:

**What is frustrating** about  
this resource?

## RESOURCES

Question:

Are there any areas where  
you have **given up trying**  
to get help or support?

## IMPROVING

RESOURCES Question :

What would your wish list  
be to improve the  
resources and better meet  
your needs and your  
child's needs?

Did you notice resources  
that you did not try before?

YES	NO



## IMPROVING

### RESOURCES Question :

How can we make sure  
that you are better aware  
of the resources that  
currently exist?

## IMPROVING RESOURCES

### Question :

Share **one word or phrase** that  
describes the best possible  
improvement that can be made  
to community resources in order  
to support your child's  
development.

T  
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N  
K



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!