CAPC and CPNP
2025 Participant Surveys

Training Sessions for CAPC and CPNP Project Staff

Agenda

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- ✓ Promoting the survey
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Objectives of this session

✓ To ensure you have a good understanding of the procedures to support program participants in completing the survey.

✓ To answer any questions you may have about the survey and its administration.

Introduction to the training session

✓ This training session provides information for you about an upcoming survey of participants in all CAPC and CPNP projects across Canada.

✓ The Public Health Agency of Canada (PHAC) has contracted Narrative Research to conduct the survey and to provide this training. PHAC representatives are attending this session as well.

✓ You have been emailed electronic versions of the surveys for your information. These are not to be completed.

✓ If other staff members in your office were not able to attend today, you can provide them with this presentation and/or the user guide that will be sent to you prior to the implementation of the surveys.

Housekeeping

Ask questions during the session by using the Q&A function ...
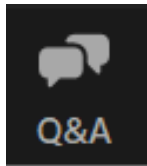
To ask a question, click on the **Q&A** icon and type in your question! We will try to answer as many questions as possible during the session.

Please mute your device (click the mute button in the bottom left-hand corner of Zoom)

To enable close captioning:

Select "Settings" along the left and then "Meeting" along the top. Click on "In Meeting (Advanced)" to scroll rapidly down to those options. Look for "Closed captioning." Toggle that option on.

Background

✓ This **training session** provides information about the upcoming online survey to be completed by participants of the:

  ✓ Community Action Program for Children (**CAPC**)
  ✓ Canadian Prenatal Nutrition Program (**CPNP**)

✓ The survey has been commissioned by to gather information about the experience of participants in the CAPC and the CPNP programs, to help improve the programs.

✓ **All participants in CAPC and CPNP** projects across Canada will be invited to complete an online survey during a 4-week period from January 7 to February 4, 2025.

About the survey

The surveys consist of the following sections:

Program Participation

- Questions in this section determine how long and how often the participant has been involved in the program and the types of programs they have attended.

Knowledge and Skills

- These questions measure the extent to which participants have gained knowledge, skills, and positive health practices because of participating in the programs.

Child's Experience in the Program (CAPC)

- This section asks for the child's age and gender and about knowledge and skills the child has gained because of participating in the program.
- If the respondent does not have a child who attends the program, they will skip this section.

About the survey

Information about your pregnancy (CPNP)

- These questions ask participants about health behaviours, namely, smoking and drinking during pregnancy.

Information about your baby (CPNP)

- Questions in this section ask participants, who have had their baby while attending the program, about birth outcomes and breastfeeding.

Your experience with the program

- These questions ask about the participants' overall experience with the programs and the benefits of their participation.

Participant information

- This section asks a series of demographic questions and covers topics such as education, household income and age.

Completing the survey

✓ The survey can be completed online using a **computer**, **smartphone** or **tablet**.
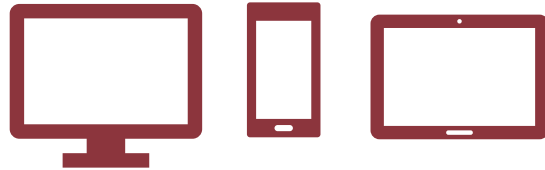
✓ The survey will be available for 4 weeks, from **January 7th until February 4th, 2025.**

✓ The survey takes about **10 to 15 minutes to complete**, but there is no time limit.

✓ The survey will be available in both **English** and **French**.

✓ Program participants can choose whether they would like to complete a survey and the survey does not ask for any information that will identify them, such as their name or address.

✓ Program participants can complete the survey while **at your location**, or elsewhere at **another time** if they prefer.

✓ **However, it is strongly encouraged that participants complete the survey during programming.** This is to increase the uptake of the survey and in case participants need help completing the survey.

Accessing the survey

✓ The survey can be accessed online in two ways, by:

   ✓ **Inserting the survey URL (website address) into a personal device such as a laptop, smartphone, or desktop computer**, OR

   ✓ **Scanning the survey QR code using a smartphone, and accessing the survey over the internet.**

Accessing the survey by URL

1) **Survey URL** - Complete the survey by inserting the survey URL into a device connected to the internet.

- ✓ The **survey URL is on the poster** that will be sent to you.

- ✓ Participants can **type the URL into the internet browser** of their personal device while on-site at your office, or elsewhere.

- ✓ Participants can **write down the survey URL on a piece of paper** and type it into the browser of their personal device at another time, at another location.

- ✓ A participant could also **text or email the URL to themselves**.

- ✓ If you have email addresses for your program participants, you may **email them the message that will be sent to you that includes the survey URL link,** allowing them to click the survey link to complete the survey.

Accessing the survey by QR Code

2) **Survey QR Code** - Complete the survey by scanning the QR code.

✓ The **QR code is on the poster** that will be sent to you prior to the start of data collection.

✓ If participants have a smartphone or tablet, they can **use the camera app on their device to scan the code**, which redirects them to the survey when they are connected to the internet.

Note:

✓ If your project has a device (computer, smartphone or tablet) for use by program participants, they can use this to complete the survey. If providing access to a publicly-shared device, **project staff must ensure that it is secure and that a participant's survey is not left unattended for anyone else to see**. In addition, program staff should ensure participants click 'Submit' on their survey and close the internet browser before logging off or returning the device that has been used to complete the survey.

Promoting the survey to program participants

✓ Please encourage your program participants to complete the survey during the 4-week survey period.

✓ When introducing the survey please remind participants that it should only be completed once.

Poster

  ✓ A poster (PDF) will be sent to you. Please type your program name in the space provided and print it.

  ✓ **Place the poster in prominent places** at your location.

  ✓ If possible, **print small quantities of the poster** and hand them out to participants who would prefer to complete the survey away from your project.

  ✓ Please do not post the survey on any project-specific social media pages or groups (e.g., Facebook) as these may be accessed by non-participants.

Promoting the survey to program participants

Email to participants

✓ If you have email addresses for your participants:

- You will be sent an email message that you can send to your participants. It contains the survey URL. This email will have a line for you to type in the name of your project.

- If you send the survey email to multiple participants at once, please make sure all email addresses are in the "bcc" line to ensure privacy.

How can projects prepare for the launch of the survey?

1. Review the User Guide that will be sent to you.

2. Determine how your project will promote and implement the survey and discuss the process with program staff.

3. Print a quantity of the poster (type in your project name) and display it throughout your location and/or have them ready to provide to program participants.

4. If you have email addresses for your participants, prepare the introductory email that will be sent to you (type in your project name).

5. Actively promote the survey after it is launched on January 7th and throughout the following 4 weeks until February 4th.

6. If you have staff who could not attend today, you can provide them with this presentation and/or the user guide that will be sent to you prior to the implementation of the surveys.

FREQUENTLY ASKED QUESTIONS (FAQs)

Question: If a participant does not own a personal device, can they complete the survey?

Answer: If your project has a device (computer, smartphone or tablet) that is available for use by participants, then they can use that device to compete the survey.

If participants are given access to a publicly-shared made available by your project at your location, please ensure a participant's survey is not left open or visible on the device.

Question: What if participants do not have access to internet?

Answer: Projects can invite the participant to complete the survey while attending the physical location of the project, if access to the internet or Wi-Fi is available.

In addition, projects may also be able to provide participants with a few alternate locations where internet is available (e.g., a public library) for completing the survey.

FREQUENTLY ASKED QUESTIONS (FAQs)

Question: If a participant completes only some of the survey online and has to leave and come back later, will they lose all the information that they have already entered?

Answer: Participants are encouraged to complete the survey in one sitting. If participants wish to take a break from completing the survey on their personal device, they can leave the survey browser open on their device and return to it later. When using a project-provided computer, smartphone or tablet, surveys must be completed in a single sitting and survey browsers should be closed.

Question: Both parents in a family attend a CAPC program for their child(ren). Should they both fill out the survey?

Answer: No, only one survey per family should be completed. If more than one parent or caregiver is actively involved in the program, they can complete a single survey together.

FREQUENTLY ASKED QUESTIONS (FAQs)

Question: A parent attends a CAPC program without their child(ren). Should they still complete the survey?

Answer: Yes, the parent or caregiver should still complete the survey. Because they attend the program without their child(ren), there will be some questions on the survey they will not complete, but we still welcome their feedback on the questions they can answer.

Question: If a participant attends both a CAPC and a CPNP program, do they fill out a survey for each program?

Answer: Yes. If a participant attends both CAPC as well as CPNP, they should complete both surveys.

FREQUENTLY ASKED QUESTIONS (FAQs)

Question: What if I know or suspect that a participant is not able to read the survey?

Answer: Staff may offer to assist participants who are completing the online survey during programming. Staff can read the items and encourage the participant to enter the response. If you are explaining questions, try to keep your voice as "neutral" as possible to not affect the participant's survey responses.

Question: What if a participant is not able to read or speak in English or French?

Answer: If available, staff could offer translation services if a participant does not speak either official language and they are completing the online survey during programming. When translating try to keep your voice "neutral" and stay as close to the original meaning of the question as possible.

Question: Who should I contact if I have further questions about the survey?
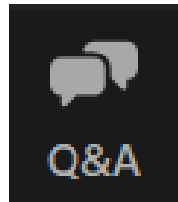
Answer: Please contact your PHAC Regional Program Contact if you have further questions.

Next Steps

✓ Prior to the implementation of the surveys, you will be sent the following:

    ✓ A copy of this Training Presentation

    ✓ A short User Guide summarizing the information presented today

    ✓ Promotional materials (poster and e-mail)

Other questions?

Ask them in the 'Q&A' now!

Thank you for your participation!