Access Alliance
Multicultural Health and Community Services

CYRRC
The Child & Youth Refugee Research Coalition

Home to Home: A Purposeful Journey

Toolkit for Working with Refugee Youth

Disclosure

This toolkit is developed by AKM Alamgir, Serena Nudel, Musammat Badrunnesha, and Sara Maria Daou as a product of the research project "Loss and protracted family separation among refugee children and youth: Examining post-migration impacts and service needs" funded by the Children and Youth Refugee Research Coalition (CYRRC) SSHRC 895-2017-1009, for the period of March 15, 2017 to March 31, 2022.

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Glossary

Collaborative Research Design: Refers to the research practices based on the principle that the generated evidence should be a collaborative process, which includes a diversity of stakeholders and partners with a shared interest in the issue. In this research, the collaborative design enabled academics, research partners, service providers, and refugee youth to collaboratively design, collect, analyze, and interpret data.

Family Loss and Separation: By loss, we mean specific experiences of loss by the refugee youth, such as the death of a family member or losing significant people, sense of home and belonging, and culture (Warr, 2010)[1].
By separation, we mean protracted separation of refugee youth from family members in times of war, conflict, or a social crisis. For instance, parents might send their children abroad for their protection, or youth might flee to Canada on their own.

Focus Group Discussion (FGD): A method for collecting qualitative data on a specific topic from a homogeneous group of people (e.g. refugee youth). The questions are open-ended to stimulate an informal discussion with the participants, which helps to understand their perceptions, beliefs, service needs, and experiences. A focus group discussion takes approximately two hours and consists of 8-12 participants in each group.

Peer Researcher (PR): A researcher who might have personal and lived experiences of the issue being studied and is co-steered by trained researchers.

Service Provider (SP): An individual who provides service to refugee youth and children at an organization in Ontario, Canada.

Youth: In this research, youth refers to persons in the age group of 16-24 years during data collection. However, Statistics Canada defines youth as 16-28 years old, while Human Resources and Skills Development Canada defines youth as 15-24 years old.

1 Warr, S. (2010). Counselling refugee young people: An exploration of therapeutic approaches. Pastoral Care in Education, 28(4), 269-282.

About the Toolkit

Preface

Developed as one of the products of the community-based research project on separated refugee youth, this toolkit comprises a comprehensive set of research and navigation tools to provide diverse stakeholders (e.g. refugee youth, their service providers, researchers, and policy planners) with practice-ready hands-on materials for their use. Some of the tools were created and developed during the COVID-19 pandemic, and as such, adopted new virtual techniques such as the platform Zoom to comply with the Ontario Public Health safety measures of COVID-19. These tools and practice documents are presented here sequentially according
to the course of action of this research.

What is a Research toolkit?

This research toolkit is a compilation of different charts, documents, tips, techniques, and templates developed for this research project. Producing a toolkit is one of the objectives of the research team to support community-based researchers with all necessary items in one place for conducting a comprehensive study. This toolkit will also help different stakeholders gain a better insight into the rigour of the research.

How was it created?

The tools for the research were prepared using a collaborative production design (co-design) approach involving all relevant stakeholders with their full range of participation while conducting the mentioned community based participatory action research. Considering the sensitiveness of the data and the target population in the said research, the team was very mindful of creating these tools to be sensitive, specific, scientifically sound, valid, and accurate. These tools can measure the items and ideas accurately and precisely. Some of the tools are standardized and have been used in the research of a similar nature, while others are customized for the refugee youth targeted in this research. These tools have been approved by the research ethics board after necessary investigations.

About the Toolkit

What are the goals and objectives of creating this toolkit?

This toolkit is developed to help researchers, service providers, community organizations, front-line workers, and anyone else interested in working with refugee youth. The navigation tool and resource list included in this toolkit will help refugee youth, their service providers, and allied support groups to navigate for necessary services. The tools in this toolkit are prepared in a way that tools can be used individually or in combination to support collecting and analyzing sensitive data from a sensitive group or population. Adapting to the new virtual research landscape, the tools for collecting sensitive data using Zoom will help the researchers and service providers without compromising the privacy and confidentiality in their practices. Finally, this toolkit is produced to help the capacity building of the end-users.

Who are the intended users of the toolkit?

This toolkit contains essential elements for refugee youth, their families or guardians, their service providers, and other stakeholders for providing appropriate support for their integration into the Canadian economy/society. This toolkit can be universally utilized based on the needs of various stakeholders, program staff, and researchers. Users can use any tool they require and adapt it according to their changing needs. However, this toolkit is generally intended to target community organizations in Canada who work with refugee youths, different levels of the government, legal services, mental health agencies, refugee youth coalitions, service providers, Canada border services agency (CBSA), and others. Different sections in this toolkit can be utilized by various stakeholders as well as the general population.

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Tool 1: Scoping Review

Considering the uniqueness of the research area, a scoping review (ScR) of literature was planned and conducted to provide an overview of the available evidence on this topic. The research team used Arksey & O'Malley's (2005) framework to conduct the scoping review. This framework consists of five steps: (1) identify the research question(s); (2) identify relevant studies; (3) select studies; (4) chart the data; and (5) collate, summarize and report the data. This scoping review provided the research team with an opportunity to understand the key concepts of the research area, the knowledge gaps in the research, and the types of evidence to inform policymaking in Canada. The scoping review procedure and findings were presented by the research team at different international conferences.

The Preferred Reporting Items for Systematic Review and Meta-analysis for Scoping Review (PRISMA-ScR) model was used to select the most relevant articles for the scoping review. The PRISMA-ScR framework has a structural component comprising the checklist of 20 mandatory and two optional items prepared by the Enhancing the Quality and Transparency of Health Research Network (EQUATOR, 2019).

Learning Objectives:
- Understand the scope and technique of conducting a scoping review (ScR)
- Understand the technique of using the PRISMA-ScR model for conducting a ScR
- Build capacity on using the EQUATOR checklist for using PRISMA-ScR

Intended Users:
- Researchers
- Peer researchers
- Students
- Program Staff

Link to the published article:
https://dalspace.library.dal.ca//handle/10222/79385
Another article on ScR methodology is in: L:\Research\Current Activities\Impact of Family Loss and Separation- CYRRC\KMb\Scoping Review Manuscripts\Manuscript 2 Methodology\Nov 5_Scoping Review Methodology.docx
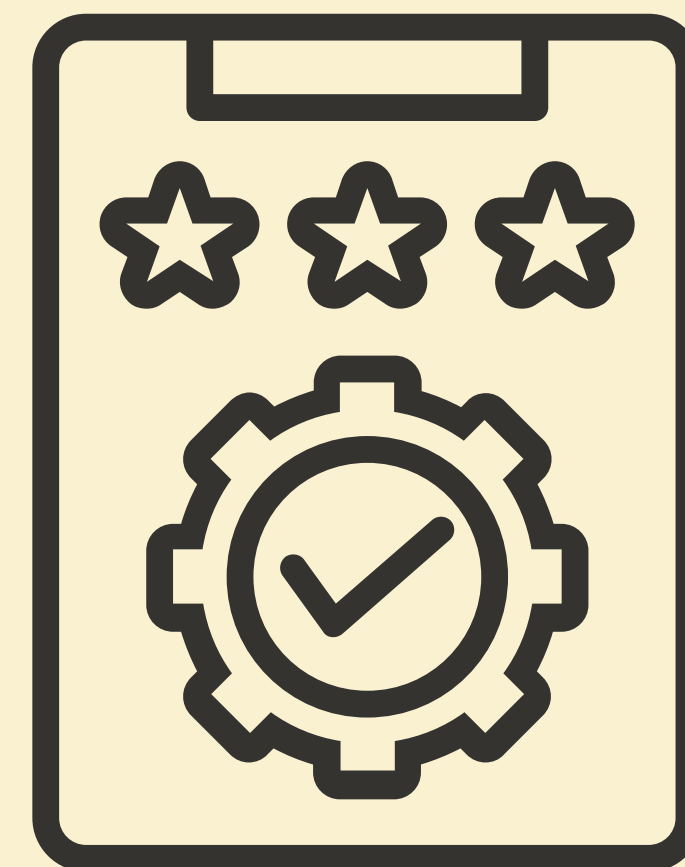
Tool 2: Resource List

The resource list was co-designed by the research team with the participating separated refugee youth, their service providers and staff from relevant community organizations to be used by the refugee youth, their guardians, and service providers. It contains the list of available services in five provinces of Canada, where the largest number of refugees settle, to provide them with information on how to connect with those services. The resource list will help service providers identify the essential services for refugee youths in one place.

Learning Objectives:
- Know about the different services available to refugee youth across five provinces in Canada
- Learn how to access the various services available in those provinces
- Utilize this as a program resource database for service use

Intended Users:
- Service providers
- Refugees
- Newcomers
- Researchers
- Program staff
- Other stakeholders

The resource list is available here:
https://www.dropbox.com/s/6bpwvcktc9x3bld/Resource%20List%20for%20Refugees%20and%20Newcomers%20in%20Canada.pdf?dl=0.
This is available here on the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation-CYRRC\Products\Resource List for Refugees and Newcomers in Canada.pdf.
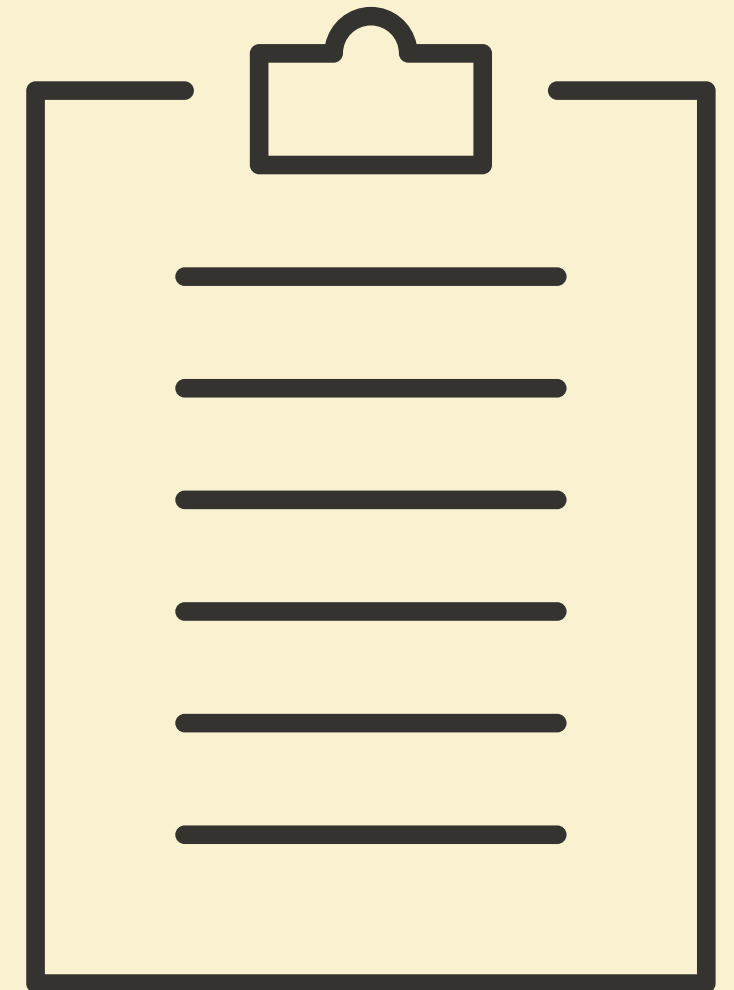
Tool 3: Peer (Researcher) Training Handbook

As a part of this research, the researchers developed a peer researcher training manual to train the peers as community-based researchers capable of collecting sensitive data, transcript data, and analyze data using the collaborative data analysis model. The peer researcher training manual included eight modules for 14 hours for theoretical and 30 hours for practical learning. The peer researcher training handbook (as a manual) was developed to help users implement this module for training peer researchers.

Learning Objectives:
- Capacity building of the peer researchers in community-based research
- Improve the quality of research by following all the ethical guidelines and standards

Intended Users:
- Researchers
- Peer Researchers
- Program staff

The resource is available here:
https://www.dropbox.com/s/mcd92479yz0n4f1/Peer%20Research%20Training%20Report%20-%20Final.pdf?dl=0

This is available here on the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation- CYRRC\Products\PI Training Handbook - April 2020.pdf.

Tool 4: Collaborative Data Management and Analysis Plan

Collective effort and participatory contribution in data management and analysis are essential components of community-based research. However, a clear pathway and procedure for collaborative data analysis are not always available for practice. This tool describes a participatory data approach utilized at different phases of the research- co-design, co-analysis, and dissemination phases. The research team and the community advisory board collaboratively worked together for creating and utilizing this idea.

Learning Objectives:
- Learn collaborative decision making for research
- Build capacity on the co-design, co-analysis, and dissemination phases
- To understand the collaborative data analysis plan

Intended Users:
- Researchers
- Peer Researchers
- Program staff

The DEPICT model article is available here:
https://www.dropbox.com/s/4bpqg31iyj9mqil/Depict%20model.pdf?dl=0
Another resource for a collaborative design model is available here: https://pubmed.ncbi.nlm.nih.gov/30682790/.
Such an ideation presentation (no copyright) is available on the Access Alliance shared drive location: L:\Research\Current Activities\Impact of Family Loss and Separation- CYRRC\Admin\Peer researchers\Training\Co-design Idea-Akm.pptx.

Tool 5: Risk Prediction Management Template

A project risk prediction management template is a step-by-step instructional document. It identifies and anticipates an unexpected situation that places the project activities at risk and assists in finding ways to solve this challenge.

Learning Objectives:
- Identify different levels of risk and determine their magnitude
- Learn how to manage the risks to minimize their impacts on the project's activities
- Build capacity on operating a research project effectively overcoming the risks

Intended Users:
- Researchers
- Community Agencies
- Program staff

The resource is available here:
https://www.dropbox.com/scl/fi/s5f885z669g1ayy5de2gx
/Risk-prediction-Management-Template.gdoc?dl=0&rlkey=x0fwd5h8si6hzus539jsf2b6y
 The document is saved here, at the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation-CYRRC\Products\Risk prediction Management Template.docx.
 Adopted PTSD screening tool is saved here, on the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation- CYRRC\Data Collection\PTSD-ScreeningTool.docx.
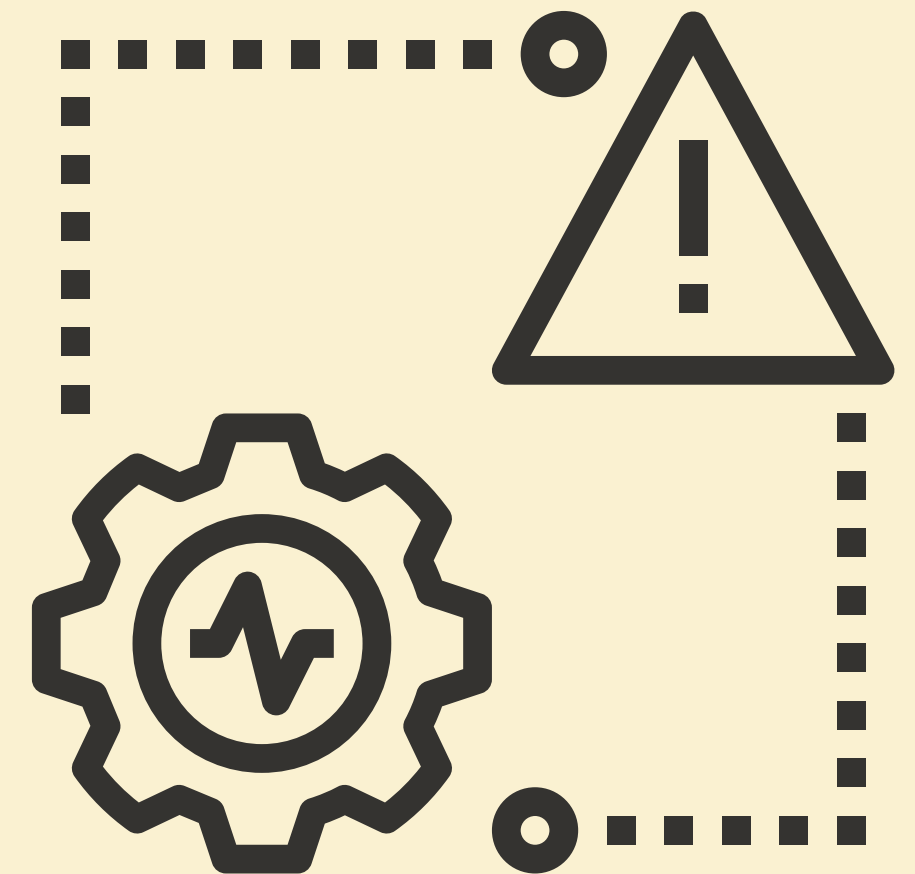
Tool 6: Outreach Recruitment Plan

Creating an outreach plan is the best practice to structure and evaluate outreach efforts. The outreach plan helps researchers stay focused on targeted activities. Conducting the focus group discussions during the pandemic was challenging. Thus, the research team had to explore alternative avenues and utilize internal and external networks and resources in recruiting refugee youth for refugee youth focus group discussion.

Learning Objectives:
- Learn about the best practices to reach the targeted population
- Learn how to identify different resources and networks in order to
- Support the recruitment of interviewees for the focus group discussion
- Understand how to design a step by step outreach plan based on the project's goal and activities

Intended Users:
- Researchers
- Peer Researchers
- Community Agencies
- Outreach Workers
- Project Coordinators

The resource is available here:
https://www.dropbox.com/scl/fi/5ebm94cosb2u11hhipwc2/OutreachPlan.gdoc?dl=0&rlkey=9cot401a41uue3kuh000xcl5m
 The document is saved here, at the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation-CYRRC\Data Collection\Outreach Plan.docx.

Tool 7: Recruitment Flyer

The posters and flyers were utilized as tools for recruiting participants for FGs. The recruitment flyers were distributed to potential participants as mentioned in the 'Outreach Plan' and were also posted on Access Alliance's Instagram page. The flyer contained information that the refugee youth needed to know about the focus group discussion (e.g. time, location, honorarium, etc.). The flyer also has the eligibility criteria for refugee youth to participate in the research (i.e. age, status in Canada, residence location).

Learning Objectives:
- Understand how refugee youths are recruited for focus groups
- Utilize [and/or] adapt the recruitment posters and flyers based on one's research needs
- Learn about the eligibility criteria of the recruited refugee youth in this research

Intended Users:
- Researchers
- Program Staff
- Service Providers

The resource is available here:
https://www.dropbox.com/s/bcejzci9mmoq59f/FG%20recruitment%20-%20Youth%20-%20Final%20-%20Sept%2018.pdf?dl=0
 A sample recruitment flyer is saved here, on the shared drive of Access Alliance: L:\Research\CurrentActivities\Impact of Family Loss and Separation- CYRRC\REB\CREOsubmission\Final\FG recruitment - Youth - Final - Sept 18.pdf.
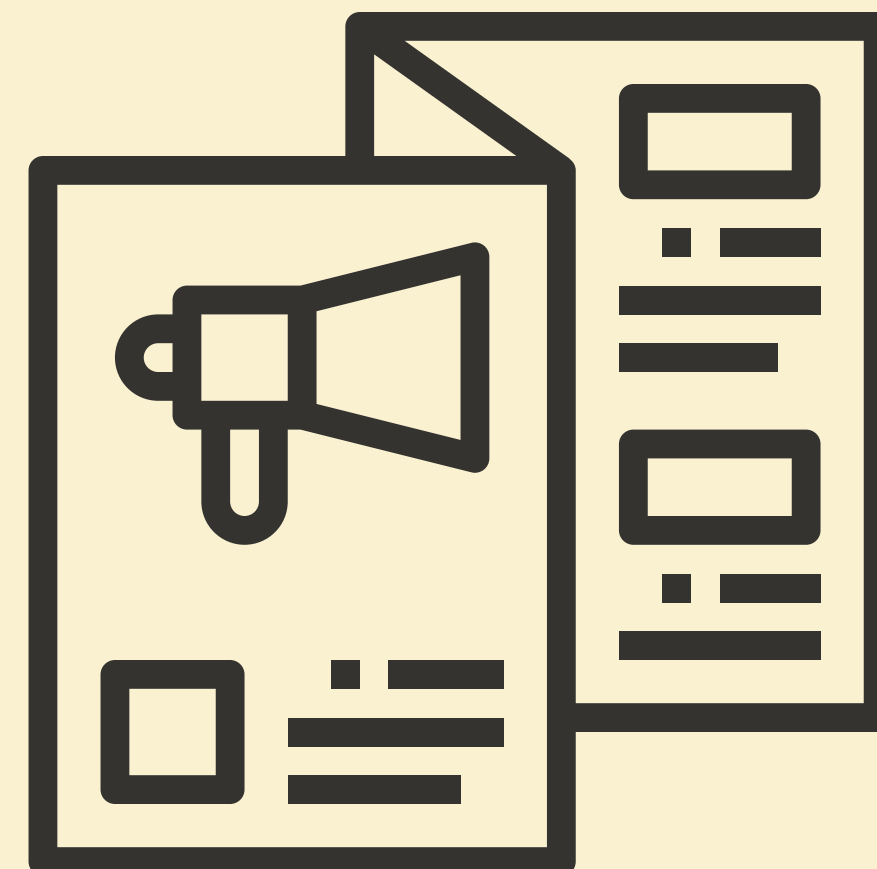
Tool 8: Informed Consent and Assent Process for Collecting Sensitive Data from Sensitive Populations

The informed consent was developed based on the current research best practices. It is essential to obtain informed consent before collecting any data from participants in the research process.

Peer researchers were trained before conducting the focus group on how to collect sensitive data without causing harm to the vulnerable population, such as including informed consent and screening for emotional stability. They were also trained on collecting sensitive data during the focus group discussions by establishing trust and beginning with less sensitive questions. Finally, they were trained on what to do after collecting sensitive data, such as checking the emotional experience of the interviewee and referring to a counselor, if needed. It is important to note that a counsellor was available during data collection because the focus group may have triggered negative emotions in the participants.

Learning Objectives:
- Understand the language/ tone of an informed consent form prepared for a vulnerable population
- Learn about how to collect informed consent from a vulnerable population group
- Train future researchers on how to "collect sensitive data" from a vulnerable population during a focus group discussion

Intended Users:
- Researchers
- Peer Researchers
- Service Providers

The resource on "Collecting Sensitive Data" is available here:
https://www.dropbox.com/s/hp4bg9obe1o3bgz/Service%20providers%20demographics%20for%20report.pptx?dl=0
A sample informed consent form is saved here, on the shared drive of Access Alliance: L:\Research\CurrentActivities\Impact of Family Loss and Separation- CYRRC\REB\CREO submission\Final\Informed Consent - Youth -Final.pdf.

Tool 9: Virtual Focus Group Discussion Scripts

When co-facilitating a focus group discussion on Zoom, it is crucial to develop a focus group discussion script. In the script, a specific time is allocated for each section (e.g. Introduction-10 min), and each section is further divided by each facilitator's narrative. Developing a focus group discussion script helped in several ways: (1) the focus group discussion was more organized and structured as confusion was avoided, (2) the focus group discussion script helped facilitators focus on the given topic while ensuring all necessary information was asked and included; and (3) the focus group discussion script helped the researchers to facilitate the focus group effectively.

Learning Objectives:
- Learn about a virtual focus group discussion script
- Adapt this script for different scenarios
- Learn how to divide the timing for each section

Intended Users:
- Researchers
- Peer Researchers
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A sample script is available here: https://www.dropbox.com/s/1ftogh25ykzshgh/Focus%20Group%20Script%20-%20Updated.docx?dl=0
The document is saved here, on the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation-CYRRC\Data Collection\Zoom Focus Group Script.docx.

Tool 10: Tips to Arrange a Successful Focus Group Discussion Using Zoom

Collecting data from a focus group is a time-tested technique to collect data in qualitative research. It also helps discover trends and opportunities based on group discussions, beliefs, and opinions, focusing on what people say vs what they do. In a regular focus group, 7–9 participants are invited to the discussion guided by a moderator; a session lasts about 2 hours.

COVID-19 affected the execution of regular focus groups, as we needed to ensure social distancing. The research team adopted a blended model interviewing the participants via zoom and guided by the traditional approach.

Learning Objectives:
- Understand the systematic process of a group meeting [and/or] interviews for a research project
- Learn how to create an operational plan for Zoom focus group discussion [and/or] interviews
- Learn how to prepare the research team to conduct a virtual focus group discussion [and/or] interviews

Intended Users:
- Researchers
- Peer Researchers
- Community Agencies
- Program Staff

This resource is available here:
https://www.dropbox.com/scl/fi/89oizeef8jd8ardyhrn6d/Tips-to-Arrange-Successful-Focus-Group-Using-Zoom.docx?dl=0&rlkey=5r0rrm41wbv1zunh7z22phqnc

The document is saved here, on the shared drive of Access Alliance: L:\Research\Current Activities\
Impact of Family Loss and Separation- CYRRC\Data Collection\Tips to Arrange Successful Focus Group Using Zoom.docx

Tool 11: How to Use Zoom for Focus Group Discussions

Zoom plays a vital role as the leader in modern enterprise video conferences, with an easy, reliable cloud platform for video and audio conferencing, chat, and webinars across mobile, desktop, and room systems. (https://zoom.us) Zoom is also easily accessible by everyone as it has a free option for general, a business option for data privacy and confidentiality, and is considered a user-friendly application.

Due to the COVID-19 pandemic and adhering to the Ontario provincial health and safety guidelines, the project team arranged focus group discussions with refugee youths through Zoom instead of in-person meetings.

Since utilizing Zoom for focus group discussions in research is a new method, a user manual of "How to Use Zoom for Focus Group Discussions" was created for the research team and future researchers or users.

Learning Objectives:
- Learn how to navigate and effectively use Zoom features to become familiar with them
- Learn how to maintain the focus group discussion's confidentiality while utilizing Zoom (i.e. locking the room)
- Learn how to allow everyone to participate during the Zoom focus group discussion
-
Intended Users:
- Researchers
- Peer Researchers
- Program Staff
- Other Users

The document is available here: https://www.dropbox.com/scl/fi/nc6sel08gqeaj9qc461ew/How-to-Host--a-Focus-Group-on-Zoom.docx.docx?dl=0&rlkey=a1598recs745j6mi8f9p8r0ti#heading=h.gjdgxs
 The document is saved here, on the shared drive of Access Alliance: L:\Research\Current Activities\Impact of Family Loss and Separation- CYRRC \Data Collection\How to Host a Focus Group on Zoom.docx.

Tool 12: Knowledge Mobilization (KMb) Plan

KMb is an interactive dynamic process of sharing technical knowledge to end-users to meet the target population's needs or provide better services. The method comprises a set of strategies and a range of nonlinear activities that bring together knowledge generated by external parties and internal expertise to make it accessible to practitioners.

The detailed KMb plan outlines this research's target audience, the best strategies to connect with them, the intended outcome, and the outcome indicators. The KMb plan also contains a few specific KMb events and a tentative budget for year-long KMb initiatives.

Learning Objectives:
- Understand the importance and scope of different knowledge mobilization methods
- Learn tips and techniques on how to share learned lessons of particular research to make an impact on a policy level
- Support community-based organizations, researchers, and relevant stakeholders by setting clear goals and identify different outcomes
- Gain skills on how to create an action plan

Intended Users:
- Public, Researchers
- Policy Specialists/Government bodies
- Community- based organization/Service agencies
- International Agencies

This resource is available here:
https://www.dropbox.com/scl/fi/71hy6bw8iegg6iqsrctse/KMb-plan-Refugee-Youth-Project.docx.docx?dl=0&rlkey=fbzwtjjf5wdp57ovsq52a66fk
The document is saved here, on the shared drive of Access Alliance: L:\Research\Current Activities \Impact of Family Loss and Separation-CYRRC\KMb\KMb Plan\KMb plan Refugee Youth Project.docx.

Thank You for Using this Toolkit