



**Canadian Mental
Health Association**
Newfoundland and Labrador

Interview Guide

Opening Script

Hello (), my name is (interviewer's name), and this is (supervisor's name). (Greeting from supervisor). Thank you very much for taking the time to meet with us today. This interview is currently being recorded but the information you provide today will be kept anonymous in the publication of the Public Report Project unless you are asked to be a feature in the report. If this is the case, we may reference your name, services you have accessed or attempted to access, a photo that you provide of yourself, and information that you provide during this interview. We will not publish your feature without your reviewing and approving the feature.

There may be situations where anonymity cannot be maintained, such as if the court subpoenas the information for court purposes, if at any time we feel you may be a risk to harm either yourself or others, and/or if at any time we feel a child might need protective intervention. Other than that, all information will be treated as anonymous, unless consent was given to become a feature after your reviewing the feature. We've taken protective measures to make sure that recordings will not be seen by anyone other than the study team, as outlined in the consent form, but there is always a risk that recordings may be accessed by a third party without our knowledge or our permission. I will be your interviewer and (supervisor's name) will be shadowing the interview. (Supervisor's name) will now say a few words. (Supervisor now speaks) Hi (participant's name) I am the Regional Manager at the Canadian Mental Health Association in Newfoundland and Labrador and I am here as a safety measure in case you feel that any of the material covered today brought about any discomfort and require assistance accessing mental health and/or addictions supports at any time during or after the interview.

(Interviewer now speaks) Thank you (supervisor's name). The interview today is going to involve 18/20 questions and will last between 60-90 minutes. If, at any point, you would like to stop or take a break please let us know. Your participation is voluntary and if there are any questions that you do not feel comfortable answering or that you do not want to answer just say "pass" and we will skip the question. If any questions are unclear, please let me know and I will do my best to reword them.

Our goal is to identify gaps in mental health and addictions services, opportunities for improvements, highlight beneficial services, and support positive change in the Newfoundland and Labrador mental health and addictions system. With your help, we will be able to provide a voice to those who have accessed or attempted to access mental health and/or addictions resources in Newfoundland and Labrador.



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Before we get started, do you have any questions or is there anything you would like or need? (Participant's response). Alright, let's get started.

Questions

- 1) Some people have experienced difficulty accessing mental health and addictions services, but others have not. What was your experience like accessing/using mental health and addictions resources in your community? (getting services, finding info services, where to get services, how to access services).
- 2) Once you had accessed mental health and/or addiction services, what was your experience like navigating the mental health and/or addictions systems? (transitioning services, into, between, and out, steps order and receive, continue services – phone calls, filling out applications, referrals, finding the address)
- 3) Have your own or others' attitudes or behaviors/opinions/thoughts/beliefs about mental health and/or addictions influenced your experience accessing mental health and/or addictions services?
- 4) If you had to wait before receiving access to mental health and/or addictions services, please tell me about your experience while waiting for access to these services. (immediate, delays, such as on the phone or before able to meet with someone, wait service to be approved, return call, what passage of time was like)
- 5) Have you ever tried to access mental health and/or addictions services during a mental health and/or addictions crisis (however you would define crisis)? (if yes, what was that experience like) (did you have contact info-needs, get in touch, satisfied service)
- 6) If you have accessed or attempted to access virtual (online, computers) mental health and/or addictions services, what was your experience like? (were you aware, did they meet your needs, experience accessing)
- 7) Do you feel that the mental health and/or addictions services that you have accessed in your community have been effective (worked, useful)?
- 8) How would you describe your relationship with your mental health and/or addictions care providers?
- 9) How would you describe your level of social support from peers, friends, caregivers, and family in relation to your accessing mental health and/or addictions services?
- 10) Some people who have accessed mental health and addictions services do not have secure housing and others do. Have you experienced difficulty securing housing? Do u where u live access, for example, securing housing, geographically rural



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11) It has been suggested that some people experience language barriers (accents, words that they used, language that they used, terms used, hard to understand each other) when trying to access mental health and/or addictions services, but others do not. Have you experienced any language barriers when trying to access mental health and/or addictions services?

12) Have you ever been asked for feedback on the quality of the mental health and/or addictions system in your community before participating in this study?

13) How involved (presented with choices, options for treatment) did you feel in deciding which mental health and/or addictions services were best for you?

14) Did you feel as though your mental health and/or addictions care providers listened to you and understood your needs?

15) Have you ever felt as though you were treated differently than other clients or treated unfairly due to your gender, age, sexual orientation, ethnicity, religious beliefs, ability, the type of service(s) you were seeking, or any other reason while accessing mental health and/or addictions services?

16) Is there anything else related to mental health and/or addictions services that you would like to discuss that we have not?

17) Do you feel as though the coronavirus pandemic has impacted your experience accessing mental health and/or addictions services? (is yes, in what way)

18) What is your opinion on the title of the public report for this study being “Embracing Experiences and Enhancing Inclusiveness”?

Probing Questions

If a participant mentions an experience involving hospitalization, a probing question to ask is: “How would you describe your experience at the hospital(s)?”

If a participant mentions an experience involving incarceration, a probing question to ask is: “What was that experience like?”

Pilot Study Questions

Thank you very much for taking the time to answer all of our questions. You are one of our first three participants to complete this interview and we were wondering if you would be willing to answer two additional feedback questions for us to ensure the quality of our study. (Participant’s response). Thank you.

1) How did you find the interview?

2) How did you find the wording of the questions?



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Debrief

****make sure person feels safe if mentions suicide or self-harm**

Thank you very much for taking the time to talk with us today. To thank you for your time, would you prefer if we mail you a \$25 Tim Hortons gift card or a cheque worth \$25?

(Participant's response).

In order to mail you the gift card or cheque, we will need your mailing information. Would you prefer if we stop the recording and go over mailing details through zoom or the telephone right after the interview or would you prefer to provide that information through email?

(Participant's response).

We expect the results of the study to be made publicly available on our website by February 2021 at the latest. If you found any of the material brought about any discomfort today and would like support accessing mental health and/or addictions services (supervisor's name) is here to help after we stop the recording. We will now stop the recording to collect mailing information, to address any questions you may have, and for an opportunity to speak with Bailey without being recorded.