

# Focus Groups: Safety in Sport FAQ

## WHY ARE WE RUNNING FOCUS GROUPS?

We're working to enhance the user experience of the Flag Tool for Sport by facilitating a virtual focus group with the support of Fractal Communications. We want to learn from a wide variety of members in the sport community who might use the Tool in the future, so that it is as easy to use and as understand as possible.

## WHO WOULD WE LIKE TO HEAR FROM?

We would like to hear from people who participate in any way in organized sport in British Columbia.

## WHEN AND WHERE WILL THE FOCUS GROUP HAPPEN?

Fractal Communications will run four focus groups for viaSport. We will do our best to group participants with other people who have similar roles in sport (for example, athletes with other athletes). All of the focus groups will take place virtually, using Zoom.

## WHAT QUESTIONS WILL WE ASK?

We're interested in understanding how to improve the overall user experience of the tool to inform what elements of the resource need to be enhanced. There will be a series of questions and group discussions about the following topics throughout the sessions.

1. What are your first impressions of the Tool?
2. How can we make the questions easier to understand and answer?
3. How can we improve the UI to improve user experience?

## HOW LONG WILL IT TAKE, AND WHO WILL I BE TALKING TO?

The focus group will be up to 90 minutes in length, and you will be part of a group of 8 – 10 people from diverse backgrounds within the BC sport community. The groups will be organized and facilitated by Fractal Communications. The discussions will be managed according to the following group guidelines:

- Ask for clarification before assuming another person's intent
- Be polite, respectful, and patient
- Be curious; seek to understand rather than persuade
- Own your intention and impact
- Invite and honour diversity of opinion
- Refer to people and groups by the names and pronouns they prefer

## WILL WHAT I SHARE BE TRACED BACK TO ME?

We're trying to understand what people need from as many perspectives as possible. We appreciate your candid insights and will ensure that whenever data is shared beyond the people in your focus group, it will not be traceable back to you or your organization. Information will be anonymized and no names will be used when the results of the focus group are reported.

We will digitally record the audio from each focus group because your input is important to us and we want to make sure it is reflected accurately. Please note that if at any point, information is shared related to a criminal act, the facilitators have a duty to report.

## HOW WILL YOUR PRIVACY BE PROTECTED?

All private information and recordings will be stored in a secure location and will be password protected. Only people involved in the project will have access to the digital recordings, and who are subject to a non-disclosure agreement. Data from your Expression of Interest form and the digital recordings of the focus groups will be stored for up to one year, and will then be deleted.

## HOW WILL WE USE THE INFO YOU GIVE US?

We will have someone in each focus group taking notes about what is said, without recording any names or identifying information. After all of the focus groups are finished, we will summarize all of the notes for each question into our overall findings. We will use these findings to help make changes to the Flag Tool for Sport website design and content.

We will share our findings with all of the focus group participants, as well as with those who are involved with the project. Other people will see the gist of what you've said but they won't know who said it. Ultimately, we may write reports or articles about this process and any outcomes of the work. Nothing personally identifying will be included.

## WHAT ARE THE BENEFITS OR RISKS?

You'll be asked to share your ideas about feeling safe raising a concern, so it's always possible this could surface some uncomfortable feelings. If that happens, you can take a break or leave the conversation. We will provide information on how to access mental health services that could support you.

The information you give will help us create the best possible experience for people who use the new complaint process in the future. By talking to people across the province and from all levels and roles within sport, we'll have a better understanding of what everyone needs from a new complaints process so we can try to build solution to meet those needs.

We will be offering an honorarium of \$50 to people who participate in the discussion, to recognize the value of your time and perspective.

## HOW CAN YOU SIGN UP?

If you're interested in taking part, you can complete the Expression of Interest form through the link below.

At viaSport, we strongly believe diversity enhances our ability to address challenges and develop creative solutions. To ensure each focus group represents a diverse range of perspectives, we kindly ask you to self-identify in various areas of diversity on the Expression of Interest form. Your responses will be kept confidential and will only be used to form inclusive focus groups with similar participant roles.

## WHEN WILL I KNOW IF I'VE BEEN SELECTED?

**We will let you know by April 8, 2024** if you have been selected or not, which focus group you have been invited to, and we will share the meeting link. In case we have more people interested than spots available, we will prioritize forming groups based on similar participant roles and on diversity in our selection process.

## HAVE QUESTIONS?

Please contact Vanessa Perrin, viaSport's Safe Sport Coordinator by email at [safesport@viasport.ca](mailto:safesport@viasport.ca)