

## Appendix 2: Data Collection Tool using SenseMaker®

### Welcome

Thank you for helping us support our community through mobilizing their stories of navigating COVID-19 and its impacts on their life and health. Completing this tool will allow us to collectively reflect on the community members' experiences from the perspective of the brokers and natural leaders. This will allow us to plan interventions that are meaningful, supportive and to advocate for needed system changes.

This study is different to the more commonly used surveys. It will take you approximately 8 to 10 minutes to complete your entry. Your insights are completely anonymous and are held on a secure encrypted server.

There are no right or wrong answers. React to the prompt and reflect on your experiences with your clients in the past week.

### Reflect on something you observed in your work as a broker or natural leader as it relates to 9 MCHB urgent areas:

COVID-19 prevention and management, food insecurity, family violence, mental health, triggers of past trauma, maternal care, care of non-COVID conditions - acute care, chronic illness care and serious illness care

#### 1 Please share your response here (point form is fine):

#### 2 Give your experience a title:

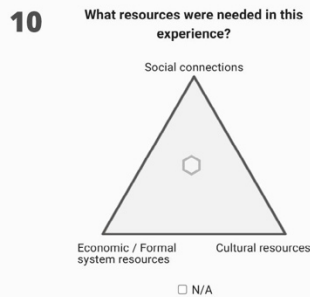
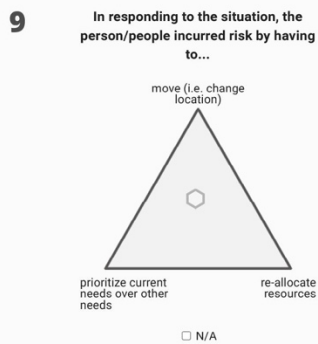
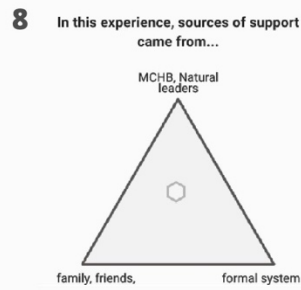
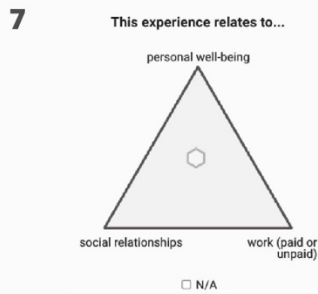
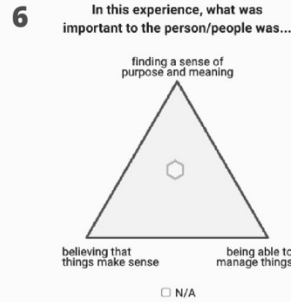
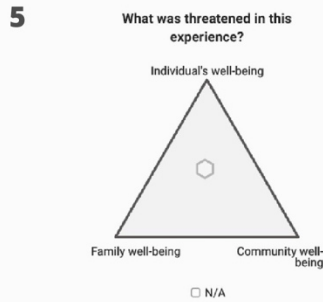
#### 3 This experience relates to the following areas (select all that apply):

- COVID19 prevention and management
- Food Insecurity
- Family Violence
- Mental Health
- Triggers of Past Trauma
- Maternal Care
- Care of Non-COVID Acute medical illness
- Chronic Illness Care
- Serious Illness Care
- Immigration
- Other

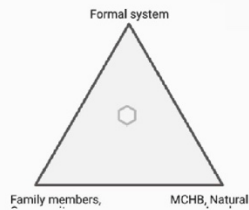
#### 4 I am broker # (please enter your broker #)

Please drag the ball in each triangle to a position that best describes the experience you have described. The closer the ball to any one corner, the stronger that description is in relation to your experience. However by placing the ball in the centre means you agree equally with all three. If a triangle topic does not relate to your example, check the N/A box.

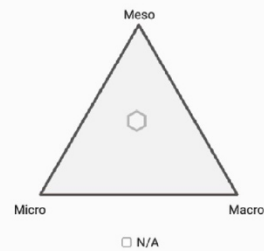
How did you have your last cup of coffee or tea?



**11** In this experience, where do you feel the most improvement could come from?



**12** This story is at the level of...



**13** How recently did the events in this story take place?

- Within the past week
- Within the past month
- More than a month ago, but after the COVID19 pandemic began
- Before the COVID19 pandemic began
- I don't know

**14** How common do you think this experience is?

- Almost never happens
- Happens once in awhile
- Somewhat common
- Happens all the time
- I don't know

**15** My source of information is...

- Personal observation
- Someone told me a story that happened to them
- Someone told me a story that happened to someone else
- My opinion

**16** In this story, the needs of the person/people were met...

- Completely
- Mostly
- Somewhat
- Not at all
- I don't know
- N/A

**17** Choose the best descriptor of the emotional intensity of this story?

- Strongly positive
- Positive
- Neutral
- Negative
- Strongly negative

**18 This story relates to which community?**

- Bhutanese
- Chinese
- Eastern European
- English-speaking African
- Ethiopian / Eritrean
- Filipino
- French-speaking African
- Middle Eastern
- Oromo
- Russian
- Somali
- South Asian
- South Sudanese
- Spanish
- Other

**19 My role in this story was...**  
(select all that apply):

- Advocate
- Catalyst of change
- Collaborator
- Community mobilizer
- Companion
- Cultural guide
- Cultural interpreter
- Educator
- Facilitator
- First point of contact
- Information sharer
- Liaison
- Linguistic interpreter
- Mediator
- Mentor / peer support
- Navigator
- Resource mobilizer
- Other