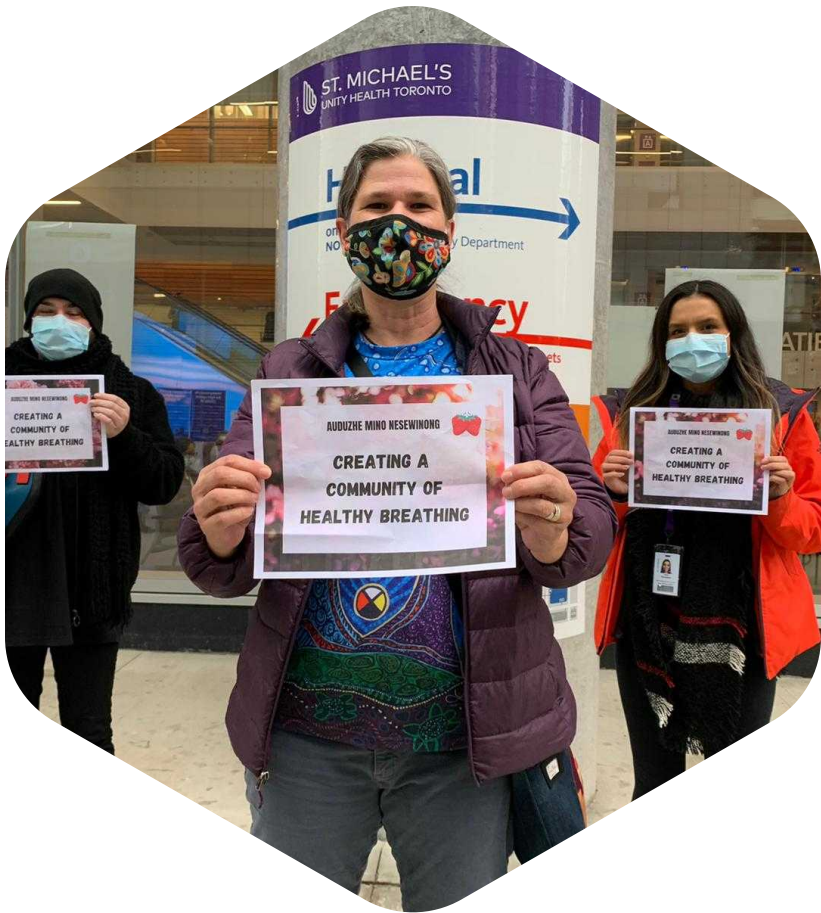


# Evaluation Summary Report

## We Count COVID-19: Auduzhe Vaccine Clinics May 4th & May 11th, 2021

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# Table of Contents

<b>Background &amp; Overview.....</b>	<b>2</b>
<b>Methods.....</b>	<b>3</b>
Data Collection & Analysis.....	3
<b>Results.....</b>	<b>4</b>
Thematic Analysis.....	8
Thematic Overview of Positive Feedback.....	9
Thematic Overview of Constructive Feedback.....	10
Word Cloud of Responses.....	11
 <b>Summary &amp; Next Steps.....</b>	 <b>12</b>
 <b>Appendix 1: We Count Covid-19 Reference Group.....</b>	 <b>13</b>
<b>Appendix 2: Vaccine Clinic Feedback Survey.....</b>	<b>14</b>



# Background & Overview

The “We Count COVID-19: Demonstrating an Integrated and Indigenous Led Public Health Approach to First Nations, Inuit, and Métis (FNIM) COVID-19 Case Identification and Response in Urban and Related Homelands” project, led by Dr. Janet Smylie and community partners, Seventh Generation Midwives Toronto (SGMT) and Native Men’s Residence (Na-Me-Res), focuses on the rapid implementation of a demonstration project to address data gaps and bolster public health responses in an urban COVID-19 epicentre (Toronto). With support from a local reference group which includes more than 20 urban Indigenous and allied health and social service providers (see Appendix 1 for list of local organizations on the project reference group), the **overarching goal** of We Count COVID-19 is: *to work in partnership with local urban health and social service providers to rapidly design, implement, evaluate, and share an Indigenous community-led and situated FNIM-specific COVID-19 case identification and public health follow-up demonstration program in Toronto.*

Auduzhe Mino Nesewinong (Anishnabeek: Place of Healthy Breathing), a community-led comprehensive Indigenous-specific COVID-19 response clinic that supports Indigenous individuals and families impacted by COVID-19 in Toronto, was established, and opened on October 16, 2020. The clinic offers rapid testing, case management, Indigenous-specific contact tracing, as well as outreach services for those who are experiencing or at risk of COVID-19. In early 2021, the Auduzhe Mino Nesewinong clinic partnered with University of Toronto Waakibiness-Bryce Institute for Indigenous Health (WBIH) and Sunnybrook Hospital to expand and start offering COVID-19 vaccinations, in addition to COVID-19 testing, case management, contact tracing, and outreach services.



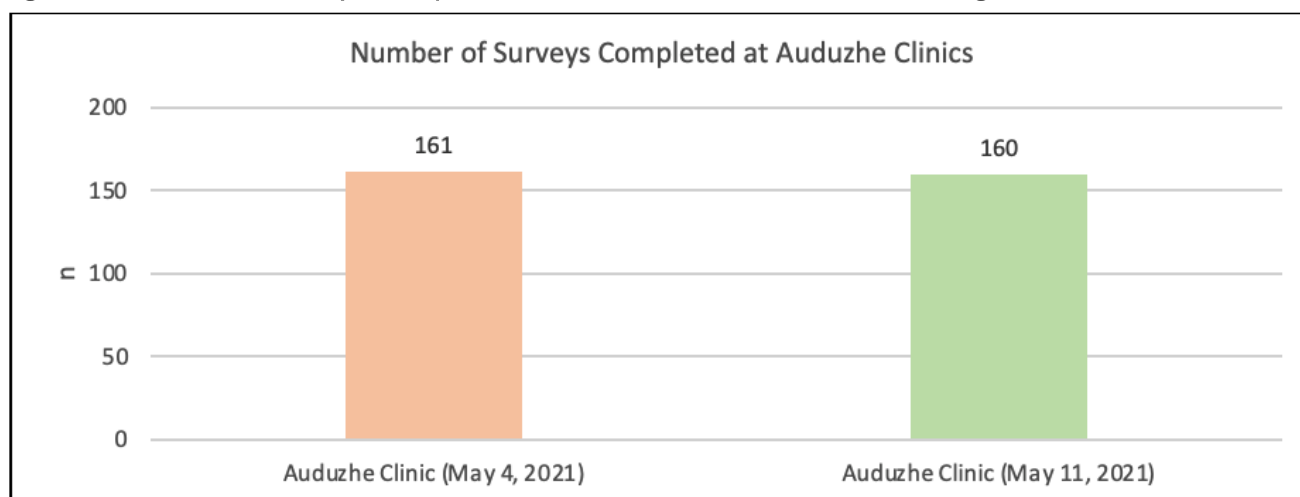
Auduzhe Mino Nesewinong and WBIH organized a series of vaccination clinics in early May and June 2021. Two vaccination clinics took place at Auduzhe Mino Nesewinong, located at 22 Vaughn Road in Toronto, where culturally safe access to the COVID-19 vaccination was provided to the local FNIM community. A total of 348 FNIM were vaccinated at the two Auduzhe Mino Nesewinong clinics on May 4, 2021 (n=173) and May 11, 2021 (n=175). To date, 8,057 vaccinations have been administered to the FNIM community in Toronto by Auduzhe Mino Nesewinong and partner clinics.

# Methods

## Data Collection & Analysis

Individuals who were vaccinated at the clinic were given the opportunity to provide feedback about their experience through a COVID-19 vaccination clinic feedback survey. There was a 92% response rate among individuals vaccinated, where a total of 321 individuals participated in the COVID-19 vaccination clinic feedback survey at the two Auduzhe Mino Nesewinong vaccination clinics on May 4, 2021 (n=161) and May 11, 2021 (n=160) (see Figure 1). The vaccination clinic feedback survey comprised of 8 questions about their experience accessing an Indigenous-led vaccine clinic, the communication and information shared by organizing staff and clinicians before and during the vaccine event, and the participants' preferences for an Indigenous-specific vaccination clinic (survey tool can be found in Appendix 2).

Figure 1: Number of surveys completed at two Auduzhe Mino Nesewinong vaccination clinics



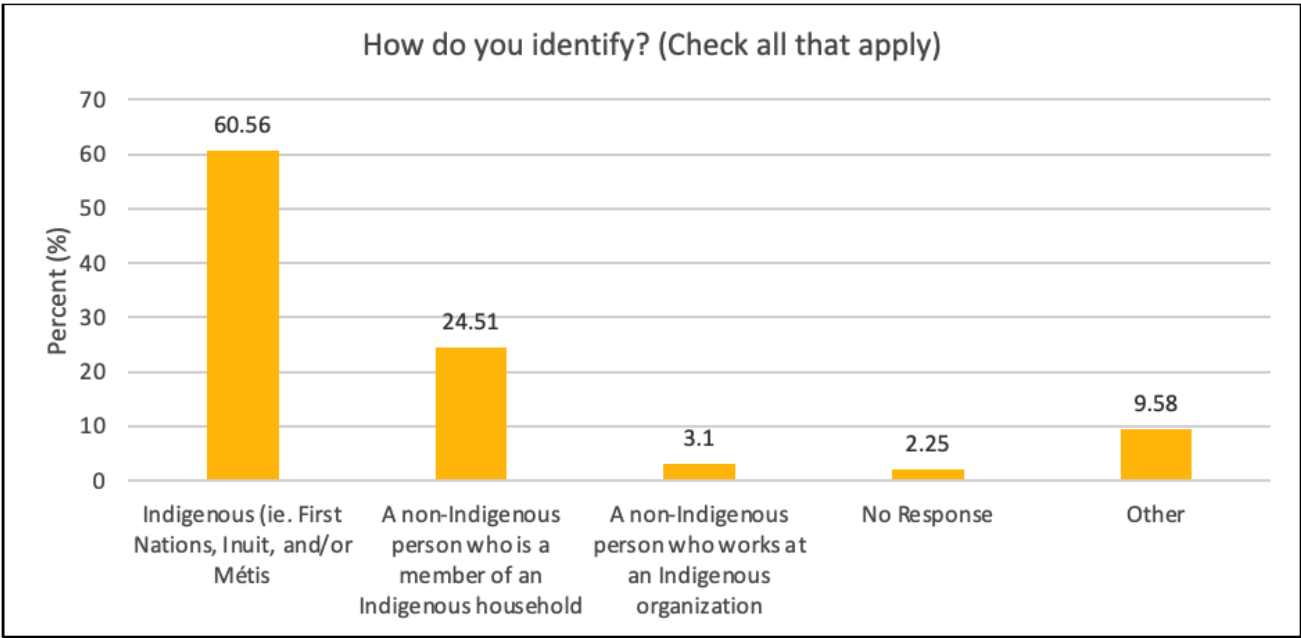
Auduzhe clinical staff administered the surveys to participants after the received their vaccine dose to complete during the 15 or 30-minute observation period. Upon departing the observation area, clients were able to drop off their completed surveys in a lock box that was observed by an Auduzhe staff member. Data was input into Qualtrics and an aggregate summary report specific to the two Auduzhe Mino Nesewinong vaccination clinics was produced.

The feedback surveys also offered space for participants to provide written feedback regarding the function of the clinic, their experiences, and recommendations or suggestions for improvement. All comments were transcribed verbatim, analyzed, and organized into the following two themes: 1) positive feedback; and 2) constructive feedback. Subthemes were produced for each theme.

# Results

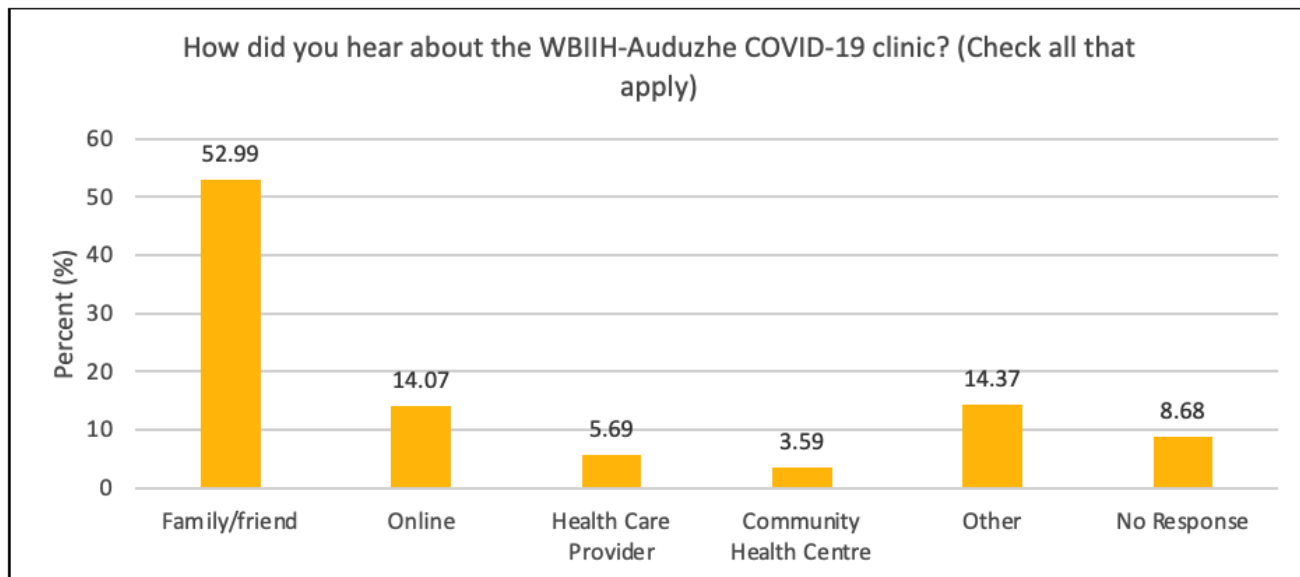
The majority of participants identified as Indigenous (60.56%) or a non-Indigenous person who is a member of an Indigenous household (24.51%). Some participants identified as a non-Indigenous person who works at an Indigenous organization (3.10%) or other (9.58%) (see Figure 2).

Figure 2: Distribution of responses to survey question “how do you identify?”



Most participants reported that they heard about the WBIH-Auduzhe vaccination clinic through a family/friend (52.99%) or online (14.07%) (see Figure 3). Participants who selected other were given the opportunity to specify. Participants reported, “Métis Nation of Ontario”, “social work”, “TV”, “Native Canadian Centre”, “Native Child & Family Services”, “Work”, “Where we got our first dose”, “Social media/online”, and “Aboriginal Legal.”

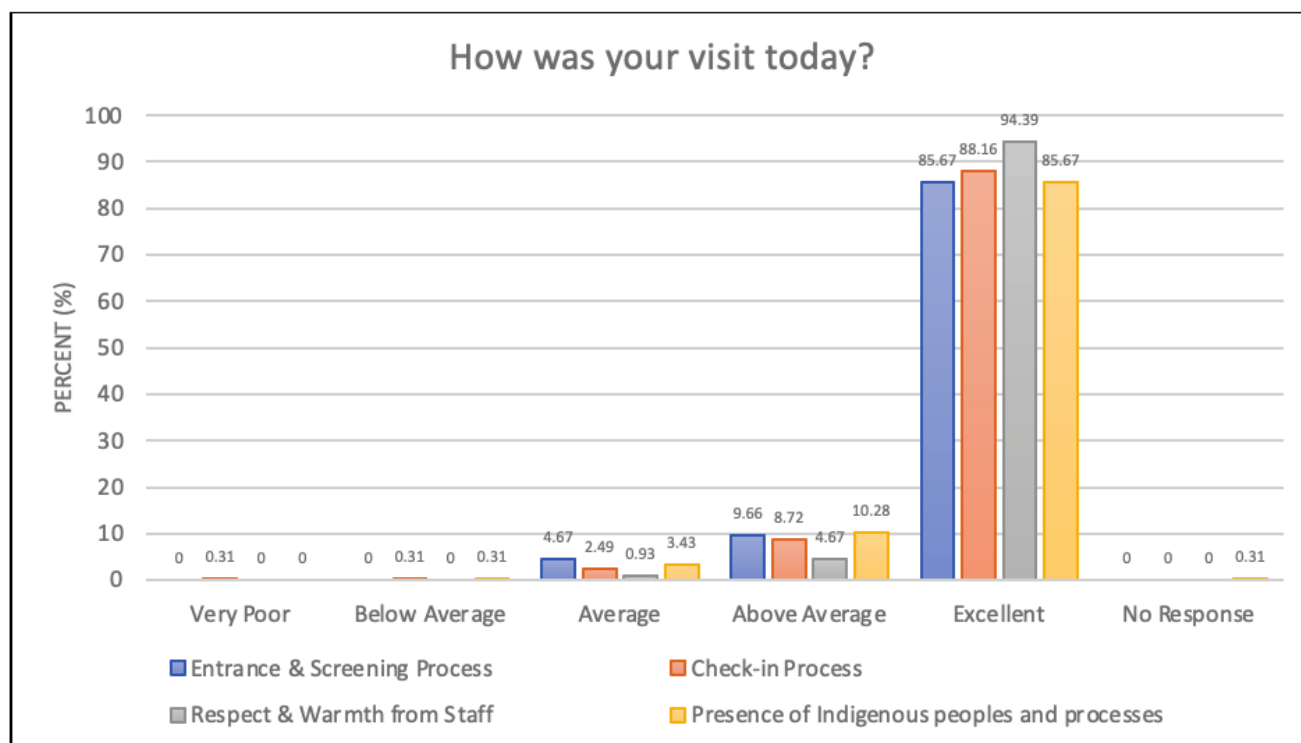
Figure 3: Distribution of responses to survey question “how did you hear about the WBIH-Audzhe COVID-19 clinic?”



**Approximately half (52.99%) participants heard about the WBIH-Audzhe COVID-19 Clinic through a family member or friend!**



Figure 4: Rated responses to survey question “how was your visit today?”



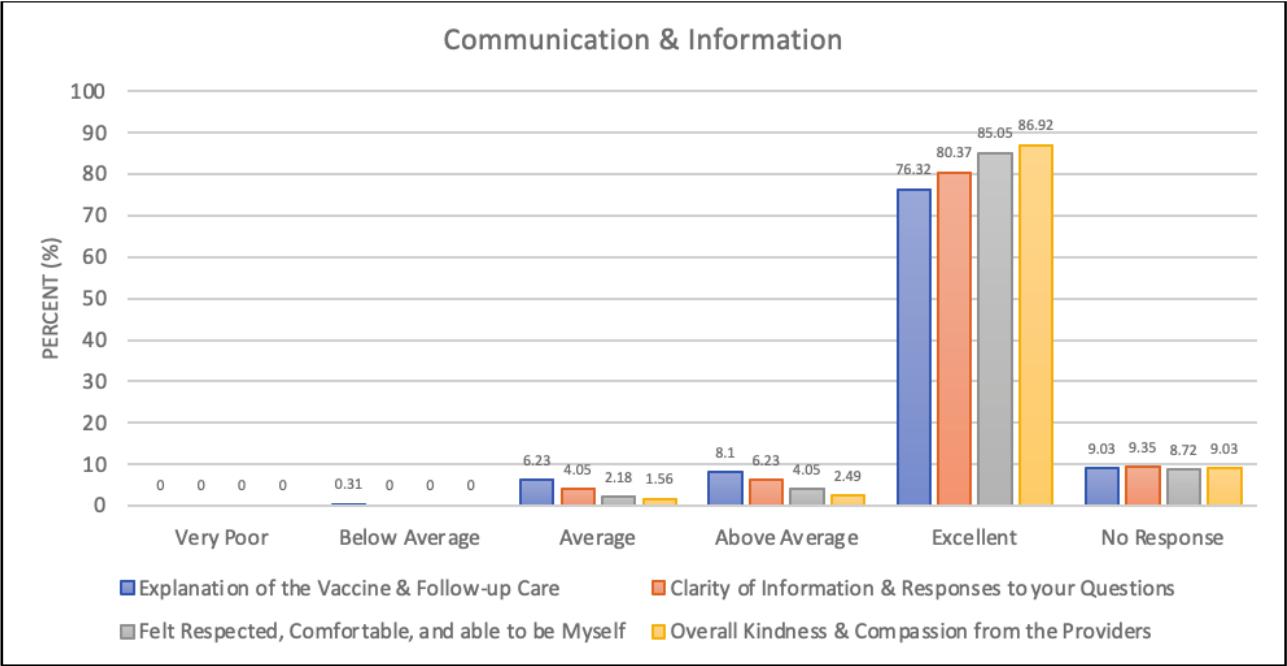
The high majority (85%-94%) of participants rated their visit as *excellent* to the following vaccination clinic processes:

- (1) entrance and screening processes
- (2) check-in process
- 3) respect and warmth from staff
- 4) presence of Indigenous peoples and processes

(see Figure 4).

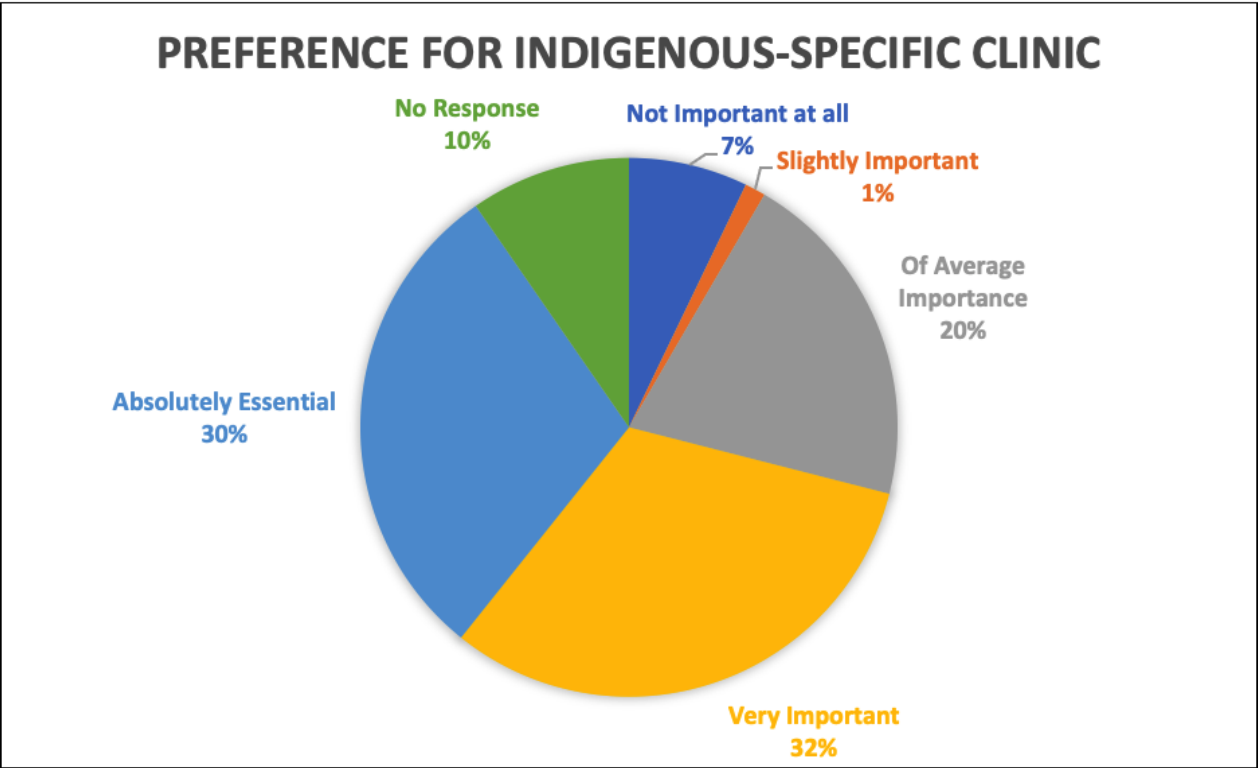
Most participants rated “explanation of vaccine and follow-up care” as *excellent* (76.32%) or *above average* (8.10%). The high majority (80%-86%) rated *excellent* to the remaining communication and information processes: (1) clarity of information and responses to questions; (2) felt respected, comfortable and able to be myself; and (3) overall kindness and compassion from the providers (see Figure 5).

Figure 5: Rated responses to communication and information processes



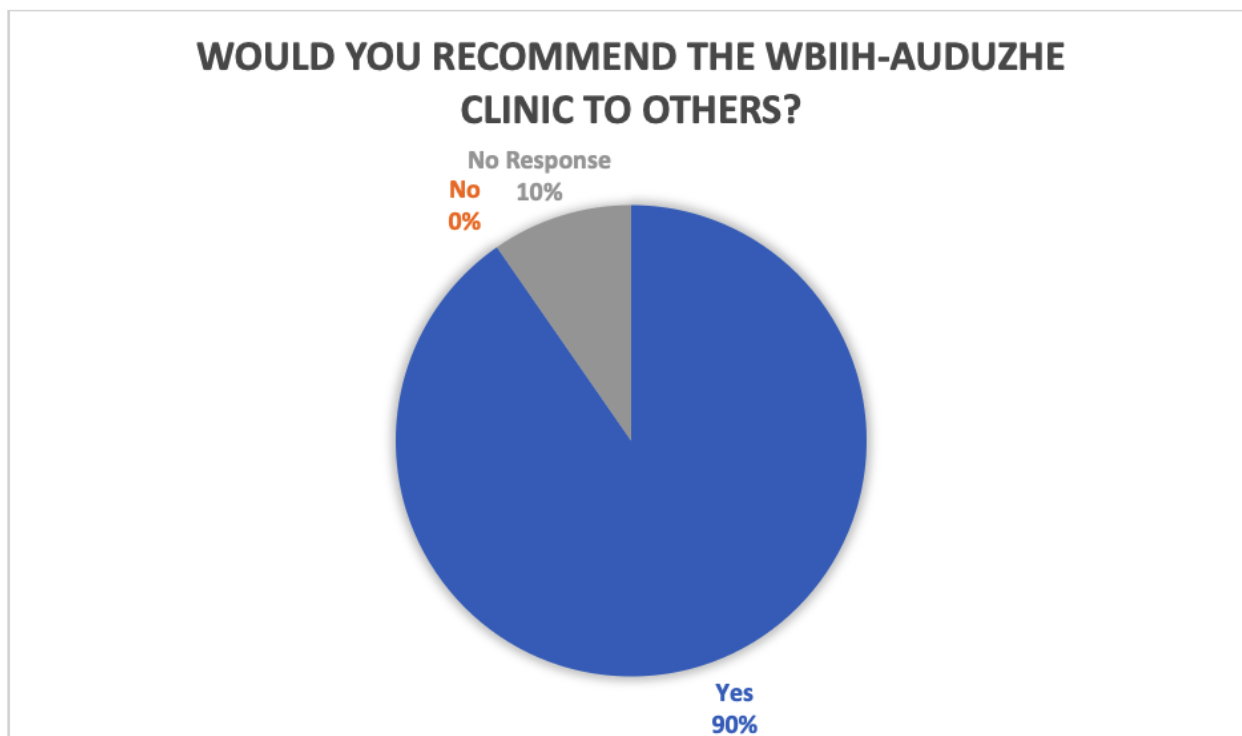
Most participants rated their preference of an Indigenous-specific vaccination clinic as *very important* (32.00%), *absolutely essential* (30.00%), or of *average importance* (20.00%) (see Figure 6).

Figure 6: Rated responses to participant preference of an Indigenous-specific vaccination clinic



The high majority (90.00%) of participants would recommend the WBIH-Audzhe clinic to others, whereas a few did not responded (10.00%). No participants would not recommend the WBIH-Audzhe clinic to others (see Figure 7).

Figure 7: Responses to survey question “would you recommend the WBIIH-Auduzhe clinic to others?”



## Thematic Analysis

The thematic analysis involved reviewing and organizing all responses to the two open-ended questions on the survey. Positive feedback and constructive feedback were the two overarching themes that emerged from the initial analysis. Further analysis identified four subthemes for positive feedback and five subthemes for constructive feedback.

The most common response from participants was that the clinics were good as they were and had no further comments or recommendations for improvement. Other positive feedback from participants included positive experiences interacting with staff and the efficiency and organization of the services provide. Many participants expressed their feelings of gratitude and relief for being able to access and Indigenous-specific vaccination clinic. Some participants also shared that they felt safe and supported when accessing these services.

Constructive feedback from participants included increased advertisement for the vaccination clinics, such as including better signage and promotion materials for clinic dates. Participants identified areas for improvement for the clinic environment and surroundings and provided recommendations to improve the clinic space itself such as larger waiting room, opening windows, and providing drinks and snacks in the waiting room. Some participants described challenges with technology when checking into their appointment and others provided recommendations for sharing more information and resources about the vaccinations and follow-up care. Some participants suggested that there should be more Indigenous representation and presence at the clinics.

# Thematic Analysis

## Thematic Overview of Positive Feedback

A sample of responses collected from participants is organized into the following subthemes:

1. No recommended improvement
2. Staff Interactions
3. Positive and safe experience
4. Efficiency of service(s)

Subtheme	Participant Responses
No Recommended Improvement	<ul style="list-style-type: none"> <li>• Nothing, it was excellent</li> <li>• Can't think of any improvements. The entire process was excellent</li> <li>• So far, all is perfect</li> <li>• No need, excellent work</li> <li>• How do you improve perfection</li> <li>• I tried for 10 minutes to think of something-anything! Auduzhe Mino Nesewinong did an amazing job!</li> <li>• All good things going on here, no improvement needed.</li> <li>• Excellent and efficient process, no room for improvement.</li> <li>• No improvements necessary.</li> <li>• Don't change a thing.</li> <li>• You are perfect</li> </ul>
Staff Interactions	<ul style="list-style-type: none"> <li>• You guys were amazing, such kind and lovely staff</li> <li>• You guys/staff is amazing and kind!</li> <li>• All staff were very organized, polite and a treat to deal with!</li> <li>• You guys are awesome</li> <li>• You were very organized and friendly.</li> <li>• Very professional conduct for a native vaccination clinic</li> <li>• Kind and patient staff at every step</li> <li>• Staff did an excellent job!</li> </ul>
Positive and Safe Experience	<ul style="list-style-type: none"> <li>• I can't think of anything you need to do different. There is humor and compassion from beginning to end of the process. Really everyone is just so kind and open and even though covid is scary, being here doesn't feel scary.</li> <li>• Today's experience was incredible, thankful!</li> <li>• Amazing services, such a relief.</li> <li>• I loved my experience</li> <li>• It seems like you're covered all the important aspects. Thank you for your good work and advocacy to keep our communities safer. - And thanks for quick response! This year has been hard for many and you've risen to the occasion.</li> </ul>
Efficiency of Services	<ul style="list-style-type: none"> <li>• I thought everything was very smooth</li> <li>• Everything was quick and was happy</li> <li>• This was a very seamless process, I'm not sure how you could improve it! Well done</li> <li>• The services was great and organized, thank you.</li> <li>• Everything was smooth and respectful</li> </ul>

# Thematic Analysis

## Thematic Overview of Constructive Feedback

A sample of responses collected from participants is organized into the following subthemes:

1. Increased advertisements
2. Increased cultural representation
3. Environment and surrounding
4. Technology issues and improvements
5. Medical information and additional resources

Subtheme	Participant Responses
Increase Advertisements	<ul style="list-style-type: none"><li>• Perhaps signage at the front</li><li>• Better signage on the street</li><li>• Was hard to find booking link for the clinic at first, once booking website was found it was very easy!</li><li>• Updates on when more clinics/days are available</li></ul>
Increase Cultural Representation	<ul style="list-style-type: none"><li>• Indigenous music</li><li>• Even more Indigenous presence</li></ul>
Environment and Surrounding	<ul style="list-style-type: none"><li>• Larger waiting room</li><li>• More coffee</li><li>• Open all windows</li><li>• Maybe more clarity on spacing in the waiting line</li><li>• The check-out room was very crowded</li><li>• Larger waiting room, parking</li><li>• It was tough to safely distance</li><li>• Add cushions for the chairs</li><li>• Larger entrances for wheelchairs</li><li>• Wait time outside was cold – advise all to dress warm during colder months of the year</li><li>• Vaccine room was a little cold</li><li>• Make a snack bowl in the waiting room</li><li>• Maybe someone telling jokes or doing magic tricks while we wait to leave?</li></ul>
Technology Issues and Improvements	<ul style="list-style-type: none"><li>• Had a slight hiccup with the tablet software, so perhaps additional training on troubleshooting</li><li>• Maybe add an online check in option? Self-check in if desired?</li></ul>
Medical Information and Additional Resources	<ul style="list-style-type: none"><li>• I wasn't told what vaccine I got</li><li>• Maybe have the person who does the injection explain the process a little better. Seemed quick and very clinical</li><li>• Follow-up care info.</li><li>• Larger space to allow for more help/resources available to the community.</li></ul>

# Thematic Analysis

## Word Cloud of Responses

Most of the feedback provided was overwhelmingly positive. To visually depict the positive feedback, a word cloud was produced that included participant's input about the clinics and their expressions of gratitude (see Figure 8).

Figure 8: Word cloud of responses to survey question “is there anything else you would like to tell us?”



# Summary & Next Steps

Based on the results of the COVID-19 vaccination clinic feedback survey, the vaccination clinics at Auduzhe and WBIIH were well received by the local FNIM community in Toronto. Participants shared positive feedback about the efficiency of the services provided, the staff, and felt that the Auduzhe-WBIIH clinics created a safe and welcoming environment for the FNIM community. Participants also shared areas for improvement such as increased advertisements and space for clinics, increased cultural representation, and there were recommendations for staff to provide more medical information and resources about the COVID-19 vaccinations and services being offered.



Currently, vaccination clinics are still being offered two days per week and COVID-19 testing clinics are being offered three days per week at Auduzhe Mino NeseWINong. Individuals who come to Auduzhe Mino NeseWINong to get vaccinated, ask questions about the vaccine or discuss vaccine barriers with health care providers can receive a \$25 gift card.

- o We know that finding time to get the information you need to make decisions and to get vaccinated can be difficult, especially in these busy times. Come to the Auduzhe Clinic to get vaccinated, ask questions about the vaccine, and/or discuss any vaccination barriers with a healthcare professional and you will get a \$25.00 gift card. We want you to make safe and informed decisions, so come talk to us about the vaccine! Folks can book their appointment in the following link: <https://healthybreathing.janeapp.com/>
- o Visit our website: <https://www.wecountcovid.com/>

# Appendix 1:

## We Count Covid-19 Reference Group

Toronto Aboriginal Support Services Council (TASCC)  
Toronto Inuit Association  
Toronto and York Métis Council  
City of Toronto Aboriginal Affairs Office  
Nishnwabe Homes  
Toronto Public Health  
Women's College Hospital Centre for Wise Practices  
Provincial Office of Indigenous Affairs  
Indigenous Services Canada  
Partners in Health  
Ontario Ministry of Health and Long-term Care  
Wigwamen Incorporated  
Ryerson University  
Toronto District School Board  
Chiefs of Ontario  
Indigenous Primary Healthcare Council  
Toronto Central Local Health Integration Network  
Anduhyaun Inc.  
Toronto Birth Centre  
George Brown College  
Aboriginal Legal Services  
Gabriel Dumont Housing Inc.  
Native Child and Family Services of Toronto  
Native Canadian Centre of Toronto  
Ontario Aboriginal HIV/AIDS Strategy  
Miziwe Biik Aboriginal Employment and Training  
Thunder Woman Healing Lodge Society  
Centre for Addiction and Mental Health

# Appendix 2:

## Vaccine Clinic Feedback Survey



## TELL US WHAT YOU THINK

Thanks for taking the time to complete the Vaccine Clinic feedback survey. This survey is completely anonymous and will be used to help improve services and evaluate the We Count COVID-19 research project. You can learn more about the research project from the We Count COVID-19 Research Project Information Sheet, available at this site.

If you complete this survey, you will also be agreeing to share your survey responses with the We Count COVID-19 Research Project.

**How did you hear about the WBIIH Auduzhe COVID-19 clinic? (circle all that apply)**

Family/Friend    Online    Health Care Provider    Community Health Centre    Other:

\_\_\_\_\_

**How do you identify? (check all that apply)**

Indigenous (ie. First Nations, Inuit and/or Metis)\_\_\_\_\_

A non-Indigenous person who is a member of an Indigenous household\_\_\_\_\_

A non-Indigenous person who works at an Indigenous organization\_\_\_\_\_

# Appendix 2:

## Vaccine Clinic Feedback Survey

For the following section, please check off the appropriate box:

HOW WAS YOUR VISIT TODAY?	VERY POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT
Entrance & screening process					
Check-in process					
Respect & warmth from our staff					
Presence of Indigenous people and processes					

COMMUNICATION & INFORMATION	VERY POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT
Explanation of the vaccine & follow-up care					
Clarity of information & responses to your questions					
Felt respected, comfortable and able to be myself					
Overall kindness & compassion from the providers					

PLEASE TURN OVER →

# Appendix 2:

## Vaccine Clinic Feedback Survey

CLINIC PREFERENCE	NOT AT ALL IMPORTANT	SLIGHTLY IMPORTANT	OF AVERAGE IMPORTANCE	VERY IMPORTANT	ABSOLUTELY ESSENTIAL
How important is it to you to get your vaccine at an Indigenous clinic?					

Would you recommend the WBIIH Auduzhe vaccine clinic to others? (circle one)  
Yes or No

How could we improve?

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Is there anything else that you want to tell us?

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*Thank you for participating in the WBIIH Auduzhe client feedback survey!*