



## 1. Introduction:

Dr Blánaid Gavin, Assistant Professor of Child and Adolescent Psychiatry at the UCD School of Medicine, invites you to take part in a study of the lived experiences and psychological wellbeing of healthcare workers based in community care settings during the COVID-19 pandemic. The following information explains what to expect if you choose to take part in the research. Please read it carefully. If you do not understand some of the information and/or would like to discuss anything related to the project, feel free to contact a member of our research team.

### Name of Study:

Healthcare Workers Resilience and Support Training

### Name of Principal Investigator:

Dr Blánaid Gavin

## 2. What is this research about?

The COVID-19 pandemic has caused unprecedented pressure to healthcare systems, resulting in precipitous changes in demand and modes of service delivery. Frontline staff in acute hospital settings are the public face of this battle, however, successful resolution of this pandemic encompasses all elements of the healthcare system.

This study aims to 1) document the lived experiences of healthcare workers in community settings during the COVID-19 pandemic and psychological supports currently at their disposal and 2) capture their perceptions as to the types of interventions that could be developed to further support their psychological wellbeing.

## 3. Why are we doing this research?

By carrying out this research study, the research team will identify the barriers and enablers to developing an effective intervention to support the psychological wellbeing of those working on the frontline in community healthcare settings.



#### 4. Why am I being invited to take part?

You are being invited to take part because you are a healthcare worker based in a primary or community care setting or manager of mental health services in the Republic of Ireland.

Please note that in order to participate in this study you must work in one of the following settings:

- Pharmacy
- GP services
- Mental Health Services - both those providing care and management level positions

You must also be an adult (aged 18+) and have the capacity to provide explicit consent.

#### 5. How will the data be used?

Your responses, together with the responses from other participants, will be collated and analysed by a team of researchers.

The members of the research team include:

- Dr Blánaid Gavin(UCD)- Principal Investigator
- Prof McNicholas (UCD)- Co-Principal Investigator
- Dr Shane O'Donnell (UCD)- Lead Researcher
- Dr Dimitrios Adamis (HSE)- Collaborator
- Dr John Hayden (RCSI)- Collaborator
- Dr Etain Quigley (Maynooth University)- Collaborator

To protect your privacy, the data controllers (Drs Gavin and O'Donnell), with the support of a research assistant, will ensure that your data set is “de-identified”, meaning we will remove any information (e.g. name, email addresses, phone number) that would potentially allow someone to recognize that your responses are yours, before it is shared with the rest of the researchers on the project for analysis.



## 6. What will happen if I decide to take part in this research study?

Once you have given your explicit consent to take part in this study, you will then be asked to complete an online questionnaire. In this questionnaire, we will ask for information such as:

- Gender
- Age
- Ethnicity
- Role within the health service
- Where you work (i.e. acute settings/non-acute settings other)
- Email address
- Phone number
- A suitable time for the researcher to call to introduce himself and arrange a time for interview.

You will then be asked to take part in an interview with the lead researcher, Dr Shane O'Donnell. This interview will be a one-off event and take place online on the Zoom video conferencing platform. The interview will last approximately one hour and can be at a time and date of your choosing. In the interview you will be asked to reflect on your personal experience of working in a healthcare setting during the COVID-19 pandemic. You will also be asked your opinion on the sort of social and emotional supports you feel would be valuable to you and other individuals working in healthcare settings as well as the barriers and enablers to such support being made widely available to everyone who could benefit from it.

## 7. How will you protect my privacy?

The following steps will be taken to protect your data:

1. Should you agree to participate, your contact details will be stored on a database that will only be viewable by the data controllers - principal investigator and lead researcher. Under no circumstances will your sensitive personal information be accessible to anyone but the principal investigator and lead researcher.
2. All interviews conducted via Zoom will be passcode protected, meaning only you and the lead researcher will be able to join the meeting.
3. A video recording of the interview (MP4) will be stored on a Zoom account which will also be passcode protected and accessible only to the researcher. As a backup, the researcher will also download the recording and store it on his personal laptop which is password protected and encrypted.



4. To protect your identify your username will not be recorded on the Zoom video
5. The recording will then be transcribed by the lead researcher with the support of a research assistant. Any information discussed in the interview that might make you (or anyone else) identifiable will not be included in your interview transcript.
6. Once the transcript has been fully de-identified, it will be analysed by a team of researchers. To further protect your identity, only selected quotes from the transcript will be made publicly available in scientific publications.
7. The data recorded via our Zoom account will be stored on a European server and is therefore GDPR compliant.
8. Requests for deletion of your personal information (name, email etc.) can be accommodated at any time during the project. You may also request to review and/or delete your transcript up to 7 days after the interview has taken place. However, please note that after this period, complete data erasure may not be possible as the data may already have been shared with other members of the research team in an anonymised fashion.
9. Upon completion of the project, any identifiable information (names, email addresses, phone *numbers*) will also be destroyed. A copy of your transcript will be archived where it will remain available to the research team for a minimum period of 7 years.

The design of this study is in line with all EU (GDPR), Irish (Data Protection Act, 2018) and UCD ethical and data protection regulations. Every precaution will be taken to respect your privacy, in line with the General Data Protection Regulations (GDPR) and UCD good practice in conducting research.

#### 8. **What are the benefits of taking part in this research study?**

There are no direct, material benefits expected from taking part in this study. However, you will be helping to improve the overall scientific knowledge on how to support the psychosocial needs of healthcare workers in pandemic situations.

#### 9. **What are the risks of taking part in this research study?**

There is a risk that reflecting on the psychological burden of COVID-19 may be upsetting for some. Please consider the possibility you may experience this subject matter as distressing before making a decision whether or not to participate in the study. Remember, if you choose to participate and find any aspect of the study as upsetting, you are free to stop participating at any time, without personal consequence. If you remain distressed after the interview, it will be possible to



arrange a debriefing session with the Applicant/Principal Investigator Dr Blanaid Gavin (Consultant Child and Adolescent Psychiatrist) or Prof Fiona McNicholas, Professor of Child and Adolescent Psychiatry. You may also consider availing of the psychological supports offered by the HSE such as mental health platform 'Silvercloud' as well as a dedicated phonenumber service for HCWs: 1850 520 420.

Please note that as the interview will be recorded on video (MP4) some information related to your personal identity (i.e. your image and voice) will be stored on our Zoom account. In theory, if a third party were to access this data, it is possible that they might be able to identify you. However, the security features offered by Zoom (AES 256-bit encryption and password protection) at every stage of the data processing makes such a scenario highly unlikely.

**10. Can I change my mind at any stage and withdraw from the study?**

Please note that your participation in this study is entirely voluntary. If, having read this information, and you subsequently change your mind, you are free to decline without consequence.

**11. How will I find out what happens with this project?**

We will share the findings with all participants via email upon completion of the project.

**12. Contact Details**

If you would like to contact a member of the research team for any, research related reason, you can do it via the contact information below. If any questions are not answered in a satisfactory manner, then contact can be made with a Data Protection Officer at UCD, the details of which are also provided below. For general data protection enquiries, please contact the UCD Data Protection office. Finally, if none of the UCD contacts have given a satisfactory response, details on the Data Protection Commission are provided below.



UCD Health Sciences Centre  
Belfield, Dublin 4, Ireland

Ionad Eolaíocht Sláinte UCD  
Belfield, Baile Átha Cliath 4, Éire  
[School.medicine@ucd.ie](mailto:School.medicine@ucd.ie)  
[www.ucd.ie/medicine](http://www.ucd.ie/medicine)

T +353 1 716 6603

Please check the box beside each of the following statements below to indicate your consent:

- I understand my participation in this study is entirely voluntary.
- I confirm I am 18 years old or above.
- I understand the uncertainty and risk of research as stated in this consent form.
- I understand that if I agree to participate in an interview, I will need to provide my personal information such as my email address and may be subsequently contacted by the research team and that the interview will be recorded on video via Zoom.
- I understand how my data will be processed, how long data will be stored, how it will be used, archiving of data and who will have access to it in the future.
- I understand that once I authorize public data sharing, data privacy laws might not apply or no longer protect my information.
- I understand that I can withdraw data from the study at any time, but copies of that data that have already been made by other people may remain.

I agree to take part in this research study:

X

Please provide name in capitals:

Date of Signature: \_\_\_\_\_

<p>Dr Blánaid Gavin Principal Investigator UCD School of Medicine UCD Health Sciences Centre University College Dublin Belfield Dublin 4 Email: <a href="mailto:blanaid.gavin@ucd.ie">blanaid.gavin@ucd.ie</a></p>	<p>Prof Fiona McNicholas, Co-Principal Investigator UCD School of Medicine UCD Health Sciences Centre University College Dublin Belfield Dublin 4 Email: <a href="mailto:fiona.mcnicholas@ucd.ie">fiona.mcnicholas@ucd.ie</a></p>	<p>Dr Shane O'Donnell Lead Researcher School of Medicine UCD Health Sciences Centre University College Dublin Belfield, Dublin 4 Email: <a href="mailto:shane.odonnell@ucd.ie">shane.odonnell@ucd.ie</a></p>
<p><b>UCD Data Protection General Enquiries</b> Roebuck Castle University College Dublin Belfield, Dublin 4. Ireland Telephone: 716 8786 Email: <a href="mailto:data.protection@ucd.ie">data.protection@ucd.ie</a></p>	<p><b>Data Protection Commission</b> 21 Fitzwilliam Square South, Dublin 2, D02 RD28 Telephone: +353-1-578 684 800 Website: <a href="https://forms.dataprotection.ie/contact">https://forms.dataprotection.ie/contact</a></p>	<p><b>UCD Data Protection Officer</b> Email: <a href="mailto:gopr@ucd.ie">gopr@ucd.ie</a></p>