



Faculty of Health Sciences

Urban Social Issues Survey

A Quarterly Survey about Social Issues Affecting Your Downtown Business

Re: Urban Social Issues Survey

Dear business owner or manager:

The Urban Social Issues Survey is a research study about your experiences as a business owner or manager whose businesses are in the downtown area and whose businesses may be impacted by issues such as loitering, drug use, litter, and other social problems in the area around your business. Through your participation, the study team hopes to better understand the amount of crime, drug debris and litter, open drug use, and threats to safety you or your customers/clients experience while at your place of business.

Our first survey was completed in person with a research assistant at your place of business. By answering this same survey online every 3 months, you will be helping us measure how social problems in the area around your business change with the seasons and with social development changes in the area. For example, we would expect to see more social problems over the summer months than over the winter months; however, without your input, we won't have the data to support that and it will appear that social problems are not really an issue at all for your business.

The research team hopes that by finding out where the problem areas are, and what kinds of social issues are happening in the area, that as a community we can find ways to fix those problems.

This brief survey (the Urban Social Issues Survey) will take about 15 minutes to complete. You will be asked to respond to statements asking you how often something happens. You may choose to skip any question you prefer not to answer.

Participation in this study is voluntary and confidential. During the study we will be collecting data from you. We will do everything we can to make sure that this data is kept private. No data relating to this study that includes your name will be released outside of the researcher's office or published by the researchers. The research assistants in this study have all signed confidentiality agreements. The online version of the survey is being hosted in Qualtrics Research Suite at the University of Lethbridge. There is a slight risk of online surveys being vulnerable to hackers; however, the survey does not ask for personally identifiable information. Qualtrics' privacy statement can be found here: <https://www.qualtrics.com/privacy-statement/>

You do not need to answer any questions with which you are not comfortable. If you decide to quit the survey, you can contact the research team (information below) about what you want done with your data. If we can identify your responses, and the data has not yet been analyzed, there is a chance we can remove your data.

This study is being conducted by an independent researcher at the University of Lethbridge. The responses to the survey will be aggregated and presented in a report to the downtown business community (all study participants), the City of Lethbridge, the Downtown BRZ, Lethbridge Police Service, and ARCHES. The aggregated findings may also be published in scholarly presentations and publications.

You must be 18 years or older to participate in this survey. There are no anticipated risks to taking part in this survey and you can stop at any time. It is not possible to know all of the risks that may happen in a study, but

the researchers have taken all reasonable safeguards to minimize any known risks to study participants. As well, while we want to find ways to mitigate the social issues in your area, you may not get any benefit from being in this research study.

There is a slight chance that given the sensitivity of the topic, you may experience psychological distress if you have been a victim of vandalism, robbery, or property crime in the past. You can seek help from:

Lethbridge Police – Victims Services

Phone: (403)330-5176

After Hours: Contact VSU through the LPS Duty Staff Sergeant (403)327-2210

You can express your concerns about social issues in the downtown area by contacting:

Community & Social Development Group

Phone: (403)320-3051

City Hall – 3rd Floor, 910 – 4 Avenue South, Lethbridge, AB T1J0P6

Downtown Lethbridge Business Revitalization Zone

Lethbridge Main Street Project office

309 – 6 Street South, Lethbridge, AB

Phone: (403)327-9002

Email: info@downtownlethbridge.com

This study is funded by the City of Lethbridge’s Development Services office. The University of Lethbridge and Principal Investigator, who is an independent researcher, are getting money from the study sponsor to cover the costs of doing this study. You can request details concerning this compensation from the Principal Investigator.

If you have questions about the study or are interested in the findings, you may contact me at em.pijl@uleth.ca or (403)332-5232. You may also contact the Office of Research Ethics at the University of Lethbridge at research.services@uleth.ca or (403)329-2747 if you have questions about your rights as a participant. This research has been reviewed for ethical acceptability and approved by the University of Lethbridge Human Subject Research Committee.

Thank you in advance for your participation.



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