

Table of Contents - Appendices

A	Contact Information
B	Project Timeline
C	Student Volunteer Flow Chart
D	Environment Scan: SWOT Analysis
E	What are SWITCH Team Duties?
F	How are Students Categories Determined?
G	Student Council Portfolio
H	Consent Form
I	Semi – structured Questions
J	Compiled Descriptive Data of Participants
K	Revised Logic Model
L	Gender Distribution of respondents
M	Is SWITCH a course requirement
N	Number of Shifts Volunteered at SWITCH
O	Year of Study
P	Description of Respondents' Academy Value
Q	Respondents' Perception of Health and What Constitute Health
R	Respondents' Perception of Inter-professional Work
S	Kind of Career Preparations SWITCH offers
T	Social & Personal Development
U	Compliments of the SWITCH Program
V	Have You Seen Any Improvement Since Joining SWITCH?
W	What Respondents Like to See Improved at SWITCH
X	Factors That Would Interfere With Volunteers Time With SWITCH
Y	Respondents' Perception of Working With Clients of Other Cultures
Z	Proposed Workbook

Appendix A Contact Information

Organization Name

Students' Wellness Initiative Toward Community Health (SWITCH)
631 – 20th Street West, Saskatoon, SK S7M 0X8

Telephone: (306) 956 – 2518 Fax: 934 – 2506

Clinic Coordinator

Carole Courtney E – mail: sswitch@sasktel.net

Assessment Team

Michele Mitchell E – mail: michele.f.mitchell@usask.ca

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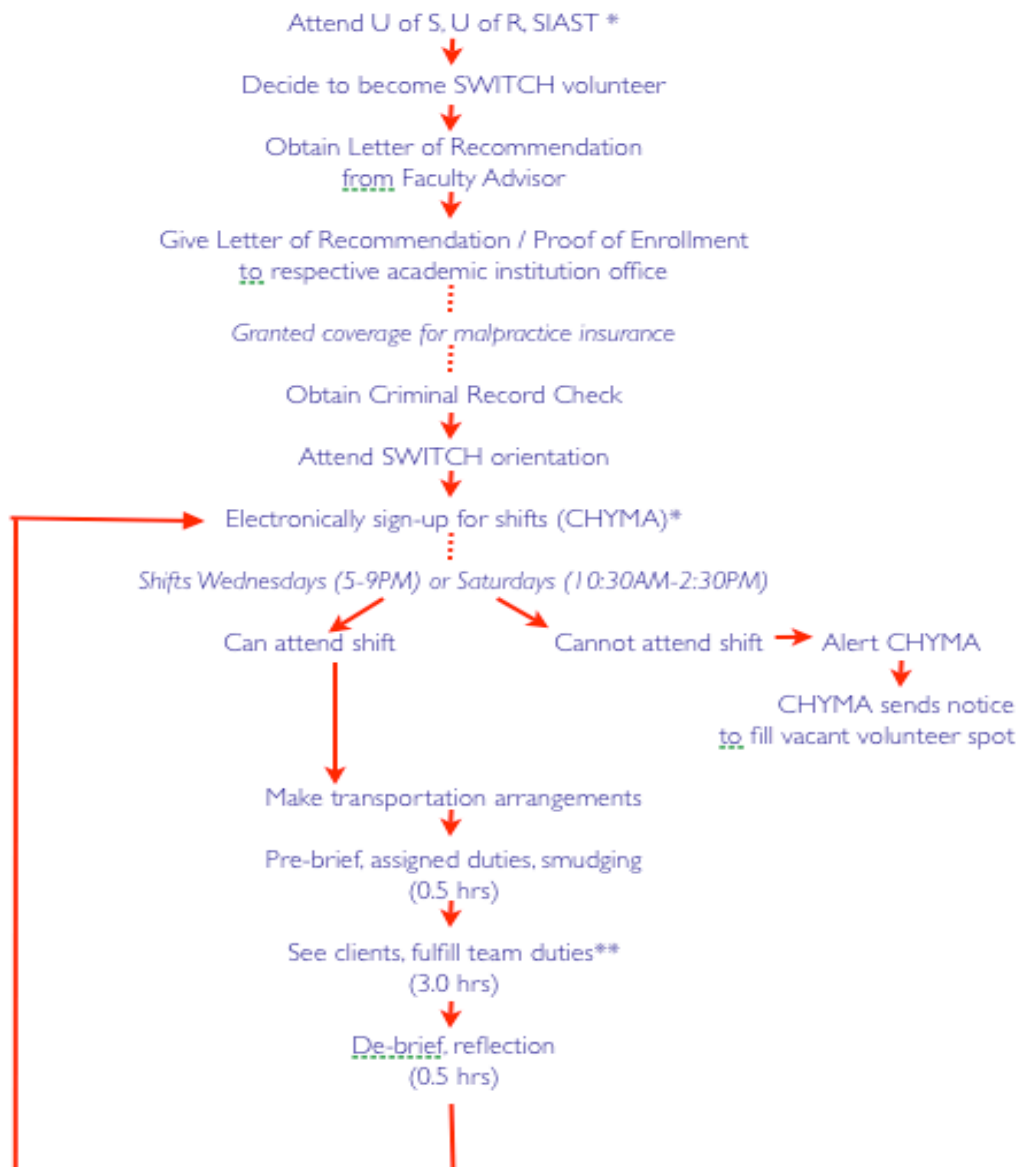
Chris Yeboah E – mail: chris.yeboah@usask.ca

Appendix B Project Timeline

Action	Resources/Materials	Timeline (<i>action to be completed by</i>)
Project Proposal	Agency documents, notes from meetings	October 21, 2009
Interviews (Volunteers, Coordinator, orientees)	Questionnaires, notebooks, audio recorder	November 4, 2009
Analysis of data (responses)		November 12, 2009
Compiling of report	Computer & necessary softwares	November 24, 2009
Powerpoint Development		November 24, 2009
Presentation of findings to Class	Powerpoint slides, reports, projector	December 2, 2009
Presentation of final document to Dr. Neufeld	Report (PDF)	December 4, 2009
Presentation of Final Report to SWITCH coordinator	Report (Electronic, Hard-copy)	December 7, 2009
Presentation of findings to Council	Powerpoint slides, reports, projector	January 11, 2010

Appendix C Student Volunteer Flow Chart

STUDENT VOLUNTEER FLOW SHEET



* University of Saskatchewan, University of Regina, Saskatchewan Institute of Applied Science and Technology

** See description of Team duties (Appendix XX)

Appendix D Environment Scan: SWOT Analysis

<p>Internal Environment</p>	<p>STRENGTHS</p> <p>Assets</p> <ul style="list-style-type: none"> - strength; well /clear marketing visual aid; video explaining what they do - numerous avenues of marketing and recruitment - uses West-side clinic location; after- hours - located in an area that easily accessible - IT system: can sign up to volunteer electronically, with limited secretarial <p>Programs</p> <ul style="list-style-type: none"> - culturally sensitive - healthy food provision - cooking classes - innovative <p>Human Resources</p> <ul style="list-style-type: none"> - good reputation: staff feel strongly about the services provided - great marketing team - interdisciplinary and student run board - provide students with leadership opportunities - interdisciplinary - well managed administration 	<p>WEAKNESSES</p> <p>Program Plan</p> <ul style="list-style-type: none"> - No logic model - Doesn't adhere strictly to strategic plan - Difficult to evaluate - Timeline, deadlines pressures - Organizational structure is not well defined - Too broad, expanding; not enough strategic goals <p>Leadership</p> <ul style="list-style-type: none"> - lack of accountability <p>IT</p> <ul style="list-style-type: none"> - irregular update of website <p>Experience</p> <ul style="list-style-type: none"> - students may lack experience - experience to deal with clients - inability to do blood tests (i.e. draw blood for check-ups)
<p>External Environment</p>	<p>OPPORTUNITIES</p> <p>Reputation</p> <ul style="list-style-type: none"> - internationally recognized - going to Australian to present their program - community appreciates its presence - creating positive impact in neighbourhood <p>Research/Funding</p> <ul style="list-style-type: none"> - research/funding opportunities - opportunities for grad students too research for external programs/ sponsors <p>Location</p> <ul style="list-style-type: none"> - likelihood to grow into a bigger clinic in coming year - in heart of core-neighbourhood - moving to bigger locations <p>Collaboration</p> <ul style="list-style-type: none"> - opportunities for collaboration with other agencies 	<p>THREATS</p> <p>Competition</p> <ul style="list-style-type: none"> - from surrounding hospitals (provide services) - competition with other well established led clinics in the city - funding or research opportunities <p>Location</p> <ul style="list-style-type: none"> - in core neighbourhood, students may not feel safe <p>HR Demands</p> <ul style="list-style-type: none"> - not enough students during certain periods i.e. summer, exam periods - increase in clients due to economic downturn can lead to inadequate staffing - no consistent volunteering <ul style="list-style-type: none"> - Who do you want us to present to? - Course outline: all presentations - One hard copy, and one electronic copy pdf

	- White Buffalo, Lawyers (Lawssical)	- Executive summary, 30-40 pages, appendices extensive
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Appendix E What are SWITCH Team Duties?

SOCIAL TEAM (3-5 members/shift-Category A)

- ensures a welcoming environment for patients and community members
- prepares and provides food and drink in waiting area
- assists patients in completing paperwork
- ensures patients understand that SWITCH is a student-managed clinic and that patients will be seen by students under the supervision of health care professionals
- provides childcare and facilitates children's' activities
- participates in educational activities for students hosted by mentors, staff or other students
- are invited to take part in clinical activities where it is seen as appropriate by the mentors/staff and where it falls within the student's scope of practice

CLINICAL TEAM (3 teams of 2 students – 1 Category C and 1 Category B)

- teams are interprofessional
- teams assess the patient's concern(s) through the appropriate means; history or physical exam, etc.
- teams collaborate with mentors and staff to decide an appropriate course of action; referrals, treatments, counseling
- teams are responsible for proper charting, lab requisitions and seeing that patient follow-up procedures are properly followed

PSYCHOSOCIAL FLOATER (1 Category D student)

- becomes part of a clinical team when it is deemed that client may benefit from psychosocial help

SHIFT SUPERVISOR (1 student who has taken part in Shift Supervisor training session)

- responsible for assigning the clinical teams for the shift
- responsible for assigning patients to an appropriate clinical team
- is the administrative representative for SWITCH during the shift
- facilitates the introduction and debrief sessions per shift
- handles complaints of clients or personnel and directs them to the appropriate person
- handles building or safety concerns

(adapted from C. Courtney, Volunteer Information, 2009)

Appendix F How are Students Categories determined?

Category A: 1st year: Medicine
1st & 2nd year: Physical Therapy
Dentistry
Nursing
Clinical Psych
Kinesiology
Pharmacy
Nutrition
Level One: Social Work
Any year: Masters of Public Health
Law
Community Health & Epidemiology

Category B: 2nd– 4th year: Dentistry
Clinical Psych
Kinesiology
Pharmacy
Nutrition
2nd year: Nursing
Level Two: Social Work

Category C: 2nd - 4th year: Medicine
3rd & 4th year: Nursing
3rd & 4th year: Physical Therapy

Category D: 3rd & 4th year: Clinical Psychology
Level Three: Social Work

(adapted from C. Courtney, Volunteer Information, 2009)

Appendix G Student Council Portfolios

The following are positions on SWITCH student council that are fulfilled by students. Students that partake in this student council get a unique multi-disciplinary experience of running and managing a student-run health care clinic. The following is adapted from SWITCH's Portfolio Policy.

1. The **Chairperson** shall be responsible for: Organizing and chairing all meetings of SWITCH Council, Creating the agenda for SWITCH Council meetings in association with the Coordinator, Communicating with SWITCH Councilors regarding their commitments to SWITCH Council
2. The **Secretary** shall be responsible for: Taking and retaining minutes at all SWITCH Council meetings, Mailing out a weekly update to SWITCH Members
3. The **Treasurer** shall be responsible for: Providing the second signature to all SWITCH cheques, Informing SWITCH Council of the current financial situation
4. The **Scheduling Coordinator(s)** shall be responsible for: Scheduling the shifts of volunteers, mentors and shift supervisors, Ensuring that each shift is sufficiently staffed, Communicating with Chyma programming and support, Updating Member categories
5. The **Recruitment Coordinator(s)** shall be responsible for: Organizing all recruitment and orientation events for new SWITCH Members and Shift Supervisors, Chairing meetings of the Behind the Scenes Committee, Maintaining orientation materials for Members and Shift Supervisors, Creating and maintaining recruitment presentations
6. The **Advertising Coordinator** shall be responsible for: Create/order all SWITCH advertising and promotional material, Distribute advertising material with the aid of the appropriate SWITCH Council members, Creating and maintaining non-recruitment presentations
7. The **Human Resources Coordinator** shall be responsible for: Working with SWITCH Staff on issues of concern including, but not limited to, time sheets, hours, holidays, expectations and performance reviews, Relaying staff concerns to the SWITCH Council, Organizing and chairing staff meetings
8. The **Networking Coordinator** shall be responsible for: Writing grant proposals, Lobbying the government and the University administration, Creating materials to support funding proposals
9. The **Interdisciplinary Coordinator** shall be responsible for: Creating educational materials on interdisciplinary health, Chairing the Faculty Committee, Lobbying the University faculty
10. The **Community Coordinator** shall be responsible for: Chairing meetings of the Partners and Planning Committee, Attending meetings of various community groups,

Organizing joint initiatives with Community groups

11. The **Programming Coordinator** shall be responsible for: Chairing the Programming Committee, Representing SWITCH on the Political Social Action Committee, Liaising with practicum/internship students
 12. The **Website Coordinator** shall be responsible for: Overseeing the SWITCH website
 13. The **Special Events Coordinator** shall be responsible for: Organizing fundraising and one-time events, Organizing SWITCH appreciation days
- The **Official Representative from Medicine, Nursing, Physical Therapy, Pharmacy and Nutrition, Dentistry, Kinesiology, First Nations University of Canada, Faculty of Social Work and College of Arts and Science Psychology** program shall be responsible for: Facilitating communication between their respective student societies and SWITCH Council, Working with the Advertising Coordinator to advertise SWITCH activities to their student group, Working with the Recruitment Coordinator to recruit volunteers from their student group, Working with the Interdisciplinary Coordinator to lobby their college's faculty, Recruiting new SWITCH Councilors from their group if necessary

Appendix H Consent Form

CONSENT FORM

Title of Research: What is the value of the SWITCH experience from a student volunteer perspective?"

Researchers: Tanya Rac B.Sc., MPH (c)
Michele Mitchel, MPH (c)
Chris Yeboah, MPH (c)

Class: PUBH 807.3 Health Program Planning & Evaluation

Affiliation: School of Public Health, University of Saskatchewan
Student Wellness Initiative Towards Community Health (SWITCH)

Purpose:
The MPH team will analyze the results and make recommendations to the SWITCH Council on how to improve the SWITCH program, based on an overall "snapshot" of the student volunteer experience. These results will: (1) Give a student perspective which will enhance SWITCH marketing material, (2) Strengthen funding proposals to institutions such as the University of Saskatchewan, (3) Be used to represent the SWITCH program at the upcoming "All Together Better Health", all international interprofessional conference in Sydney, Australia. (4) Assist faculty that are working on an SSHRC grant, (5) Assist the SWITCH counsel in increasing student volunteer retention rates post-orientation, and (6) The gaps or limitations found by this project could be explored in subsequent analyses.

Explanation of Procedures

- This is a semi-structured interview with 1-2 interviewers / 1 SWITCH student volunteer. The interview will be 30 minutes max and may be tape recorded for transcription.
- Photo: a photograph of student will be requested for the photojournalistic vignette. the student reserves right to agree or disagree to have photograph taken.
- This study will enroll 9 to 11 participants in total. Participants will have come from the University of Saskatchewan, SIAS, or other Saskatchewan based post-secondary educational programs.

Confidentiality

The information obtained will be used for qualitative analysis purposes. The student's photograph and name will be used in the research output, unless indicated otherwise by the student.

Refusal or Withdrawal Without Penalty

Your taking part in this study is your choice. There will be no penalty if you decide not to be in the study. You are free to withdraw from this research study at any time. Your choice to leave the study will not affect your relationship with the affiliated institutions.

Questions

If you have any questions, concerns, or complaints about the research, please contact SWITCH Carole Courtney . She will be glad to answer any of your questions. sswitch@sasktel.net 956-2518.

Please initial your choice(s) below:

- I agree to allow my name to be used in the research output.
 I agree to allow my photograph to be taken and used in the research output.
 I wish to be notified of the research outcome.

Signature of Witness

Date

Signature of Researcher #1

Date

Signature of Researcher #2 (if present)

Date

Appendix I Semi-Structured Questions

Semi-Structured Interview Questions

Pre- interview questions:

What program are you currently enrolled in?

What year are you in?

How long have you been attending SWITCH? (or About how many shifts have you attended?)

Is the SWITCH a course requirement or practicum?

Academic:

1. What have you gained in terms of academic development?
2. Has your perception of health, and what constitutes health changed?

Career:

3. How have your values changed in regards to inter-professional work, since you began volunteering at SWITCH?
4. How can SWITCH prepare you for your career? If so, what are you doing about it?

Social:

5. What have you gained in terms of social and personal development?

6. Improving the SWITCH program:

(Ask question 7 if person has volunteered at SWITCH. Ask question 8 if person has attended orientation by has not continued to volunteer at SWITCH.)

7. Since you have begun at SWITCH, have you seen any improvements in the way things are run? What would you like to see improved at SWITCH?

8. What are the reasons that you discontinued going to SWITCH?

Additional questions (if time permits):

9. What factors would interfere with you spending time at SWITCH?

10. What are your perceptions of working with a client base that is primarily of another culture?

Appendix J Compiled Descriptive Data of Participants

Table 1. Student Participants of SWITCH		
Program Type	Description	Response
Clinical Psychology, Doctorate Level	Orientation prior to program entry	Yes
	Credit*	No
	CBO requirement**	Yes
	Years post-secondary ***	
	Duration ****	2 years (1 SWITCH shift / term, plus Mental Health Team 1 shift / month)
Community Health & Epidemiology, Masters	Orientation prior to program entry	No
	Credit*	No
	CBO requirement**	No
	Years post-secondary ***	
	Duration ****	
Family Medicine, Residency	Orientation prior to program entry	
	Credit*	No
	CBO requirement**	No
	Years post-secondary ***	
	Duration ****	2-3 shifts (also works at Westside clinic during day)
Medicine, 1 / 4 years of program	Orientation prior to program entry	Yes
	Credit*	No
	CBO requirement**	Yes
	Years post-secondary ***	
	Duration ****	1 year (30+ shifts)
Nursing	Orientation prior to program entry	No
	Credit*	
	CBO requirement**	
	Years post-secondary ***	
	Duration ****	1 shift
Pharmacy, 1 / 4 years of program	Orientation prior to program entry	Yes
	Credit*	No
	CBO requirement**	No
	Years post-secondary ***	
	Duration ****	2.5 years
Social Work, Internship	Orientation prior to program entry	No
	Credit*	Yes
	CBO requirement**	Yes
	Years post-secondary ***	3
	Duration ****	2 months, > 30 shifts
Sociology	Orientation prior to program entry	No
	Credit*	No
	CBO requirement**	Yes
	Years post-secondary ***	7
	Duration ****	2 months
Credit * = This term, Is student receiving credit for volunteering at SWITCH ?	CBO requirement** = Was volunteering at SWITCH a requirement for any academic classes (previous, current)?	
Year*** = # of post-secondary school years, including current year	Duration **** = Approximate duration of time the student has volunteered at SWITCH.	