

## Home Flood Protection Study Participation Consent Form

### Purpose of this Document

The purpose of this document is to ensure that the participating Homeowner (for the purposes of this document meaning the Homeowner **or** their designated representative) understand and agree to the terms of participating in the Home Flood Protection Study before participation begins.

### Introduction to the Home Flood Protection Program

The Home Flood Protection Program is a community-based basement flood risk reduction program developed by the Intact Centre on Climate Adaptation, an applied research centre at the University of Waterloo. AET Group Inc. (AET), an environmental consulting firm, has been contracted by the University of Waterloo to manage the delivery of the program in Burlington, Ontario.

The goal of the program is to help homeowners reduce their risk of basement flooding and minimize damage if flooding occurs. The program provides free online self-help resources to homeowners and a custom, on-site assessment service for participating homeowners, known as the “Home Flood Protection Assessment.”

### What is the Home Flood Protection Study?

The Home Flood Protection Study (Study) is a confidential analysis of home flood risks identified at the time of the Home Flood Protection Assessment and action taken to reduce flood risk as reported in follow-up surveys and noted during follow-up on-site assessments. Data is collected and analyzed **ONLY** from homeowners (or their designated representatives) who have voluntarily consented to share the results of their Home Flood Protection Assessment Reports and follow-up surveys by completing this form. All information that is gathered as part of the Study is stripped of its personal identifying information (name, all elements of address, contact information), stored in an encrypted, secure online database and is analyzed in aggregate form. Information gathered as part of this Study is used only for the express purposes laid out in this agreement.

### What are the goals of the study?

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The goals of the Study are to improve program delivery and to report the findings and impacts of our work at a Burlington-wide scale to program funders and partners. The work completed in Burlington is intended to lay the foundation for the development of a program that is applicable across Canada.

Data analysis will determine:

- most common flood risks identified at different ages of homes in Burlington;
- the degree to which participation in the program influenced practical action to reduce flood risk.
- the degree to which participation in the program impacted knowledge levels about home flood risks; and
- participant level of satisfaction with the program.

### **Is there compensation for participating in the study?**

Each household that completes the initial and follow-up surveys will be entered to win one of four (4) \$250 coupons to be used at a local hardware store.

### **What is involved?**

Consent to participate in the study means that a Homeowner agrees to **complete** and **share the results** of their:

1. Home Flood Protection Assessment Report
2. Two 10-15 minute follow-up surveys at roughly 3 and 6 months after report completion.
3. One 15-minute on-site follow-up assessment to verify reported results (voluntary request of 10% of consenting participants)

### **How do homeowners complete the follow-up surveys?**

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For those who consent to participate by email, an email link to access the surveys through the secure database will be sent at roughly 3 and 6 months after the Assessment Report is sent to the Homeowner. For those participants who consent to participate by phone, a confidential phone survey will be conducted by a Home Flood Protection Customer Service Agent at the same time intervals. Each survey takes approximately 10-15 minutes to complete.

A voluntary and confidential 15-minute on-site assessment will be requested and conducted by a Home Flood Protection Assessor with 10% of participants to confirm reported actions taken to reduce flood risk. This enables verification of the accuracy of self-reported results.

### **How is the homeowner information going to be protected?**

Upon consenting to participate in the Home Flood Protection Study, all personally identifying information is stripped from the Home Flood Protection Report and it is assigned a participant number. All follow-up survey forms and follow-up on-site assessments will use only this same participant number. All information will be stored in an encrypted, secure online database with confidential access granted only to authorized University of Waterloo and AET Team members including: University of Waterloo research students, the University of Waterloo's Home Flood Protection Program Director, AET's Home Flood Protection Assessors who complete the follow-up on-site assessments and AET's Customer Service Team members who enter data directly into the secure database from participants who complete follow-up surveys by telephone.

### **Statement of consent**

My signature below acknowledges that I have read and understood the terms of participating in the Home Flood Protection Study as written above. I agree to participate in the Study by sharing the results of my Home Flood Protection Assessment. I also consent to participate in a 3 and 6 month follow up survey and share these results and that I have the option to participate in a 6 month on-site follow-up assessment and share these results. I understand that my personal information is protected as confidential and that all personal identifying information (name, all address information, contact information) will be removed from the information that I share before it used for analysis. The final report will be shared with project funders and partners including the City of Burlington and the Ontario Ministry of the Environment and Climate Change.

I understand that participation is completely voluntary and I may opt to withdraw my consent at any time.

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**Email and Phone Contact Consent**

By signing below, I provide my express consent to the following:

**If I am participating in the program by email:** I consent to receive a 3 and 6 month follow-up survey reminder by email that will include a link to a secure portal where the survey will be completed. I also consent to receiving an email requesting my voluntary participation in an on-site follow-up survey, if I am one of 10% of participants randomly selected to participate.

**Unsubscribe mechanism:** My signature acknowledges that I understand that if I would like to opt-out and withdraw my consent to participate in the Home Flood Protection Assessment Study that I should contact **Janet Szydlowski at 519-888-4567 x 84022 or email at [floodprotect.info@uwaterloo.ca](mailto:floodprotect.info@uwaterloo.ca) at any time and include “Unsubscribe” in the subject heading.**

**If I am participating in the program using the phone:** I consent to receive a 3 and 6 month follow-up call from a customer service representative to request the completion on the surveys by phone. I also consent to receiving a call requesting my voluntary participation in an on-site follow-up survey, if I am one of 10% of participants randomly selected to participate.

**Opting out:** If I would like to opt out of the study I may do this at any time by informing the customer service representative on the phone. I may also contact **Janet Szydlowski at 519-888-4567 x 84022 or email at [floodprotect.info@uwaterloo.ca](mailto:floodprotect.info@uwaterloo.ca) at any time.**

**Questions about collection, storage and analysis of data:**

My signature acknowledges that I understand that if I have any questions about the collection, storage or analysis of information that I may contact **Cheryl Evans, Program Director at any time at [c8evans@uwaterloo.ca](mailto:c8evans@uwaterloo.ca).**

**A SIGNED ACCEPTANCE OF THIS AGREEMENT MUST BE RECEIVED BEFORE THE PARTICIPATION IN THE HOME FLOOD PROTECTION STUDY CAN BEGIN**

Homeowner’s Name: \_\_\_\_\_

Homeowner’s Signature: \_\_\_\_\_

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Name of Designated Representative (if applicable): \_\_\_\_\_

Signature of Designated Representative (if applicable): \_\_\_\_\_

Home Address: \_\_\_\_\_

Date: \_\_\_\_\_

**Participation method preference**

**(Please check one box and provide required contact information):**

Please check one of the boxes below to identify if you would prefer to participate in follow-up surveys and to be contacted about your interest in voluntary participation in a follow-up assessment by **email or by phone**. Please provide the requested related contact information so that we may contact you using your preferred method.

Email      Please provide email: \_\_\_\_\_

Phone      Please provide phone number: \_\_\_\_\_

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