



A Digital 'ActivPass': Towards an Evidence-Based Leisure Time Activity Card

A Locally Driven Collaborative Project (LDCP)



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Executive Summary

The ActivPass, one of Kingston Gets Active's key initiatives, is a facility access pass that grants entry to recreational facilities across Kingston, Frontenac, and Lennox & Addington to students in grades 5 and 9. The South East Health Unit, formerly KFL&A Public Health, provides in-kind services to enable the distribution of the passes to all public, catholic and private schools across the region. Over 5,000 students receive an ActivPass each year.

Facility access passes have been shown to significantly increase participation in leisure-time pursuits (Foley et al., 2021; James et al., 2020; Meyers et al., 2023). Participation in leisure-time pursuits, in turn, act as a significant protective factor against substance use (Kristjansson et al., 2021; Weybright et al., 2016; Woodward et al., 2023). Given the potential for ActivPass to act as a protective factor against youth substance use by offering barrier-free access to leisure-time pursuits, this Locally Driven Collaborative Project (LDCP) aimed to take a promising program and improve its efficiency by transitioning the paper-based card to a digital-based application. Using a realist evaluation framework, a process and outcome evaluation was conducted to better understand how the ActivPass works, under what conditions, and for whom.

Key Findings

A total of 83 youth pilot tested the application and completed surveys.

Program awareness, ease of finding information, limited options, and transportation are significant barriers to program participation.

Youth cited that the digitization of the ActivPass program greatly **improves program functionality** and **intention to use**.

Six community partners participated in semi-structured interviews.

Alignment with mission and values, low cost, and promotional opportunities were reported as key partner benefits.

Revenue loss, safety considerations, and accessibility of facilities were reported as key partner challenges.

The results of this evaluation provide an understanding of how a leisure-time facility access program works and provides several program mechanisms for enabling youth participation in leisure-time pursuits.

Introduction

The Kingston Gets Active – South East Health Unit Partnership

Kingston Gets Active is a community coalition dedicated to promoting physical activity in Kingston, Frontenac, and Lennox & Addington. The South East Health Unit, formerly KFL&A Public Health, has played an active role in the Kingston Gets Active coalition since 2005. As part of this partnership, the South East Health Unit provides in-kind graphic design, copyediting, and printing services including the development of social marketing campaigns promoting physical activity as well as the production and distribution of ActivPasses.

ActivPass

The ActivPass is a facility access card that provides over 5,000 students free entry to recreation facilities across Kingston, Frontenac, and Lennox & Addington at designated times. Since 2005, all grade 5 and 9 students enrolled at public, catholic, and private schools are eligible. While the recreational opportunities vary by facility, youth generally have access to swimming, curling, skating, open gym space, and fitness spaces. There are currently eight community partners that offer their facilities to ActivPass users:

- The City of Kingston
- Queen's University
- The YMCA of Southeastern Ontario (limited to the programs offered at the Kingston East Community Centre)
- BGC South East
- The Royal Kingston Curling Club
- Loyalist Township
- Township of Greater Napanee
- Township of Stone Mills

ActivPass Community Partners



Substance Use in the Kingston, Frontenac, and Lennox & Addington Region

Youth substance use at any level is associated with acute physical, emotional, and mental harm. For example, youth substance use has been associated with increased likelihood of unintentional injury (Ilie et al., 2015), sexual victimization (Canadian Centre on Substance Use, 2007), academic underachievement (Cambron et al., 2020), and family conflict (Lightfoot et al., 2018). Prolonged use of substances such as alcohol are also associated with poor physical health (e.g., high blood pressure) and mental health (e.g., depression) outcomes (Leslie et al., 2016). Furthermore, youth substance use remains a strong predictor of adult substance use (Arteaga et al., 2010). Thus, the healthcare burden (both in terms of life years lost and cost) of youth substance use is extraordinary (Vigo et al., 2019).

When compared internationally, substance use rates among youth in Canada are amongst the highest in the world (Canadian Centre on Substance Use, 2007). In Ontario, data from the Ontario Student Drug Use and Health Survey (2024) shows that more than 10% of students (grades 7 to 12) use (in order of use): alcohol, prescription opioids, cannabis, and vapes. Although the southeastern region of Ontario appears to have similar substance use rates as the rest of southern Ontario, local youth service providers have noted that substance use addiction services have increased 22% in the past year. This rate of growth is significantly higher than population growth in the Kingston, Frontenac, and Lennox & Addington region. The Kingston census metropolitan area (CMA) is one of the top 10 fastest growing medium-sized CMAs in Canada (Statistics Canada, 2024). Thus, it is anticipated that the number of youth using substances will grow without substance use intervention.

The ActivPass as Primary Prevention for Substance Use

Substance use interventions for youth have traditionally focused on individual-level behaviour change through crisis management (e.g., dealing with an overdose) and counselling (Becker et al., 2023). While substance use crisis management is important, this approach fails to recognize the role that the broader social, political, and physical environment plays in either facilitating, or mitigating, substance use. There are several known interpersonal and environmental protective and risk factors associated with youth substance use. One of the most widely cited factors influencing youth substance use is access to alternative leisure-time pursuits (Kristjansson et al., 2021). Previous studies in the United States have demonstrated that facility access passes have resulted in significant increases in the participation of both sport and arts-based leisure-time pursuits (Meyers et al., 2023). Facility access passes and similar voucher programs have increased youth participation in leisure-time pursuits in a study conducted in Wales with over 500 youth (James et al., 2020) and in a study conducted in Australia with over 37,000 youth (Foley et al., 2021). A multi-regression model analysis of over 3000 youth aged 12 to 18 found that participation in leisure-time pursuits was a significant protective factor against lifetime use of both alcohol and cannabis (Woodward et al., 2023). These findings are

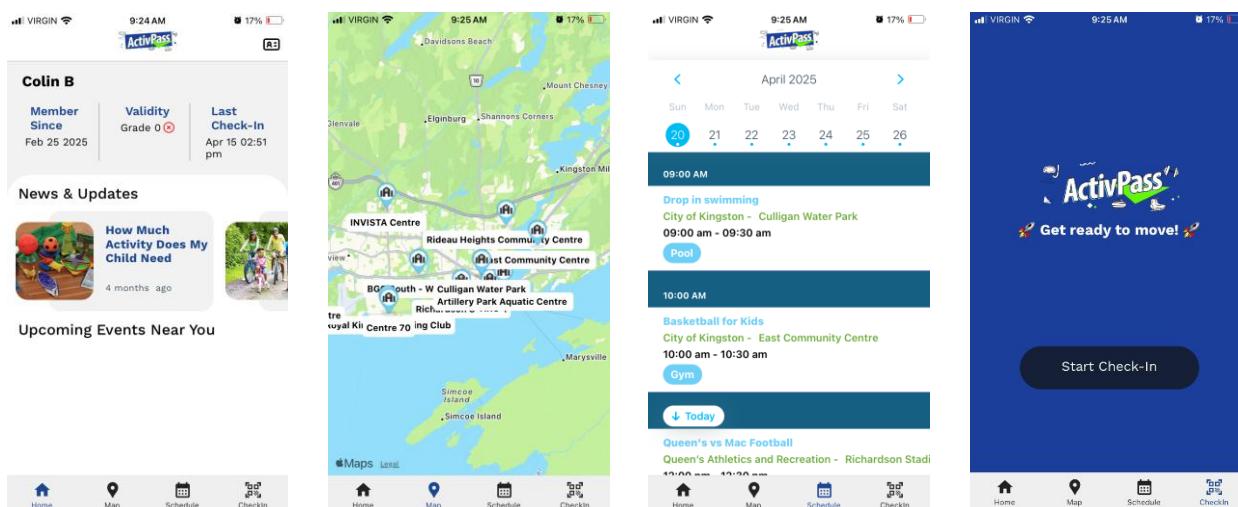
supported by a cohort study of South African youth that found that youth engaged in leisure pursuits were less likely to consume alcohol, tobacco, cannabis, methamphetamine, and inhalants (Weybright et al., 2016). There have been no studies of the role a leisure-time facility access program could play in youth substance use in a Canadian setting.

The ActivPass App

The ActivPass program has been distributed as a paper-based card for the past 20 years. ActivPass users show the ActivPass or their grade 9 student card to gain access to the facility. Community partners use different methods for tracking ActivPass use and have unique facility sign-in systems, making it difficult to evaluate the program's effectiveness. Despite the program's potential for substance use prevention, there is little to no information available to determine how, when, where, and by whom the ActivPass has been used.

Cellular applications, or “apps”, have a high rate of adoption among young populations and have been noted as a promising method to reach a target audience to enhance their health and wellbeing (Eisenstadt, Liverpool, Infant, Ciuvat & Carlsson, 2021; Mehra, Paul & Kaurav, 2021). Furthermore, apps can significantly improve the efficiency and effectiveness of data collection to support continuous program improvement (Fischer & Kleen, 2021). A third-party app developer worked with the South East Health Unit and Kingston Gets Active to develop an ActivPass app. The ActivPass app allows Grade 9 users to view all available recreational opportunities in both schedule and map view, access facilities, and receive instant updates regarding schedules and events. The four pages found on the ActivPass app are presented below.

The ActivPass App (as of August 21, 2025)



The aims of the project were to:

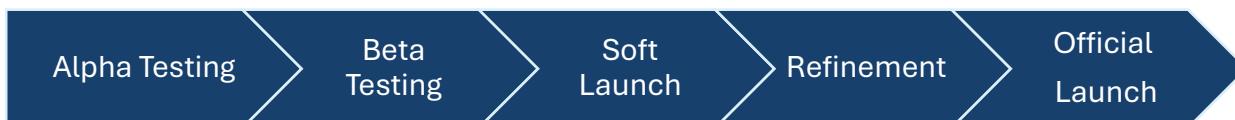
1. Transition the paper-based ActivPass to a digital-based ActivPass app to improve program efficiency.
2. Conduct a comprehensive ActivPass process and outcome evaluation focusing on program reach and adoption to understand the program's effectiveness.

Methods

Realist Evaluation

The realist evaluation methodology has been used successfully to guide evaluations of community health programs in Canadian settings (Quintans et al., 2020). It involves the development of a program theory focused on the link between the context surrounding the programs, the mechanisms through which programs create change, and the outcomes of the program in a particular setting (Quintans et al., 2020). With the ActivPass, the realist evaluation integrates knowledge from community partners and youth to help understand the ways that resources (e.g., the ActivPass card and facilities) elicit a response from program beneficiaries (i.e., youth accessing a community partner's facility using the ActivPass) that acts as the mechanism of change. It is important to note that the realist evaluation methodology takes into account that mechanisms (or the response of the program beneficiary) can change based on different contexts (or the availability of resources), which is critical for considering differences in how ActivPass works in both dense urban centres (e.g., City of Kingston) and sparsely populated rural regions (Lacouture et al., 2015). These responses then result in measurable outcomes. This is known as the Context-Mechanism-Outcome (CMO) configuration (Pawson, 2013) that results in a middle-range theory describing how ActivPass works.

Prior to data collection, the core LDCP team participated in alpha testing of the app. The purpose of alpha testing is to identify and fix technical errors as well as improve usability before granting access to external users. Following this phase, community partners and youth participated in beta testing. Community partners had an opportunity to test the administrative features of the app while youth from the target demographic simulated using the ActivPass app and provided feedback. The general app development process that was followed was as follows:



Ethics approval for this evaluation was granted by Queen's University.

Privacy Policy and Terms of Use

To ensure compliance with the *Municipal Freedom of Information and Protection of Privacy Act*, RSO 1990, c.M56. and protect the data of ActivPass app users, a Privacy Policy and Terms of Use document was developed in partnership with an externally hired third party law firm, an information technology expert, and senior leadership at the South East Health Unit.

Data Collection and Analysis

Community Partners

Representatives from each organization that participate in the ActivPass program were recruited to take part in semi-structured interviews (Appendix A) as well as one of two workshops, both of which involved participant observation (Appendix B). Participant observation was completed by two independent LDCP team members. With any discrepancies, notes were discussed until a consensus was reached. Data was analyzed thematically.

Youth

In partnership with Kingston Gets Active, South East Health Unit hosted beta-testing drop-in sessions at recreational and youth-service organization facilities as well as schools. Youth completed a pre-testing survey (Appendix C) before beta testing the ActivPass app asking about their current knowledge and use of the ActivPass program. Youth were then asked to test the app.

Youth participants did the following tasks:

- Created an account and profile
- Checked the home page and reviewed ActivPass related news
- Found facilities using the map feature
- Reviewed opportunities using the schedule feature
- Checked-in to a recreational opportunity of their choice

Following the beta testing session, youth participants completed a post-testing survey (Appendix D) asking about their app experience and their intentions to use the ActivPass program after the app is launched.

Findings

Community Partners

Interviews

Six out of eight community partners participated in interviews lasting between 45 minutes and 1 hour. Community partners indicated that there were both benefits and challenges associated with offering their facilities through the ActivPass.

Key Partner Benefits

1. Alignment with partner's mission or vision

Community partners expressed that their organization's mission or vision involved supporting the personal growth of individuals and/or a responsibility to contribute to the wellbeing of those who reside in the community. Community partners voiced that ActivPass was one initiative that helped them accomplish their mission or vision statement.

2. Low cost

In most cases, community partners indicated that facilities are operating below full capacity (based on the maximum capacity allowed under fire code). Community partners expressed that amenities like swimming pools, ice sheets or rinks, and fitness equipment are already in place, but underutilized. As a result, the cost of participating in the ActivPass program was low.

3. Promotional opportunities

Community partners also indicated the expectation that ActivPass users would generate revenue in the future or in other ways while as an ActivPass user. Many community partners discussed the value of the ActivPass in building lifelong healthy habits and a desire to stay involved in recreational opportunities. As a result, many community partners expected that ActivPass users may purchase memberships or day access passes to their facilities after their ActivPass expires. Community members also stated that ActivPass users may bring family or friends without an ActivPass or that they may purchase access to a facility space for a special event. For example, some of the facilities had rooms available for rent for events such as birthday parties.

4. Networking

Community partners took part in the ActivPass program for the opportunity to network with other like-minded recreation providers. This includes regular events that Kingston Gets Active offers for informal networking to promote collaboration amongst partners.

Key Partner Challenges

1. Revenue loss

Although community partners anticipated that revenue from ActivPass users is obtained in other ways, there were concerns presented over the loss of revenue from the ActivPass in terms of daily pass and membership fees. In one case, a community partner has had to significantly scale back their involvement in the ActivPass because of concerns over lost revenue from the program.

2. Safety considerations

Community partners with recreational opportunities that involved safety precautions, such as curling and skating, indicated that ActivPass users were often unprepared to participate in the activity. For example, the ActivPass user may arrive at a facility without a signed waiver or without necessary safety equipment, such as a helmet. This information is not communicated on the paper-based card given that the size of the ActivPass card requires graphic designers to work within strict text limitations.

3. Accessibility of facilities

Community partners mentioned that their location, and access to that location via transit, biking, or walking, most significantly impacted the number of ActivPass users that accessed their facilities. Community partners suggested that most ActivPass use was from youth who live in dense urban areas that were walkable, bikeable, and have access to frequent transit service. Community partners outside the City of Kingston's urban boundary were more likely to report low numbers of ActivPass users as travelling to these facilities require access to a private vehicle as well as a driver.

Participant Observation

Each workshop lasted between 52 and 56 minutes. Half of community partners attended at least one workshop and participated in testing the administrative features (i.e., the community interface) of the ActivPass app. Overall, the app developer completed the workshops with a high degree of fidelity, with both workshops rated as *excellent*. The app developer comprehensively covered app progress to date, the experience for the front-end user (i.e., youth) and back-end user (i.e., community partner) as well as discussed how schedules are uploaded and appear within the ActivPass app. Community partners were highly engaged and asked a significant number of questions. These questions prompted the LDCP team to pursue a more integrated scheduling approach that would reduce the workload of community partners by avoiding the duplication of a community partner's recreation schedule in both the organization's scheduling software as well as the app.

Two key aspects of the ActivPass program that impact its effectiveness were discussed during the workshops: functionality (or how easy it is for youth to participate) and navigability (or how easy it is for youth to find the information they need). Based on the

demonstrations within the workshop, community partners stated that both of these aspects were improved.

App Testing and Youth Surveys

A total of 83 youth pilot tested the ActivPass app and participated in the surveys. 89% of youth reported never using the ActivPass.

The top reasons for not using the ActivPass included:

1. Never heard of it
2. Limited times or schedules for existing opportunities
3. Not offering opportunities the youth enjoys
4. Uncertain how to find information on opportunities
5. Facilities too far away or unable to access transportation

Two important aspects that impacted the use of the ActivPass program were contextual factors and the availability (in terms of number and timing) of opportunities. The following contextual factors emerged from the youth survey:

Most of the youth who reported not using the ActivPass:

- Went to schools located in rural settings;
- Lived in communities outside of the City of Kingston; and/or
- Reported not having access to regular transportation (through private or public means).

The remaining 11% reported using the ActivPass less than once per month (8%) or at least once per month (3%). All ActivPass users reported that the ActivPass improves their access to leisure-time pursuits.

The top reasons for using the ActivPass included:

1. Enjoyment and fun
2. Maintaining physical activity levels
3. Spending time with friends

About 1 in 5 youth reported using public or active transportation to access ActivPass facilities.

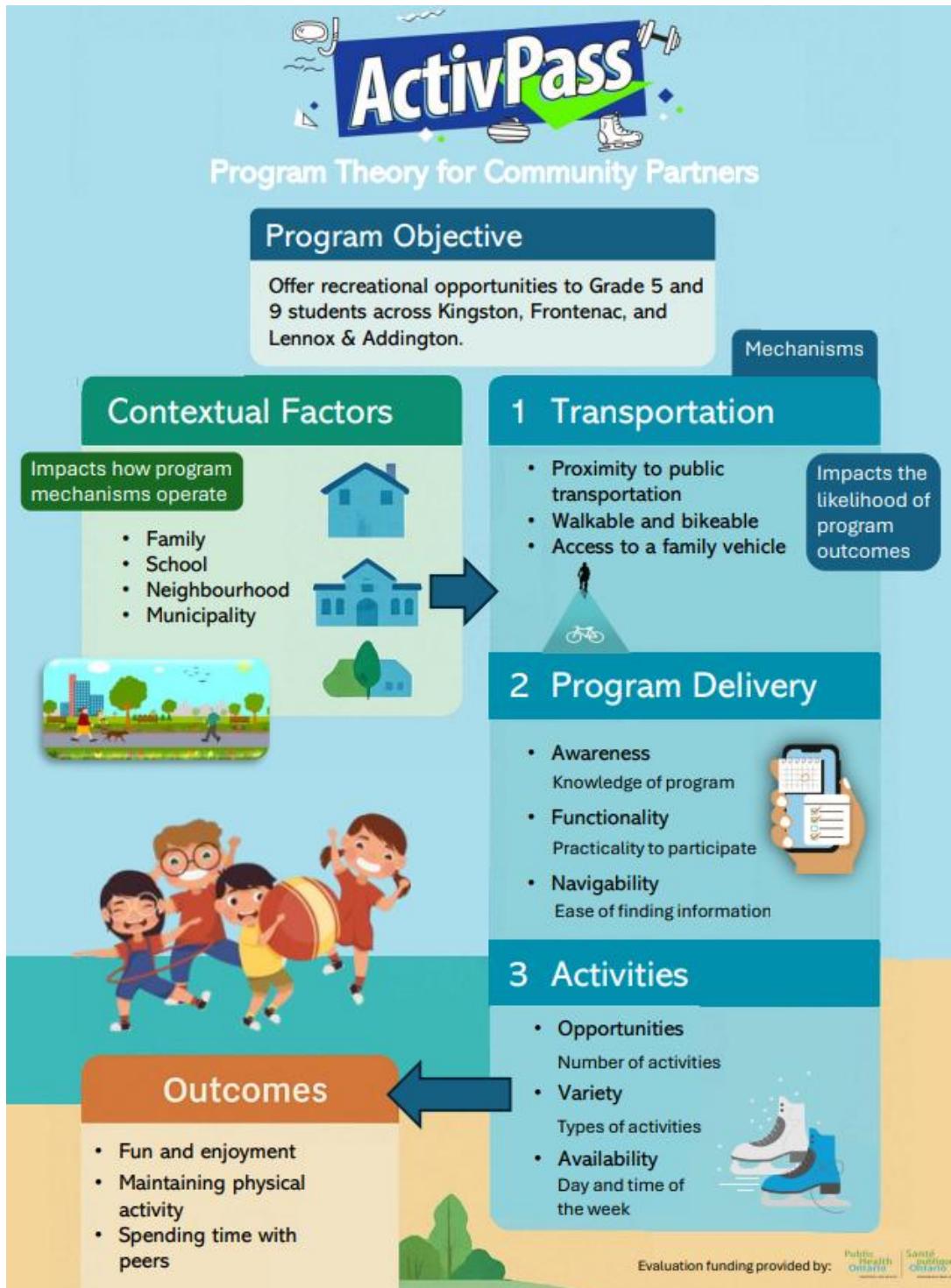
After testing the ActivPass app, 70% said they would be more likely to participate in the ActivPass program, 2% of youth stated that the app would not change how likely they were to participate in the ActivPass program and 4% of youth said they were not likely to participate in the ActivPass program. The remaining 24% of youth stated that they were not sure if they would participate in the ActivPass program.

Youth requested that the variety of opportunities be increased and future leisure-time pursuits be added to the ActivPass in the following areas:

1. Organized sports
2. Arts (e.g., theatre, music, and improv)
3. Rhythm-based activities (e.g., dancing, Zumba, or aerobics)

Discussion

The purpose of this LDCP was to transition the paper-based ActivPass program to a digital-based app as well as describe how ActivPass works through a comprehensive process and outcome evaluation. Using the data from community partners and youth, an ActivPass program theory was developed and outlined in the following infographic:



The ActivPass program theory highlights the varying contexts that influences ActivPass use. Family, school, and place of residence all played a key role in determining who ActivPass works for and in which locations. This is consistent with evidence that emphasizes how family and school contexts can enable participation in youth leisure-time pursuits (van Sluis, Kriemler, & McMinn, 2011). Furthermore, Smith and colleagues (2015) found that youth perceptions of their built environment (e.g., walkability and the availability of recreational facilities) strongly influences leisure-time decisions. The ActivPass program theory is consistent with evidence that family support, school encouragement, as well as the neighbourhood and municipality a youth lives in can enable youth to participate in a facility access card program like ActivPass.

A key finding from the realist evaluation is that access to facilities, by itself, is insufficient to support program participation. Three key factors emerged to understand how ActivPass works: transportation, program delivery, and activities.

Based on both community partner interviews and youth surveys, it was found that youth with access to additional modes of transportation (e.g., public transport) were more likely to use ActivPass than youth with limited transportation options. Other studies have noted that rural youth are often less active than their urban counterparts, partly because travel distances and transportation pose key barriers to participation (Edwards, Theriault, Shores, & Melton, 2014). Thus, ActivPass requires adaptation to work in sparsely populated rural areas without infrastructure to support active transportation.

Survey responses suggest that the paper-based ActivPass program was not well known. Furthermore, youth noted significant challenges in finding information on available facilities and navigating the information available. The ActivPass app enables users to view all schedules of participating facilities as well as real-time updates. Other mobile apps in the health sector have shown that they tend to increase program engagement as well as efficiently consolidate information (Basto & Ferreira, 2025). By improving awareness, functionality, and the navigability of information, 70% of youth reported that their intentions to use the ActivPass increased following the creation of the ActivPass app.

Youth are also seeking out leisure-time pursuits that match their interests. This is consistent with the findings of similar leisure-time programs. Youth appear to be more likely to engage in programming when there are a variety, and a significant number of, leisure-time pursuits available to them (Meyers et al., 2023). Taken together, this program theory provides an understanding of how ActivPass works, for whom, and under what conditions. This approach shifts the focus from asking whether a program is effective to identifying the specific conditions under which the program becomes effective. While the app enables participation by reducing barriers related to program delivery, equitable access requires that structural barriers, such as transportation, are addressed.

Limitations and Next Steps

This evaluation focused on obtaining a better understanding of how the ActivPass is used, under what conditions, and by whom. While the resulting middle-range theory helps to demonstrate how facility access cards deliver their intended outcomes, there are some notable limitations. First, long-term outcomes such as behaviour change and direct links to substance use behaviour were not measured. While the ActivPass remains a promising program to delay or prevent experimentation with substance use, this pilot does not provide any evidence that directly links ActivPass use with youth substance use outcomes. Future evaluations should measure behavioural outcomes, particularly links between ActivPass use, sustained leisure-time engagement, and substance use trajectories. Longitudinal data would strengthen evidence for ActivPass as a preventive public health intervention.

Second, the evaluation included 83 youth and six community partners across Kingston, Frontenac, and Lennox & Addington. Results in other regions may differ, especially where facility availability and transportation differ. However, the program theory includes both contextual factors and mechanisms that may impact program outcomes wherever it is implemented. This program theory will be shared with other public health units and may be used as a starting point to guide implementation in other communities.

Contributors

Colin Baillie, Health Promoter with the South East Health Unit (formerly KFL&A Public Health)

Rebecca Shams, Health Promoter with the South East Health Unit (formerly Leeds, Grenville and Lanark District Health Unit)

Ashley Johnson, Coordinator with Kingston Gets Active

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Disclaimer

The views expressed in this publication are the views of the project team, and do not necessarily reflect those of PHO.

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Appendices

Appendix A

Semi-Structured Interview Guide

1. What has influenced your decision to be part of the ActivPass program?
2. How does the ActivPass impact access to leisure-time activities for youth in the community?
3. What is your perspective on the way the program is delivered currently?
4. How does your location(s) (e.g., urban versus rural) impact the numbers and characteristics of ActivPass users who visit your facility(ies)?
5. What benefits does your organization gain from providing in-kind activities through the ActivPass?
6. What additional support would be beneficial for your organization as an ActivPass partner?
7. Looking forward, how could the ActivPass be modified to increase the number of ActivPass users who visit your facility?

Appendix B

Participant Observation Form

Study Title: A Digital 'ActivPass': Towards an Evidence-Based Leisure Time Activity Card

Location:					
Date:	Start Time		End Time:		
	Total				
Evaluation Team					
Number of Community Partners					
Number of 'Other' Attendees (please specify):					
Welcome and Ice Breaker Activity	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session?</p> <p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>				
Where Are We? (Alpha Testing to Grand Launch)	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p>				

	<p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>
How It Works (E.g., How to Upload Schedule)	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p> <p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>
Partner Integration	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p> <p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>
Today's Demonstration (What's Included)	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p> <p>What is the “vibe” of the room during this session?</p>

	General Comments:
ActivPass App – Front User Demonstration	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p> <p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>
ActivPass App – Back User Demonstration	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p> <p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>
Closing	<p>How many facilitators lead the session?</p> <p>Do community participants have the opportunity to get involved and engage in this session?</p> <p>Do community participants talk to each other during this session?</p> <p>Do community participants share experiences, examples, or stories during this session?</p> <p>Do community participants ask questions about the topics covered in this session?</p> <p>Is there respect among participants during this session</p> <p>What is the “vibe” of the room during this session?</p> <p>General Comments:</p>

Appendix C

Pre-Testing Survey

ActivPass App - Youth Survey

We need your help to make ActivPass a "W"! We are looking for volunteers to answer some questions about ActivPass. There are no "right" or "wrong" answers to any of the questions—we're simply looking for your opinion to help improve ActivPass. This is **not** a research study. It will only take a few minutes to complete. All of your answers are private and confidential. By completing the survey, you can enter for a chance to win a pair of Apple Airpods! If you have questions about the survey, please contact Ashley Johnson at a.johnson@queensu.ca or Colin Baillie (Health Promoter, South East Health Unit) at colin.baillie@kflaph.ca or 613-549-1232 ext. 1908.

General Information:

How would you describe where you live?

- Rural area 
- Urban area 

Gender:

- Non-Binary
- Woman
- Prefer not to say
- Man
- Prefer to self-describe:

Experience with ActivPass

How frequently do you use ActivPass?

- Multiple times per week
- At least once per week
- At least once per month
- Less than once per month
- Never

Which physical activities have you participated in using ActivPass?

Select all that apply

- Swimming 
- Skating 
- Curling 
- Fitness (e.g., gym with fitness equipment) 
- Volleyball 
- Basketball 
- Other, describe:

How do you get to the facility(ies) where you use ActivPass?

Select all that apply

- I take the bus 
- I am driven 
- I walk 
- I bike 
- Other, describe:

What are your reasons for using ActivPass?

Select all that apply

- To maintain physical activity
- To try different physical activities
- To learn or develop physical activity habits
- To meet new people
- To spend time with friends
- For enjoyment and fun
- Other, describe:

Before using ActivPass, how often did you participate in leisure-time physical activities outside of school (i.e., physical activity you do for fun)?

- Multiple times per week
- At least once per week
- At least once per month
- Less than once per month
- Never

Since you started using ActivPass, how often did you participate in leisure-time physical activities outside of school (i.e., physical activity you do for fun)?

- Multiple times per week
- At least once per week
- At least once per month
- Less than once per month
- Never

Do you feel ActivPass has improved your ability to stay active?

Definitely yes	Probably yes	No change	Probably no	Definitely no	Not sure
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Appendix D

Post-Testing Survey

ActivPass App - Youth Survey

We need your help to make the ActivPass app a "W"! We are looking for volunteers to test the app and answer some questions about ActivPass. There are no "right" or "wrong" answers to any of the questions—we're simply looking for your opinion to help improve ActivPass. This is **not** a research study. It will only take a few minutes to complete. All of your answers are private and confidential. By completing the survey, you can enter for a chance to win a pair of Apple Airpods! If you have questions about the survey, please contact Ashley Johnson at a.johnson@queensu.ca or Colin Baillie (Health Promoter, South East Health Unit) at colin.baillie@kflaph.ca or 613-549-1232 ext. 1908.

General Information:

Gender:

- Man
- Prefer not to say
- Woman
- Non-Binary
- Prefer to self-describe:

Primary Device Used for Testing:

- iPhone
- Android

Phone Type and Operating Version:

This information is found in your settings. e.g., iPhone SE iOS 18.3.1

App Use Experience

Do you currently use any mobile apps?

Select all that apply

- Yes, I use fitness-related apps (e.g., workout trackers, activity monitors)
- Yes, I use health or wellness apps (e.g., meditation, sleep tracking)
- Yes, I use social apps (e.g., Tik Tok)
- Yes, I use entertainment or gaming apps
- No, I don't currently use any apps

App Usability and Experience

How would you rate the registration process?

Very easy	Easy	Neutral	Difficult	Very difficult
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Did you encounter any issues during registration?

No

Yes, describe:

How would you rate the app's navigation?

Navigation is about moving between screens to find the information you want.

Very easy	Easy	Neutral	Difficult	Very difficult
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How would you rate the design and visual appeal of the app?

Excellent	Good	Average	Poor	Very poor
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Features and Functionality

How useful did you find each feature used?

1 = Extremely useful to 5 = Not at all useful

	1	2	3	4	5	Did not use this feature
Browsing event schedules	<input type="checkbox"/>	<input type="radio"/>				
Checking in to events	<input type="checkbox"/>	<input type="radio"/>				
Viewing news	<input type="checkbox"/>	<input type="radio"/>				
Viewing map	<input type="checkbox"/>	<input type="radio"/>				
Other, describe:	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Were there any features you found difficult to locate or use?

No

Yes, describe:

Were there any features you expected, but did not find in the app?

No

Yes, describe:

Did you encounter any bugs or issues while using specific features?

No

Yes, describe:

Performance and Reliability

How would you rate the app's performance in terms of speed and responsiveness?

Excellent

Good

Average

Poor

Very poor

Were there any error messages or glitches?

No

Yes, describe:

Activity Participation

How many events did you check-in to using the ActivPass app?

None

1-2

3-5

More than 5

How would you rate the process of checking in to activities using the ActivPass app?

Very easy

Easy

Neutral

Difficult

Very difficult

Did you face any issues while checking in to activities using the ActivPass app?

No

Yes, describe:

Did the app crash or freeze?

No

Yes, describe:

Overall Satisfaction and Suggestions

Does having ActivPass accessible through an app make you more likely to use it?

Definitely yes	Probably yes	No change	Probably not	Definitely not	Not sure
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Overall, how satisfied are you with the ActivPass app?

Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
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What did you like most about the ActivPass app?

What did you like least about the ActivPass app?

How can we make the ActivPass app more awesome or useful for you?

Any additional comments or feedback?