

Pets In Families – 18-Month Interview Contact Script

Timing of Follow-Up Interview

The Follow-Up Interview occurs at or near 18-months after the initial interview. The actual date of the interview will likely not occur on the exact 18-month time period, though we want to conduct the follow-up interview as close to 18-months after the participant completed the initial interview as possible.

The Research Assistant at DU for Project Connections, Shelby, will contact each Survey Administrators at 16-months following the initial interview, when the Survey Administrator should begin contacting the participant to schedule the 18-month interview.

Protocol Associated with Follow-Up Contact

Participants were informed about and consented to the follow-up contact and interview when they enrolled in this study, however safety considerations must be the highest priority when contacting a participant.

After you receive Shelby's reminder email, initiate contact with the participant as follows:

- 1) Call the participant's cell phone to schedule the 18-month follow-up interview.**
- 2) If unable to reach by cell, call on participant's landline.**
- 3) If unable to reach by cell or landline, call designated safe friend/relative.**
- 4) If you reach the participant, schedule the 18-month interview time/date/location. Mark your calendar to remind the participant 1-2 days prior to the interview date.**
- 5) If you are unable to reach the participant, please log your contact efforts through SurveyMonkey at <http://www.surveymonkey.com/s/RYSLX8F>**

Use *67 on every call to block your number (unless your agency's phones are already automatically blocked).

To block your phone number and name from appearing on a recipient's Caller ID unit on a single phone call, **dial *67** before dialing the phone number. Your number will not be sent to the other party. You must redial *67 each time you place a new call. (<http://www.fcc.gov/guides/caller-id-and-spoofing>)

Script for 18-Month Interview Contact

1) Start by calling on the participant's cell phone number.

Dial *67 (unless already blocked by your agency), and then the participant's cell phone number.

◆ *If the phone number is out of service or has been given to a new user, note this on the participant's contact form, and then call on the participant's next contact number, if available.*

◆ *If the call goes to voicemail:*

- ◆ Leave a message saying **'Hi, my name is (interviewer's first name) and I am calling to talk with (participant) about participating in a Pets In Families survey. I will try to reach you again soon, or you can call me at your convenience at 877-774-1714. Thank you!'**
- ◆ Call again the next day to try to reach the participant. Do not leave a voice mail if no one answers.
- ◆ Call the cell phone a third time, leaving a message saying, **'Hi, this is (first name) calling again to talk with (participant) about participating in a Pets in Families survey. Please call us at 877-774-1714 to let us know if you are interested in participating. Thank you!'**
- ◆ *After leaving the second voice mail:*
 - ➔ If you are not certain whether your messages actually went to the participant's phone number (e.g., you reached a generic rather than personalized voice mail), please go to **(2)** to call the participant on her landline.
 - ➔ If you believe your message went to the participant directly (e.g., you reached a personalized voice mail), call the cell phone a fourth time (without leaving a message) and a fifth time, if necessary, leaving a message saying, **'Hi, this is (first name) calling again about participating in a Pets in Families survey. Please call us at 877-774-1714 as soon as you are able so we can schedule a time to talk about this important survey. Thank you!'** If you don't hear from the participant within one week of this final voice mail, please go to **(2)** to call the participant on her landline.

◆ *If someone answers, say "Hello, I'm calling for (participant's name). Is she available?"*

➔ *If participant is available and gets on the phone, begin as follows:*

- ◆ **"Hi. This is (interviewer's first name) with the Pets in Families Survey. Is this a good time to talk with you?"**

☞ *If participant says, "NO", ask if there is a better day/time to call again.*

- ◆ End the call. Try to reach the participant again another day. If she says she does not want to talk later, note this on the participant contact form and go to **(4)** to log your contact efforts.

☞ *If participant says, "YES", continue as follows:*

- ◆ **"Great. If at any time, you think it would be important for us to end this call, just say, 'Sorry, I don't have time right now.'"**

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Continue with general greeting (e.g., "Hope you're doing well."). Ask the participant if she and her child are still interested in continuing their participation in the Pets in Families Project.

➤ *If participant says they are **no longer interested***, verify again that they are choosing to terminate or stop being involved in the Pets in Families Survey and then note the day and time of the call on the top of the Participant Contact Information sheet and write in, "CHOSE TO STOP PARTICIPATION".

➤ *If participant says they are **still interested***, mention to her that it is time for the 18-month follow-up interview, and ask to schedule a day, time and location for the 18-Month (YEAR 2) assessments. If the participant needs help with travel to the assessment site, indicate that the project will pay for reasonable transportation costs. If the participant wants to participate but is unable to travel to the assessment site, schedule a *tentative* phone interview day and time, and contact Beth or Tina to discuss the participant's request for a phone interview.

➤ *If you schedule a follow-up interview time*, call the participant 1-2 days prior to the scheduled interview time to remind her of the interview time and reschedule if necessary.

➔ *If the person answering the phone says the participant is **NOT** available*, ask for alternative times to try contacting her.

☞ *If the person answering the phone asks about who the caller is or what the caller wants*, simply indicate that the caller is conducting a survey on families and their pets.

☞ *If the person answering the phone stays on the line and asks more questions about the Pets in Families Study*, refer to the possible responses, below.

- What is this survey about?

The Pets in Families survey is a way to learn more about families and their pet animals, for example, the types and numbers of pets which families have, the joys and challenges of having pets, and how families care for their pets.

-Who are you with?

I am a volunteer with a call center. I'm interested in animals, so decided to help out. Do you know when might be a better time for me to reach ___?

- Who is conducting this project?

Well, there is a website address I could give you, but I don't have a lot of other detail. Do you know if ___ might be available later this week?

- How did __ (survivor) __ get involved? How did you get her name/number?

I just have a list of names and phone numbers that I'm working from. I don't know exactly how the people on the list were selected. But I do know that the survey is for mothers in families since they are typically more involved in pet care, trips to the vet and things like that. Would it be OK if I call back later today or later this week?

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- Will she/we get paid?

No, this is a voluntary study, and unfortunately there is no compensation. But the survey is short, typically it takes only about 10 minutes.

-Can you mail us the survey?

No, we are actually using personal phone calls rather than mailing any materials, and today's call is not to conduct the survey but to set up a time to conduct it. Is this a good number for me to reach ___ on?

-Can you tell me what the survey questions are?

The call center I work for just wants me to make contact to set up a time for the survey, not actually conduct the survey. I'm a scheduling person, and the people conducting the surveys are different from me.

- To end a call with a curious person:

Well, I really don't have any more information to share, though I see you are interested in what we are doing. Sorry not to be more informative. There is a little bit more information on the website that might answer some of your questions. If you want to look, it is www.petsinfamilies.com. Thanks for your interest, and I hope you have a good day.

- To end a call if you feel uncomfortable:

I don't want to bother you anymore, so thanks for your time and have a good day.

2) If cell phone contact was not possible, try the participant on her landline.

Dial *67 (unless already blocked by your agency), and then the participant's landline phone number.

◆ *Please follow the process listed above for calling on the cell phone.*

3) If neither cell phone nor landline contact was possible and you are attempting to reach the participant to schedule the 18-month follow-up interview, call the designated safe friend/relative listed on the contact sheet.

Dial *67 (unless already blocked by your agency), and then the friend/relative's phone number.

◆ *If someone answers, say "Hello, I'm calling for (designated friend/relative's name). Is she/he available?"*

➔ *If designated friend/relative is available and gets on the phone, begin as follows:*

- ◆ "Hi. (Participant) gave me your name as a contact for her participation in the Pets in Families Survey. Is this a good time to talk with you?"

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- *If designated friend/relative says, "NO", ask if there is a better day/time to call again.*
 - ◆ End call. Try the friend/relative again another day if she/he agrees.

- *If designated friend/relative says, "YES", continue as follows:*
 - ◆ **"Great. I appreciate your time. (Participant) had expressed interest in our Pets In Families survey, and gave us your name and number as an alternate way to contact her. Would you be willing to provide me with her current phone number or relay a message to her?"**
 - *If friend/relative IS willing to relay a message, give your first name and the 877-774-1714 number. Ask if it would be ok to call again if you haven't heard from her in the next week.*

 - *If friend/relative IS willing to provide participant's phone number, thank them for the information. Call the participant according to the steps in (1).*

 - *If friend/relative is NOT willing to relay a message or provide participant phone information, thank them for their time and end the call.*

If you cannot reach the participant through the first friend/relative, dial *67 (unless already blocked by your agency), and then the second friend/relative's phone number, following the same protocol and then refer to step **(1)** if you reach the participant.

4) If you reach the participant, schedule the 18-month interview time/date/location. Mark your calendar to remind the participant 1-2 days prior to the interview date. Log your contact in SurveyMonkey at <http://www.surveymonkey.com/s/RYSLX8F>.

5) If you are unable to reach the participant through cell phone, landline, friend or relative contact, then please log your attempts in SurveyMonkey at <http://www.surveymonkey.com/s/RYSLX8F>.

Questions or concerns? Contact Beth at ecollins@ccadv.org or Tina at Tina.Hageman@du.edu

Thank you!