

Pets in Families: 6- and 12-Month Follow-Up Protocol

Timing of Follow-Up Contacts

The ‘follow-up phone contact’ occurs at the 6-month and 12-month point between the initial interview and the 18-month follow-up interview. At the 6-month and 12-month point, survey administrators contact their enrolled participants by phone.

Tamara Greene or another member of the Project Connections Research Team will contact each Survey Administrator when the 6-month or 12-month contact should be made. Additionally, CCADV will send Pets in Families project reminders to the participants every few months via generic emails and project postcards.

Purpose of Follow-Up Contact

The purpose of the Follow-Up contact is to determine if the participant expresses continuing interest in the study and, if so, to remind the participant that the interviewer will contact the participant each 6 months and to schedule the 18-Month (YEAR 2) assessments for her and her child. The participant can also be reminded of the monetary incentive of \$125 (\$110 for the mother, \$15 for the child) for completing the 18-Month (YEAR 2) assessment.

Protocol Associated with Follow-Up Contact

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

After you receive Tamara’s reminder email, initiate contact with the participant as follows:

- 1) Call the participant’s cell phone.**
- 2) If unable to reach by cell, call on participant’s landline.**
- 3) Once you have either reached the participant or exhausted your avenues for reaching her by phone, please log your 6-month and 12-month 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 Follow-Up 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 landline, 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 yet leave a voice mail if no one answers.
- ◆ Call a third time the following day. Do not yet leave a voice mail if no one answers.
- ◆ Call a fourth time. If no one answers, leave 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 messages went to the participant directly (e.g., you reached a personalized voice mail), please go to **(3)** to log your contact efforts.

◆ *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 call. Try the participant again another day.
- ➡ *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.'"**

Script for Follow-Up Contact

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 that, 6 months from now, the interviewer will call again to schedule a day and time 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.

Thank the participant and verify that the phone number the interviewer used will still be the best phone number to use in 6 months. Confirm whether the other contact information listed on the Participant Contact Information sheet for her trusted friend/relative is still current. Also, remind the participant that she can use the 877 phone number or website to initiate contact with the Pets in Families Project staff. Please go to **(3)** to log your contact information.

➔ *If the person answering the phone says the participant is **NOT** available*, ask for alternative times to try contacting her. Call again the next day or at the recommended time.

☉ *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?

Script for Follow-Up Contact

- 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 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 successful, try to reach via landline.

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

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

3) Once you have either reached the participant or exhausted your avenues for reaching her by phone, please log your 6-month and 12-month contact efforts through SurveyMonkey at <http://www.surveymonkey.com/s/RYS LX8F>

Once you have logged your attempts via SurveyMonkey, you have done all that you need to do regarding this 6-month contact. Unless the woman declines further participation, you will receive another email reminder from Research Assistant, Tamara, when it is time to initiate the 12-month or 18-month contact.

*Questions or concerns? Contact Tamara at tgreene@ccadv.org
or Tina at Tina.Hageman@du.edu Thank you!*