

Script for Initial Contact with the Mining Operation

Hello, my name is _____ and I am calling from Westat, a survey research company in Rockville, MD on behalf of the National Institute for Occupational Safety and Health, or NIOSH. I am calling about the National Survey of the Mining Population that Westat is conducting for NIOSH's Pittsburgh Research Laboratory, or PRL.

May I please speak to the mine's Health and Safety Director? [IF POSSIBLE, ASK FOR AND RECORD THE H&S DIRECTOR'S NAME, OR OBTAIN WHEN HE/SHE ANSWERS].

[WHEN CONNECTED]: Hello, my name is _____ and I am calling from Westat, a survey research company in Rockville, MD on behalf of the National Institute for Occupational Safety and Health or NIOSH. I am calling about the National Survey of the Mining Population that Westat is conducting for NIOSH. Your mining operation has been selected to participate in this survey, and I am calling today first to provide you with advance notice of this upcoming research survey, and then to confirm that the contact information we obtained from the Mine Safety and Health Administration records about your mine is accurate and complete. I would also like to determine if you would be the best person at the mine for us to mail the survey introductory packet and complete the survey questionnaire.

First, let me tell you a little about the survey. Since 1986, there has been little research on the demographics of the mining labor force, such as age, job title, and years of mining experience. These data are needed to understand the risk of work-related injuries, disease and fatalities and to customize safety and health interventions for specific groups of the mining industry. NIOSH/PRL is therefore sponsoring this new research survey of mining operations and their employees to fill this data gap.

I would like to confirm the mine contact information we obtained from the MSHA records. This information should be specifically for the [MINE NAME at LOCATION] and not about any company that may be operating this mine.

[CONFIRM OR UPDATE MINE NAME, ADDRESS, TELEPHONE NUMBER, AND APPROXIMATE NUMBER OF EMPLOYEES FROM MSHA RECORD IN STUDY MANAGEMENT SYSTEM]

The survey will collect basic information about mining operations, obtain the demographic and occupational characteristics of mine operator employees, and estimate the number of independent contractor employees used by mining operations and their occupational characteristics. Would you be the most knowledgeable person at the mine who could answer these types of survey questions?

[CONFIRM THE CONTACT'S NAME (OR ASK FOR ANOTHER SUGGESTED INDIVIDUAL'S) ADDRESS, TELEPHONE NUMBER, AND E-MAIL ADDRESS.

We will soon be mailing to (you/OTHER CONTACT'S NAME) an introductory packet with materials to explain the study, and instructions about the option of completing either the survey questionnaire booklet, or an Internet version of the questionnaire. Thank you for your time and participation in this important mining survey. Goodbye.

Script for Followup Calls to the Mining Operation Contact

Hello, my name is _____ and I am calling from Westat, a survey research company in Rockville, MD on behalf of the National Institute for Occupational Safety and Health. I am calling about the National Survey of the Mining Population that Westat is conducting for NIOSH's Pittsburgh Research Laboratory.

May I speak to [MINE CONTACT'S NAME]?

About two weeks ago, we mailed you a copy of the National Survey of the Mining Population introductory materials and questionnaire booklet. The survey packet also contained instructions for completing the questionnaire over the Internet. Do you recall receiving this survey packet?

[RECORD IF CONTACT RECEIVED, OR DID NOT RECEIVE, SURVEY PACKET].

IF NEVER RECEIVED: We will be happy to send information about the survey by mail. Let me confirm the mailing address [CONFIRM, OR UPDATE, THE CONTACT'S NAME, and ADDRESS, and END CALL]

Currently, we do not have a record of the survey having been completed. We want to be sure you have an opportunity to participate in the survey.

As you can see when you review the packet, the survey will collect basic information about mining operations, obtain the demographic and occupational characteristics of mine operator employees, and estimate the number of independent contractor employees used by mining operations and their occupational characteristics. In our earlier telephone call, (you/H&S DIRECTOR'S NAME) had said that you would be the most knowledgeable person at the mine who could answer this type of survey questionnaire? Do you plan to complete it, or be our lead contact if others will complete parts of it?

[CONFIRM THAT CONTACT WILL COMPLETE THE QUESTIONNAIRE, OR BE THE LEAD CONTACT IF MULTIPLE PEOPLE ARE ASSIGNED TO COMPLETE IT. IF ANOTHER CONTACT HAS BEEN DESIGNATED TO COMPLETE IT, ASK FOR THIS INDIVIDUAL'S NAME, ADDRESS, TELEPHONE NUMBER, AND E-MAIL ADDRESS.]

After reviewing the packet, do you plan to complete and mail back the paper survey booklet, or do you plan to complete it on-line using our web-based version? [RECORD PLANNED COMPLETION METHOD].

After reviewing our instructions about the importance of the selected reporting week, and applying the sampling instructions if your mine has 30 or more employees, do you have any questions or concerns on these procedures? [RESPOND TO, AND RECORD, CONTACT'S QUESTIONS/CONCERNS, AND YOUR RESPONSES.]

We would appreciate it if you could complete the survey by [TARGET DATE ON MINE LABEL/within the next week or two]. We need as many selected mines as possible to respond in order to improve the accuracy of the results, and look forward to receiving the survey for your mine.

[If needed: As noted in our survey brochure, the ultimate goal of the survey is to minimize and prevent work-related injuries and diseases that harm miners and reduce productivity. NIOSH will use the information you provide to clarify safety and health issues and calculate injury rates for various occupations. Once the survey is completed, such rates will be available, and NIOSH will send you a copy of the final report.]

IF RESPONDENT ATTEMPTED ONLINE SURVEY AND HAD TROUBLE LOGGING IN: Can you describe to me the difficulty you encountered when you attempted to access the survey? [RECORD AS MUCH INFO AS POSSIBLE]

(WHEN RESPONDENT FINISHED DESCRIBING PROBLEM) Thank you. I will refer this problem to our web programming staff, and we will get back in touch with you shortly.

REFUSAL/NO TIME FOR SURVEY: [ATTEMPT TO CONVERT, AND IF NECESSARY RECORD REASONS FOR, AND STRENGTH OF, REFUSAL].

Thank you for your time and cooperation on this important survey. Goodbye!

RECORD ANY OTHER PERTINENT COMMENTS ABOUT THE PHONE CALL.

IF ANSWERING MACHINE IS REACHED: Hello, my name is _____ and I am calling from Westat, a survey research company in Rockville, MD on behalf of the National Institute for Occupational Safety and Health, or NIOSH. I am calling about the National Survey of the Mining Population survey packet which we recently sent to you in the mail. Currently, we do not have a record of the questionnaire having been completed. We would appreciate it if you could review and complete the survey. I will contact you again in the next day or two to follow-up on this request. If you have any questions, please call me at 1-888-814-4707. Thank you!