

Telephone Protocol

Fire departments that have not responded and have not refused participation will receive follow-up phone calls beginning four months after the initial survey mailing. Phone numbers for each fire department will be obtained through the 2007 National Directory of Fire Chiefs and EMS Administrators. Three attempts will be made at each phone number at different times of the day and different days of the week for a one month period. An attempt is defined as either speaking to a person or leaving a message on a voicemail or answering machine. Receiving no answer at a number or not being able to leave a message does not count as an attempt. Each phone call will follow a script developed by Johns Hopkins University and will be recorded on a phone log.

Select a department to call from the Phone Log Listings sheet provided to you. Write the ID number of that listing on the blank Call Log sheet, also provided to you. Dial the number (9 + 1 + Area Code + Telephone Number).

If it is a bad number or you do not receive an answer, follow the directions below.

SITUATION 1: BAD NUMBER

The number is a bad number (disconnected or not in service). Record the date and time of the phone call in the boxes provided on the Call Log Sheet under the corresponding attempt number. Write 'NIS' in the box under the corresponding attempt number. Do not make another attempt at calling this listing.

SITUATION 2: NO ANSWER

There is no answer at the number. Record the date and time of the phone call in the box provided in the 'No Answer' column on the phone log sheet. This does not count as an attempt but needs to be recorded.

If an answering machine or voicemail picks up the phone or you speak to someone, follow the directions below.

SITUATION 3: VOICEMAIL

Leave the following message:

Hello. This message is for Chief [say last name] of the [say fire department name]. My name is [say first name] and I am calling from [say organization (Johns Hopkins University)]. We recently sent you a survey through the mail that asks about fire and life safety education in your department but we have not received a response from you yet. Please help us by filling out the survey and returning it to us in the envelope provided. If you have any questions about the survey or need an additional copy, please contact [slowly] Jennifer Piver at (410) 614-4027. Thank you!

Record the date and time of the phone call in the boxes provided on the Call Log sheet under the corresponding attempt number. Write 'LMOM' in the box under the corresponding attempt number.

SITUATION 4: SOMEONE ANSWERS PHONE

ASK: Hello. May I please speak with Chief [say last name]?

WRONG NUMBER: *I'm sorry. Thank you.* [hang up]. Record the date and time of the phone call in the boxes provided on the phone log sheet. Write 'WN' in the box under the corresponding attempt number. Do not make another at calling this listing.

CHIEF IS UNAVAILABLE: *I'm calling from Johns Hopkins University to remind Chief [say last name] to please fill out the survey we recently mailed to him/her about fire and life safety education in his/her department. If he/she has any questions about the survey or needs another copy, please call [slowly] Jennifer Pive-Rennar at (410)614-4027. Record the date and time of the phone call in the boxes provided on the phone log sheet. Write 'LMWP' in the box under the corresponding attempt number.*

SPEAK TO CHIEF: Hello, my name is [say first name] and I am calling from Johns Hopkins University. We recently mailed you a survey asking about fire and life safety education in your department but we have not received a response from you yet. I wanted to follow-up with a phone call to remind you about the survey and to see if you had any questions. Did you receive the survey?

NO

YE

I'd be happy to send you another copy. Do you have an email address or fax number?

Did you have any questions about the survey?

NO

YE

YE

NO

We can mail you another copy. Let me verify your address. Is [repeat address on phone log] the correct address?

Record email address or fax number (with area code) in 'Comments' section on phone log.

We hope to hear from you soon. If you have any questions in the future, please call the number listed on the back of the survey. Thanks!

NO

YE

Say: We will send you a survey shortly. Instructions for returning the survey as well as contact information for any questions you might have is listed on the last page of the survey. Do you have any questions for me now?

See troubleshooting section below.

Record the correct address in 'Comments' section on phone log.

NO

YE

AFTER PHONE CALL: Record date and time of phone call in the boxes provided on the phone log. Record all codes that apply to the conversation in the box corresponding to the attempt number: **TWC** (talked with chief); **COI** (change of info – address, email, or fax); **QA** (asked questions)

We hope to hear from you soon. Thanks!

TROUBLESHOOTING

RECORD THE NUMBER OF THE QUESTION THAT WAS ASKED IN THE COMMENTS BOX OF THE LISTING.

1. WHAT IS THE PURPOSE OF THE STUDY?

At this time, there is very little known about what training is being given or what activities are currently being conducted regarding fire and life safety education in PA fire departments. We hope by collecting this information in this survey, we will have a better picture of the current state of fire and life safety education.

2. WHY WAS I CHOSEN FOR THE STUDY?

You were chosen for this survey because you are a fire department organization in PA. All fire departments in PA are being asked to participate.

3. WHY SHOULD I FILL OUT THE SURVEY?

The results from this survey will help us recognize any barriers that you face in providing fire and life safety education. It will also give us an idea of what tools you think would help conduct this type of education. This information can be used in the future to facilitate your fire and life safety education efforts.

4. WHAT ARE YOU PLANNING ON DOING WITH THE INFORMATION COLLECTED?

The information collected will be compiled into a report and given to the Centers for Disease Control.

6. ARE MY ANSWERS CONFIDENTIAL?

Yes, your answers are confidential. No identifying information is collected on the survey itself. Your responses are instead tracked by a code number. These code numbers are either kept in a password protected computer or in a locked file cabinet that only the project staff has access to.

7. CONTACT INFORMATION

Project Project Coordinator: Jennifer Piver-Renna, email: jpiver@jhsph.edu, telephone: (410) 614-4027

Principle Investigator: Andrea Gielen, email: agielen@jhsph.edu, telephone: (410) 955-2397

Shannon Frattaroli, email: sfrattar@jhsph.edu, telephone: (410) 955-8022

IF ANY OTHER QUESTIONS ARE ASKED THAT YOU EITHER DO NOT KNOW THE ANSWER TO OR ARE NOT

COMFORTABLE ANSWERING, PLEASE SAY THE FOLLOWING: *That is a good question. Unfortunately, I do not have an answer for that right now. I can have the coordinator for this project call you back with that information. When would be a good time to call?* **RECORD THE QUESTION AND THE BEST TIME TO CALL IN THE COMMENTS BOX. AT THE END OF YOUR SHIFT, SEND AN EMAIL TO THE PROJECT COORDINATOR (jpiver@jhsph.edu) WITH THE CONTACT INFORMATION, QUESTIONS, AND BEST TIME TO CALL.**

IF YOU HAVE ANY CONCERNS ABOUT THE CONVERSATION, PLEASE RECORD THOSE IN THE COMMENTS SECTIONS AND ALERT THE PROJECT COORDINATOR BY EMAIL OR TELEPHONE.

EXAMPLE Phone Call Log

Rec ID	Attempt 1			Attempt 2			Attempt 3			Comments/concerns (resending survey? change of information?)
	Date	Time	Code(s)	Date	Time	Code(s)	Date	Time	Code(s)	
F5603	10/2/07	5:45p	NA	10/15/07	12:30p	LMWP				
F5604	10/5/07	9:30a	TWC							Resend survey to Summit Fire Dept PO Box 456 Summit PA 01010-2222

Codes: NIS: Not in service; NA: No answer; LMOM: left message on machine; WN: wrong number; LMWP: left message with person; TWC: talked with chief; COI: change of information; QA: questions asked