

**Appendix I:
Interview Scripts**

Research to Inform the Prevention of Asthma in Healthcare

Interview Script for Contacting and Interviewing 1199SEIU Members

INTRODUCTION

“Hello, my name is _____. I am calling from 1199SEIU. May I please speak with _____?”

IF THE PERSON ANSWERING ASKS WHY YOU ARE CALLING:

“I am calling to follow-up on a mailing that was sent to your address regarding an asthma survey that the National Institute for Occupational Safety and Health, also known as NIOSH, is conducting. We are calling to inquire about participation in this survey.”

IF THE PERSON CONTACTING IS NOT HOME:

“When would be a good time to call back to speak with _____?”

Record day, date and time when to call back

“Thank you. I will call back at that time.”

IF THE PERSON CONTACTING NO LONGER AT THIS PHONE NUMBER:

“Do you know _____’s current phone number?”

IF YES:

“Thank you for the information. I will call _____ at that number.”

Recode the new phone number

IF NO:

“Thank you anyway, I appreciate you taking the time to speak to me.”

IF RESPONDENT IS UNWILLING TO DIVULGE INFORMATION:

“Would you be able to relay a message to _____?”

IF YES:

“Please tell _____ to call (insert phone number) between (insert time and date)”

IF NO:

“I understand, I appreciate you taking the time to speak to me.”

ONCE THE PERSON BEING CONTACTED IS ON THE PHONE:

“Hello Mr./Ms. _____, again this is _____ calling from 1199SEIU. We are providing support to the National Institute for Occupational Safety and Health for a survey they are conducting, investigating asthma among healthcare workers. Several weeks ago recruitment material for this survey was sent to you. Did you receive and read this material?”

IF YES:

“Do you have any questions about this survey?”

Answer any questions

IF NO:

“1199SEIU on behalf of the National Institute for Occupational safety and health would like to invite you to participate in the Research to Inform the Prevention of Asthma in Health Care survey. The purpose of this survey is to identify any risk factors for asthma, or worsening asthma, among workers in the health care industry. Researchers at NIOSH are attempting to identify any risk factors for asthma so that successful strategies for preventing asthma or asthma-like symptoms can be developed.”

“NIOSH is conducting this survey with members of 1999SEIU because they feel working with health care workers in the New York City area will give them the best opportunity to successfully complete the survey. You have been selected because your job is one of nine healthcare occupations NIOSH is interested in studying”

“Participation involves completing a 30 minute survey either online or by phone inquiring about your work history and any history of asthma. NIOSH will provide you with a \$10 gift card to a local merchant as a token of appreciation. Participation in this survey will be secure and all results and paperwork are not to be disclosed, and neither names nor any other identifying information will be collected during the course of this survey.”

“Do you have any questions about this survey?”

Answer any questions

“Would you be interested in participating in this survey?”

IF YES:

Continue to script for completing the questionnaire.

IF NO:

“As mentioned, NIOSH is providing a \$10 gift card for those who participate in this survey. May I ask why you do not want to participate?”

Make note that are declining to participate and list any reasons that they offer for refusing.

“I understand. I appreciate the time you have taken to speak to me.”

FOR 1199SEIU MEMBERS WHO WOULD LIKE TO PARTICIPATE:

“Thank you for agreeing to participate. The survey will take about 30 minutes to complete and there are several options for completing it available to you. If you have time we can complete the survey now. If now is not a good time, we can call back or you can give us a call at a time that is more convenient. The survey is also available online and can be completed at your convenience. How would you like to complete the survey?”

IF CALL BACK:

“OK, when would be a good time to call back?”

Record time and date.

“Thank you for your time Mr./Ms._____. We will call back on (state day, date and time).”

IF THEY WILL CALL BACK:

“OK, you can call us back at (insert phone number) anytime between (insert time and date). We appreciate your time and are glad you will be calling back to complete the survey.”

IF ONLINE:

“OK, you can complete the survey online anytime. To access the survey please go to (insert URL) and follow the instruction on the page. That web address again is (insert URL). You will need the personal access code that was included with your recruitment material to access the survey. We have your personal access code if you don't have it or would like to write it down. Your personal access code is (state access code for this participant).”

“Thank you for agreeing to participate in this survey. If you have any questions about accessing the online survey you can contact (insert name) at (insert phone number) anytime between (insert time and date).”

IF COMPLETE NOW:

“OK, let's begin the survey.”

Go to script for completing the survey.

SCRIPT FOR COMPLETING THE SURVEY:

“Before we begin I need to get your consent to complete the survey. In the material that was sent to you was the informed consent document. Did you receive and read the informed consent document?”

IF YES:

Go to consent below.

IF NO:

“Before you can consent, I need to read you the informed consent document.”

Read consent document.

“Do you have any questions about informed consent?”

IF YES:

Answer any questions and proceed to consent.

IF NO:

Proceed to consent.

“Do I have your consent for your participation in this survey?”

IF YES:

Record that participant gave consent to participate.

IF NO:

“I cannot continue unless you verbally give your consent. Do you have any questions about your informed consent?”

Answer any questions.

If participant verbally consents then record consent and continue.

IF PARTICIPANT CONSENTS:

“Thank you for providing your consent.”

Record that participant gave consent to participate.

IF PARTICIPANT DOESN'T CONSENT:

“I understand. Thank you for taking the time to speak with us today. If you reconsider your participation you can call us at (insert phone number) anytime between (insert time and date).”

“Participants in this survey need to be 18 years of age or older. Are you 18 or older?”

IF YES:

Record that participant is 18 or older.

IF NO:

“I’m sorry, but you need to be 18 or older to participate. We will not be able to continue. Thank you for your time.”

“Let’s begin the survey.”

Complete survey with participant.

ONCE SURVEY IS COMPLETED:

“That completes the survey and your participation. In the next several weeks we will be mailing out your \$10 gift card. If you do not receive your gift card or if you have any questions about this survey please contact (insert name) and (insert phone number) and we will be happy to assist you. We will also be mailing to you a short letter detailing the results of the survey. This letter will not be mailed until the data collection and analysis is complete. We anticipate you will receive this letter around (insert data).”

“If you have any further questions about this survey you may contact the research team at the National Institute for Occupational Safety and Health at (insert phone number).”

“On behalf 1199SEIU the National Institute for Occupational Safety and Health we would like to express our appreciation for your participation in this survey. Have a good day/evening.”

Record that participant completed the survey

Save the participants responses to the questionnaire

Interview Script for 1199SEIU Members who call to Complete Survey

INTRODUCTION

“Hello, Mr./Ms. _____. My name is _____, I am glad that you have called back to complete the survey. As was discussed when you previously spoke with us this survey is being conducted by the National Institute for Occupational Safety and Health investigating asthma among healthcare workers. It will take about 30 minutes to complete the survey. Do you have any questions before we begin the survey?”

IF YES:

Answer participant’s questions.

IF NO:

“OK, let’s begin the survey.”

Go to script for completing the survey

SCRIPT FOR COMPLETING THE SURVEY:

“Before we begin I need to get your consent to complete the survey. In the material that was sent to you was the informed consent document. Did you receive and read the informed consent document?”

IF YES:

Go to consent below.

IF NO:

“Before you can consent, I need to read you the informed consent document.”

Read consent document.

“Do you have any questions about informed consent?”

IF YES:

Answer any questions and proceed to consent.

IF NO:

Proceed to consent.

“Do I have your consent for your participation in this survey?”

IF YES:

Record that participant gave consent to participate.

IF NO:

“I cannot continue unless you verbally give your consent. Do you have any questions about your informed consent?”

Answer any questions.

If participant verbally consents then record consent and continue.

IF PARTICIPANT CONSENTS:

“Thank you for providing your consent.”

Record that participant gave consent to participate.

IF PARTICIPANT DOESN'T CONSENT:

“I understand. Thank you for taking the time to speak with us today. If you reconsider your participation you can call us at (insert phone number) anytime between (insert time and date).”

“Participants in this survey need to be 18 years of age or older. Are you 18 or older?”

IF YES:

Record that participant is 18 or older.

IF NO:

“I’m sorry, but you need to be 18 or older to participate. We will not be able to continue. Thank you for your time.”

“Let’s begin the survey.”

Complete survey with participant.

ONCE SURVEY IS COMPLETED:

“That completes the survey and your participation. In the next several weeks we will be mailing out your \$10 gift card. If you do not receive your gift card or if you have any questions about this survey please contact (insert name) and (insert phone number) and we will be happy to assist you. We will also be mailing to you a short letter detailing the results of the survey. This letter will not be mailed until the data collection and analysis is complete. We anticipate you will receive this letter around (insert data).”

“If you have any further questions about this survey you may contact the research team at the National Institute for Occupational Safety and Health at (insert phone number).”

“On behalf 1199SEIU and the National Institute for Occupational Safety and Health we would like to express our appreciation for your participation. Have a good day/evening.”

Record that participant completed the survey

Save the participants responses to the questionnaire

Call Back - Interview Script for Contacting and Interviewing 1199SEIU Members

INTRODUCTION

“Hello, my name is _____. I am calling from 1199SEIU. May I please speak with _____?”

IF THE PERSON ANSWERING ASKS WHY YOU ARE CALLING:

“I am calling to follow-up with _____ regarding an asthma survey that the National Institute for Occupational Safety and Health, also known as NIOSH, is conducting. _____ scheduled this time to complete a short phone survey.”

IF THE PERSON CONTACTING IS NOT HOME:

“When would be a good time to call back to speak with _____?”

Record day, date and time when to call back

“Thank you. I will call back at that time.” However, if _____ wants to complete the survey before then, he/she can simply give us a call at (insert phone number) between (insert time)

ONCE THE PERSON BEING CONTACTED IS ON THE PHONE:

“Hello Mr./Ms. _____, again this is _____ calling from 1199SEIU. I am calling because we have scheduled this time to complete the asthma survey the National Institute for Occupational Safety and Health is conducting among healthcare workers. Are you available for the next 30 minutes to complete this survey?”

IF YES:

“OK, let’s begin the survey.”

Go to script for completing the survey

IF NO:

Would you like for me to call back at a more convenient time or would you like to give us a call when you are available?

IF CALL BACK:

“OK, when would be a good time to call back?”

Record time and date.

“Thank you for your time Mr./Ms. _____. We will call back on (state day, date and time).”

IF THEY WILL CALL BACK:

“OK, you can call us back at (insert phone number) anytime between (insert time and date). We appreciate your time and are glad you will be calling back to complete the survey.”

“You can also complete the survey online anytime. To access the survey please go to (insert URL) and follow the instruction on the page. That web address again is (insert URL). You will need the personal access code that was included with your recruitment material to access the survey. We have your personal access code if you don’t have it or would like to write it down. Your personal access code is (state access code for this participant).”

“If you have any questions about accessing the survey you can contact at (insert phone number) anytime between (insert time and date).”

SCRIPT FOR COMPLETING THE SURVEY:

“Before we begin I need to get your consent to complete the survey. In the material that was sent to you was the informed consent document. Did you receive and read the informed consent document?”

IF YES:

Go to consent below.

IF NO:

“Before you can consent, I need to read you the informed consent document.”

Read consent document.

“Do you have any questions about informed consent?”

IF YES:

Answer any questions and proceed to consent.

IF NO:

Proceed to consent.

“Do I have your consent for your participation in this survey?”

IF YES:

Record that participant gave consent to participate.

IF NO:

“I cannot continue unless you verbally give your consent. Do you have any questions about your informed consent?”

Answer any questions.

If participant verbally consents then record consent and continue.

IF PARTICIPANT CONSENTS:

“Thank you for providing your consent.”

Record that participant gave consent to participate.

IF PARTICIPANT DOESN'T CONSENT:

“I understand. Thank you for taking the time to speak with us today. If you reconsider your participation you can call us at (insert phone number) anytime between (insert time and date).”

“Participants in this survey need to be 18 years of age or older. Are you 18 or older?”

IF YES:

Record that participant is 18 or older.

IF NO:

“I’m sorry, but you need to be 18 or older to participate. We will not be able to continue. Thank you for your time.”

“Let’s begin the survey.”

Complete survey with participant.

ONCE SURVEY IS COMPLETED:

“That completes the survey and your participation. In the next several weeks we will be mailing out your \$10 gift card. If you do not receive your gift card or if you have any questions about this survey please contact (insert name) and (insert phone number) and we will be happy to assist you. We will also be mailing to you a short letter detailing the results of the survey. This letter will not be mailed until the data collection and analysis is complete. We anticipate you will receive this letter around (insert data).”

“If you have any further questions about this survey you may contact the research team at the National Institute for Occupational Safety and Health at (insert phone number).”

“On behalf 1199SEIU and the National Institute for Occupational Safety and Health we would like to express our appreciation for your participation. Have a good day/evening.”

Record that participant completed the survey

Save the participants responses to the questionnaire