

## **INBOUND CALLING MODULE**

Thank you for calling the Mining Industry and Workforce Survey. This is \_\_\_\_\_. How may I help you?

SELECT APPROPRIATE MODULE:

- QUESTIONS AND ANSWERS MODULE
- CONVERSION MODULE
- ELIGIBILITY MODULE

## **OUTBOUND CALLING MODULE**

Hello, may I speak with \_\_\_\_\_?

- RESPONDENT IS AVAILABLE → SCRIPT #1 - TARGET RESPONDENT
- RESPONDENT IS UNAVAILABLE → SCRIPT #2 - GATE KEEPER
- VOICEMAIL ANSWERS → SCRIPT #3 - VOICEMAIL
- NO ANSWER → HANG UP AND RETURN TO CALLING QUEUE

### **SCRIPT #1-TARGET RESPONDENT:**

Hi \_\_\_\_\_. My name is \_\_\_\_\_, and I'm calling on behalf of NIOSH about the Mining Industry and Workforce Survey. Do you have about 5 minutes to speak with me now?

- YES → STUDY DESCRIPTION AND SURVEY MODULE
- NO → When would be a better time for me to call?

INTERVIEWER: SCHEDULE CALLBACK APPOINTMENT AND CONFIRM WITH RESPONDENT. Thank you for your time and have a great day.

### **SCRIPT #2 - GATEKEEPER:**

May I leave a message for him / her?

- YES → Hello \_\_\_\_\_. My name is \_\_\_\_\_ and I'm calling on behalf of the Mining Industry and Workforce Survey. I'm following up on some information we sent you regarding the Mining Industry and Workforce Survey and I would like to have about 5 minutes of your time. I can be reached at XXX-XXX-XXXX.

REPEAT INFORMATION IF NECESSARY. Thank you for your time and have a great day.

- NO → Is there a better time for me to call?

YES → RECORD DATE AND TIME. Thank you for your time and have a great day.

- NO → Thank you for your time and have a great day. [RECORD AS FINAL REFUSAL]

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CDC estimates the average public reporting burden for this collection of information as 5 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia, 30333; ATTN: PRA (0920-xxxx)

**SCRIPT #3 – VOICEMAIL:**

Hello \_\_\_\_\_. My name is \_\_\_\_\_ and I'm calling on behalf of the Mining Industry and Workforce Survey. I'm following up on some information we sent [TARGET PERSON] regarding the Mining Industry and Workforce Survey and I would like to have about 5 minutes of [HIS/HER] time. Please call me at XXX-XXX-XXXX. Again, that number is XXX-XXX-XXXX. Thank you.

**STUDY DESCRIPTION AND SURVEY MODULE:**

As I said, I'm calling on behalf of the Mining Industry and Workforce Survey, which is being conducted by the National Institute for Occupational Safety and Health.

- We're contacting mines in the (SECTOR) industry to explain the project and answer any questions you may have about it.
- The Mining Industry and Workforce Survey was created with the ultimate goal of a healthy and productive mining workforce.
- Mines already report data on mine employment, illnesses, accidents and injuries.
- Those data give us the numbers of certain types of accidents or injury each year by labor category.
- What those data cannot tell us is the size of that labor category and whether the injury rate is going up, down or staying the same.
- Once we know the rate of injuries among different types of employees, we can suggest ways to decrease accidents, injuries and illnesses.
- The survey also asks for demographic information such as employee age and experience, which helps us understand the factors that may cause work-related incidents.
- That injury rate and demographic information will be used to recommend customized safety and health interventions for specific at-risk employee groups.
- We need the help of mines to provide these data so that NIOSH can better recommend ways to meet the goal of a healthy and productive mining workforce.

**01. We sent you a Mining Industry and Workforce Survey packet about XX days ago. Did you receive it?**

- YES → GO TO QUESTION 03
- NO → GO TO ELIGIBILITY MODULE
- DON'T KNOW → GO TO ELIGIBILITY MODULE

**02. I'll have another survey packet sent immediately. Should I send it your attention, or to someone else?**

- LISTED RESPONDENT → CONFIRM MAILING AND EMAIL ADDRESSES, MAKING CORRECTIONS AS NEEDED → CONTINUE TO 02.a.
- SOMEONE ELSE → Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email address: \_\_\_\_\_

**02.a. We will mail the survey packet and call back in a week to 10 days to make sure you've received it. → GO TO CLOSING**

**03. Do you have any questions about the survey?**

- YES → ANSWER QUESTIONS USING Q & A MODULE, THEN GO TO ELIGIBILITY MODULE
- NO → GO TO ELIGIBILITY MODULE

**O4. Will you be able to complete and return the survey?**

Yes → GO TO QUESTION O5

No → GO TO CONVERSION MODULE C 1

**O5. When should we expect to receive your mine's completed survey?**

DATE: \_\_\_ / \_\_\_ / \_\_\_ → GO TO CLOSING

INDEFINITE DATE. RECORD VERBATIM RESPONSE. → GO TO CLOSING

**CONVERSION MODULE**

**C1. Why won't you be able to complete and return the survey? [PROBE UNTIL EXHAUSTED.] Are there any other reasons you can think of?**

MATCH UP THE RESPONDENT'S ANSWER TO ONE OF THE FOLLOWING CATEGORIES. ADDRESS THE UPPER MOST REASON FIRST, FOLLOWED BY REMAINDER IF NECESSARY.

1. We did not receive the survey → GO TO O2.
2. Company policy prohibits participation. → Who can I contact to get permission? RECORD CONTACT INFORMATION BELOW
3. The decision is not respondent's to make. → Who can I contact to get permission? RECORD CONTACT INFORMATION BELOW
4. It is in the approval process. → How does the approval process work? Who can I contact to discuss that process? RECORD CONTACT INFORMATION BELOW
5. We do not maintain those records → Where are those records kept? Who can I contact to discuss getting access to them? RECORD CONTACT INFORMATION BELOW
6. We do not keep those records here → Where are those records kept? Who can I contact to discuss getting access to them? RECORD CONTACT INFORMATION BELOW
7. I don't have access to those records → Where are those records kept? Who can I contact to discuss getting access to them? RECORD CONTACT INFORMATION BELOW
8. Survey asks for sensitive business or employee information. → NIOSH will not release information that allows the identification of individual mines or employees unless compelled by law. No one will be able to identify your mine from the data. No one will be able to identify any of your sampled employees.
9. It will take too much time. → This survey can be done at your convenience over several sessions.
10. No staff for this type of request. → If NIOSH had personnel to assist with this task, would you be willing to participate in this survey?
11. Can't afford the staff. → If NIOSH had personnel to assist with this task, would you be willing to participate in this survey?
12. We're not interested. → This surveillance is designed to improve health, safety and productivity, which is of interest to most mines. Please tell me why you are not interested.

\*\*\*PROGRAMMING INSTRUCTION: PROVIDE THIS QUESTION IF ANY OF THE FOLLOWING NUMBERS ARE SELECTED ABOVE: 2, 3, 4, 5, 6, 7.

What is the contact information for the person I should contact?

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Email address: \_\_\_\_\_

**ELIGIBILITY MODULE**

**E1. I would like to ask a few questions to find out if your mine is eligible for the survey. At any time from April 1 to June 30, 20XX was your mine engaged in any of the following activities?**

	YES	NO
A. Start-up activities	<input type="checkbox"/>	<input type="checkbox"/>
B. Construction activities	<input type="checkbox"/>	<input type="checkbox"/>
C. Exploration activities	<input type="checkbox"/>	<input type="checkbox"/>
D. Production activities	<input type="checkbox"/>	<input type="checkbox"/>
E. Maintenance activities	<input type="checkbox"/>	<input type="checkbox"/>
F. Clean-up activities	<input type="checkbox"/>	<input type="checkbox"/>
G. Close-down activities	<input type="checkbox"/>	<input type="checkbox"/>
H. Office activities	<input type="checkbox"/>	<input type="checkbox"/>

**E2. What is the employment status of the mine operator?**

Mine operator is a direct employee of the mine

Mine operator is an independent contractor and was retained to supervise the mine's employees and operations

Mine operator is an employee of an outside company which also provides workforce for the mine

**E3. From April 1 to June 30, 20XX, did this mine contract all of its mining operations?**

YES

NO

**E4. From April 1 to June 30, 20XX, what was the status of this mine?**

New, no men working

New, under construction

Active, men not working, not producing

Active, men working, not producing

Active, intermittent (including seasonal)

Active, full-time permanent

Temporarily closed

Non-producing

Mine closed by MSHA

Permanently abandoned

**E5. At any time between April 1 and June 30, 20XX, did one or more employees work at the mine?**

NO → GO TO CLOSING - INELIGIBLE

YES → Continue to Question 10 on page 5.

IF O1=NO → GO TO O2  
IF O1=DON'T KNOW → GO TO O2  
IF O3=YES → GO TO O4  
IF O3=NO → GO TO O4

## **CLOSING MODULE**

### **CLOSING - ELIGIBLE/WILLING**

\*\*\*PROGRAMMING INSTRUCTIONS: If E5=Yes and O4=Yes → Go to Closing - Eligible/Willing

NAME, thank you so much for your time today. I really appreciate it. Do you have any questions for me before we hang up? ANSWER QUESTIONS AS NECESSARY.

We look forward to seeing your mine's survey in the mail. Have a great day.

### **CLOSING - ELIGIBLE/UNWILLING**

\*\*\*PROGRAMMING INSTRUCTIONS: If E5=Yes and O4=No → Go to Closing - Eligible/Unwilling

NAME, I appreciate your time. Do you have any questions for me before we hang up? ANSWER QUESTIONS AS NECESSARY.

If you change your mind about participating, you are welcome to complete the survey and return it. Have a great day.

### **CLOSING - INELIGIBLE**

\*\*\*PROGRAMMING INSTRUCTIONS: If E5=No → Go to Closing - Ineligible

Since your mine did not have any employees from April 1 to June 30, 20XX, your mine is not eligible for the study. But, I appreciate the time you took to speak with me. Do you have any questions for me before we hang up? ANSWER QUESTIONS AS NECESSARY. Have a great day.