

# Setting Up Intervention Sessions

## Telephone Contacts

Contacting selected participants to schedule appointments may be most efficiently done using the telephone. Keep phone discussions brief. Keep in mind the following points on using the telephone effectively:

- Be clean and concise
- Pace yourself carefully so as not to seem rushed or too slow.
- Display confidence; don't be timid or afraid to speak up.
- Listen carefully to what the participant says.
- Be patient, polite and tolerant.
- Show interest in what you are doing and what the participant is saying.
- Offer a follow up call if you do not get the resolution you want.

Remember you are the key in establishing and maintaining rapport with participants. Without you, there are no participants. Without participants, there is no research study.

## At the Interview Appointment

It has taken a lot of work to get to this point and to ensure continue safe sailing below are several guidelines to a successful interview and what to do in case things happen.

- Determine if the intervention will take place at UCLA or the participant's home.
- If at UCLA, allocate enough time before to setup a room for service and inform participant of exact location and where to park.
- Call the night before to confirm the appointment. If you get a voicemail, state that the session will go according to plan unless you get a firm cancellation from them.
- Be at location 10 minute early.
- After the interview, give participant their if needed compensation and inform them of the next steps.

If there is a no show, conduct the following protocol

- Wait 10 minutes from their appointment time and place a call to their cell phone.

- After 25 minutes of waiting, place another phone call to the participant informing you will be leaving. State that you will follow up with them the next day to setup another appointment.
- Upon a no show, contact your Site Director immediately and move onto the next participant.

If there is a cancellation, conduct the following protocol

- State whether you can do it at a later time in the day
- If none is provide, ask where in the current week can one be made.
- If the above both does not succeeded, ask if you can call later in the week to come up with a scheduled appointment.
- Upon a no show, contact your Site Director immediately and move onto the next participant.

## **Safety**

Personal safety is number one. While it is rare that you will be in a position of high vulnerability, please do take every precaution to ensure your safety. Trust your instinct if you feel your safety is being compromised in any shape or form. Weekly supervision will be conducted to not only comply with IRB and programmatic needs, but checking in on the overall well-being of our staff.

## **Participants' homes**

Below are good practices when conducting outreach

- If possible, schedule intervention during the day
- When driving to an outreach or participants home, know the closest strip mall or shopping mall.
- Have mobile phone with you at all times, and fully charged.
- Have emergency numbers preset on your mobile phone.
- Be aware of the layout of the participants home and the closest exits.
- Always inform research staff where you are and what time you expect to be done.

## **Handling resources**

Below are good practices when conducting outreach

- Make sure all forms and compensation are in a marked enveloped
- Have an outreach wallet or purse in case you lose it.
- Have a checklist of what you checked out.
- Make sure to periodically upload sensitive information to HQ to prevent build up.
- If a scenario presents to you where you are forced to give up your items, give it up.