

Telephone Contact Form

Research that is 'limited' (i.e., no other method of gathering data on the individual participant) to a telephone interview usually requires initial contact by letter or e-mail. The letter or e-mail must have all of the components of a consent form. The researcher should explain to the REB the methods through which consent to the interview will be documented.

If the researcher plans to follow-up the consent document with a telephone call, the consent document should include a contact name and number for the participant to call to stop further contact.

Note on Skype or cell phone interviews

In general, these technologies are a less secure means of communication than landlines (e.g. although Skype-to-Skype calls are encrypted, Skype-to-landline calls are not; analog mobile phones are not encrypted; different mobile phone companies have different policies around encryption, etc.). Therefore, if your study involves a highly sensitive topic where there may be legal ramifications for participants if they are identified as participating in the study, more secure forms of communication should be used.

Telephone contact makes it impossible for a signed record of consent to be kept.

- Indicate why you believe that such contact is necessary to achieve your research objectives.
- Include a copy of the proposed 'front end' script of your telephone interview in Appendix I.

Please check each item on the following list before submission of request for review to ensure that the front end covers as much as possible of the normal consent procedures:

- Identification of fieldwork agency, if applicable.
- Identification of researcher.
- Basic purpose of project.
- Nature of questions to be asked, especially if sensitive questions are to be asked.
- Guarantee of anonymity and confidentiality.
- Indication of right of refusal to answer any question.
- An offer to answer any questions before proceeding.
- A specific inquiry about willingness to proceed.

Indicate how interviewers will be trained to answer respondents' questions. Investigators should prepare and submit in Appendix I 'scripted replies,' which may cover, but are not necessarily limited to:

- The means by which respondent was selected.
- An indication of the estimated time required for the interview.
- The means by which guarantees of anonymity and confidentiality will be achieved.
- An offer to provide the name and telephone number of a person who can verify the authenticity of the research project. This person shall not be a principal investigator nor shall it be a co-

investigator. (Note: Investigators should be prepared, should potential respondents request it, to provide the name of a person outside the research group, as required of the Social Sciences Humanities Research Council guidelines.)

Sensitive Participant Matter: Respondents should be forewarned of questions they may find private, stressful or sacred. It is not always practical to do so as part of the interview's front end. Warnings can be placed later in the interview and can take a naturalistic form as long as their content specifically refers to the sensitive matter. Indicate how you propose to deal with sensitive items, if any, in your interview.