

Parent-Child Assistance Program (PCAP)

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Conducting PCAP and PHF Sub-Study Research Interviews via Zoom Pro Or Phone, and Using Verbal Consent

This protocol explains how to set up Zoom Pro for remote research interviews and how to administer and obtain verbal consent. Regardless of whether a research interview is conducted remotely or in person, it is imperative that program and research staff alike follow protocols that are in place, especially when first approaching a woman about the research interview, and when scheduling.

PCAP Washington State Institutional Review Board (IRB):

http://depts.washington.edu/pcapuw/inhouse/ABCs_of_IRB.pdf

Promoting Health Families (PHF) PCAP Sub-Study IRB:

<http://depts.washington.edu/fadu/research-projects/list-of-projects/promoting-healthy-families-for-high-risk-mothers-and-babies-in-pcap>

RESEARCH INTERVIEWS VIA ZOOM PRO

Use only a Zoom program that has advanced meeting controls for increased security (such as Zoom Pro). Keep the program software updated to be sure you have the latest security enhancements.

Following are the minimum number of advanced Zoom meeting controls research interviewers should employ when setting up a Zoom research interview in order to protect participant privacy:

1. Generate a new, unique Zoom meeting ID for each research interview (never use your personal Zoom meeting ID code, and never re-use a Zoom meeting link for subsequent interviews).
2. Set up a password that the client will need in order to connect to the meeting.
3. Disable 'Join before host' function and enable the 'Waiting Room' function so that the participant cannot enter the meeting without you admitting her.
4. Disable the 'Share Screen', 'White Board', and 'Recording' functions.
5. Once the potential participant has agreed to do the research interview, text her the password, or simply tell her the password over the phone.

VERBAL CONSENT PROCESS

After determining that the participant meets PCAP eligibility and IRB criteria to be in the study, use the appropriate IRB script to talk to her about the research interview. Then, if she agrees, administer the consent this way:

- Read the entire consent form slowly and clearly to the participant, pausing after each section to ask her if she has any questions.
- If she agrees to do the research interview, write "Verbal Consent" on the Client Signature line, and the date. Then sign/date the consent form on the Investigator Signature line.
- Make a copy of this fully executed consent form to send to the client for her records. Send it by mail or ask the case manager to deliver it once it is possible for her to visit the client in person.

Before conducting the interview, interviewers should ask for assurance from the client that she will have privacy and minimal distractions (e.g., can be in a place where she will not be overheard, and have childcare if necessary).

Additional information for PCAP

- Ask the client if she has a calendar that includes the past 12 months (for Intake ASI Part B) or the past three years (for exit ASIs) that she can refer to during the interview; if she does not, offer to email or text one to her.
- Email or text the client a snapshot of the Client Rating Scale.
- In the ASI General section, code 'Other' for Contact Code and add a note about using Zoom Pro.

For PCAP exit interviewers only, in addition to reading the consent form to the client:

- Read the Exit Interview Authorization for Contact form to the client, and fill the form out for her, writing her initials where indicated and "Verbal Consent" on the signature line. Make a copy of this form and mail it along with the exit consent and subject reimbursement.
- Read the Case Manager-Client Relationship Inventory to the client and fill it out for her.

During COVID19, follow all aspects of the PCAP Exit Protocol (other than the in-person specific activities): http://depts.washington.edu/pcapuw/inhouse/Client_Exit_Interview_Protocols.pdf

If you have any questions, please contact Stacy Dimmich, PCAP Research Coordinator, at sdimmich@uw.edu.