<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety protocol</td>
<td>3</td>
</tr>
<tr>
<td>Emergency Contact Information</td>
<td>5</td>
</tr>
<tr>
<td>Overview of Rapid Assessment Procedures</td>
<td>6</td>
</tr>
<tr>
<td>What is a Block Face?</td>
<td>7</td>
</tr>
<tr>
<td>Coding</td>
<td>8</td>
</tr>
<tr>
<td>Selection of Residences</td>
<td>9</td>
</tr>
<tr>
<td>Response Rate Form</td>
<td>13</td>
</tr>
<tr>
<td>Information about the Survey</td>
<td>15</td>
</tr>
<tr>
<td>Script for Introductions</td>
<td>15</td>
</tr>
<tr>
<td>Steps to Interviewing</td>
<td>16</td>
</tr>
<tr>
<td>Rapid Assessment FAQs</td>
<td>17</td>
</tr>
<tr>
<td>Interviewer Checklist</td>
<td>18</td>
</tr>
</tbody>
</table>
Safety protocol

- Each neighbourhood will be surveyed on weekdays from 2pm-5pm and on weekends from 12pm-5pm.
- Each person will be paired with another interviewer.
- All team members must have their St. Mike’s ID with them at all time. (You will be given instructions on how to get one.)

- Before beginning an interview, the interviewer must call Hilary (on weekdays) or Amina (on weekends) in front of the respondent. This way, we maintain transparency.
  - Interviewer must provide the following information either directly to or on the voicemail of the team leader: -Time, address, where you’ll be doing the survey (inside the home or in the doorway), that you will call back at the end of the survey.
  - For example, “Hey, it’s Amina. It’s about 2:15. I’m at in Block Face 21, Building number 200, Apartment number 421, about to begin a survey inside the respondent’s home. I’ll call you when we’re done.”
  - Interviewers must immediately call the team leader as soon as compensation has been provided and have left the premises.

  - If an interviewers fails to call you back within 1.5 hours of beginning the survey, Hilary or Amina will call on your cell phone.
  - If we are unable to reach him/her for 20 minutes, we will be contacting Masood.

Interviewers, remember:

- You are not expected to deal with abusive situations. If the respondent is making disparaging comments directed towards you, kindly end the survey and leave the premises. Contact the Hilary (weekdays) or Amina (weekends). Amina or Masood will document the incident.
- If the interview has become violent, leave the premises if you can and call 911 and the team leader. If you cannot leave the premises, call 911.
Basic tips for safety:

- Wear shoes that you can run in.
- If you enter someone’s residence, keep a clear view of the door.
- If you’re entering an apartment building, make mental notes of where the emergency exits are.
- Listen to your gut.
- Keep your own personal information to yourself. (i.e. your own phone number, cell number, etc.)
- Compensation will be in individual envelopes. Make sure you attach one onto the survey before you begin. That way, you won’t be rifling through your bag to try to find one.
- Be aware of your surroundings. That means things like — don’t wear headphones while you’re walking down the street.
- Project members with long(er) hair—generally try to keep your hair tied back.
Emergency Contact Information

Hilary Gibson-Wood, Research Coordinator
Cell: [number]
Office: [number]

Amina Jabbar, Research Coordinator
Cell: [number]
Office: [number]

Masood Zangeneh, Research Manager
Office: [number]
Overview of Rapid Assessment Procedures

Starting on the block face

Selecting a residence and knocking on door

No response. Record on Response Rate Form and return to the residence at a later date and/or time.

Introducing the project

Resident agrees to participate

Disclosure form and administration of the survey

Provide compensation and thank respondent for their time

Resident agrees to participate but not right now

Resident doesn’t want to participate
What is a Block Face?

Block faces are defined as the area on both sides of the block. The block face spans until the street is interrupted by a break in the sidewalk or a cross section. A block face is often marked by street names and/or signs. Residences on both sides of the block face are accounted for.

On a particular block face, the residence is considered as being a part of that block face if its main door faces that street. The maps you'll get will mark off the edges of the block face.
Coding

You will assign a unique code to each survey you fill with a respondent. The codes will be assigned one of two ways:

1) Neighbourhood letter – Block face number – House #
OR
2) Neighbourhood letter – Block face number – Apartment number # - Unit #

To assign a neighbourhood letter:
E: Eglinton East
S: St. Jamestown
P: Parkdale
W: Weston
Selection of Residences

In order to maintain inter-rater reliability, all interviewers must select residences utilizing the same method. To create the random sample, a random selection of block faces that you will be interviewing on will be provided to you. You will be selecting the “7th” residence on each of your designated block face will be selected for interview.

To select a residence using the following processes:

1) If the street runs West→East:
   a. Begin on the block face from the western most part of the street.
   b. Begin counting from “1” on the north part of the street.
   c. Continue counting along the north side of the street, stopping to knock on every 7th residence.
   d. If the resident does not wish to participate, move on to the next 7th residence. If the residence is not home, make a note on the Response Rate Form. You will return to the residence at a later time. Then, continue onwards.
   e. Once you’re at the end of the block face, cross onto the south side of the street and continue counting back to the west end of the block face.
2) If the street runs North→South:
   a. Begin on the block face from the northern most part of the street.
   b. Begin counting from “1” on the west part of the street.
   c. Continue counting along the west side of the street, stopping to knock on every 7th residence.
   d. If the resident does not wish to participate, move on to the next 7th residence.
   e. Once you’re at the end of the block face, cross onto the east side of the street and continue counting back to the north end of the block face.

DO NOT COUNT RESIDENCES THAT ARE ABANDONED OR CURRENTLY BEING BUILT (WITH NO ONE MOVED IN YET).

Procedure for Block Faces with Fewer than Seven Residences

In order to select a residence on a block face with fewer than seven residences, continue your count the residences back from the beginning of that block face.
For example, I am on a block face with 5 houses: A, B, C, D, E. Since “Residence E” will be 5th in my count, I will return to the beginning of my block face to continue my count. “Residence A” will be 6th home in my count, followed by “Residence B” that will be the 7th. I will be knocking on “Residence B” to ask for their participation in the survey.

A similar procedure may need to be followed in apartment buildings. Details of the procedures specific to apartment buildings are listed below.

**Revised Procedure for the Selection of Apartment Residences**

1) Count the number of floors within the respective apartment building and classify the building as small (if between 1-3 floors), medium (4-7 floors), large (8-12 floors), or extra large (13 floors and over). If the apartment building you are at has basement apartments, count the basement as a floor. Next, follow the following table to determine the number of surveys that must be completed per building. The numbers differ between neighbourhoods.

In identifying apartments, do NOT classify houses that have been converted to apartments as “apartment buildings.”

<table>
<thead>
<tr>
<th>Neighbourhood</th>
<th>Small (1-3 floors)</th>
<th>Medium (4-7 floors)</th>
<th>Large (8-12 floors)</th>
<th>X-Large (13+ floors)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eglinton East</td>
<td>4</td>
<td>8</td>
<td>16</td>
<td>32</td>
</tr>
<tr>
<td>Parkdale</td>
<td>4</td>
<td>4</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>St. Jamestown</td>
<td>4</td>
<td>8</td>
<td>16</td>
<td>32</td>
</tr>
<tr>
<td>Weston</td>
<td>4</td>
<td>8</td>
<td>12</td>
<td>24</td>
</tr>
</tbody>
</table>

2) In order to select the residences in the building, we will be selecting every 7th residence according to the listing available in the building lobby. To review:

a. If building has an electronic or printed listing of the residents that is alphabetic, in order to maintain random selection, have an envelope with each of the letters of the alphabet within it. Pick a letter from the envelope. This will be the letter you will begin counting from.

   For example, I am in a lobby of a building with an electronic, alphabetic listing of all the residents. I pick the letter “N” from my envelope. I will go to the “N” section of the listing to begin counting in 7s.

   b. In cases where the listings are NOT alphabetic, begin counting at the top of the list.

   c. If building has no printed or electronic listing of residents BUT mailboxes with visible identifiers (i.e. number of suite, buzzers), count across from left to right, beginning with the top row of mailboxes and select every 7th residence. (Once you’re done counting the 1st row of mailboxes, return to the left hand side of the mailboxes and count the second row of
mailboxes.)

3) If buzzer numbers do not match the number of the resident’s door, change the case number accordingly:
   Neighbourhood name – BF – Building Number – Buzzer Code

   For example, if I’m at Eglinton East, Block Face 22, at 365 Main Street, pressing the buzzer code 814 and my personal surveyor code is 6, the case number I will assign to the survey will be: E-6-22-365-814

4) If you run out of residences to count before you are finished with your building quota, continue counting again from the beginning of your list.

   For example, I am at a medium apartment building in Eglinton East. I am, therefore, suppose to ask 2 residents in the building to participate in the survey. The building, however, only has 10 residents: A, B, C, D, E, F, G, H, I, J. Resident “G” will be the first resident selected to participate since s/he is the 7th resident. Since Resident "J," the 3rd resident as I begin counting again, is the last resident in the listing, I’ll return to the beginning of the listing and continue counting with Resident “A” being the 4th resident. This way, Resident “D” will be the next 7th resident I will select for survey participation

5) Keep in mind, this will also mean that you will have to return to the lobby to select a new resident after you have finished a survey.

6) For buildings without a two-way intercom, we will have to buzz. Please mark on your response rate form if the residence you’re at does not have a two-way intercom. If these kinds if apartments are a large proportion of the residences we are selecting, we will re-visit the issue at a later date.

7) To simplify the counting process, whenever you leave an apartment building, begin counting from “1” again.
Response Rate Form

As you may have noticed, most journals expect response rates to be reported when projects try to publish their findings. In order to keep track of the response rate, you’ll be using the following form. When you’re in the field, you’ll be carrying this form with you at all times.

<table>
<thead>
<tr>
<th>Code Assigned to Residence</th>
<th>Date</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Possible “Responses:”

1) Resident does not wish to participate.
2) Residents not home.
3) Survey completed with residents.
4) Resident wishes to complete the survey at a later date and/or time. Interviewer will return: __________.
5) Resident wishes to participate, but does not speak English as primary language. Name and contact information taken to arrange for survey administration. (Only in cases where the interviewer does not speak the same languages as the resident.)
Information about the Survey

See ‘Disclosure Form’ included in appendices

Script for Introductions

At the Door:

Hi. I’m from St. Michael’s Hospital. We’re doing a community health survey in your area. It’s entirely anonymous and confidential and you’ll get $20 at the end of it. Would you be interested? We can come back if this isn’t a good time.

Remember: If it’s not a good time, find out when is! If English isn’t their primary language, find out what is so we can coordinate with the group!

You must remember to tailor the introduction to the project based on the reactions of the person at the door. If they don’t look too interested/doubtful, underscore the $20 and outline the practical details about the survey quick. If the person seems like they want to hear more, give them more info about the survey, goals of the project, etc.

Introducing the Disclosure Form:

This disclosure form is for you to keep. Just so you know, I’ll give you the major points. Dr. Jim Dunn is the head of the project. If you have any questions about the project you can contact him. Dr. Julia Spence’s name and contact info is at the end. If you have any problems with the questions, you can contact her. Three major things I’ll tell you about. First, your participation is completely voluntary. We can stop and start at any point. You don’t have to answer any questions you don’t want. No matter how many questions you answer, you still get the $20. Second, it’s totally confidential. Your info won’t be shared with anyone and only the project team will be able to get it. Third, the answers that you provide today will be anonymous, meaning that we won’t be taking your name down anywhere. We number the surveys according to the block number and the house number. Only people that are part of the project team know what the block numbers are. As part of the safety protocol, I just have to take a moment before we start to let the team leader know where I am and that I’m about to start a survey. Do you have any questions?
Steps to Interviewing

Remember, it is critical to follow the steps even before you begin interviewing:

1) Introduce the survey at the door

2) If the participant agrees, provide the disclosure form
   Explain the disclosure form!!! : Anonymous, Voluntary, Confidential

3) Call Hilary (Weekdays) or Amina (Weekends) in front of the respondent before you begin the survey!
Rapid Assessment FAQs

1) How did you pick me?
   Everyone that will be answering the survey has been selected randomly. We don’t have a list of names. We’ll be knocking the 7th door and ask everyone who’s door we knock on if they’d like to participate.

2) What is the purpose of this study? What good will this do? How will this benefit me?
   We’re trying to get a sense of the health needs of the people that live in the neighbourhood. The results will help us plan for services. To thank you for your time, we’ll also provide $20 at the end of the survey.

3) Who will see my answers?
   Only the project team that’s involved in entering and analyzing the data will be able to see your answers. Keep in mind, we won’t be writing down your name. When the project team is looking at the answers, no one will know it’s specifically you. Your name won’t be used anywhere (i.e. on presentations and/or reports).

4) How long will this take?
   The survey taken on average 30 minutes to complete. It’s completely voluntary so we can start or stop whenever you like.
Interviewer Checklist

When you are in the field, you should have the following items at all times:

1) Cell phone
2) Emergency contact information for Amina, Hilary, and Masood
3) TTC Tokens (provided by Amina or Masood)
4) St. Mike’s ID
5) Neighbourhood maps with the block faces you’ll be visiting identified
6) Response rate forms
7) Information about the Survey (Disclosure) forms
8) Social service information
9) Surveys
10) Answer key
11) Rapid Assessment FAQ
12) Compensation envelopes; each envelope attached to a survey
13) Receipt book
14) Project Flyers

Remember to:

1) Call before the team leader before you begin the survey.
2) Call the team leader when you’re finished with the survey.
3) If you are the team leader, call Masood or Amina before you begin and when you end the survey.