

Canadian Domestic Homicide Prevention Initiative



Key Informant Interview Protocol

This Protocol was developed to support Research Assistants of the Canadian Domestic Homicide Prevention Initiative with Vulnerable Populations (CDHPIVP) in conducting research interviews with key informants.

The objective of the interview phase of the CDHPIVP research is to ask key informants about their knowledge and use of risk assessment, risk management and safety planning strategies and tools with clients experiencing domestic violence. A focus of the interview is to identify unique risk factors, barriers to effective risk management and safety planning, and strategies currently being used with four populations identified as experiencing increased vulnerability for domestic homicide: Indigenous people; rural, remote and northern communities; immigrants and refugees; and children exposed to domestic violence.

Prior to Interview

1) *Scheduling the Interview:*

- a) You will be provided with the contact information of a participant who has agreed to be interviewed.
- b) Call the participant, identify yourself, briefly describe the purpose of the study (see Letter of Information), and schedule a date and time to conduct the interview. We encourage that all interviews be conducted using a mainline phone however Skype is an option if the participant so desires.
- c) Inform the participant that you will email them the Letter of Information and the Informed Consent to review. You will inform the participant that after they have reviewed the Letter of Information and agree to participate, they will need to provide their electronic signature on the Informed Consent and email it to the CDHPIVP Project Manager, Anna-Lee Straatman (astraat2@uwo.ca), before the interview. If the participant is unable to provide an electronic signature, they can send an email that explicitly states that they have read the letter of information and agree to participate in the interview/study.
- d) Email the participant the Letter of Information and the Informed Consent and the one-page document that contains the CDHPIVP definitions of risk assessment, risk management, and safety planning. Please ask the participant to review these

definitions prior to the interview and any questions regarding the definitions can be discussed during the interview.

- e) Be sure to familiarize yourself with all the documents provided to the participant prior to the interview to be able to address any questions or concerns.

2) Informed Consent:

Prior to the interview, confirm with Anna-Lee that the participant has emailed a signed Informed Consent form. If the participant has not emailed a signed form, you will need to go through the Informed Consent process and get their verbal consent before you begin the interview.

- a) The verbal consent should explicitly state that they have read the Letter of Information and agree to participate in the interview/study.
- b) Ask the participant to also send an electronically signed Informed Consent or an email explicitly stating their consent to Anna-Lee in conjunction with their verbal consent.

This is addressed in the interview guide but you should be aware of what has been provided in terms of Informed Consent before the interview takes place and what needs to be done during the interview in order to ensure you obtain consent.

3) Equipment:

Before conducting any interviews, familiarize yourself with the equipment.

Phone Interviews

- check speaker mode of mainline phone
- ensure background noise is minimal
- know all the functions of the audio digital recorder
- conduct a test of audio digital recorder
- ensure audio digital recorder is at the right place to begin recording
- know how to dial out using mainline phone on speaker mode
- be sure to have extra batteries on hand for the digital recorder

Skype Interviews

- only use audio call feature
- make sure the computer microphone and speakers are working
- ensure background noise is minimal
- know all the functions of the audio digital recorder
- be sure to have extra batteries on hand for the digital recorder
- conduct a test of audio digital recorder
- ensure audio digital recorder is at the right place to begin recording

In-Person Interviews

- make sure the audio digital recorder is positioned by the computer speakers so to pick up the responses of the participant
- do a test call with a colleague
- know all the functions of the audio digital recorder
- conduct a test of audio digital recorder
- ensure audio digital recorder is at the right place to begin recording
- make sure the audio digital recorder is positioned appropriately to pick up the responses of the participant
- be sure to have extra batteries on hand for the digital recorder

Encrypted Computer

- Ensure that the encrypted computer is functioning
- Ensure you are familiar with how to transfer the recording from the audio digital recorder to the computer
- Create a file folder, or know the location of the created file folder, for all audio recordings. Each interview should have an individual folder within the main folder

The Interview

1) Location:

The Co-Investigator will provide you with a location to conduct the interview. Make sure the location has minimal distractions and you will be uninterrupted. Post a sign to indicate to others in the office that an interview is taking place and you should not be disturbed.

2) Documents:

During the interview, you should have the following documents on hand to refer to when/if needed:

- Letter of Information
- Informed Consent Form
- CDHPVIP Definitions of Risk Assessment, Risk Management, and Safety Planning (included in Letter of Information)
- Interview Guide

You should also have a notepad and pen available to jot down important notes, follow-up questions or areas for clarification during the interview

3) Beginning the Interview:

Section A

Section A of the interview guide addresses:

- introducing the interview,
- ensuring participant has debriefing support,
- obtaining informed consent,
- discussing audio recording of the interview,
- time it will take to complete the interview.

Introducing the Interview

When introducing the interview, you will identify the Co-Directors of the CDHPVP, Drs. Myrna Dawson and Peter Jaffe, and the local Co-Investigator for the specific region that the participant is located. Co-Investigators on the project are:

- Dr. Diane Crocker (Saint Mary's University)
- Dr. Myriam Dubé (Université du Québec à Montréal)
- Dr. Mary Hampton (University of Regina)
- Dr. Kate Rossiter (Simon Fraser University)
- Dr. Nicole Letourneau (University of Calgary)
- Dr. Jane Ursel (University of Manitoba)

Ensuring Debriefing Support

You will inform the participant that you will be asking questions that may have them focus on specific domestic violence cases they dealt with in their work and that this may trigger emotional responses. You need to ensure that the participant has someone (i.e., supervisor or colleague) that they can debrief with after the interview if they are triggered. You will also need to assess the participant's emotional affect during the interview to determine if the questions are causing distress. If you perceive the participant as distressed, you will need to check in with them to see if they want to continue the interview and you need to confirm that they have someone they can debrief with after the interview has ended.

You can also direct them to the following website which offers support and crisis line information for areas across Canada.

www.yourlifecounts.org/need-help/crisis-lines

Connect with your supervisor to identify other local support services that can be offered.

Informed Consent

You must obtain informed consent from the participant before conducting the interview. As mentioned above, they may have already sent their signed informed consent form to Anna-Lee. If they have not signed and returned an informed consent form, you will need to review the consent form with the participant, get their verbal consent, and ask them to email their consent to Anna-Lee immediately following the interview. The email should explicitly state that they have read the Letter of Information and agree to participate in the research interview.

Audio Recording

The interview guide asks the participant for permission to audio record the interview for transcription purposes. Affirm with the participants that recordings and transcripts will be stored for the duration of the project on encrypted password-protected computers in a secure location with authorized access only. All recordings and transcripts will be retained until six months after completion of the CDHPVIP project and thereafter will be destroyed.

**Be sure to have extra batteries on hand for the audio digital recorder*

Inform the participant that, while the interview will be audio recorded, you may also take occasional notes. These notes will be added to an interview summary that will be stored on an encrypted computer. Once the notes have been typed and saved on the encrypted computer, the paper notes will be shredded.

If the participant does not give their permission to be audio recorded, you must reschedule the interview. Inform the participant that two people are required to be present for interviews that are not recorded, with one person conducting the interview and another person taking notes, to ensure accuracy.

Timing

The interview guide states that the interview will take 45 minutes to an hour to complete. This is just an estimate and the participant is welcome to go beyond the scheduled time. However, as the interviewer you need to ensure that the participant does not go on long tangents where you are unable to have all the interview questions answered within a reasonable amount of time. Be sure to schedule enough time to prepare for, conduct, and conclude the interview, considering the potential for the participant to go beyond the scheduled time.

4) Asking the Questions:

Section B

Section B of the interview guide contains the specific interview questions. It is important that you ask all the questions. You may need to probe for clarification or to bring the conversation back on topic. Each interview is unique and probing should be based on the information that is given by the individual. You do not want to probe too much to ensure that you get through all the questions in the interview. You must always be respectful of the participant's time!

Examples of Probing Questions

- Can you tell me more about that?
- Can you give me more detail?
- You mentioned earlier...what did you mean by that?
- Can you be more specific?
- Can you elaborate/expand on that?

Tips for Conducting a Successful Phone Interview:

- Clarify what was said especially if confusing (e.g., “It sounds like you are saying.... Is that a fair summary?” “So you are saying...”)
- Speak loud and clear
- Don’t talk too much
- Be motivating because people tend to be less willing to become engaged in conversation over the phone
- Be friendly, courteous, and unbiased
- Do not be suggestive
- Throughout the interview, be sure to check that the recorder is working

Notetaking - Throughout the interview, you may write some notes to capture major highlights, important themes, new initiatives mentioned, etc. However, do not get so occupied in taking notes that you stall the interview or become less attentive to what the participant is saying. You should not be writing down everything that is said in the interview. Notes are meant to capture only the operative words and phrases that help you to remember key highlights or themes, or make note of something you did not understand that you need to remember to ask the interviewee to clarify.

After the Interview

1) Audio Recording:

After the interview is complete, transfer the recording from the digital audio recorder to the encrypted computer and save it in the designated folder. Each recording will be given a code that corresponds to the name of the participant. Use this code to title the recording when saving it. The file code will include the following information:

Day/Month/Time of Call/Time Zone/InterviewerID# - Audiorecording [e.g., 05/01/14:30/EST/4 – Audiorecording].

You will be given an Interviewer ID number before you begin to conduct interviews that will be used in the code.

Create a master list on the encrypted computer that has the name of the participant and the corresponding code. This list should be saved on the encrypted computer and be continuously updated with each interview. After each interview, send the updated master list via the secure messaging system to Marcie Campbell (mcampb58@uwo.ca) at the Centre for Research & Education on Violence Against Women & Children (CREVAWC).

Time Zones

Newfoundland Standard Time – NST

Atlantic Standard Time – AST

Eastern Standard Time – EST

Central Standard Time – CST

Mountain Standard Time – MST

Pacific Standard Time – PST

*note that Saskatchewan will be

CST until Spring when it will be MST

as there is no daylight savings time

Once the recording is saved on the computer, send the recording to Marcie Campbell (mcampb58@uwo.ca) at CREVAWC via the secure messaging system. Marcie will confirm with you that she received the recording. Once you have received confirmation that the recording was received, electronically shred the recording off the encrypted computer.

Do not delete the recording off the digital audio recorder as you will need to use it to transcribe the interview. You will delete the recording only after you have completed the transcribing, sent the transcript to CREVAWC, inputted the data into Qualtrics program (as described in section 4 – Transcription) and get confirmation of receipt from Marcie.

If for some reason the recording did not work, you will need to immediately write down the answers to each question as you remember them in a Word document. Save this document in the designated folder with the corresponding code, however indicate in the code that it is a word document and not an audiorecording (e.g., 05/01/3:30/EST/4 – Word Document). Send the document to Marcie Campbell via the secure messaging system and, once you receive confirmation that the document was received, electronically shred the document off the computer.

2) Follow-up email to participant

About one week after the interview has been completed, please send a follow-up email to the participant thanking them for their participation, ask them if they have any questions resulting from the interview, and if they know of someone else that might be suitable as an interview participant.

3) Summary Notes:

After you have sent the recording to CREVAWC, write a summary of the interview that provides a brief snapshot of the information obtained. The snapshot should include impressions of the interview or anything unique that you feel should be highlighted (e.g., new initiatives identified by the participant, specific issues that are not captured in the interview questions).

A Summary Template is provided in Appendix A. The summary will be written on the encrypted computer and saved, using the designated code, [Day/Month/Time of Call/Time Zone/Interviewer# - Summary], in the appropriate folder that will also include the interview recording and transcript.

The notes that you took during the interview should help to inform and write the interview summary. Once you have completed the written summary and saved it on the encrypted computer, you must shred your handwritten notes. The summary must be sent along with the transcript to Marcie at CREVAWC through the secure messaging system.

4) Transcription:

Use the digital audio recorder to transcribe responses to all interview questions. Transcription should occur on an encrypted computer. Save the transcription in the appropriate folder using the designated code: [Day/Month/Time of Call/Time Zone/Interviewer# - Transcription]. You do not need to transcribe verbatim (e.g., don't transcribe "ums" or "likes" etc.). Transcribe only the responses to the questions in the form provided. Once you have completed the transcription, you will copy and paste the responses to the interview questions into Qualtrics, a survey/interview software program, using the link we will provide you. You will be asked to provide the designated participant code [Day/Month/Time of Call/Time Zone/Interviewer#] in Qualtrics rather than the participant's name for data confidentiality and security purposes.

Please advise Marcie (mcampb58@uwo.ca) when data has been entered into the Qualtrics system.

Once you have inputted the interview data into Qualtrics, please send the Updated Master List of the name and corresponding code of the interview participant, Interview Summary, and Transcription of the Interview to Marcie (mcampb58@uwo.ca) via the secure messaging system.

5) Disposal of Data:

Audio recording: Once you have completed the transcribing of the interview and you have received confirmation from Marcie that CREVAWC received the recording through the secure messaging system, you must delete the recording off the digital audio recorder.

The copy of the recording that was saved to the encrypted computer that was sent to Marcie at CREVAWC will be deleted once you get confirmation of receipt.

Summary Notes and Transcription: Once you have received confirmation from Marcie at CREVAWC of receipt and review of the summary notes and transcription, you must electronically shred the files on the encrypted computer.