

Adult Volunteer Pool

INTERNAL POLICY

Last updated: June 2015

This policy document is written for the psychology labs considered to be Internal Users of the Adult Volunteer Pool (AVP), which include the Barense Lab, Chasteen Lab, Craik Lab, Hasher Lab, Moscovitch Lab, and Pratt Lab. Other labs interested in running participants from the Pool should consult the External Policy available on the website or provided by the AVP Coordinator.

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1. Contact Information

The primary method of contacting the AVP Coordinator is by email, at adultpool@psych.utoronto.ca. The website, <http://www.psych.utoronto.ca/users/adultpool>, contains information about the Pool for both volunteers and researchers. In addition, inquiries regarding the AVP can be made by phone at **(416) 978-0905**, or by visiting Room 4047 in Sidney Smith Hall (fourth floor), on Monday, Wednesday, or Friday, between the hours of 9 am and 12 pm (noon).

2. Requesting a Volunteer List for a New Study

All new requests should be made to the AVP Coordinator via the online List Request form found in the Researchers section of the website:

<http://www.psych.utoronto.ca/users/adultpool/researchers.htm>.

Each request should specify the experimenter's or lab's contact information and criteria for volunteer selection. Currently, volunteers are recruited based on the criteria listed below.

- Age
- Gender
- Years of formal education completed

- Language(s):
 - English as native language
 - If English is not native language, age when first learned English
 - Bilingual or multilingual
- Handedness
- Vision: normal, corrected with glasses/contacts, colour blindness, cataracts, glaucoma, macular degeneration
- Hearing: normal, hearing aid, hearing problem (able to hear the beep of a microwave or not)
- Neurological or psychological/psychiatric conditions
- History of traumatic head injury and/or loss of consciousness
- Stroke history
- Medical problems and medications
- Marital status
- Ethnicity
- Facebook use

Note: Some of the criteria are newer additions or are no longer being recorded to the database and thus, some volunteers may not have information for all criteria listed. For example, the AVP no longer collects information such as MEQ or Shipley scores *unless* a lab reports back with these scores obtained during testing.

In addition to the study criteria, each request should also include the following:

- Names and e-mail addresses of all RAs who will be recruiting or running participants in the study
- Name of the lab from which the request is made
- Name of the study
- Duration of the study
- Location of the study

Finally, all new study requests should be accompanied with an ethics approval form (ERO and home institution) and ethics protocol description, which can be emailed to the AVP Coordinator directly.

3. Using Volunteer Lists

Volunteer lists typically consist of 20 volunteers' names and contact information, and are sent as Excel file attachments via email. Lists include the ID number, name, phone number, email address, and age of each volunteer. When possible, reports will also include special information about volunteers (e.g., whether they would like to be scheduled with a friend or spouse). If you require additional information in the report, please include this with your request. An example of a typical row of volunteer information is shown here:

ID	First Name	Last Name	Home Phone	Alt Phone	E-mail	Age	Notes	Inter-action	Date	Experimenter's Notes
1001	John	Doe	(416) 222-2222	(416) 333-3333	john.doe@gmail.com	74	Ask for postal code.			

The research assistant(s) should complete only the last three columns of the list by following the rules and codes outlined below:

Interaction: The Interaction column denotes whether a volunteer was contacted (C); run (R); booked to be run at a future date (B); was not contacted at all (DNC); or removed from the database (REMOVE).

A volunteer is considered **contacted** if:

- They were invited to participate, but they declined;
- One or more messages were left on their answering machine and/or with family members;
- One or more e-mails were sent to their e-mail address;
- They were scheduled to participate, but they ended up canceling their appointment AND did not reschedule.

Did not contact (DNC) should only be used if the volunteer was never reached by phone/email and/or there is no answering machine.

A volunteer is considered to be **removed** if they explicitly request that they be removed from the Adult Volunteer Pool completely and to never be contacted by any labs in the future (i.e., not just the one particular study they are being invited to).

Date: The Date column denotes the date on which the volunteer was contacted, booked, run, or removed from the database. The date column should only be left blank if the volunteer was not contacted or no message was left (DNC). Please enter the date using the format **mm/dd/yyyy**.

If the volunteer list is being returned to the AVP before all scheduled participants have been run (i.e., some volunteers have the code B for booked), indicate the date on which the volunteer is scheduled to be run.

Experimenter's Notes:

The Experimenter's Notes column should contain any additional information that was obtained during testing (e.g., neurological problem, Shipley scores), that the RA was able to inquire on behalf of the AVP (e.g., volunteer's missing postal code), or other information that should be added to a volunteer's file. **DO NOT** write in the Notes column, as this column contains information that is already in the database.

Occasionally, the Notes section will contain requests for information from the AVP, such as a request for a volunteer's current address. Please attempt to ask for this information and to include it in the Experimenter's Notes column so that the AVP can be kept up-to-date.

Here is an example of what a completed list should look like:

ID	First Name	Last Name	Home Phone	Alt Phone	E-mail	Age	Notes	Inter-action	Date	Experimenter's Notes
1001	John	Doe	(416) 222-2222	(416) 333-3333	john.doe@gmail.com	74	Ask for postal code.	C	06/28/2011	Postal code: M1M 1A1.
2041	Jane	Doe	(647) 111-1111			78		DNC		No answering machine.
3118	Bob	Smith	(647) 444-4444		bob_smith@yahoo.ca	62		B	07/08/2011	
3787	Brad	Pitts	(416) 555-5555			64		REMOVE	06/29/2011	Requested removal because moved away from Toronto.
4151	Rob	Smith	(905) 777-7777	(416) 888-8888		70		R	06/25/2011	
5002	Mark	Smith	(416) 999-9999		m.smith@gmail.com	75		C	06/29/2011	Asked to not be contacted until 2012.

It is the policy of the AVP that each researcher return the list of names within a month of receiving it. This makes our volunteers available more frequently and increases the availability of volunteers for each lab. When a researcher is done with a list of names, the entire list should be returned to the AVP Coordinator via email. If changes or updates need to be made after a list has been sent back (e.g., cancellations, rescheduling a participant, new volunteer information), please notify the AVP Coordinator immediately so that the database can be updated. Here is an example of a situation that requires an update email:

Hello,
 The volunteer Bob Smith (3118) on my most recently returned list for study #5100 has been rescheduled for July 15, 2011. Also, the Shipley score for Rob Smith (4151) is 20.

If you anticipate needing the list for more than one month, please email the AVP Coordinator as soon as possible; he/she will let you know whether you can hold onto the list or if you should return the list and receive another list as a replacement.

It is very important that labs schedule only those listed on the report. **Please do not schedule spouses or friends without contacting the AVP Coordinator first**, as they may have already been assigned to another study, or may not be part of the database, and therefore would not be covered by the ethics approval from the ERO and/or DPERC.

4. Requesting Subsequent Volunteer Lists

There are two methods to request a volunteer list after one has been returned. One method is to simply request another list through email. This is the easiest method in most cases, and especially if no study criteria have changed. The other method is to fill out the online list request form, indicating any changes in study criteria.

5. Suggestions When Calling

Mentioning that you are calling from the “Psychology Department at the University of Toronto” within the first sentence helps distinguish you from telemarketers and usually results in a warmer response.

If a volunteer asks how you got their name, tell them that you obtained their name from a list of people who said they might be interested in volunteering in psychology studies at the University of Toronto. They had responded to an advertisement that had appeared either in the Toronto Star, Forever Young Information (FYI), the Metro paper, or at a lecture series for adults.

If they say they do not remember signing up, tell them it may have been a few years since they provided their information to us, given that the program has been around since the late 1990s.