**Standard Operating Procedure for Subjects who are Intoxicated/Under the Influence and Calling to be Screened for a Research Study**

**Purpose:** The purpose of this Standard Operating Procedure (SOP) is to describe the steps phone screening staff will take when responding to phone screen subjects who are intoxicated or who sound as though they may be under the influence of a substance, are extremely upset or in distress, and/or who are otherwise unable to consent to phone screening.

**Support Team:**

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| Susan Schneck | 608-293-2412 (cell – call and/or text) | Lab Manager |
| Jill Nagler | 608-220-2631 (cell – call and/or text) | Research Specialist |

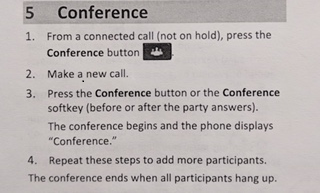
While we hope that these situations happen rarely if at all, it is important to know what to do in tough situations. Please use this guide to help aid you in those rare instances when callers present in unpredictable ways.

It is important to recognize that our phone screening process relies on clear consent. If a subject is intoxicated/or you suspect that a subject is intoxicated, or if they are otherwise in distress, we cannot ensure that they are giving us clear consent. Do not feel you must explain this to them, stick to vague reasoning and end the call. If they are angry about the situation let Susan or Jill deal with them.

Please never feel that it is your responsibility to talk to subjects at length about their personal problems. We do not recruit for treatment studies, and it is beyond the scope of your job to provide counseling to potential participants. While we don’t want to be dismissive or insensitive to the issues of the community we are researching, it is not our role to provide treatment; we can only offer resources.

General Guidelines

1. Please email [arcphone@lists.wisc.edu](mailto:arcphone@lists.wisc.edu) with any concerning calls. You may reference a note in the phone log, but please make sure to send this additional email to alert the team of any concerning calls.
2. If a concerning call occurs during normal business hours feel free to consult with any full-time staff member regarding the call.
3. If a concerning call occurs outside of normal business hours and you want/need to contact someone immediately please call/text one of the members of the **Support Team** listed above. While we can’t guarantee that someone will be available 24/7 we will do our best to get back to you ASAP.
4. Never feel pressure to stay on a call with a subject who is making you feel uncomfortable. Feel free to thank them for calling, say goodbye, and hang up.
5. Conference calling instructions:



**Crisis Resources**

1. **Alcohol and Drug Helpline: (800) 821-4357**
2. **National Suicide Prevention Lifeline: (800) 273-8255**
3. **Crisis Text Line: 741741**
4. **Journey Mental Health Emergency (Local): (608) 280-2600**
5. **Domestic Abuse Intervention Services: (608) 251-4445 or (800) 747-4045**
6. **Rape Crisis Center Helpline: (608) 251-7273**

Subjects in Distress not presenting as intoxicated

1. If the person is **in distress**, but **not** otherwise intoxicated, be empathetic (e.g., that sounds tough, that sounds difficult, that’s unfortunate, etc.) and ask the participant when a better time to call them would be or if they can call back at a different time. Thank them for their time and say goodbye before hanging up.
2. If they try to talk to you at length about the situation, politely interrupt them with an affirmation such as, “that sounds like a stressful situation, why don’t you give us a call back at a time that works better for you.” Thank them for their time and say goodbye before hanging up.
3. If they **ask for help** refer them to a **crisis line** or to **one of the other resources listed above**. If they ask you to call and connect them with a crisis line, follow the steps above to connect a crisis call via conference calling. Thank them for their time before hanging up.
4. If they are not following prompts and do not want help connecting to a crisis line or a resource, feel free to thank them for their time and say goodbye before hanging up.
5. If they get angry or confrontational feel free to thank them for calling, say goodbye, and hang up the phone. If they call back do not answer the call.

Subjects Presenting as Intoxicated/Under the Influence of a Substance

1. Never accuse someone of being intoxicated or under the influence, rather try to end the phone call in an empathic manner (e.g., that sounds tough, that sounds difficult, that’s unfortunate, etc.) and say “it seems like it is not a good time to talk about our research studies, give us a call back at a time that works better for you.” Thank them for their time and say goodbye before hanging up.
2. If they insist that they are ok to continue, say something like, “unfortunately it sounds like it is not a good time to talk about our research studies, give us a call back at a time that works better for you.” Thank them for their time and say goodbye before hanging up.
3. If they get angry or confrontational feel free to thank them for calling, say goodbye, and hang up the phone. If they call back do not answer the call.

Subjects Presenting as Intoxicated/Under the Influence of a Substance and in Distress

1. Never accuse someone of being intoxicated or under the influence, rather try to end the phone call in an empathic manner. Stick to vague language such as, “it seems like it is not a good time to talk about our research studies, give us a call back at a time that works better for you.” Thank them for their time and say goodbye before hanging up.
2. If they insist that they are ok to continue, say something like, “that sounds like a stressful situation, unfortunately it sounds like it is not a good time to talk about our research studies, give us a call back at a time that works better for you.” Thank them for their time before hanging up.
3. If they **ask for help** related to substance use, refer them to **Alcohol and Drug Helpline**  
   (800) 821-4357 or to one of the resources listed in the PRTC resource list. If they ask you to call and connect them with a crisis line, follow the steps above to connect a crisis call via conference calling. Thank them for their time and say goodbye before hanging up.
4. If they **ask for help** not related to substance use, refer them to a **crisis line** or to one of the **other resources listed above**. If they ask you to call and connect them with a crisis line, follow the steps above to connect a crisis call via conference calling. Thank them for their time and say goodbye before hanging up.
5. If they get angry or confrontational feel free to thank them for calling, say goodbye, and hang up the phone. If they call back do not answer the call.