

**NIST HURRICANE MARIA STUDY,  
HURRICANE MARIA RECOVERY OF CRITICAL SOCIAL FUNCTIONS PROJECT:  
HOSPITAL RECOVERY FOLLOWING HURRICANE MARIA  
HOSPITAL RECOVERY SURVEY WAVE 1  
Phone and Email Scripts & Screen Text**

**OMB Control # 0693-0078**

**Expiration Date 7/31/2022**

*A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0078. Without this approval, we could not conduct this information collection. Public reporting for this information collection is estimated to be approximately 25 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the National Institute of Standards and Technology at: 100 Bureau Drive, Gaithersburg, MD 20899, Attn: Dr. Maria Dillard, Associate Team Lead for the NIST Hurricane Maria Program, NIST Engineering Laboratory; or contact [atmaria.dillard@nist.gov](mailto:atmaria.dillard@nist.gov).*

**A. First Phone Communication with Potential Respondent with Consent Language**

*Interviewer: Ask for Named respondent. If no respondent name is presented, ask for a person who has been with the [school/hospital] at least 3 years and/or has knowledge of the operations of the [school/hospital], particularly during and after Hurricane Maria*

*If person answering call asks what this is regarding: We are conducting a survey about your school/hospital's recovery from Hurricane Maria that is intended to help inform improvements in building codes, standards and practices to make communities in Puerto Rico and across the United States more resilient to hurricanes and other disasters.]*

*If currently unavailable, ask for this individual's name, telephone number, email address, and a date and time they can be reached.*

*Once the appropriate respondent is on the phone, begin Introduction.*

**Introduction**

Hello, my name is \_\_\_\_\_, and I am an Albizu University graduate student calling on behalf of NIST – The US Department of Commerce National Institute of Standards and Technology. We

are conducting this survey on behalf of The US Department of Commerce National Institute of Standards and Technology (NIST) to help them better understand the recovery process for hospitals from Hurricane Maria in 2017.

These surveys will lead to recommended improvements in building codes, standards, and practices to make communities in Puerto Rico and across the United States more resilient to hurricanes and other disasters. This study is part of a larger program led by Drs. Joseph Main and Maria Dillard and is funded by the National Institute of Standards and Technology (NIST). You can also view a letter from NIST about the study here [insert link].

In this survey, you will be asked questions related to the damage to your [school/hospital], the repair and recovery process, how Hurricane impacts disrupted your [school/hospital]'s ability to provide services, and actions your [school/hospital] is taking to prepare for future events. We realize that the hurricane was a few years ago, and some details may not readily come to mind. Please know that there are no right or wrong answers to any of these questions, we just want your opinions. In addition, we encourage you to gather input from colleagues for your responses, as necessary, to answer any questions on topics that are unfamiliar to you.

The survey will take approximately [25 minutes] to complete and may be recorded for quality training purposes. If you feel uncomfortable answering any of the questions, you can skip them, or stop the survey at any time. Your participation is voluntary and without compensation. If you decide to participate in the study, you may withdraw your consent and stop participation at any time without penalty.

Your responses will never be linked to your individual identity or the identity of your [school/hospital]. Instead, findings will be attributed to a "[school/hospital]" at the commonwealth, regional, municipal, or ZIP code level. In cases where there is only one [school/hospital] in the municipality or ZIP code, the information collected will be combined or aggregated with information that we obtain from other [school/hospital]s at a larger geographic area. Information collected in this interview may be shared by NIST with researchers at NIST or with researchers outside NIST. The information that you provide may be used in future research. Any future research will include protections to ensure that both the sharing and use of the information complies with the conditions that I just described.

There are NO KNOWN RISKS or direct benefits to you. We hope to gain more knowledge on how your institution's functioning was affected by Hurricane Maria, so that we can learn from your experiences to help communities better prepare for similar events in the future.

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Maria Dillard, NIST, 100 Bureau Drive, MS 8615, Gaithersburg, MD 20899-1710, telephone 202-281-0908, or via email: [maria.dillard@nist.gov](mailto:maria.dillard@nist.gov)

Please confirm you are above 18 years of age, willing to participate in this survey, and consent to our using the information that you provide in the way described?

- **If yes:** Do you have time to participate in the survey at this time?
  - **If no:**
    - Is there a date and time that would work to reschedule? Alternatively, you can also complete the survey online if you prefer [If they choose this option, be sure to get email address].
  - **If yes:** continue to full survey
  
- **If no:** Is there someone else at your institution who you can recommend to participate in the survey?
  - **If no:**
    - Is there someone else that we might be able to speak to that might have a recommendation?  
*(Interviewer: If no, please record notes in Qualtrics disposition box about why no one else is available, if another department needs contacted, etc)*
  - **If yes:** Can you please provide us with their name, telephone number, and email address?

We have several specific questions to ask you. Please answer them briefly and we can return to them at the end if you want to add anything. Do you have any questions before we begin?

Thank you for taking the time to complete this survey!

## B. Calling for Scheduled Survey Discussion with Consent Language

Hello, my name is \_\_\_\_\_, and I am an Albizu University graduate student calling on behalf of NIST – The US Department of Commerce National Institute of Standards and Technology. My I please speak with [named respondent]?

*If person answering call is not respondent and asks what this is regarding: We are conducting a survey about your hospital's recovery from Hurricane Maria that is intended to help inform improvements in building codes, standards and practices to make communities in Puerto Rico and across the United States more resilient to hurricanes and other disasters.]*

*If currently unavailable, ask for a date and time they can be reached or leave a voicemail, where possible.*

*Once the appropriate respondent is on the phone, begin Introduction.*

Thank you for agreeing to participate in our survey about your school/hospital's recovery from Hurricane Maria. Is now still a good time for you to take the survey (Interviewer prompt, if needed: The survey will last approximately 25 minutes.)?

- If no:
  - Is there a date and time that would work to reschedule?
  - Alternatively, you can also complete the survey online if you prefer [If they choose this option, be sure to get email address].
- If yes: continue to next paragraph

As a reminder to help orient the conversation, we are conducting this survey on behalf of The US Department of Commerce National Institute of Standards and Technology (NIST) to help them better understand the recovery process for schools/hospitals from Hurricane Maria in 2017.

These surveys will lead to recommended improvements in building codes, standards, and practices to make communities in Puerto Rico and across the United States more resilient to hurricanes and other disasters. This study is part of a larger program led by Drs. Joseph Main and Maria Dillard and is funded by the National Institute of Standards and Technology (NIST). You can also view a letter from NIST about the study here [insert link].

In this survey, you will be asked questions related to the damage to your [school/hospital], the repair and recovery process, how Hurricane impacts disrupted your [school/hospital]'s ability to provide services, and actions your [school/hospital] is taking to prepare for future events. We realize that the hurricane was a few years ago, and some details may not readily come to mind. Please know that there are no right or wrong answers to any of these questions, we just want your opinions. In addition, we encourage you to gather input from colleagues for your responses, as necessary, to answer any questions on topics that are unfamiliar to you.

Your responses will never be linked to your individual identity or the identity of your [school/hospital]. Instead, findings will be attributed to a “[school/hospital]” at the commonwealth, regional, municipal, or ZIP code level. In cases where there is only one [school/hospital] in the municipality or ZIP code, the information collected will be combined or aggregated with information that we obtain from other [school/hospital]s at a larger geographic area. Information collected in this interview may be shared by NIST with researchers at NIST or with researchers outside NIST. The information that you provide may be used in future research. Any future research will include protections to ensure that both the sharing and use of the information complies with the conditions that I just described.

The survey will take approximately [25 minutes] to complete and may be recorded for quality training purposes. If you feel uncomfortable answering any of the questions, you can skip them, or stop the survey at any time. Your participation is voluntary and without compensation. If you decide to participate in the study, you may withdraw your consent and stop participation at any time without penalty.

There are NO KNOWN RISKS or direct benefits to you. We hope to gain more knowledge on how your institution’s functioning was affected by Hurricane Maria, so that we can learn from your experiences to help communities better prepare for similar events in the future.

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Please confirm you are above 18 years of age, willing to participate in this survey, and consent to our using the information that you provide in the way described?

- **If yes:** continue to full survey
  
- **If no:** Is there someone else at your institution who you can recommend to participate in the survey?
  - **If no:**
    - (depending on personnel position of respondent) Is there someone else that we might be able to speak to that might have a recommendation?
  - **If yes:** Can you please provide us with their name, telephone number, and email address?

We have several specific questions to ask you. Please answer them briefly and we can return to them at the end if you want to add anything. Do you have any questions before we begin?

Thank you for taking the time to complete this survey!

## C. First Email Communication with Potential Respondent

Dear \_\_\_\_\_,

My name is \_\_\_\_\_, and I am an Albizu University graduate student emailing on behalf of NIST – The US Department of Commerce National Institute of Standards and Technology. We are conducting a survey about your school/hospital's recovery from Hurricane Maria that made landfall in Puerto Rico in September 2017, at high-end Category 4 status. Ideally, these surveys will lead to recommended improvements in building codes, standards and practices to make communities in Puerto Rico and across the United States more resilient to hurricanes and other disasters. Please see a letter from NIST that provides more background information on the project at [link].

This survey is about Hurricane Maria's physical and non-physical impacts on your [school/hospital]. There are questions that ask about your [school/hospital]'s:

- Services and resources before and after Maria
- Damage and disruption caused by the hurricane, such as those pertaining to infrastructure, utilities, and transportation
- Non-physical damage, such as employee well-being
- The repair and recovery process from Maria, including insurance and financial recovery assistance
- The actions your school is taking to prepare for future events

This survey should be completed by someone who:

- Was employed by the [school/hospital] at the time of Hurricane Maria OR
- Is knowledgeable about these topics or can readily obtain information from individuals who are knowledgeable about these topics.

In addition, we encourage you to gather input from colleagues for your responses, as necessary, to answer any questions on topics that are unfamiliar to you. Your responses will never be linked to your individual identity or the identity of your [school/hospital]. Instead, findings will be attributed to a "[school/hospital]" at the commonwealth, regional, municipal, or ZIP code level. In cases where there is only one [school/hospital] in the municipality or ZIP code, the information collected will be combined or aggregated with information that we obtain from other [school/hospital]s at a larger geographic area.

If you prefer that this survey be completed by another individual at your institution, please reply to this email with their name and contact information (phone, email address, and institution).

The survey is available at the link below:

[insert link]

The survey should take approximately 25 minutes to complete. If you encounter any issues in completing this survey, please feel free to contact [helpdesk] at [email address] or [phone number].

Per our study protocol, if you have not yet started the survey within five business days of receiving this email, we will follow-up with you to further discuss the possibility of your participation.

Thank you for your consideration,

[name of sender]

## D. Qualtrics Online/Self-Administered Introduction with Consent Language

Welcome! We are conducting this survey on behalf of The US Department of Commerce National Institute of Standards and Technology (NIST) to help them better understand the recovery process for hospitals from Hurricane Maria in 2017.

These surveys will lead to recommended improvements in building codes, standards, and practices to make communities in Puerto Rico and across the United States more resilient to hurricanes and other disasters. This study is part of a larger program led by Drs. Joseph Main and Maria Dillard and is funded by the National Institute of Standards and Technology (NIST). You can also view a letter from NIST about the study here [insert link].

This survey is about Hurricane Maria's physical and non-physical impacts on your [school/hospital]. There are questions that ask about your [school/hospital]'s:

- Services and resources before and after Maria
- Damage and disruption caused by the hurricane, such as those pertaining to infrastructure, utilities, and transportation
- Non-physical damage, such as employee well-being
- The repair and recovery process from Maria, including insurance and financial recovery assistance
- The actions your school is taking to prepare for future events

This survey should be completed by someone who:

- Was employed by the [school/hospital] at the time of Hurricane Maria
- Is knowledgeable about these topics or can readily obtain information from individuals who are knowledgeable about these topics.

In addition, we encourage you to gather input from colleagues for your responses, as necessary, to answer any questions on topics that are unfamiliar to you. Your responses will never be linked to your individual identity or the identity of your [school/hospital]. Instead, findings will be attributed to a "[school/hospital]" at the commonwealth, regional, municipal, or ZIP code level. In cases where there is only one [school/hospital] in the municipality or ZIP code, the information collected will be combined or aggregated with information that we obtain from other [school/hospital]s at a larger geographic area. Information collected in this interview may be shared by NIST with researchers at NIST or with researchers outside NIST. The information that you provide may be used in future research. Any future research will include protections to ensure that both the sharing and use of the information complies with the conditions that I just described.

If you prefer that this survey be completed by another individual at your institution, please send an email with their name and contact information (phone, email address and institution) to [email address].

The survey will take approximately [25 minutes] to complete; however, you do not need to complete the entire survey at once. You may save your responses by clicking the "save" button and continue the survey at a later time. If you feel uncomfortable answering any of the questions, you can skip them, or exit the survey at any time. Your participation is voluntary and without compensation. If you decide to

participate in the study, you may withdraw your consent and stop participation at any time without penalty.

There are NO KNOWN RISKS or direct benefits to you. We hope to gain more knowledge on how your institution's functioning was affected by Hurricane Maria, so that we can learn from your experiences to help communities better prepare for similar events in the future.

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If you encounter any issues in completing this survey, please feel free to contact **[helpdesk]** at **[email address]** or **[phone number]**. If you have concerns about the content of this survey, please feel free to contact **[Name]** at **[email address]**.

Thank you for taking the time to complete this survey!

Please confirm you are above 18 years of age, willing to participate in this survey, and consent to our using the information that you provide in the way described?

- I am above 18 years of age and consent to this survey. (1)