

Attachment 5a. (MN 6.5) Recruitment Calling Script

3.8 reading level

Study ID

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FORM APPROVED

OMB No. 0923-XXXX

Expiration Date: MM/DD/
YYYY

Fond du Lac Community Biomonitoring Study Recruitment Calling Script

A. Message left on answering machine/voicemail...

Example scripts...

FIRST MESSAGE:

Hi. I'm calling for _____. My name is _____. I work for Fond du Lac Public Health Nursing. I am calling to speak with you about the letter we mailed to you [last week] about the Fond du Lac Community Biomonitoring Study. My phone # is _____. Please return my call and if I'm not in the office, leave a message letting me know when the best time is to call you back. Thanks, [participant's name]. I'll talk to you soon.

SECOND MESSAGE:

Hi. I'm calling for _____. My name is _____. I work for Fond du Lac Public Health Nursing. I tried to reach you earlier this week about the Fond du Lac Community Biomonitoring Study. My phone # is _____. Please return my call and if I'm not in the office, leave a message letting me know when the best time is to call you back. Thanks, [participant's name]. I'll talk to you soon.

THIRD OR LATER MESSAGE:

Hi. I'm calling for _____. My name is _____. I work for Fond du Lac Public Health Nursing. I've been unable to reach you by phone for the Fond du Lac Community Biomonitoring Study. My phone # is _____. Thanks, [participant's name]. I look forward to hearing from you.

B. Conversation with someone other than potential participant...

Example script...

May I please speak with [participant's name]? (Is [participant's name] home/available?) [No.]

My name is _____ and I work for the Fond du Lac Public Health Nursing Department. I'm calling to speak with [participant's name] about a letter we mailed to him/her. Do you know when a good time would be for me to call back? [yes/no... sometimes have to probe for time of day... "does s/he work during the day? So are evenings a good time to call? After what time?]

Please let [participant's name] know that I called. Thank you.

[You may also leave your name and phone if person seems willing to write down a message.]

Public reporting burden of this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information,

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including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0923-XXXX).

C. Conversation with participant...(caller reads script written in bold)

S 1. (INTRODUCTION SCRIPT) Hi _____. My name is _____. I work for Fond du Lac Public Health Nursing. I am calling to speak with you about the letter we mailed to you [last week] about the Fond du Lac Community Biomonitoring Study. Did you receive the letter in the mail?

- Yes GO TO S 2 (RECEIVED SCRIPT)
- No GO TO S 3 (NOT RECEIVED SCRIPT)
- DK /unsure GO TO S 3 (NOT RECEIVED SCRIPT)
- Refused GO TO S3

S 2. (RECEIVED SCRIPT) Have you had time to read the letter and study information sheet we mailed to you?

- Yes GO TO S 2.a
- No GO TO S 2.b
- Refused GO TO S 2.b.

S 2.a. Oh good. If you have a few minutes, I'd like to tell you a little about the study. *Pause for a response. If the conversation seems to be flowing, GO TO S 4 STUDY DESCRIPTION. If not, GO TO S 2.c*

S 2.b. Well, that's okay. If you have a few minutes now, I can tell you a little bit about the study. *Pause for a response. If the conversation seems to be flowing, GO TO S 4 STUDY DESCRIPTION. If not, GO TO S 2.c*

S 2.c. I would like to talk with you about the study after you've had time to read the letter so let's talk again in a few days. When would be a good time for me to call you back?

|_|_|_|/|_|_|_|/|_|_|_|_|_| |_|_|_|:|_|_|_| [] AM [] PM
DD MM YYYY HH MM

What number should I use to call you back...the number I reached you on today or a different number?

- same number
- other number.... ask **What is that number?** _____

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I'll also give you my name and phone number, in case you would like to call me after you have read the letter. My name is _____. My phone is _____. I look forward to talking with you again on (date) at (time). *Politely end call.*

S 3. (NOT RECEIVED SCRIPT) Let me just check the address we sent it to. Is this your correct mailing address?

- Yes..... GO TO S 3.a
- No MAKE NECESSARY CHANGES. THEN GO TO S 3.a
- DK/Refused....*Say, If you'd like to receive the letter and study information sheet, I should make sure we have your current mailing address. If still DK/Refused, politely end call.*

S 3.a. The letter is about the Fond du Lac Community Biomonitoring Study. Have you heard about the study?

- Yes
- No
- DK
- Refused

S 3.b. Do you have a few minutes for me to tell you a little about the study?

- Yes GO TO S 4 **STUDY DESCRIPTION**
- No GO TO S 3.c
- DK **Well, why don't I tell you a little bit about it.** GO TO S 4
- Refused *repeat question... if still refuse, politely end call.*

S 3.c. I would like to talk with you more about the study after you have a chance to read the letter we send you, so let's talk again in a few days. When would be a good time for me to call you back?

|_|_|_|/|_|_|_|/|_|_|_|_|_| |_|_|_|:|_|_|_| [] AM [] PM
DD MM YYYY HH MM

What number should I use to call you back...the number I reached you on today or a different number?

- same number
- other number.... ask **What is that number?** _____

I'll also give you my name and phone number, in case you would like to call me after you have read the letter. My name is _____. My phone is _____. I look forward to talking with you again on (date) at (time). *Politely end call.*

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S 4. [STUDY DESCRIPTION](#): The Fond du Lac Community Biomonitoring Study will focus on chemicals found in the area near Lake Superior and northern Minnesota. People may come into contact with these chemicals through normal day-to-day activities, like working or eating fish or other wildlife. *pause*

By testing blood and urine in people, this study will find out which environmental chemicals are getting into people. Other general measures of health, such as blood pressure, height, and weight, will also be taken to give information on diabetes and heart health to people who participate. *pause*

To take part, people need to be medically able and willing to give a sample of blood and urine to test for environmental chemicals. These samples will not be used for genetic testing or tested for drug or alcohol use. Everyone who decides to be in the study will receive their personal results. People will also be asked some questions about fish and other foods they eat, jobs, and where they have lived. *pause*

The results from this study will help people learn more about how foods and activities are related to environmental chemicals in people. Personal results may help people to protect their health. The study will pay for all of the tests. People will be given gift cards for taking part in the study.

It is up to you alone whether you take part or not. Your choice will not affect any services you get from, or your relationships with, Fond du Lac, the Minnesota Department of Health or the federal government. You would also be free to quit at any time.

Do you have any questions about the study?

- Yes ANSWER ALL QUESTIONS THEN GO TO S 5 [PARTICIPATION INTEREST SCRIPT](#)
- No GO TO S 5 [PARTICIPATION INTEREST SCRIPT](#)
- DK say Well, let me know if you think of any GO TO S 5 [PARTICIPATION INTEREST SCRIPT](#)
- Refused say, Well, let me know if you think of any. GO TO S5

S 5. [\(PARTICIPATION INTEREST SCRIPT\)](#) Are you interested in participating in the study?

- Yes That's great, thank you. GO TO [Q 1 SCREENING AGE SCRIPT](#)
- DK/unsure/maybe . . . Say, It's okay if you want more information before you decide. GO TO S 6 [MAYBE SCRIPT](#)
- No GO TO S 7 [REFUSE SCRIPT](#)
- Refused say, It's okay if you want more information before you decide. Ask if they have questions you can answer or any concerns about the study. Once you've addressed the questions/concerns, then repeat question... If still DK or Refuse, go to S6 "If you'd like..."

S 6. [\(MAYBE SCRIPT\)](#) Do you have other questions or concerns about the study? If yes, answer all questions completely. Repeat S5 if appropriate.

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If you'd like, I can call you back in a few days to give you more time to think about the study and read the letter and information sheet. Or, I could also mail you the study consent form and brochure, which have more details about the study.

S 6.a. Would you like me to mail you the consent form and brochure?

- Yes GO TO C 6.b
- No. GO TO C 6.c
- DK say **Why don't I just send them to let you see what the study is about.** GO TO C 6.b
- Refused *repeat question... if still refuse, say, **Why don't I just send them to let you see what the study is about.***

S 6.b. Is your correct mailing address....? *Read the address to them.*

- Yes. GO TO S 6.c
- No MAKE NECESSARY CHANGES. THEN GO TO S 6.c
- Refused say **If you would like the detailed study information, let's make sure we have your correct address. If still refuse, say I will send the information to the current mailing address we have listed for you.** THEN GO TO S 6.c.

S 6.c. When would be a good time for me to call you back about the study?

|_|_|_|/|_|_|_|/|_|_|_|_|_| |_|_|_|:|_|_|_| [] AM [] PM
DD MM YYYY HH MM

What number should I use to call you back, the number I reached you on today or a different number?

- same number
- other number.... ask **What is that number?** _____

I'll also give you my name and phone number. My name is _____. My phone is _____. I look forward to talking with you again on (date) at (time). *Politely end call.*

S 7. (REFUSE SCRIPT) That's all right. I will make a note that you are "not interested in being in the study." Just one last thing though, we would like to know a little bit about the people who do not want to be in the study so we can compare them with study participants. Can you please tell me... ask questions on REFUSAL QUESTIONS FORM. Thank you for taking a few minutes to talk with me today. *Politely end call*

Q 1. (AGE SCREEN QUESTION) Next, I would like to ask a few questions to see if you are able to take part. Are you 18 years old or older? (or were you born before mo/dd/1994?)

- Yes (Female) . . GO TO Q 2 **PREGNANT SCREEN QUESTION**
- Yes (Male) . . GO TO Q 3 **RESIDENCE SCREEN QUESTION**
- No GO TO Q 1.a **INELIGIBLE AGE SCRIPT**

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[] DK Ask **What year were you born?** Calculate person's age to determine if eligible.

[] Refused Repeat question... if still refuse, say **We are only able to include people who are 18 years or older in this study. If you are not 18 years old or older, or you do not want to answer this question, we cannot include you in the study. I can add your name to our mailing list and send you the study summary when it's available. Would you like to be added to the mailing list?**

Q 1.a. (INELIGIBLE AGE SCRIPT) I'm sorry but you must be at least 18 years old to be in the study. I can add your name to our mailing list and send you the study summary when it is available. Would you like to be added to the mailing list?

[] Yes GO TO Q 1.b

[] No GO TO Q 1.c

[] DK say, I'd be happy to add you to the list. Repeat question... if DK or refused, go to Q 1.c.

[] Refused say, I'd be happy to add you to the list. Repeat question... if DK or refused, go to Q 1.c.

Q 1.b. Is your correct mailing address.....? Read the address to them.

[] Yes GO TO Q 1.c

[] No MAKE NECESSARY CHANGES. THEN GO TO Q 1.c

[] DK/Refused....Say, **If you'd like to receive the study summary, I should make sure we have your current mailing address. If still DK/Refused, go to Q 3.d.**

Q 1.c. Thank you again for your interest in this study and your time today. (Politely end call.)

Q 2. (PREGNANT SCREEN QUESTION -- Females only) Are you pregnant?

[] Yes GO TO Q 2.a **INELIGIBLE PREGNANT SCRIPT**

[] No GO TO Q 3 **RESIDENCE SCREEN QUESTION**

[] DK say, **We are only able to include women who are not pregnant in this study. If you think you will know in a few weeks, I can call you back then.**

[] Refused Say **We are only able to include women who are not pregnant in this study. If you are pregnant or you do not want to answer this question, we cannot include you in the study. I can add your name to our mailing list to send you the study summary when it is available. Would you like to be added to the mailing list? Go to Q2.a.reponses**

Q 2.a. (INELIGIBLE PREGNANT SCRIPT) I'm sorry we can't include pregnant women in the study. I can add your name to our mailing list and send you the study summary when it is available. Would you like to be added to the mailing list?

[] Yes GO TO Q 2.b

[] No GO TO Q 2.c

[] DK say, I'd be happy to add you to the list. Repeat question... if DK, go to Q 2.c.

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Refused Repeat question... if refuse, go to Q 2.c.

Q 2.b. Is your correct mailing address....? Read the address to them.

Yes. GO TO Q 2.c

No MAKE NECESSARY CHANGES. THEN GO TO Q 2.c

DK/Refused....Say, **If you'd like to receive the study summary, I should make sure we have your current mailing address.If still DK/Refused, go to Q 2.c.**

Q 2.c. Thank you again for your interest in this study and your time today. Politely end call.

Q 3. (RESIDENCE SCREEN QUESTION) Have you lived at your current address for the past 12 months?

Yes GO TO Q 4 SPECIMENS SCREEN QUESTION

No Say, **Let's figure out where you have lived in the last 12 months to see if you can be in the study. GO TO Q 3.a.**

DK GO TO Q 3.a.

Refused Say, **It's OK if you do not want to answer this question, but I will not be able to include you in the study. Only people who have lived within the study area for the past 12 months can be in the study. I can add your name to our mailing list and send you the study summary when it's available. Would you like to be added to the mailing list? Go to Q 3.b. responses.**

Q 3.a. Tell me all the places you have lived in for last 12 months. You can name the city, county, zip code, state or country, whichever is easier for you to remember.

Q 3.a1. Zip1: _____ City1: _____ County1: _____ State1: _____ or NonMN

Q 3.a2. Zip2: _____ City2: _____ County2: _____ State2: _____ or NonMN

Q 3.a3. Zip3: _____ City3: _____ County3: _____ State3: _____ or NonMN

Q 3.a4. Zip4: _____ City4: _____ County4: _____ State4: _____ or NonMN

Compare these zip codes/locations to zip codes in study area (see Study Area Map and Zip Codes, Appendix 3). If any zip codes/locations for past 12 months are not in the study area, person is not eligible, GO TO Q 3.b **INELIGIBLE RESIDENCE SCRIPT**. If all other zip codes/locations person has lived in for last 12 months are in the study area, person is eligible, GO TO Q 4 **SPECIMENS SCREEN QUESTION**

Q 3.b. (INELIGIBLE RESIDENCE SCRIPT) I'm sorry but we cannot include people who haven't lived in the study area for the past 12 months. I can add your name to our mailing list and send you the study summary when it is available. Would you like to be added to the mailing list?

Yes GO TO Q 3.c

No GO TO Q 3.d

DK say, **I'd be happy to add you to the list. Repeat question... if still DK, go to Q 3.d.**

Refused Repeat question... if still refuse, go to Q 3.d.

Q 3.c. Is your correct mailing address....? Read the address to them.

Yes. GO TO Q 3.d

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[] No MAKE NECESSARY CHANGES. THEN GO TO Q 3.d

[] DK/Refused....*Say, If you'd like to receive the study summary, I should make sure we have your current mailing address. If still DK/Refused, go to Q 3.d.*

Q 3.d. Thank you again for your interest in this study and your time today. *Politely end call.*

Q 4. (SPECIMENS SCREEN QUESTION) Are you medically able and willing to give a blood and urine sample to test for environmental chemicals?

[] Yes. GO TO S 8 **ELIGIBLE SCRIPT**

[] No GO TO Q 4.a **INELIGIBLE SPECIMENS SCRIPT**

[] DK *Say We need to collect blood and urine for the study. Do you have any questions about this part of the study that I can answer? Answer questions and repeat question. If still DK, say, I'm sorry but without knowing whether or not you are medically able and willing to give a blood and urine sample, I cannot include you in the study. I can add your name to our mailing list and send you the study summary when it is available. Would you like to be added to the mailing list? Go to Q4.a. responses.*

[] Refused *Say We need to collect blood and urine for the study. Do you have any questions about this part of the study that I can answer? Answer questions and repeat question. If still refuse, say, I'm sorry but without knowing whether or not you are medically able and willing to give a blood and urine sample, I cannot include you in the study. I can add your name to our mailing list and send you the study summary when it is available. Would you like to be added to the mailing list? Go to Q4.a. responses.*

Q 4.a (INELIGIBLE SPECIMENS SCRIPT) I'm sorry but we cannot include people in the study who are unable or unwilling to give blood and urine samples. I can add your name to our mailing list and send you the study summary when it is available. Would you like to be added to the mailing list?

[] Yes GO TO Q 4.b

[] No. GO TO Q 4.c

[] DK *say, I'd be happy to add you to the list. Repeat question... if still DK, then go to Q 4.c.*

[] Refused *Repeat question... if still Refuse, then go to Q 4.c.*

Q 4.b. Is your correct mailing address....? *Read the address to them.*

[] Yes. GO TO Q 4.c

[] No MAKE NECESSARY CHANGES. GO TO Q 4.c

[] DK/Refused....*Say, If you'd like to receive the study summary, I should make sure we have your current mailing address. If still DK/Refused, go to Q 4.c.*

Q 4.c. Thank you again for your interest in this study and your time today. *Politely end call.*

S 8. (ELIGIBLE SCRIPT) Based on your responses, you can take part in this study.

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questions you have. You will be asked to read and sign the study consent form. This form says you understand the study and would like to take part. Study staff will get your weight, height, and waist size and take your blood pressure. Clinic staff will collect a blood and urine sample. After that, you will be offered a snack. Then study staff will ask you some questions about fish and other foods you eat, recent jobs, and where you live. We will give you \$75 in gift cards for completing all parts of this study. For most people, the clinic visit will last about 1 ½ to 2 hours.

Do you have any questions?

Yes ANSWER ALL QUESTIONS THEN GO TO S 12 FOLLOW-UP PACKET SCRIPT

No GO TO S 12 FOLLOW-UP PACKET SCRIPT

S 12. (FOLLOW-UP PACKET SCRIPT) I'd like to verify your mailing address so I can send you a reminder and pamphlet before your clinic visit. *If person has not already received consent packet... I will also send you the study consent form and brochure.*

Is your correct mailing address....? *Read address to them*

Yes. READ REST OF SCRIPT BELOW

No MAKE NECESSARY CHANGES. THEN READ REST OF SCRIPT BELOW

Refused *Say, I should make sure we have your current mailing address so you get all the information for your appointment. If still DK/Refused, say, I will send the information to the current mailing address we have listed for you. Then return to script below ("Please read").*

Please read the consent form and brochure before the clinic visit. If you feel you do not want to be in the study after reading the consent information, please call me to cancel your clinic visit.

I'll give you my name and phone number. My name is _____. My phone is _____.

Thank you for your time today. We look forward to meeting you at the clinic visit. *End call.*