

## Attachment 5e. Phone scripts for Licensed Anglers

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### **Part A. Call to schedule appointment and obtain questionnaire preference**

*Licensed angler answers:*

**Caller:** Hi, my name is [CALLER'S NAME] from the Survey of the Health of Wisconsin. I'm calling because you completed a screening form for the Milwaukee Angler Project. I would like to explain the study and see if you would be willing to participate. Is this a good time to talk?

*If No: Caller will ask for a better time to call back.*

*If yes:*

**Caller:** The Milwaukee Angler Project is conducted by the Wisconsin Department of Health Services and is looking to measure chemicals in people who eat fish. We are inviting you to take part in this project because you answered "yes" to all four screening questions. As part of your participation in this project, we will ask that you complete a questionnaire which will take around 30 minutes and attend an in-person appointment where you will be asked to give blood, urine and hair samples. The questionnaire can be completed either at home prior to your appointment or during your appointment. During your appointment, we will also measure your height, weight, waist circumference and blood pressure. The appointment visit will take around 35 minutes if you complete the questionnaire at home before your visit. If you complete the questionnaire during your appointment please plan for an additional hour. We will give you up to \$60.00 in gift cards as a thank you for completing the project. Are you interested in participating in this study?

*If no: Caller will thank the angler and END CALL.*

*If yes:*

**Caller:** I would like to schedule your appointment at this time. *(Schedule the appointment.)* We would like you to complete a questionnaire prior to your appointment. There are three ways that you can complete the questionnaire, based on what is most convenient for you. First, we can e-mail you a secure weblink so that you can complete the questionnaire online. Second, we can mail a paper version of the questionnaire to you. Finally, you can complete the questionnaire during your appointment. Which of these three options would you prefer?

1. *If Angler wants the weblink:* Ok, thank you. About one week prior to your appointment you will receive an email that will contain an appointment reminder letter that will have the secure weblink to access the online questionnaire. The email will also include an electronic copy of the consent form for you to review. Please complete the

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questionnaire online prior to your appointment. (*Caller will get the angler's email address*)

2. *If Angler wants a paper version:* Ok, thank you. About one week prior to your appointment you will be mailed an appointment reminder letter, a printed copy of the consent form for you to review, and the paper questionnaire. Please complete the questionnaire prior to your appointment and bring it with you.
  
3. *If angler wants to complete it during their appointment:* Ok, thank you. About one week prior to your appointment you will be mailed an appointment reminder letter and a printed copy of the consent form for you to review.

I have your sample collection appointment scheduled for \_\_\_\_\_ at [Site Location]. Thank you for your time today and please feel free to contact us at XXX-XXX-XXXX with any questions you have about the project.

END CALL

*If no answer, message for licensed angler:*

**Caller:** This message is for [NAME OF LICENSED ANGLER]. I am [CALLER'S NAME] from the Survey of the Health of Wisconsin regarding your interest in the Milwaukee Angler Project. I would like to talk to you more about this opportunity. Please call us back at your convenience at our office: XXX-XXX-XXXX and mention the Milwaukee Angler Project. Thank you.

**Part B. Reminder call for biospecimen collection appointment, 1-2 days prior to scheduled study**

Speaking to participant:

Hello, this is [full name] from the Survey of the Health of Wisconsin, may I speak with Mr./Ms [participant name]? I am calling to remind you about your appointment for the Milwaukee Angler Project scheduled for [date]. You are scheduled to arrive at [site] at [time]. Do you have any questions or concerns?

Machine script:

Hello, this is [full name] from the Survey of the Health of Wisconsin. I am calling to remind you about your appointment for the Milwaukee Angler Project scheduled for [date]. You are scheduled to arrive at [site] at [time]. If you would like to reschedule or cancel your appointment, please call us back at 888-433-7469 (that's 833-433-SHOW). Thank you very much!

Part C. Remind participants who completed the project to answer additional questions mailed to them: Licensed Anglers

*Licensed angler answers:*

**Caller:** Hi, my name is [CALLER'S NAME] from the Survey of the Health of Wisconsin. Thank you for participating in the Milwaukee Anglers Project. Your participation is helping us understand if eating fish caught from lakes, rivers, and streams in Milwaukee and the surrounding southeastern area of Wisconsin is related to the levels of chemicals found in anglers. We recently mailed you a follow-up questionnaire that contains seven additional questions about fish that you caught in the last 12 months from lakes, rivers, and streams in Milwaukee and the surrounding southeastern area of Wisconsin. Is this a good time to talk?

*If No: Caller will ask for a better time to call back.*

*If yes:*

**Caller:** Great. This follow-up questionnaire will help us to expand our understanding of how eating fish caught from lakes, rivers, and streams outside of the Milwaukee Area is related to levels of substances found in anglers from the area. Answering these additional questions should take no more than 5 minutes. Would you be willing to answer these new questions?

*If Yes:* Great, thank you for your willingness to complete our follow-up questionnaire. Please complete the questionnaire and mail back using the self-addressed, stamped envelope included. Do you have any questions?

*If yes: address questions*

*If No:* Okay, no problem. I want to thank you again for your past participation in the Milwaukee Angler Project. If you change your mind and decide you would like to complete the follow-up questionnaire, please fill out the questionnaire we have already sent and mail back. You can also call us at 1-888-433-7469 if you need an additional survey mailed to you. Thank you for your time. Have great rest of your day.