

Establishing Contact

Hello. My name is _____ [your name]. May I please speak with _____ [Name of client or name of proxy, if known that client cannot participate.]

[If you learn on this call that the client has dementia or is too frail to participate, ask if the person you're speaking to feels that he or she would be able to answer the survey speaking for the client (serve as a proxy). This should be a person who knows the client well, preferably a family member or close friend who lives with and/or gives substantial care to the client. A paid caregiver may not be a proxy. If this person cannot be a proxy, ask for the name and number of a friend or family member who might be able to do so.]

Introductory Script

[If you have already given your name to the person you will be interviewing, start with "I'm calling. . ."]

Hello. My name is _____ [your name] and *I'm calling* to ask you to participate in a survey being conducted by _____

Earlier this summer you received a letter from the _____ [Person and position of the person who signed the invitation letter], telling you about our survey of people age 60 or older receiving one or more services. Did you have any questions about that?

Would this be a good time for you to take the survey?

If yes,

As we begin, I just want to remind you of what that letter said. . .that your answers can help make services for older people in our area better, but it is your decision whether you want to participate or not. Your services will NOT be affected in any way—good or bad—by what you say, or by whether or not you want to participate. Even if you agree to participate, you can still tell me if you don't want to answer any particular questions that I ask.

Then proceed to survey on next page.

If no, try to make an appointment and record on contact sheet.

If they refuse to participate, record that on the contact sheet