

Follow-up with Alternate Contact Person: Phone Script [Parent/Guardian]

If the Parent/Guardian of Child Participant cannot be located (no communication can be established), Follow-up with Alternate Contact Person(s) is allowed.

Hi, this is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. I am calling in regards to [state Name of Parent/Guardian of Child Participant]. We have been unable to locate [state Name of Parent/Guardian of Child Participant], but he/she has given us permission to follow up with you if we cannot locate him/her. Would you be able to provide us with his/her current telephone number or address. Alternatively, we can leave our contact information (toll-free number: **1-866-477-2477**) with you, to relay this to him/her, to contact us. Thank you very much. We appreciate your taking the time to facilitate communication with [state Name of Parent/Guardian of Child Participant].

Voicemail Message (if stated Name on the voicemail message is the same as the Name of Alternate Contact Person on file; if no stated Name on the voicemail message)

Hi, [state Name of Alternate Contact Person, if stated Name on the voicemail message is the same as the Name on file]. This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. I am calling in regards to [state Name of Parent/Guardian of Child Participant]. I have been unable to locate [state Name of Parent/Guardian of Child Participant], and he/she has provided us with your name and contact information to try to get in touch with him/her. Would you be able to provide us with his/her current telephone number or address. Alternatively, we can leave our contact information (toll-free number: **1-866-477-2477**) with you, to relay this to him/her, to contact us.

Thank you very much for your time.

Voicemail Message (If there has been no communication back from the Parent/Guardian of Child Participant, for 2 years or more, but he/she has not withdrawn from study participation)

Hi, [state Name of Alternate Contact Person, if stated Name on the voicemail message is the same as the Name on file]. This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. I am calling in regards to [state Name of Parent/Guardian of Child Participant]. I have been unable to locate [state Name of Parent/Guardian of Child Participant], for a long time now, and he/she has provided us with your name and contact information to try to get in touch with him/her. Would you be able to provide us with his/her current telephone number or address. Alternatively, we can leave our contact information (toll-free number: **1-866-477-2477**) with you, to relay this to him/her, to contact us. Thank you very much for your time.

Note: If at any point during telephone contact, it is communicated that the Parent/Guardian of Child Participant, or the Child Participant has died, extend your deepest condolences for the loss. If it is the Child Participant who has died, you may ask when the child passed on, and document any further information the Alternative Contact provides about the child's passing. However, you should not ask any further questions. You may contact the Parent/Guardian of Child Participant to extend your deepest condolences for the loss. You may verify when the child passed on, and ask the Parent/Guardian if he/she wants to provide any further information. Let the Parent/Guardian know that they may call back any time they wish to provide information, but they are not obligated to do so. No further contact with the Parent/Guardian should be attempted thereafter, unless it is at the request of the Parent/Guardian.

Note: If at any point you are left a message from the Alternate Contact indicating that the Parent/Guardian of Child Participant, or the Child Participant has died, you may call him/her back to extend your deepest condolences, unless he/she has asked you not to contact him/her again. If it is the Child Participant who has died, you may ask when the child passed on, and document any further information the Alternative Contact provides about the child's passing. However, you should not ask any further questions. You may contact the Parent/Guardian of Child Participant to extend your deepest condolences for the loss. You may verify when the child passed on, and ask the Parent/Guardian if he/she wants to provide any further information. Let the Parent/Guardian know that they may call back any time they wish to provide information, but they are not obligated to do so. No further contact with the Parent/Guardian should be attempted thereafter, unless it is at the request of the Parent/Guardian.