­­­­­­­­­­Public reporting burden for this collection of information is estimated to average 20 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, including suggestions for reducing this burden, to: CDC/ATSDR Information Collection Review Office, MS D-74; 1600 Clifton Road NE, Atlanta, Ga. 30333; ATTN: PRA (0920-0792)

Manager Informed Consent (*Only bold text is to be read aloud.)*

**Let me tell you why I am here. I am working with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (state/local health department) on a project sponsored by the Centers for Disease Control and Prevention about food allergy issues faced by restaurants. People with food allergies have physical responses if they eat the food they are allergic to- for example, their skin might get really itchy or they might pass out. Your restaurant was picked at random to be a part of this project. Participation is voluntary. You can choose to stop at any time. Whether you are part of the study will not affect your restaurant’s score on any health inspection.**

**Having said that, I need to let you know that if at any time during my visit I see something that is an imminent health hazard, such as no power or water, or sewage on the floor, I will need to stop what I am doing and report the problem to your local health department.**

**Over the next 20 minutes, I am going to ask you some questions about your restaurant and about food allergens. If any of the questions make you uncomfortable, you can choose not to answer them. The information I collect today will be combined with information from other restaurants in other states. The data we collect will be anonymous- we will not be able to link what you say to your name or to this restaurant.**

**The information you provide will be valuable in helping us understand the some of the tough issues restaurants face, so we ask you to be as open and honest as you can.**

**After our interview, I’d like to talk to a food worker and a server for about 10 minutes each about the same things I am going to talk to you about. They can be workers of your choosing, workers that you feel you can spare for a few minutes, and they need to be able to speak English.**

**Do you have any questions? If you have any questions at a later time or would like a summary of the study’s findings, you can contact: (Local Contact Name). We expect to have all of the data summarized in about a year.**

Manager Interview

Restaurant Characteristics

**First I’d like to ask some basic questions about your restaurant.**

1. **Is this an independent restaurant or a chain restaurant?**

🔾 Independent 🔾 Chain 🔾 Unsure

2. **About how many meals are served in this restaurant in a typical day? Make your best guess. \_\_\_\_\_**

🔾 Unsure

3. **How many days a week are you open? \_\_\_\_\_\_\_\_\_**🔾 Unsure

4. **How many managers, or Persons-in-Charge, including you, work in this restaurant? \_\_\_\_\_\_\_\_**

* + Unsure

5. **How many workers, *not* including managers, work in this restaurant?**\_\_\_\_\_\_\_\_ 🔿 Unsure

6. **Which one of the following options best describes the menu here- American, Asian, Mexican, Italian, or Other?**

🔾 American (non-ethnic) 🔾 Italian

🔾 Asian 🔾 Other **Please describe:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🔾 Mexican 🔾 Unsure

7. **What languages do your workers speak most often while here at work?** *(Please check all that apply)*

❑ English ❑ Korean ❑ Other **Please describe:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ Spanish ❑ Tagalog

❑ Chinese ❑ Vietnamese

Knowledge

**Now I’m going you to ask some questions about food allergens.** **It is possible that you won’t know the answers to some of these questions- that’s okay just say so.**

 *If it is difficult/uncomfortable to ask the knowledge questions, skip them, answer ‘Skipped’ and go to question #14.*

8. **Of the following foods, which do you think are *major* allergens? A major allergen is one of a group of foods that causes most allergic reactions in the U.S. Just say Yes, No, or Not Sure.**

a. **Peanuts** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

b. **Tomatoes** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

c. **Milk or dairy** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

d. **Strawberries** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

e. **Shellfish** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

f. **Eggs** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

g. **Chocolate** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

**After each of the following statements, say Yes if you think it is true, otherwise, say No or Unsure.**

**Someone with a food allergy can safely eat small amounts of the food that they are allergic to.**

🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

1. **Someone with a food allergy can die from eating the food that they are allergic to.**

🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

1. **Taking a food allergen out of a meal after it has been made is one way to make it safe for a food allergic customer.** **An example would be taking the cheese off of a cheeseburger after it has been made.**

🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

1. **Which of the following are symptoms of an allergic reaction to food? Just say Yes, No, or Unsure**.

a. **Trouble breathing** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

b. **Hives or rash**  🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

c. **Headache** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

d. **Swelling of tongue and throat** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

e. **Fever**  🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

1. **Which of the following should you do if a customer is having a bad food allergic reaction, like trouble breathing? Just say Yes, No, or Unsure.**

a. **Suggest that the customer drink water** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

b. **Call 911** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

c. **Ask the customer if they have medicine they could take** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

d. **Suggest that the customer throw up** 🔿 Yes 🔿 No 🔿 Unsure 🔿 Skipped

Attitudes

**Please tell me how you feel about the following statements by saying strongly agree, agree, disagree, or strongly disagree.** *(Show scale)*

1. ***Servers* should know about food allergies.**

🔿 Strongly agree 🔿 Agree 🔿 Disagree 🔿 Strongly disagree 🔿 Unsure

1. ***Kitchen staff* should know about food allergies.**

🔿 Strongly agree 🔿 Agree 🔿 Disagree 🔿 Strongly disagree 🔿 Unsure

1. **It is up to food allergic customers, not restaurants, to make sure restaurant food doesn’t contain the food they are allergic to.**

🔿 Strongly agree 🔿 Agree 🔿 Disagree 🔿 Strongly disagree 🔿 Unsure

1. **Restaurants should try to meet food allergic customers’ special requests.**

🔿 Strongly agree 🔿 Agree 🔿 Disagree 🔿 Strongly disagree 🔿 Unsure

1. **This restaurant can easily meet food allergic customers’ special requests.**

🔿 Strongly agree 🔿 Agree 🔿 Disagree 🔿 Strongly disagree 🔿 Unsure

1. **This restaurant can deal with a food allergic reaction needing medical help.**

🔿 Strongly agree 🔿 Agree 🔿 Disagree 🔿 Strongly disagree 🔿 Unsure

Practices

1. **Are any of the following used in this restaurant?**

a. **Peanuts** 🔿 Yes 🔿 No 🔿 Unsure e. **Soy or Soybeans** 🔿 Yes 🔿 No 🔿 Unsure

b. **Tree nuts, like walnuts** 🔿 Yes 🔿 No 🔿 Unsure f. **Milk or dairy** 🔿 Yes 🔿 No 🔿 Unsure

c. **Fish** 🔿 Yes 🔿 No 🔿 Unsure g. **Eggs** 🔿 Yes 🔿 No 🔿 Unsure

d. **Shellfish** 🔿 Yes 🔿 No 🔿 Unsure h. **Wheat** 🔿 Yes 🔿 No 🔿 Unsure

**For the next set of questions, it’s likely that the answer to some or all of these questions is going to be No or Never. That’s okay, just say so.**

1. **Does this restaurant have a website?**

🔿 Yes *(Go to #21a)* 🔿 No*(Go to #22)* 🔿 Unsure *(Go to #22)*

21a. **Does the website have any information about allergens in its food?**

🔿 Yes 🔿 No 🔿 Unsure 🔿 No website

22. **Does this restaurant have a plan for answering questions from food allergic customers?**

🔿 Yes *(Go to #22a)* 🔿 No *(Go to #23)* 🔿 Unsure *(Go to #23)*

22a. **Is it a written plan? For example, is it included in a handbook?** 🔿 Yes 🔿 No 🔿 Unsure

22b. **Are employees told about this plan?** 🔿 Yes 🔿 No 🔿 Unsure

1. **Does this restaurant have a plan for when it has to make food for food allergic customers?**

🔿 Yes *(Go to #23a)* 🔿 No *(Go to #24)* 🔿 Unsure *(Go to #24)*

23a. **Is it a written plan?** 🔿 Yes 🔿 No 🔿 Unsure

23b. **Are employees told about this plan?** 🔿 Yes 🔿 No 🔿 Unsure

1. **Does this restaurant have a plan for what to do if a customer has a food allergic reaction that needs medical help?**

🔿 Yes *(Go to #24a)* 🔿 No *(Go to #25)* 🔿 Unsure *(Go to #25)*

24a. **Is it a written plan?**🔿 Yes 🔿 No 🔿 Unsure

24b. **Are employees told about this plan?** 🔿 Yes 🔿 No 🔿 Unsure

1. **Have you had training on food allergies while working at this restaurant?**

🔿 Yes *(Go to #25a)* 🔿 No *(Go to #26)* 🔿 Unsure *(Go to #26)* 🔿 N/A *(Go to #26)*

25a. **Did your training cover…**

a1. **the 8 major food allergens?** 🔿 Yes 🔿 No 🔿 Unsure

a2. **the menu items with food allergens in this restaurant?** 🔿 Yes 🔿 No 🔿 Unsure

a3. **the symptoms of an allergic reaction?** 🔿 Yes 🔿 No 🔿 Unsure

a4. **what to do if a customer says they have a food allergy?** 🔿 Yes 🔿 No 🔿 Unsure

a5. **what to do if a customer has a bad food allergic reaction?** 🔿 Yes 🔿 No 🔿 Unsure

a6. **how to prevent cross-contact from food allergens to other foods?** 🔿 Yes 🔿 No 🔿 Unsure

**Now I am going to ask some questions about when customers say that they have a food allergy. Just say Never, Rarely, Sometimes, Often, Always, or Unsure.** *(Show scale)*

**When you have orders for food allergic customers:**

26. **How often does a manager talk to the *customer* about the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

27. **How often does a manager talk to *kitchen staff* about the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

28. **How often does *kitchen staff* talk to the customer about their order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

29. **How often does a manager or a server double-check with the kitchen staff to be sure an allergen is not in the customer’s order before it is served?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

30. **How often does kitchen staff look at ingredient lists before making the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

31. **How often does kitchen staff wash their hands before making the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

32. **If kitchen staff ever wear gloves, how often do they change their gloves before making the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

🔿 No gloves

33. **How often does kitchen staff use a separate surface, like a cutting board, for making the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

34. **If the order has to be cooked, how often does kitchen staff use a separate cooking surface or pan for cooking the order?**

🔿 Never 🔿 Rarely 🔿 Sometimes 🔿 Often 🔿 Always 🔿 Unsure

 🔿 No cooking

35. **Is there typically a specific person on duty who is supposed to handle food allergy questions and requests?**

🔿 Yes *(Go to #35a)* 🔿 No *(Go to #36)* 🔿 Unsure *(Go to #36)*

35a. **Who?**

❑ A server ❑ A manager ❑ A member of the kitchen staff ❑ No one ❑ Unsure

❑ Someone else **Who?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

36. **How is kitchen staff told that there is an order for a food allergic customer?** *(Check all that apply)*

❑ Order is written on the ticket/entered in the computer

❑ Manager tells kitchen staff

❑ Server tells kitchen staff

❑ Other **Please describe**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ Unsure

37. **Does this restaurant have lists or recipes with the ingredients for the food it makes?**

🔿 Yes for all or most menu items 🔿 Yes for some menu items 🔿 No 🔿 Unsure

38. **Does this restaurant have a special set of utensils or equipment for making allergen-free food?**

🔿 Yes 🔿 No 🔿 Unsure

39. **Does this restaurant have a special area in the kitchen for making allergen-free food?**

🔿 Yes 🔿 No 🔿 Unsure

40. **Does this restaurant have a special fryer for cooking allergen-free food?**

🔿 Yes 🔿 No 🔿 Unsure 🔿 No fryer

41. **Does this restaurant have a special pick-up area for food for food allergic customers?**

🔿 Yes 🔿 No 🔿 Unsure

Frequency

42. **About how many meals in the past month has this restaurant served to food allergic customers? \_\_\_\_\_\_\_** 🔿 Unsure

43. **In the past year, have any customers had an allergic reaction- to something made in this restaurant- that needed medical help?**

🔿 Yes *(Go to #43a)* 🔿 No *(go to #44)*  🔿 Unsure*(go to #44)*

43a. **How many?** \_\_\_\_\_\_\_\_\_\_\_🔿 Unsure

Manager Characteristics

**Just four more questions. These are about you.**

44. **About how long have you been a manager in this restaurant? \_\_\_\_\_\_** *(years & months)* 🔿 Unsure

45. **Have you ever been food safety certified? By food safety certified, I mean you attended a program that gave you a certificate after you passed a test. Sometimes this certification is called food protection manager certification.**

🔿 Yes *(go to #45a)* 🔿 No *(go to #46)* 🔿 Unsure *(go to #46)*

45a. **Who provided the certification?**

🔿 Local or state Department of Health 🔾 Thomson Prometric

🔿 ServSafe 🔾 Unsure

🔿 National Registry of Food Safety Professionals 🔾 Other **Please describe**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

46. **What is your highest level of education?** *(Show scale)*

* 1- **High school or less**
* 2- **High school diploma- includes some community college, or some 4-year college**
* 3- **Community college or associate degree**
* 4- **Some 4 year college**
* 5- **4-year college degree**
* Unsure

47. **What language do you feel most comfortable speaking?**

❑ English ❑ Korean ❑ Other **Please describe:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ Spanish ❑ Tagalog

❑ Chinese ❑ Vietnamese

48. *NOT TO BE READ ALOUD:* *Interviewee’s gender:*

* Male 🔿 Female 🔿 Unable to determine

**Okay, we are done- thank you very much for your time. Now, I’d like to ask a food worker and a server a few questions on the same topics. Is there someone available who could talk to me for about 10 minutes, and who speaks English?**

**Scales to show respondents during interview**

🔿 Strongly agree

🔿 Agree

🔿 Disagree

🔿 Strongly disagree

🔿 Never

🔿 Rarely

🔿 Sometimes

🔿 Often

🔿 Always

1- High school or less

2- High school diploma- includes some community college, or some 4-year college

3- Community college or associate degree

4- Some 4 year college

5- 4-year college degree