

### Attachment 3- Manager Informed Consent and Interview

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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.**

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#### 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 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

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

9. **Someone with a food allergy can safely eat small amounts of the food that they are allergic to.**  
 Yes  No  Unsure  Skipped
10. **Someone with a food allergy can die from eating the food that they are allergic to.**  
 Yes  No  Unsure  Skipped
11. **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
12. **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
13. **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)

14. **Servers should know about food allergies.**  
 Strongly agree  Agree  Disagree  Strongly disagree  Unsure
15. **Kitchen staff should know about food allergies.**  
 Strongly agree  Agree  Disagree  Strongly disagree  Unsure
16. **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
17. **Restaurants should try to meet food allergic customers' special requests.**  
 Strongly agree  Agree  Disagree  Strongly disagree  Unsure

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18. **This restaurant can easily meet food allergic customers' special requests.**

- Strongly agree    Agree    Disagree    Strongly disagree    Unsure

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

- Strongly agree    Agree    Disagree    Strongly disagree    Unsure

#### Practices

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

- |                                   |   |                           |   |
|-----------------------------------|---|---------------------------|---|
| a. <b>Peanuts</b>                 | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | e. <b>Soy or Soybeans</b> | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| b. <b>Tree nuts, like walnuts</b> | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | f. <b>Milk or dairy</b>   | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| c. <b>Fish</b>                    | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | g. <b>Eggs</b>            | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| d. <b>Shellfish</b>               | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | h. <b>Wheat</b>           | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> 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.**

21. **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

23. **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

24. **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

25. **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*)

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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)

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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)

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

- Local or state Department of Health
- ServSafe
- National Registry of Food Safety Professionals
- Thomson Prometric
- Unsure
- 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
- Spanish
- Chinese
- Korean
- Tagalog
- Vietnamese
- Other **Please describe:** \_\_\_\_\_

**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?**

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**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