

**Attachment 4-Worker Recruiting Script, Informed Consent, and Interview**

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Worker Recruiting/Informed Consent Script

*Only bold text is to be read aloud.*

**Hi. 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, and your manager said that if you wanted to, it would be okay for you to talk to me for about 12 minutes. I'd like to ask you a few questions about this restaurant and food allergens. We would really appreciate your input- it will help us understand the tough issues restaurants face. However, your participation is voluntary—you don't have to talk to me if you don't want to and I won't tell your manager. If you decide not to talk to me, nothing will happen to you. Whether you are part of the study or not, it will not affect this restaurant's score on any health inspection. If you do talk with me, I won't tell your manager anything that you say. Also, the data we collect will be anonymous- we will not be able to link what you say to your name or this restaurant.**

**Would you be interested in talking with me for about 10 minutes?**

**If No: Thank you for your time.**

**If Yes: Great! You are in the best place to tell us what happens in restaurants. So your information is valuable. I'd like you to be as open and honest as you can. But if any of the questions make you uncomfortable you can choose not to answer them. You can also stop the interview at any time.**

**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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Worker Interview

Worker Characteristics

**I'm going to start with a question about you, and then I will ask some questions about food allergens.**

**1. What are your main job duties here? (Check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Taking customer orders | <input type="checkbox"/> Serving food                        |
| <input type="checkbox"/> Food preparation       | <input type="checkbox"/> Cleaning                            |
| <input type="checkbox"/> Cooking                | <input type="checkbox"/> Other <b>Please describe:</b> _____ |
| <input type="checkbox"/> Food storage           | <input type="radio"/> Unsure                                 |
| <input type="checkbox"/> Washing dishes         | <input type="radio"/> Refused                                |

Knowledge

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

**2. 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.**

- 3. **Someone with a food allergy can safely eat small amounts of the food that they are allergic to.**  
 Yes  No  Unsure  Skipped
- 4. **Someone with a food allergy can die from eating the food that they are allergic to.**  
 Yes  No  Unsure  Skipped
- 5. **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
- 6. **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

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- d. **Swelling of tongue and throat**       Yes  No  Unsure  Skipped
- e. **Fever**       Yes  No  Unsure  Skipped
7. **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)**

8. **Servers should know about food allergies.**  
 Strongly agree    Agree    Disagree    Strongly disagree    Unsure
9. **Kitchen staff should know about food allergies.**  
 Strongly agree    Agree    Disagree    Strongly disagree    Unsure
10. **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
11. **Restaurants should try to meet food allergic customers' special requests.**  
 Strongly agree    Agree    Disagree    Strongly disagree    Unsure
12. **This restaurant can easily meet food allergic customers' special requests.**  
 Strongly agree    Agree    Disagree    Strongly disagree    Unsure
13. **This restaurant can deal with a food allergic reaction needing medical help.**  
 Strongly agree    Agree    Disagree    Strongly disagree    Unsure

Practices

14. **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</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.**

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15. **Does this restaurant have a plan for answering questions from food allergic customers?**  
 Yes     No     Unsure
16. **Does this restaurant have a plan for when it has to make food for food allergic customers?**  
 Yes     No     Unsure
17. **Does this restaurant have a plan for what to do if a customer has a food allergic reaction that needs medical help?**  
 Yes     No     Unsure
18. **Have you had training on food allergies while working at this restaurant?**  
 Yes (*Go to #18a*)     No (*Go to #19*)     Unsure (*Go to #19*)     N/A (*Go to #19*)
- 18a. **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:**

19. **How often do you and a manager talk about the order?**  
 Never     Rarely     Sometimes     Often     Always     Unsure
20. **How often does the customer's server talk to you about the order?**  
 Never     Rarely     Sometimes     Often     Always     Unsure     NA
21. **How often do you talk to the customer about their order?**  
 Never     Rarely     Sometimes     Often     Always     Unsure
22. **How often does a manager or server double-check with you to be sure an allergen is not the customer's order before it is served?**  
 Never     Rarely     Sometimes     Often     Always     Unsure
23. **How often do you look at ingredient lists before making the order?**  
 Never     Rarely     Sometimes     Often     Always     Unsure     No lists
24. **How often do you wash your hands before making the order?**  
 Never     Rarely     Sometimes     Often     Always     Unsure
25. **If you ever wear gloves, how often do you change your gloves before making the order?**  
 Never     Rarely     Sometimes     Often     Always     Unsure     No gloves

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26. **How often do you use a separate surface, like a cutting board, for making the order?**

- Never  Rarely  Sometimes  Often  Always  Unsure

27. **If the order has to be cooked, how often do you use a separate cooking surface or pan for cooking the order?**

- Never  Rarely  Sometimes  Often  Always  Unsure  No cooking

28. **How is kitchen staff typically 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

29. **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

**Just a few more questions. These are about you.**

Frequency

30. **About how many meals do you make or help make for food allergic customers in a month?** \_\_\_\_\_  
 Unsure

Worker Characteristics

31. **About how long have you worked in this restaurant?** \_\_\_\_\_  Unsure

32. **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

33. **What one language you feel most comfortable speaking?**

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

Spanish  Tagalog

Chinese  Vietnamese

34. **NOT TO BE READ ALOUD: Note the interviewee's gender here:**

- Male  Female  Unable to determine

**That's the end of the interview. Thank you for your time.**

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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