

Attachment 5- Server Recruiting Script, Informed Consent, and Interview

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Server Recruiting/Informed Consent (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 10 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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Server Interview

Server 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)

- Taking customer orders
- Hosting Food storage Cleaning
- Serving food Washing dishes Other **Please describe:** _____
- Cooking Food preparation Unsure

Knowledge

Now I'm going you 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
- d. **Swelling of tongue and throat** Yes No Unsure Skipped
- e. **Fever** Yes No Unsure Skipped

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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 assistance.**
 Strongly agree Agree Disagree Strongly disagree Unsure

Practices

14. **Are any of the following used in this restaurant?**
- | | | | |
|-----------------------------------|---|-------------------------|---|
| a. Peanuts | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | e. Soy | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| b. Tree nuts, like walnuts | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | f. Milk or dairy | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| c. Fish | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | g. Eggs | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| d. Shellfish | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | h. Wheat | <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.

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

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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 do you talk to *kitchen staff* about the order?

- Never Rarely Sometimes Often Always Unsure

21. How often do you or a manager 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

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

- Never Rarely Sometimes Often Always Unsure

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

- Never Rarely Sometimes Often Always Unsure

24. Is there typically a specific person on duty who is supposed to handle food allergy questions and requests? (Check all that apply)

- Yes (Go to #24a) No (Go to #25) Unsure (Go to #25)

24a. Who?

- A server A manager A member of the kitchen staff No one Unsure
 Someone else **Who?** _____

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25. **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

26. **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

27. **About how many meals do you serve in a typical day?** _____ Unsure

28. **About how many days do you work in a typical week?** _____ Unsure

29. **About how many meals do you serve to food allergic customers in a month?** _____ Unsure

Server Characteristics

30. **About how long have you worked in this restaurant?** _____ Unsure

31. **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

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

- English Korean Other **Please describe:** _____
- Spanish Tagalog
- Chinese Vietnamese

33. **NOT TO BE READ ALOUD:** *Interviewee's gender:*

- 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