Project Title: Participatory mapping to identify and support at-risk populations in emergency preparedness

Interview guide – June 8, 2018

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Interview Guide for Community Leaders

In this project, the Harvard T.H. Chan School of Public Health's Emergency Preparedness Research, Evaluation & Practice Program seeks to engage community leaders who can provide information on local vulnerabilities, potential risks across segments of the population, and available assets in the community. This information will be used to enhance the ability of local practitioners and policy makers to apply effective methods at identifying vulnerable and at-risk populations and increase the ability of these populations to prepare for, withstand, and recover from public health emergencies and disasters.

Your participation is voluntary. Your participation in this process will entail becoming familiar with our research and participating in a group interview of approximately 120 minutes in length. You are free to skip any questions that you do not feel comfortable answering. With your permission, the group interview will be tape-recorded to facilitate collection of information, and later transcribed for analysis. None of the information will be reported in any way that will permit you to be identified. De-identified interview transcripts will be stored on the principal investigator's and senior manager's encrypted computer to keep the data secure. If you choose to participate, you may change your mind and leave the study at any time. Refusal to participate or discontinuing your participation will involve no penalty or loss of benefits to which you are otherwise entitled. We do not anticipate any reasonably foreseeable risks/discomforts to the prospective participants. There are no direct benefits to participating in the study. However, we believe the results of this study will help us improve and develop tools that will reduce the emergency management system burden associated with preparedness efforts and have a concrete impact on the response to public health emergencies.

This research has been reviewed by Harvard T.H. Chan School of Public Health's Institutional Review Board. If you wish to speak with someone from the IRB, please contact the Office of Human Research Administration (OHRA) at 617-432-2157 (or toll-free at 1-866-606-0573) or 90 Smith Street, Boston, Massachusetts 02120 for any of the following:

- If your questions, concerns, or complaints are not being answered by the research team,
- If you cannot reach the research team,
- If you want to talk to someone besides the research team,
- If you have questions about your rights as a research participant, or
- If you want to get information or provide input about this research.

Your signature below indicates you have read the information and you have agreed to participate in the project. Alternatively, a response to the invitation by e-mail will be the proof of consent to participate. Your oral consent will also be recorded at the beginning of the phone interview.

If you have any questions please contact the Harvard T.H. Chan School of Public Health Principal Investigator Dr. Elena Savoia via phone: 617-384-9055 or e-mail: esavoia@hsph.harvard.edu

Thank you

Statement of Consent

With full knowledge of all foregoing, I agree, of my own free will, to participate in this study.

___ YES   __ NO

I agree to have my interview tape recorded.

___ YES   __ NO

I agree to the use of anonymous quotations in any thesis or publication that comes of this research.

___ YES   __ NO

Participant's Name (please print) _____

Participant's Signature _____   Date _____

Community Leader Group Interview

From now on we will ask you to tell us about your community. You were invited to this meeting because recognized as a community leader, as a community leader you are knowledgeable about the needs and behaviors in your community. We seek your help in understanding the community you are knowledgeable about. A community can be defined by a geographic area, ethnicity or any other characteristic that defines a segment of the population. As a first step we would like you to define the community you will be give us information about during this interview/survey. Please use the following criteria below to define the community:

- Geography:
- Ethnicity:
- Other characteristics:

Community Leader Demographics
1. **Please enter the name of the city/county that the organization or agency you work for serves** *[open-ended question]*
2. **What is the name of your organization or agency?** *[open-ended question]*
3. **What is your title or role in the organization or agency?** *[open-ended question]*
4. **Please describe the group of people or specific population your organization serves, supports or helps?** *[open-ended question]*
5. **Approximately how many people does your organization serve?** ❑ **Under 10** ❑ **10 - 49** ❑ **50 - 99** ❑ **100 to 199** ❑ **200 – 499** ❑ **Over 500**

Topic A: Emergency Risk-Communication

We would like to know what makes it hard to share information with	Can you answer this

your community and find ways to get around those communication barriers.	question accurately for your community members?	
6. *(ACCESS TO KNOWLEDGE)* **What are the 3 best ways to communicate important information to your community members in an emergency?** ❑ **Face-to-face (at a group gathering or one-on-one)** ❑ **Social media (Facebook, Twitter or others)** ❑ **Website** ❑ **E-mail** ❑ **Phone tree (from list maintained by your organization)** ❑ **Reverse 911 phone text or announcement** ❑ **Megaphone by car cruising the street** ❑ **Door to door** ❑ **Written flyer or poster** ❑ **TV or radio** ❑ **Newspaper** ❑ **Other [open-ended question]**	Yes	No
7. *(ACCESS TO KNOWLEDGE)* **What methods of communication would NOT work to reach them? Please check all that apply:** ❑ **Face-to-face (at a group gathering or one-on-one)** ❑ **Social media (Facebook, Twitter or others)** ❑ **Website** ❑ **E-mail** ❑ **Phone tree (from list maintained by your organization)** ❑ **Reverse 911 phone text or announcement** ❑ **Megaphone by car cruising the neighborhood** ❑ **Door to door** ❑ **Written flyer or poster** ❑ **TV or radio** ❑ **Newspaper** ❑ **Other [open-ended question]**	Yes	No
8. *(ACCESS TO KNOWLEDGE)* **How likely are members of your group to have a phone landline at home?** *(Likert scale: very likely, somewhat likely, unlikely)*	Yes	No
9. *(ACCESS TO KNOWLEDGE)* **How likely are members of your group to have a cell phone?** *(Likert scale: very likely, somewhat likely, unlikely)*	Yes	No
10. *(ACCESS TO KNOWLEDGE)* **What lists could you have access to reach your community members?** ❑ **Phone tree** ❑ **E-mail list** ❑ **List of street addresses** ❑ **Other:**	Yes	No
11. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **What are the 3 best locations to share information with your community members about preparing for an emergency?** **In-person** **Flyer/Poster**	Yes	No

Church or house of worship			Yes	No
Community center				
Local association				
Community programs				
Health care providers				
School teachers, school officials				
Day care centers				
Stores (grocery, gas station)				
Barber shop/beauty salon				
Bus or train station				
Post office				
Library				
Restaurants/café/coffee shop				
Barber shop/beauty salon				
Door-to-door				
Other:				

12. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **What social media are most used for <u>routine communication</u> by members of your community?** ❑ **Facebook** ❑ **Twitter** ❑ **Instagram** ❑ **Whatsapp** ❑ **Other** *[open-ended question]*	Yes	No
13. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **What Facebook page do members of your community use to stay informed about local news?** *[enter FB page link]*	Yes	No
14. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **Provide the link of any other social media that is used to stay informed about local news [enter links]**	Yes	No
15. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **What TV or radio stations are most frequently used by members of your community to receive information about current events?** *[enter the station name(s)]*	Yes	No
16. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **What radio stations are most frequently used by members of your community to receive information about current events?** *[enter the station name(s)]*	Yes	No
17. *(ACCESS AND VALIDATE NEW KNOWLEDGE)* **What EVENTS would be best to distribute educational material on how to prepare for an emergency to members of your community?** ❑ **Health fairs [specify]** ❑ **Events hosted by the police or fire department** ❑ **Community fairs or festivities [specify]** ❑ **Events at senior centers** ❑ **Events organized by the city or town** ❑ **School events [specify]**	Yes	No

❑ **Religious events** ❑ **Other** *[open-ended question]*	
18. *(CULTURAL FACTOR)* **Please list the languages used by your community members** *[open-ended question]*	Yes No
19. *(ACCESS KNOWLEDGE)* **How likely are your members able to read a printed flyer in English or other languages? [list in what languages]** *(Likert scale: very likely, somewhat likely, unlikely)*	Yes No
20. *(COMMUNITY ASSET)* **Do you know group members who could serve as interpreters in a disaster or emergency?** *[yes/no]*	Yes No
21. *(COMMUNITY ASSET)* **Other than the Council on Aging, do you know of any place that provides adult day care services or works with the elderly in your community** *[open-ended question]*	Yes No

Topic B: Evacuation

We would like to know what could make it hard for members of your community to evacuate their homes if necessary, and find ways to get around these barriers.	Can you answer this question accurately for your group members?	
22. How do most members of your group get from place to place when travelling outside of their immediate neighborhood? ❑ **Public transportation (i.e. bus, train)** ❑ **Taxi** ❑ **Uber or similar** ❑ **Own car or truck** ❑ **Walking** ❑ **Ride from family or friend** ❑ **Other: _____**	Yes	No
23. (COMMUNITY ASSET) **What organizations in your group have vehicles (i.e. vans or buses) that could be used to evacuate people?** *[enter the names of organizations]*	Yes	No
24. *(COMMUNITY ASSET)* **Are there veterinarians in your group that could be engaged in emergency situations?** *[enter the names of vets]*	Yes	No
25. *(COMMUNITY ASSET)* **Are there kennels or other animal boarding facilities in your community that could help in an emergency if people were asked to leave their homes and pets?** *[enter the names of facility]*	Yes	No
26. *(COMMUNITY ASSET)* Please list 3 important values that characterize the culture of your community **Value 1: _____** **Value 2: _____** **Value 3: _____**	Yes	No
27. What are the 3 most important things that your community members will need if they need to evacuate their home and relocate to a shelter? **1: _____** **2: _____** **3: _____**	Yes	No

Topic C: Mass Sheltering

We would like to know what would make it hard for your community members to go to a disaster shelter, and find ways to get around some barriers.	Can you answer this question accurately for your group members?	
At a disaster shelter, residents may expect a safe, clean environment that provides food and water, a place to sleep, and information about the disaster. 28. *(COMMUNITY ASSET)* **What non-governmental resources within your community might be available to support these shelter needs (food and water, safety, cleaning, and information)?** *[enter names of people or organizations]*	Yes	No
29. *[CULTURAL FACTOR]* **In your community, what words could be used instead of "shelter" to describe a safe place to go in an emergency?** *[open-ended question]*	Yes	No

We would like to know the best organization person to deliver information in the event there is an emergency.

RELATIONSHIPS] **To the best of your knowledge how much trust do ...nity members have in the following organizations/people?**					**Can you answer this question accurately for your community members?**
					Yes No
in	**A great deal of trust**	**A fair amount of trust**	**Not very much trust**	**No trust at all**	
	A great deal of trust	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
ce	**A great deal of trust**	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
ders	**A great deal of trust**	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
on	**A great deal of trust**	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
rses,	**A great deal of trust**	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
	A great deal of trust	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
	A great deal of trust	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**
	A great deal of trust	**A fair amount of trust**	**Not very much trust**	**No trust at all**	**Yes No**

	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
dia	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
nt alth	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
onal	A great deal of trust	A fair amount of trust	Not very much trust	No trust at all	Yes	No
...her type of organization of channel of communication your community						

48. **Is there anything else you think we should know that would help us with emergency preparedness planning for your community members?**
[open ended question]