

ATTACHMENT C: Initial Telephone Interview

Hello, [respondent name], my name is _____. I am calling from the Puerto Rico Department of Health

The purpose of this call is to evaluate the different services that have been offered to pregnant women to help them protect themselves against the Zika virus.

Do you have 20 minutes to answer some questions about what you are doing and the help you have received?

No (end call)

Yes

Before we start, *are you over 18 years of age?*

No (end call)

Yes,

Are you currently pregnant?

No (end call)

Yes (continue)

How many weeks pregnant are you? _____ weeks (write number)

SECTION 1. Introduction

Great! Thank you for your willingness to share your opinions with me. This will help us provide better services and support for you and your baby, and pregnant women in Puerto Rico in general.

Before I begin I want to go over a couple of items:

- This interview is voluntary. You can decline to answer any question and you can end our conversation at any time
- If we get disconnected, I will call you back.
- There are no right or wrong answers. I am interested in your opinion. If you don't understand the question, feel free to let me know and I can ask it another way.
- This is not a test, so feel free to say you don't know or don't have an opinion to offer

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- The information you provide today will not be shared with anyone except those involved in this project. It's important to know that the questions I'm about to ask you will not affect any of the services you are receiving. Our reports will include the responses of ALL the women who talk with us. Your answers cannot be linked back to you.
- Do you have any questions before we begin?

1. What have you heard about Zika? (*Do not read, tick all mentioned*)

Pregnant women should try not to get it
 It causes microcephaly or brain defects in babies
 People get it from mosquitoes, so should avoid getting bitten
 It can be transmitted by sex from a man to a woman
 People in Puerto Rico are getting infected with Zika – the virus is here
 Most people who have it, don't know it (can have Zika and have no symptoms)
 It causes fever, rash, and conjunctivitis
 There is no treatment for Zika
 There is no vaccine for Zika
 It can be life-threatening – can cause paralysis, GBS
 People should wear repellent
 People should wear clothing that covers
 People should eliminate standing or accumulated water
 People should put screens on windows and doors
 It is like Dengue and Chikungunya
 It is dangerous
 We need to use bed net
 Have to get the vaccine
 It is a mosquito
 We need to use condom
 We need to protect ourselves
 I have known women who had a miscarriage because the baby was not normally developed because of zika infection
 Babies are born and die several days after
 I don't know/I'm not sure
 Haven't heard anything
 Other, please specify:
 Refused [DO NOT READ]

2. In the past month, how often have you and your family members and friends talked about Zika?

Not at all
 Only once or twice
 Sometimes
 Often
 Every day
 I don't know/I'm not sure
 Refused [DO NOT READ]

3. How concerned are you about Zika virus for yourself and your baby?

Not at all concerned

- Slightly concerned
- Somewhat concerned
- Moderately concerned
- Extremely concerned
- I don't know/I'm not sure
- Refused [DO NOT RESPONSE]

4. In your opinion, how likely do you think it is that you will be infected with Zika virus during your pregnancy (or while you are pregnant)?

- Extremely unlikely
- Unlikely
- Neutral - Neither unlikely nor likely
- Likely
- Extremely likely
- I already have Zika [DO NOT READ]
- I don't know/I'm not sure
- Refused [DO NOT READ]

And Why? [WRITE ANSWER TO WHY?]

5. How confident are you in your ability to protect yourself from getting infected with Zika virus during your pregnancy?

- Not confident at all
- Somewhat unconfident
- Neutral - Neither unconfident nor confident
- Confident
- Very confident
- I don't know/I'm not sure
- Refused [DO NOT READ]

And Why? [WRITE ANSWER TO WHY?]

6. What actions have you taken to protect yourself from getting infected with the Zika virus since you found out you were pregnant? (*Do not read, tick all mentioned*)

- Used mosquito net at night
- Used mosquito net during the day
- Used mosquito repellent or spray on your body
- Worn clothes that cover my arms and legs (long sleeved shirts and pants)
- Used mosquito coil/light fires to keep mosquitoes away
- Used a condom/had my partner use a condom in all sexual relations
- Abstained from sexual intercourse
- Cleaned/scrubbed water source/storage unit/water container(s)
- Put cover(s) over the water source/storage unit/water container(s)

Removed accumulated water
 Sprayed or fumigated inside my home
 Sprayed or fumigated outside of my home
 Used larvicides (like mosquito dunks)
 Put screens on windows and doors
 Cleaned household environment
 Drank clean water
 Washed I clean water
 Prayed to God
 I have no answer
 Wore light-colored clothing (no dark clothes)
 Don't go outside at all
 Don't go outside at night
 Closed windows and doors
 Cut grass
 Used air conditioning
 Go to doctor
 Got tested and/or got my partner tested for Zika
 Looked for more information about Zika
 Eucalyptus oil
 Cream natural repellent
 Avoid places with mosquitoes
 Clean the surroundings
 I got the vaccine
 Nothing
 Repellent bracelet
 Electric racquet
 I used a fan
 I have had talks
 Be aware of the symptoms that I present
 Citronella candles
 I don't know/I'm not sure
 Other, please specify: _____
 Refused [DO NOT READ]

7. Have you made any changes to your routine since learning more about Zika virus and the risk to your pregnancy?
- Yes, what? (Capture verbatim responses)
 - No, why? (Capture verbatim responses)
 - I don't know/I'm not sure
 - Refused [DO NOT READ]

SECTION 2. Communication/WIC Education/CDC Foundation campaign exposures

8. Are you seeing, hearing, or reading messages about how to prevent Zika?

Yes

Where? (Do not read, tick all mentioned)

Doctor
WIC
Family & friends
Community meetings/gatherings
TV public service announcements
TV news
Radio news
Printed news (newspapers)
Posters
Billboards
Internet or world wide web
Social media
Facebook
Twitter
Instagram
Church
Work
University
Child's school
Hospital
Google
Neighbors
Family planning
Laboratories
Children School
Hospital
Airport
Community Health Center (FQHC)
Around
Puerto Rico Department of Health
Pharmacies
Stores
Other, please specify: _____

No
I don't know/I'm not sure
Refused [DO NOT READ]

9. Have you been oriented at WIC about Zika?

Yes
No
Don't know/not sure [DO NOT READ]
Refused [DO NOT READ]

10. Have you received educational materials (handouts, written information) about Zika from WIC?

Yes
No

Don't know/not sure [DO NOT READ]
 Refused [DO NOT READ]

11. In the past month, do you remember seeing, hearing, or reading any TV, radio, newspaper, or online advertising about [a FAKE campaign name- "Musicians against Zika"]?

Yes
 No
 Don't know/not sure [DO NOT READ]
 Refused [DO NOT READ]

12. In the past month, do you remember seeing, hearing, or reading any TV, radio, newspaper, or online advertising about [CDC Foundation campaign name: "This is how we stop Zika"]?

Yes
 No
 Don't know/Not sure [DO NOT READ]
 Refused [DO NOT READ]

13. Now, I am going to describe an ad you may or may not have seen on TV. You may or may not have seen the following ad because it is NOT running in all parts of Puerto Rico. But in the past month, have you happened to have seen an ad that shows [INSERT ad description of CDC Foundation campaign - *that shows a circle of hands and within it says "stop zika"*].

Yes
 No
 Don't know/Not sure [DO NOT READ]
 Refused [DO NOT READ]

14. Now I'm going to read a list of a few types of communication you may or may not have heard about. Which of the following have you seen or heard about? [REPEAT as necessary for other types of communication]

Message	Yes	No	Don't know/not sure	Refused
a. A TV commercial that shows people cleaning the backyard				
b. A TV commercial that shows a pregnant women, her baby and a condom				
c. A TV commercial that shows a man, a woman and her baby at his/her cradle with a mosquito bed net				
d. A TV commercial that shows a pregnant women applying to herself mosquito repellent				
e. A TV commercial that shows people installing screens on				

windows and doors				
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SECTION 3. Questions about Zika Prevention Kits

The following questions are about zika prevention kits.

Description: *The Zika Prevention Kit is a tote bag that contains educational information from the Puerto Rico Health Department and the Centers for Disease Control and Prevention about how to prevent Zika infection while you are pregnant along with items that could help prevent Zika virus infection. Items in the kit include: a mosquito bed net, mosquito repellent, condoms, and some include mosquito dunks (larvicide) and thermometers.*

(Note: Deleted question 15, but kept numbering to avoid confusion)

16. Have you been offered a Zika Prevention Kit?

Yes

From who or what organization?

WIC

My doctor

Hospital or clinic

Church

Pharmacy

Department of Health

Family member

At work

City/Municipality

Public Housing

Other: _____

No: Document the reason given by the WIC clinic to not offer the ZPK.

Don't know/Not sure [DO NOT READ]

Refused [DO NOT READ]

(NOTE: Deleted question 17, but kept numbering to avoid confusion)

18. Have you received a Zika Prevention Kit

Yes

Who gave you your Zika Prevention Kit

WIC

My doctor

Hospital or clinic

Church

Pharmacy

Department of Health

Other

Public Housing

At work

No, [skip to question 29]

Don't know/Not sure [DO NOT READ] [skip to question 29]

Refused [DO NOT READ] [DO NOT READ] [skip to question 29]

19. What color was the tote bag? [DO NOT READ RESPONSES]

Black and white

Cream

Blue

Green

Can't remember

Other, please specify: _____

Don't know/Not sure [DO NOT READ]

Refused [DO NOT READ]

20. What items were included in the kit? (*Do not read, tick all mentioned*)

Repellent in Spray

Repellent in Cream

Repellent in Wipes

Bed net

Mosquito dunks

Condom(s)

Thermometer

Educational materials

Other, please specify:

Don't know, didn't open it [SKIP TO QUESTION 29]

Refused [DO NOT READ]

No, why not?

Refused

21. Of the items you just mentioned, which one is the most important to you? (mark stated item as ranked 1st) Which one follows in importance? (mark stated item as ranked 2nd) Which one follows in importance? (mark stated item as ranked 3rd) Which one follows in importance? (mark stated item as ranked least important)

Item	Order of importance				
	Ranked 1 st	Ranked 2 nd	Ranked 3 rd	Article was not mentioned	Refuse
Spray Repellent					
Cream repellent					
Wipes repellent					
Bed net					
Mosquito dunks					
Condoms					
Thermometer					
Educational materials					
Other, specified					
Refused					

I AM GOING TO READ YOU SOME STATEMENTS AND AFTER I READ THE STATEMENT I WOULD LIKE TO KNOW IF YOU AGREE OR DISAGREE WITH THE STATEMENT.

22. The instructions that came with the Zika Prevention Kit made it easy to know what to do with all of the items in the Zika Prevention Kit. Would you say that you (strongly disagree, disagree, neither disagree or agree, agree, and strongly agree) with the statement.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- There were no instructions in the kit
- I didn't read the instructions that came in the kit
- Don't know/Not sure [DO NOT READ]
- Refused [DO NOT READ]

23. The Zika Prevention Kit helped me understand the importance of not getting Zika during my pregnancy. Would you say that you (strongly disagree, disagree, neither disagree or agree, agree, and strongly agree) with the statement.

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree
- Don't know/Not sure [DO NOT READ]
- Refused [DO NOT READ]

Some of the items in the kit may be items that you already had in your house and used. Others may be items that you didn't have or have never used before.

24. BEFORE receiving the kit, when you were pregnant, how often did you use each of the following the items?

	Never or Almost Never	Seldom or Rarely	Sometimes	Often	Usually or most of the time	Always or Almost always	Refused	Don't know/Not sure [DO NOT READ]
a. Insect repellent								
b. Condoms								
c. Mosquito dunks for treating accumulated water (LARVICIDES)								
d. Bed net								
e. Long sleeved clothes and pants that cover arms and legs								
f. Screens on your								

windows that open and/or doors that open outdoors								
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COMMENTS

25. AFTER receiving the kit, how often did you use the types of items?

	Never or Almost Never	Seldom or Rarely	Sometimes	Often	Usually or most of the time	Always or Almost always	Refused	Don't know/Not sure [DO NOT READ]
a. Insect repellent								
b. Condoms								
c. Mosquito dunks for treating accumulated water (LARVICIDES)								
d. Bed net								
e. Long sleeved clothes and pants that cover arms and legs								
f. Screens on your windows that open and/or doors that open outdoors								

If she says “Never or Almost Never” for any item, ask why not?

Item	Why not? (capture verbatim response)
Insect repellent	
Condoms	
Mosquito dunks	
Bed net	
Long sleeved clothes	
Screens	

26. Have you **used up** any of the items that were included in the Zika prevention kit? (or have you needed to replace any items that came in the kit?) Which items?

Yes, which items

Repellent

Condoms

Mosquito dunks (or other larvicide)

Mosquito bed net

No → SKIP to question 28

Don't know/not sure → SKIP to question 28

Refused [DO NOT READ] → SKIP to question 28

27. Have you purchased any items to replace the items in the kit that you used up (or needed to replace)?

Yes, which items "Tick all mentioned"

Repellent

Condoms

Mosquito dunks (or other larvicide)

Mosquito bed net

No, why not? "Tick all mentioned"

Do not have money to buy

Items are too expensive (too costly)

Am embarrassed to buy (e.g., condoms)

Do not feel I need them (they don't offer protection)

Other, please specify:

Don't know/not sure

Refused [DO NOT READ]

28. What other items do you recommend to be included in the Zika Prevention Kit to help pregnant women in Puerto Rico to protect themselves from getting infected with Zika?

I would include the same items that are there now

I would include more (a current item) _ "Tick all mentioned" _____

Repellent - lotion

Repellent - spray

Repellent -- wipes

Condoms

Bed net - twin-size

Bed net - Queen size

Mosquito dunks (larvicide)

More information

Provided a phone number to ask questions

Other: _____

I would add... (new items) "Tick all mentioned" _____
Natural repellents
Repellent in cream
Unscented repellents (odor-free)
Insecticide for spraying home
Citronella candles
Cobras
Coupons for products
Coupons for screens
Other: _____

I would do something else entirely (specify)
Don't know/not sure [DO NOT READ]
Refused [DO NOT READ]

For any items that are not currently included in the Zika Prevention Kit, ask them why they would put the particular item in the kit? What protection do they think it offers?

[Note: Due to concerns about negative news coverage about aerial spraying and possible effects on completion of the interview, questions about insecticide spraying were moved to the end of the interview]

SECTION 4. Questions about mosquitoes in their environment (environmental stimuli):

29. In a typical day, how often are you bothered by mosquitoes biting you

- Never
- Rarely
- Sometimes
- Often
- Always
- Don't Know/not sure [DO NOT READ]
- Refused [DO NOT READ]

30. Where do you spend most of your day on weekdays?[Choose only one]

- In my home
- Inside at work
- Outside at work
- Outside someone else's home
- Inside someone else's home
- Equal time inside and outside
- School/University
- Doing errands
- Same time at home and at work
- Multiple places
- Other: _____

Don't Know/not sure [DO NOT READ]

Refused [DO NOT READ]

31. Do you have any air conditioning in your home?

No

Yes in one room, I used it at night (participant's bedroom)

Yes, in one room used all the time

Yes, in more than one room (multiple rooms)

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

32. Do you spend a lot of time each week in a place that has air-conditioning?

No

Yes

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

33. Does the home where you live have any screens (*escrienes, tela metalico, tela mosquitero*) on windows that open?

Not on any windows

On some windows

On all windows

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

34. How about screens on the doors that open outdoors?

None on the doors

On some doors

On all doors

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

35. Do you have the authority to decide about structural changes (like installing screens) and to fumigate your home inside and outside?

No

Yes

Other, please specify:

Can decide only about fumigation

Rental home

Family member's home

Public Housing

Other: _____

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

36. In what zipcode do you live?

Please specify: ____ -- ____

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

SECTION 5. Questions about Risk Perception of Zika

37. Do you personally know anyone who has been told by a health professional that they have Zika infection? *(Read the options; Tick all mentioned)*

- No one I know at all
- Sort of, people I don't know well but whom I know have been diagnosed
- Yes I know people who have been diagnosed with Zika
- Yes, I have a close friend or relative who has been diagnosed
- Don't know/not sure
- Refused

38. Do you personally know anyone who has been told by a health professional she has Zika infection while pregnant? *(Read the options; Tick all mentioned)*

- No one I know at all
- Sort of, people I don't know well but whom I know have been diagnosed
- Yes I know people who have been diagnosed with Zika
- Yes, I have a close friend or relative who has been diagnosed
- Don't know/not sure
- Refused

39. Have you ever had a Zika test?

- Yes
- No (Skip to question 41)
- Don't know/not sure [DO NOT READ]
- Refused [DO NOT READ]

40. How long did you have to wait to be told the results of your Zika test?

- Less than two weeks
- Between two weeks and a month
- Over a month but less than two months
- Over two months but less than three months
- Over three months
- Never was told the results of my Zika test
- Just got tested
- Other, please specify:
- Don't know/not sure [DO NOT READ]
- Refused [DO NOT READ]

SECTION 6. Their opinion about what is needed and how to reach pregnant women

41. What do you think is needed or that needs to happen in order to protect pregnant women from getting infected with the Zika virus? [capture verbatim response "Tick all that are mentioned" and write them

Fumigate in the community
 Fumigate homes of pregnant women
 Eliminate accumulated water in the community
 Eliminate mosquito hatcheries (breeding sites)
 Clean up communities (pick up trash/debris)
 Pick up used tires
 Inspect and take care of abandoned houses
 Provide emotional support for pregnant women
 Educate everyone in the community to do their part
 Continue with the activities they have been doing, they have been good
 Accelerate the zika test results
 Provide more education for pregnant women
 Provide education for everyone in the community
 Keep providing Zika Prevention Kits
 Provide repellent
 Provide condoms
 Provide light colored clothes that cover
 Provide resources for women to screen their windows and doors
 Educate gynecologists/physicians about Zika
 People have to act, protect themselves
 Help people with low income
 Do not alarm, especially pregnant women
 I try to not go outside
 Don't know/not sure [DO NOT READ]

42. In the past week, how often have you used insect repellent?

Never
 Seldom or rarely
 Sometimes
 Often
 Usually or most of the time
 Always
 Don't know/not sure [DO NOT READ]
 Refused

43. I will read a list of actions and you can tell me if they can be used to protect from becoming infected with Zika. [Check all that apply. (Read the options)]

	Yes	No	Don't know/Not sure [DO NOT READ]	Refused [DO NOT READ]
Use mosquito repellent				
Drink only clean water				
Use condoms or not having sex				
Put screens on windows and doors				

Wear clothes that cover arms and legs				
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SECTION 7. Questions about insecticide services for pregnant women

The following questions are about the Indoor residual spraying

Description: *Indoor residual spraying (IRS) is when specially trained professionals spray insecticide inside of the home in and on the places that mosquitoes like to rest. The spraying can be done anytime during the day and usually will kill mosquitoes for about three months. IRS is most effective when most houses in a neighborhood have their homes sprayed.*

44. Have you heard about spraying insecticides inside or outside of homes to protect against mosquitos that carry Zika?

Yes,

No (SKIP to question 51)

Don't know/not sure [DO NOT READ] (SKIP to question 51)

Refused [DO NOT READ] (SKIP to question 51)

45. Have you been offered spraying services for your home? [or Has anyone called you/contacted you to offer you spraying services for free?]

Yes

From who or what organization? "Tick only one"

WIC

Department of Health

Both (WIC and Department of Health)

Other

No (skip to question 51)

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

46. When services were offered to you, did you want them?

Yes, why (*Do not read, tick all mentioned*)

Wanted to have fewer mosquitoes in my home

They were free

Want less chance of getting bitten

Don't want to get Zika

I have accumulated water around home

There are many mosquitoes where I live

I don't have screens at home

I am in the early stage of pregnancy, which puts me at greater risk, I want to prevent

Because my neighbors don't remove accumulated water

I'm worried

It is not harmful

Other, please specify:

No, why not (*Do not read, tick all mentioned*)

Don't want chemicals sprayed in my home
I have young children in my home
I have a sick family member
My home does not need spraying (have screens or air conditioning)
My neighbors do a good job of removing accumulated water
We maintain our house surroundings clean
It is not necessary, I'm taking precautions
I fumigated
The doctor told me not to do it
They do not explain what the chemical is for, how it works, and the effects it can cause
I have asthma or a family member with asthma
Other, please specify:

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

47. When services were offered to you, did you **accept them?**

Yes, why (*Do not read, tick all mentioned*)

Wanted to have fewer mosquitoes in my home
They were free
Want less chance of getting bitten
Don't want to get Zika
Because my neighbors don't remove accumulated water
It is important/Necessary to help prevent
I'm worried
It looks like a good idea, it could be useful
My house does not have screens
To protect my baby/feels secure/to be calm
I have accumulated water
There are mosquitoes
Other, please specify:

No, why not (*Do not read, tick all mentioned*) **SKIP to 51**

Don't want chemicals sprayed in my home
I have young children in my home
I have a sick family member
My home does not need spraying (have screens or air conditioning)
My neighbors do a good job of removing accumulated water
I already fumigated
Other, please specify:

Don't know/not sure [DO NOT READ] **SKIP to 51**

Refused [DO NOT READ] **SKIP to 51**

48. Has an appointment been made for you to receive insecticide spraying in your home? (or has your home been scheduled to receive spraying services?)

Yes

No

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

49. Have you received spraying services at your home? (or has your home been sprayed already?)

Yes

No

Don't know/not sure [DO NOT READ]

Refused [DO NOT READ]

(NOTE: Deleted question 50, but kept numbering to avoid confusion)

51. In your opinion, how important is it to offer insecticide spraying services to pregnant women in Puerto Rico?

Not at all important

Slightly important

Neutral (not important but not unimportant)

Somewhat important

Very important

Don't know/not sure

Refused

52. How much has the Zika virus outbreak during your pregnancy changed the amount of stress you feel or experience in your life?

a. Zika has made me feel A LOT more stressed than usual

b. Zika has made me feel A LITTLE more stressed than usual

c. Zika has not made me feel more or less stressed than usual [SKIP FOLLOW-UP QUESTION]

52a. *Follow-up question:* You said you that Zika has made you feel...[A LOT or A LITTLE more stressed than usual], what would be helpful to you in handling the stress that you are feeling?

Free text response:

53. Do you have someone you could turn to right now if you needed practical help, like getting a ride somewhere, or help with shopping or cooking a meal?

a. Yes

b. No

c. Don't know

d. Refused

54. Do you have someone you could turn to right now if you needed someone to comfort or listen to you?

- a. Yes
- b. No
- c. Don't know
- d. refused

For the next question I am going to list a number of services that you may or may not need. Say "yes" if you feel you need the service or say "no" if you do not feel you need the service.

55. Do you feel you need any of the following services?

- | | | | |
|---|-----|----|-------------------|
| a. Food stamps, WIC vouchers | Yes | No | I already receive |
| b. Help with parenting healthy children | Yes | No | I already receive |
| c. Help with taking care of children with special needs | Yes | No | I already receive |
| d. Counseling to help address personal problems | Yes | No | I already receive |
| e. Help to quit smoking, deal with smoke in the house | Yes | No | I already receive |
| f. Help to reduce violence in your home | Yes | No | I already receive |

Other (please specify)_____

Request to call them back

Can I call you again next month to ask you a few questions about the actions you and the community are taking to protect against Zika?

- No
- Yes

Is the phone number I used to reach you today, the best number to reach you at?

- i. Yes
- ii. No, what number should I call? [*Write down phone number*]

Thank you for answering these questions! Your answers will help us in our efforts to keep pregnant women and their babies healthy. Do you have any questions?

Thank you so much for your participation.