

Attachment A
Interview Instrument

Introductory script:

Thank you for taking the time to speak with me today. My name is [Insert facilitator name], and I was contracted by the National Institute for Occupational Safety and Health (NIOSH) to conduct this interview. NIOSH is a research institute within the Centers for Disease Control and Prevention (CDC) that aims to better understand ways to reduce worker illness and injury, and to advance worker well-being

We are trying to understand how to better protect and promote the health and safety of [insert industry sector] workers and managers, like you, and we'd like to talk about your views and experiences related to COVID-19, which is the disease caused by the novel coronavirus.

Everything said today is completely confidential, and we want to encourage you to speak openly about your ideas.

A few things to remember:

- Participation is completely voluntary.
- The interview will last approximately 15-30 minutes.
- With your permission, I will tape record and take notes during the interview. This is to make sure that I capture everything that you say accurately.
- You do not have to answer any question that you don't want to, and you can stop participating at any time.
- There are no right or wrong answers. Everything you say is important. Your insights will help us better understand how to communicate with workers and employers about reducing the spread of COVID-19.

Public reporting burden of this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to - CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-0953).

Audience

1. Grocery store management
2. Grocery store workers

Interview questions for **workers**

- What do you think is the most dangerous thing about your job?
 - Why do you think it's the most dangerous thing?
 - Have you ever looked for any information about this?
- How often do you receive instructions from your employer?
 - What type of information did you get?
 - What's the most helpful way to get information from your employer?
- Describe any concerns you might have about COVID-19.
 - Do you know anyone (diagnosed with? Suspected of having? Tested positive for? Died from?) COVID-19?
- What COVID-19-related health information have you looked for in the last month?
 - What did you find to be most useful?
- When did you last visit the CDC website, and what were you looking for?

Usability scenarios for **workers**

We need real grocery store employees to help us understand whether or not these documents are effective. There are no wrong answers. Your feedback will help us to better create products that will help inform people in your industry on strategies for preventing and reducing the spread of COVID-19 in your workplaces.

- [Show them both documents; direct them to look at the same parallel section.]
 - Which one is easier to understand?
 - Which one seems more relevant to you?
 - Does one or the other seem to provide better information?
 - Which do you prefer overall?
- [Based on which version they prefer, ask remaining questions based on that document.]
- Could you point out to me what you find to be the most valuable information on this page?
- What do you think would be most valuable to others who also [do your job]?
- Based on this document, how do you know if you or a coworker is sick?

- o In the list of symptoms, was anything new to you?
- This fact sheet includes a number of things you can do to deal with COVID-19:
 - o Which actions in the document are you already doing?
 - o Which actions in the document are you likely to start doing?
 - o Which actions don't seem realistic or worth doing?
- Based on this document, what do you do if you are sick?
- If you were going to tell your coworkers how to protect themselves from exposure to COVID-19, what 3 things from this document would you share?
- The creators of this document want to make it as useful as possible. What should we tell them (so that it would be more valuable for you and people like you)?

Interview questions for **employers**

- What do you think is the most dangerous thing about the jobs your employees do?
 - o Why do you think it's the most dangerous thing?
 - o Have you ever looked for any information about this?
- How often do you give instructions to your employees?
 - o What type of information did you provide?
 - o What's the most efficient way to get information to your employees?
- Describe any concerns you might have about COVID-19?
 - o Do you know anyone (diagnosed with? Suspected of having? Tested positive for? Died from?) COVID-19?
- What COVID-19-related health information have you looked for in the last month?
 - o What did you find to be most useful?
- When did you last visit the CDC website, and what were you looking for?

Usability scenarios for **employers**

We need real grocery store managers to help us understand whether or not these documents are effective. There are no wrong answers. Your feedback will help us to better create products that will help inform people in your industry on strategies for preventing and reducing the spread of COVID-19 in your workplaces. [show them both documents; direct them to look at the same parallel section]

- o Which one is easier to understand?
 - o Which one seems more relevant to you?
 - o Does one or the other seem to provide better information?
 - o Which do you prefer overall?
- [based on which version they prefer, ask remaining questions based on that document].
- Could you point out to me what you find to be the most valuable information on this page?
- What do you think would be most valuable to people who work in your store?
- Have you ever used a document like this with your employees? How?
 - o How would you use this document?
- Based on this document, how do you know if you or an employee is sick?
 - o In the list of symptoms, was anything new to you?
- This fact sheet lists a number of things you can do to deal with COVID-19:
 - o Which actions in the document are you already doing?
 - o Which actions in the document are you likely to start doing?

- o Which actions don't seem realistic or worth doing?
- Based on this document, what do you do if an employee is sick?
- If you were going to tell your employees how to protect themselves from exposure to COVID-19, what 3 things from this document would you tell them?
- The creators of this document want to make it as useful as possible. What should we tell them (so that it would be more valuable for you and people like you)?

Rideshare, Taxi, Limo & Other Drivers-for-Hire

Factsheet: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>

Audience

- Taxi and limo company management and workers
- Workers for gig services such as Uber and Lyft (i.e. independent contractors)

Interview questions for **drivers**

- What do you think is the most dangerous thing about your job?
 - o Why do you think it's the most dangerous thing?
 - o Have you ever looked for any information about this?
- How often do you receive instructions from your rideshare services or taxi/limo transportation company?
 - o What type of information did you get?
 - o What's the most helpful way to get information from the company where you're a (contract) driver?
- Describe any concerns you might have about COVID-19?
 - o Do you know anyone (diagnosed with? Suspected of having? Tested positive for? Died from?) COVID-19?
- What COVID-19-related health information have you looked for in the last month?
 - o What source and/or information did you find to be most useful?
- When did you last visit the CDC website, and what were you looking for?

Usability scenarios for **drivers**

We need real rideshare services or taxi/limo drivers to help us understand whether or not these documents are effective for helping to inform drivers on strategies for preventing and reducing the spread of COVID-19. There are no wrong answers. Your feedback will help us to better create products that will help people in your industry.

- [show them both documents; direct them to look at the same parallel section].
 - o Which one is easier to understand?
 - o Which one seems more relevant to you?
 - o Does one or the other seem to provide better information?
 - o Which do you prefer overall?
- [based on which version they prefer, ask remaining questions based on that document]
- Could you point out to me what you find to be the most valuable information on this page?
- What do you think would be most valuable to others who also [do your job]?

- Based on this document, how do you know if you or a coworker is sick?
 - In the list of symptoms, was anything new to you?
- This fact sheet includes a number of things you can do to reduce and prevent COVID-19:
 - Which actions in the document are you already doing?
 - Which actions in the document are you likely to start doing?
 - Which actions don't seem realistic or worth doing?
- Based on this document, what do you do if you are sick?
- If you were going to tell other drivers you know/ work with how to protect themselves from exposure to COVID-19, what 3 things from this document would you share?
- The creators of this document want to make it as useful as possible. What should we tell them (so that it would be more valuable for you and people like you)?

Interview questions for **rideshare services or taxi/limo transportation companies**

- What do you think is the most dangerous thing about the work of the (contract) drivers for your company?
 - Why do you think it's the most dangerous thing?
 - Have you ever looked for any information about this?
- How often do you give instructions to your drivers?
 - What type of information did you provide?
 - What's the most efficient way to get information to your drivers?
- Describe any concerns you might have about COVID-19?
 - Do you know anyone (diagnosed? Suspected of having? Tested positive for?) with COVID-19?
- What COVID-19-related health information have you looked for in the last month?
 - What did you find to be most useful?
- When did you last visit the CDC website, and what were you looking for?

Usability scenarios for **rideshare services or taxi/limo transportation companies**

We need real rideshare services or taxi/limo transportation companies to help us understand whether or not these documents are effective. There are no wrong answers. Your feedback will help us to better create products that will help people in your industry.

- [show them both documents; direct them to look at the same parallel section]
 - Which one is easier to understand?
 - Which one seems more relevant to you?
 - Does one or the other seem to provide better information?
 - Which do you prefer overall?
- [based on which version they prefer, ask remaining questions based on that document]
- Could you point out to me what you find to be the most valuable information on this page?
- What do you think would be most valuable to drivers for your company?
- Have you ever used a document like this with your drivers? How?
 - How would you use this document?

- Based on this document, how do you know if you or a driver is sick?
 - In the list of symptoms, was anything new to you?
- This fact sheet lists a number of things you can do to deal with COVID-19:
 - Which actions in the document are you already doing?
 - Which actions in the document are you likely to start doing?
 - Which actions don't seem realistic or worth doing?
- Based on this document, what would you do if a driver is sick?
- If you were going to tell your drivers how to protect themselves from exposure to COVID-19, what 3 things from this document would you tell them?
- The creators of this document want to make it as useful as possible. What should we tell them (so that it would be more valuable for you and people like you)?

Nail Salons

Factsheets: under development; will be available when data collection begins

Audience

1. Nail salon workers
2. Nail salon managers

Interview questions for **workers**

- What do you think is the most dangerous thing about your job?
 - Why do you think it's the most dangerous thing?
 - Have you ever looked for any information about this?
- How often do you receive instructions from your employer?
 - What type of information did you get?
 - What's the most helpful way to get information from your employer?
- Describe any concerns you might have about COVID-19?
 - Do you know anyone with COVID-19?
- What COVID-19-related health information have you looked for in the last month?
 - What did you find to be most useful?
 - Have you looked for information about what your employer should be doing to protect your health?
- When did you last visit the CDC website, and what were you looking for?

Usability scenarios for **workers**

We need nail salon employees to help us understand whether or not these documents are effective. There are no wrong answers. Your feedback will help us to better create products that will help people in your industry.

- [show them both documents; direct them to look at the same parallel section]
 - Which one is easier to understand?
 - Which one seems more relevant to you?
 - Does one or the other seem to provide better information?
 - Which do you prefer overall?
- [based on which version they prefer, ask remaining questions based on that document]

- Could you point out to me what you find to be the most valuable information on this page?
- What do you think would be most valuable to others who also [do your job]?
- Based on this document, how do you know if you or a coworker is sick?
 - In the list of symptoms, was anything new to you?
- This fact sheet includes a number of things you can do to deal with COVID-19:
 - Which actions in the document are you already doing?
 - Which actions in the document are you likely to start doing?
 - Which actions don't seem realistic or worth doing?
- Based on this document, what do you do if you are sick?
- If you were going to tell your coworkers how to protect themselves from exposure to COVID-19, what 3 things from this document would you share?
- The creators of this document want to make it as useful as possible. What should we tell them (so that it would be more valuable for you and people like you)?

Interview questions for **employers**

- What do you think is the most dangerous thing about the jobs your employees do?
 - Why do you think it's the most dangerous thing?
 - Have you ever looked for any information about this?
- How often do you give instructions to your employees?
 - What type of information did you provide?
 - What's the most efficient way to get information to your employees?
- Describe any concerns you might have about COVID-19?
 - Do you know anyone with COVID-19?
- What COVID-19-related health information have you looked for in the last month?
 - What did you find to be most useful?
- When did you last visit the CDC website, and what were you looking for?

Usability scenarios for **employers**

We need nail salon managers to help us understand whether or not these documents are effective. There are no wrong answers. Your feedback will help us to better create products that will help people in your industry.

- [show them both documents; direct them to look at the same parallel section]
 - Which one is easier to understand?
 - Which one seems more relevant to you?
 - Does one or the other seem to provide better information?
 - Which do you prefer overall?
- [based on which version they prefer, ask remaining questions based on that document]
- Could you point out to me what you find to be the most valuable information on this page?
- What do you think would be most valuable to people who work in your store?
- Have you ever used a document like this with your employees? How?
 - How would you use this document?
- Based on this document, how do you know if you or an employee is sick?
 - In the list of symptoms, was anything new to you?
- This fact sheet lists a number of things you can do to deal with COVID-19:

- o Which actions in the document are you already doing?
 - o Which actions in the document are you likely to start doing?
 - o Which actions don't seem realistic or worth doing?
- Based on this document, what do you do if an employee is sick?
- If you were going to tell your employees how to protect themselves from exposure to COVID-19, what 3 things from this document would you tell them?
- The creators of this document want to make it as useful as possible. What should we tell them (so that it would be more valuable for you and people like you)?