

Vibrio Cost Interview Guide

Notes for interviewer: Introduce yourself, and if the respondent isn't aware of the project already, explain the goals of the project (understand the costs associated with Vibrio) and offer the one-pager for reference. The project is a NMFS Office of Aquaculture funded project, and only the project team will see the raw responses.

- Make farm budget easier and more accurate
- Support efficient planning efforts for seafood safety
- Compare the costs of Vibrio to other business costs
- Communicate the costs of Vibrio management to policymakers

[say verbatim]

The survey is informal, as we really want to hear about your personal experiences expect this to be conversational. If you don't want to answer a question, we can skip it. The whole thing should take about 15 minutes of your time. In addition, we are interested in the costs of Vibrio specifically, so try to answer about what you do specifically for Vibrio or what you do beyond general food safety practices.

Module 1: Managers

Part A: Surveillance and Prevention

- 1) Please describe the size and scope of your surveillance monitoring program for Vibrio.
[ensure each of the following topics is addressed; if not, ask a follow-up question]
 - a) Number of staff assigned to this task for 2018, seasonally/interns or full-year and level of position (in hours)
 - b) Lab capacity – number of samples tested per week, which markers tested for, cost of supplies
 - a. Lab training – FDA certification, HACCP training
 - c) Sample collection – vehicle and gas, overtime hours, boats, cost of supplies and shipping
 - d) Research above and beyond required monitoring – supplies and staff time; in-kind time and other leveraged resources
- 2) What is your agency's level of involvement with the ISSC, state legislature, and other rulemaking bodies?
 - a. Staff time and level of staff involved
- 3) What resources are directed to communications about Vibrio prevention with industry members?
 - a. Informally answering questions about the surveillance program? – staff time
 - b. Marketing proper certifications and compliance? – staff time and budget
- 4) What research projects with academics is your agency involved with to assess questions focused on Vibrio in your state? Are you receiving additional funding for participation in these projects?

Part B: Traceback and Investigation

- 1) What is your agency's plan for responding to a reported Vibrio illness?
 - a. What is your capacity for following the state plan? (in terms of staff, lab resources, etc.)
- 2) Describe your last traceback investigation? What was involved?

- a. Site visits – staff time
 - b. Sample testing – staff time, lab supplies
 - c. Attorney time
 - d. Paperwork and recordkeeping – staff time
- 3) Is this a representative traceback case? If not, please describe a more typical case.

Module 2: Growers and Processors

Classification: So we get an idea of the size of your operation, how many acres do you have under production for oysters this year?

[if they don't know right away: How many acres of bottom is your farm and what percentage is cultivated with oysters?]

Part A: Surveillance and Prevention

- 1) Walk me through what you do regularly on your growing operation to prevent Vibrio.
[ensure each of the following topics is addressed; if not, ask a follow-up question]
 - a. HACCP training – staff time, annual fees, travel costs
 - b. WDOH/ISSC contributions – conference attendance, staff time
 - c. Samples for surveillance testing for Vibrio – staff time, value of product, delivery
 - d. Reduced efficiency of harvest/less time available – staff time
 - e. Keeping things cold – equipment costs and replacement schedule
 - f. Recordkeeping – staff time and thermometers/equipment
- 2) Have you done anything differently [or are you considering doing anything differently] after a year of high Vibrio cases?
- 3) [If they have processing/distribution parts of the business] What do you do regularly in your processing/distribution operation to prevent Vibrio?
[ensure each of the following topics is addressed; if not, ask a follow-up question]
 - a. HACCP training – staff time, annual fees
 - b. Keeping things cold – equipment costs and replacement schedule
 - c. Recordkeeping – staff time and thermometers/equipment

Part B: Case Investigations and Reactions

- 1) Have you had to deal with a Vibrio illness traced back to your farm? [if no, skip rest of section]
- 2) Think back to the last time you had to deal with Vibrio traced back to your farm. What did you have to do in response?
[ensure each of the following topics is addressed; if not, ask a follow-up question]
 - a. Harvest disruption – pauses in production, use of other leases, or both?
 - b. Labor costs due to harvest disruption
 - c. Investigation – staff time
 - d. Recalls – lost product, staff time, relationship with buyers
 - e. Keeping things cold changes – equipment purchases
 - f. Attorney fees
 - g. When was it?

- 3) Is this case representative of a typical Vibrio traceback for your farm?
- 4) On average, how many Vibrio tracebacks do you respond to each year?
- 5) What would be the worst case scenario for you in a Vibrio traceback?
- 6) [if a processor/distributor] In what ways does a Vibrio case change your processing/distribution practices?
 - a. What does investigation look like in terms of staff time and recordkeeping?
 - b. Are there any new equipment purchases or change in handling procedure as a result?

Module 3: Restaurants and Retail

Classification: So we get an idea of the size of your oyster-related business, about what volume in bushels of oysters do you sell annually? [if they don't know bushels, singles or lbs are also useful answers]

[also note type of restaurant/store: raw bar, seafood-focused, all foods]

Part A: Surveillance and Prevention

- 1) Walk me through what you do regularly in your restaurant/store to prevent Vibrio.
[ensure each of the following topics is addressed; if not, ask a followup question]
 - a. HACCP training and control plan creation – staff time
 - b. Recordkeeping – staff time and equipment
- 2) Are there specific changes that you've made that you think would be helpful for other restaurants/retail shops to prevent Vibrio?

Part B: Case Investigations and Reactions

- 1) Think back to a time you had to deal with Vibrio traced back to your restaurant/store. What did you have to do in response?
[ensure each of the following topics is addressed; if not, ask a follow-up question]
 - a. Investigation – staff time
 - b. Recalls – lost product, staff time
 - c. Keeping things cold changes – equipment purchases
 - d. Attorney fees
 - e. Changes in practices or menus – staff time, supply cost
 - f. Consumer purchases – lost customers, differences in purchases
 - g. When was it?
- 2) During times of increased Vibrio cases, have you noticed any change in purchasing habits of your customers?
 - a. If so, would you characterize it as a 10/20/30/etc% decrease?
 - b. For how long do you observe this effect? (a week, a month, etc.)

Ending/Thank you

Thank you for participating in our research! We are spending until the end of the summer contacting the folks we want to participate, and hope to have results to report in time for the Pacific Coast Shellfish

Growers Association meeting in mid-September. If you would like the results sent to you personally, let us know [confirm email]. Otherwise you can find them on the project website listed on the one-pager.