North Country HealthCare Expanding Capacity for COVID-19 Testing - Employer Toolkit

Evaluation Report 2
August 2021

NORTH COUNTRY HealthCare

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OVERVIEW: NORTH COUNTRY HEALTHCARE EXPANDING CAPACITY FOR COVID-19 TESTING - EMPLOYER TOOLKIT EVALUTION

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Project Overview

The overall goal of the North Country HealthCare Expanding Capacity for Coronavirus Testing Employer Toolkit (ECTE-Toolkit) was to support small businesses and non-profit organizations in Northern Arizona in maintaining healthy workplaces by providing occupational health and safety education, personal protective equipment, and information on how to navigate and access COVID-19 testing.

The purpose of the ECTE-Toolkit evaluation was to assess the utilization, acceptability, compliance and ability regarding the national and local occupational health and safety recommendations related to COVID-19 through the implementation of the ECTE-Toolkit provided by North Country HealthCare per request of employers in Northern Arizona.

Through an online survey and/or telephone interviews with employers who request the ECTE-Toolkit, this evaluation project aimed to achieve the following:

Aim 1: Measure employer satisfaction with the ECTE-Toolkit.

Aim 2: Assess the toolkit's impact on employer and employee knowledge and attitudes regarding COVID-19 testing and occupational health and safety in the workplace. In addition, understand employer's ability to enact on local and national occupational health and safety recommendations, and also to reach out to North Country HealthCare as a resource for COVID-19 information and testing.

Aim 3: Assess the toolkit's impact on employer and employee compliance related to national, local and CDC recommendations for occupational health and safety in the workplace around COVID-19.

Aim 4: Understand how employers and employees used Personal Protective Equipment and educational materials included in the ECTE-Toolkit.

Community Stakeholders

The ECTE-Toolkit was part of the North Country HealthCare Expanding Capacity for Coronavirus Testing project funded through the Cares Act. The ECTE-Toolkit Evaluation team was comprised of North Country HealthCare (NCHC) staff and researchers at the Northern Arizona University Center for Health Equity Research (NAU-CHER). NAU-CHER researchers provided NCHC staff support with evaluation design and implementation, data collection and analysis.

The ECTE-Toolkit was designed for employers at local businesses and organizations in Northern Arizona (within NCHC service areas) to support the health and safety of their employees and volunteers. Therefore, the ECTE-Toolkit evaluation project intends to interview all employers who request an ECTE-Toolkit from NCHC.

Evaluation Overview

The ECTE-Toolkit evaluation used a mixed methods approach to collect, manage and analyze quantitative and qualitative data. During the initial stage of the project, employers completed an online toolkit request form available at NCHC website, which collects name of organization, contact information, organization description, current occupational health and safety practices, and employee compliance. After 30 days, all employers who receive a toolkit are sent an email link to a survey in Qualtrics, assessing their satisfaction with the kit as a whole as well as the individual components, and the effect the kit had on employer ability to implement safety practices. In addition to an online survey, participants who voice interest in brief qualitative interview are contacted and engaged in a short telephone semi-structured discussion about their experience using the ECTE-Toolkit.

NCHC OUTREACH

NCHC team organized outreach and promotional strategies to disseminate ECTE-Toolkit request forms among local businesses in Northern Arizona. Strategies included social media post (Facebook), emails, and phone calls. The following outreach events describe details related to first and second rounds of phone calls directed to local businesses.

First Round of Outreach by Phone (November 2020)

The NCHC outreach efforts had a 17.4% success rate. 413 local businesses in Northern Arizona were contacted by phone, but only 72 requested a toolkit between July to November 2020 (Table 1). At this point, the employers (n=72) who requested and received a toolkit were located within Apache (n=6), Coconino (n=42), Mohave (n=1), Navajo (n=19), Yavapai (n=2) and Maricopa (n=1) counties (two employers who submitted a toolkit request reported zip codes outside of the Northern Arizona region). The outreach response rate was 0.174, which means that about 17 per 100 employers outreached requested a Toolkit representing 17.4% of all employers contacted.

Second Round of Outreach by Phone (February 2020)

During the second round of outreach, a total of 309 Northern Arizona businesses and organizations were contacted via email or phone. Out of the 309 employers contacted, only 23 completed the ECTE-Toolkit request form between February to March 2021. At the second round of outreach, the employers (n=23) who requested and received a toolkit were located within Coconino (n=3), Gila (n=1), Mohave (n=8), and Navajo (n=11) counties. Here, the outreach response rate was 0.074, which means that about 7 out of 100 employers contacted requested a toolkit (Table 1). It can be concluded that the second round of outreach was less successful at increasing the number of online toolkit requests.

A total of 95 community organizations and businesses in Northern Arizona requested a toolkit. Out of the 95 requests, 32.6% belonged to the community organization and non-profit sector representing the largest number of employers who requested and received a toolkit compared to the other sectors (Figure 1). Some of the sectors with a smaller number of toolkit requests submitted included: Criminal justice, legal services, and chambers of commerce (Figure 1).

Table 1. Number of businesses/organizations who requested an ECTE-Toolkit compared to the number of businesses/organizations outreached.		
	1st Round: Local Businesses (July - Nov 2020)	2nd Round: Local Businesses (Feb 2021)
Total ECTE-Toolkit Requests	72	23
Total Businesses Outreached	413	309
Outreach Response Rate	0.174 ** **About 17 per 100 employers outreached (phone calls) requested an ECTE-Toolkit representing 17.4% of all employers contacted.	0.074** **About 7 per 100 employers outreached (social media, and phone calls) requested an ECTE-Toolkit representing 7.4% of all employers contacted

Figure 1. List of businesses and organizations in Northern Arizona that requested and received a NCHC ECTE-Toolkit categorized per sector.
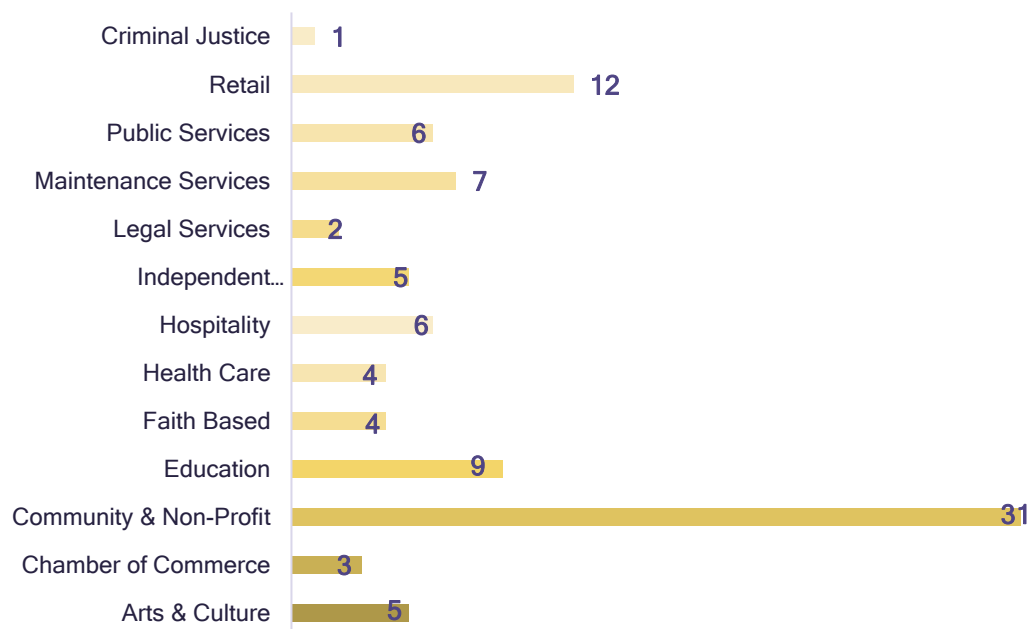
Outreach Qualitative Responses

During the second round of phone calls, NCHC team members documented some of the employer responses when being offered Personal Protective Equipment (PPE), which reflected resistance or negative attitudes towards PPE. Documented qualitative employer responses from a total of 11 phone call interactions between NCHC team and employers were thematically analyzed and summarized. There were 3 major themes identified in employer responses: 1) not interested, 2) resistance and 3) hung up (Table 2).

Find below definitions for each of the themes identified:

- **Not interested:** Employer voiced not being interested due to already having access to PPE, business is not open to the public, or they do not want any PPE.

- **Resistance:** Employer had a rude and upset response to phone call. Employer also responded angrily or unkindly when asked if they wanted PPE.

- **Hung Up:** Employer did not require PPE in their workplace, and did not allow NCHC team to speak. Ultimately, employer hang up.

Table 2. Summary of qualitative responses at the second round of outreach (phone and emails) divided by sector and counties.			
Theme	N=11	Sector (s)	Counties
Not Interested	8	Community & Non-Profit, Independent Consultant/Contractor, Hospitality, Housing, Maintenance Service, Retail and Transportation.	Kingman, Mohave, Williams, Winslow and Show Low.
Resistance	1	Hospitality	Mohave
Hung Up	2	Community & Non-Profit, Housing	Kingman & Payson

NORTH COUNTRY HEALTHCARE ECTE-TOOLKIT SURVEY EVALUATION RESULTS

Results are based on the evaluation surveys completed by employers between August 2020 - June 2021. (N=31)

KEY TAKEAWAYS:

- NCHC ECTE-Toolkit improves employers' ability to **recognize NCHC as a resource** for testing and occupational health and safety education to reduce COVID-19 exposure and infection.
- Employers described NCHC ECTE-Toolkit as a resource that **improved** and **aided** their response to COVID-19 in the workplace.
- NCHC ECTE-Toolkit **supported employers** in Northern Arizona engage in occupational health and safety practices to reduce exposure and transmission of COVID-19 in the workplace.

Demographics

Total Surveys collected: N = 31 (latest entry 06/18/2021)

Counties: Apache (2), Coconino (16), Navajo (8), and Mohave (1)

**Four participants represented multiple counties including Apache, Coconino, Navajo, Mohave and Yavapai.

Out of the 31 total businesses/organizations who completed the ECTE-Toolkit survey evaluation, the community and non-profit and education-based sectors accounted for more than half of participant responses.

Figure 2. Sectors reached (N=31)
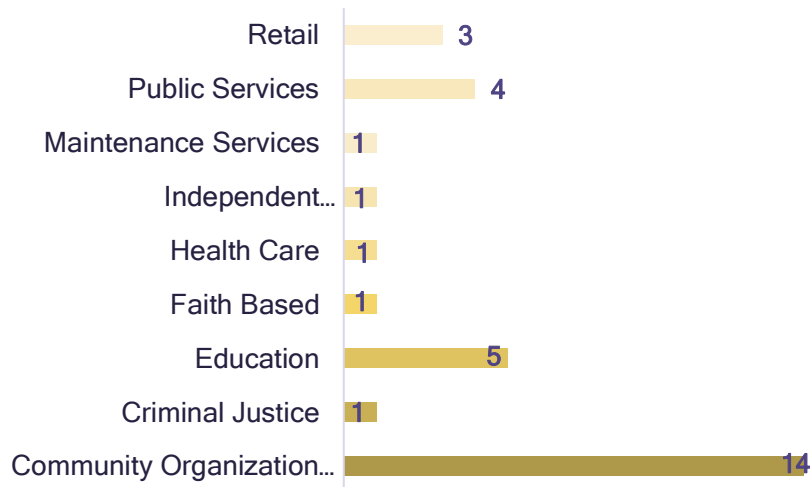
Number of People Employed: Most of the businesses/organizations who requested a NCHC ECTE- Toolkit and completed the evaluation survey employ 1-19 workers/volunteers (Table 3).

Table 3. Number of employees at surveyed businesses (N=30) **

Number of Employees	Participant Responses	Percentage
1-19	21	70%
20-49	4	13.3%
50-99	2	6.7%
100-249	1	3.3%
250-499	2	6.7%

**One participant did not report an answer.

Outreach Outlets (Toolkit Promotion)

Nearly half of respondents (41.9%) reported having learned about the ECTC-Toolkit through email.

Table 4. How did you learn about the ECTC-Toolkit?

Outreach Strategies	N=31	Percent
Co-Worker/Business	2	6.5%
Email	13	41.9%
Employees	3	9.7%
Social Media	5	16.1%
Other • Phone call from NCHC team • From a researcher • Other community organizations	8	25.8%

Motivations to Request Toolkit

Over half of participants (n=19) described a desired to follow COVID-19 safety practices in the workplace, and also having a shortage or greater need for PPE among their employees and volunteers. Other reasons reported by participants included wanting to access information related to COVID-19 and safety guidelines from a trusted resource, and generally feeling that it was "a good idea" to have PPE available.

Table 5. Summary of employers' reasons for requesting a toolkit.

Reason for Requesting Toolkit	N=31	Participant Comments
Follow COVID-19 Safety Guidelines and Practices	10	"To help my staff and children understand and follow good health care practices to prevent them from getting Covid-19 as much as humanly possible."
NCHC Called	1	"NCHC called."
Provide PPE to Employers, Volunteers and Clients	6	"To have adequate supplies to continue to operate my business where/when I am interacting with clients in person, to protect them and myself."
Shortage of and need for PPE	9	"We did not have anything. We have since placed the supplied items in the office and set up a plan to deal with an employee who has COVID. Great job on your part!"
Sounded like a good idea	2	"It looked like a good idea."
Access to Trusted Information	3	"Information from a reputable source."

TOOLKIT SATISFACTION

Effectiveness

All 31 participants (100%) who completed the evaluation survey reported that the NCHC ECTC-Toolkit had improved or aided in their company's response to COVID-19.

Satisfaction

Overall, participants reported being satisfied with **the** information and materials included in the employer toolkit. About 93.5% (n=29) of participants reported being *extremely satisfied* with information and materials, while about 6.5% (n=2) reported being *somewhat satisfied*.

Usefulness (materials)

Disposable masks, hand sanitizer, and the infrared (IR) thermometer were the 3 items most frequently described as **very useful** by participants (Table 6).

Table 6. Usefulness of Toolkit items (N=31)

Toolkit PPE Items	Very Useful	Moderately Useful	Not Useful	Not Included
Disposable masks	31	-	-	-
Disposable Gloves	15	6	-	2
Hand Sanitizer	31	-	-	-
Infrared (IR) Thermometer	22	5	-	4
Informational Card W/ QR code linked to COVID-19 resource page** **One participant did not provide an answer.	18	10	1	1
Face Mask Window Cling	15	9	2	5
Health Benefits Flyer	19	11	-	1
Magnet w/ QR code linked to NCHC testing locations	15	10	2	4
Breakroom Test sign	12	10	7	2

General feedback related to toolkit materials

Overall, participants voiced great appreciation to have received toolkit materials since they needed PPE and information. In addition, some participants mentioned that toolkit was beneficial in accessing PPE and having knowledge of safety practices related to COVID-19 in the workplace. Some participant recommendations and feedback for NCHC included:

- *Provide unscented hand sanitizer.*
- *Thermometer battery case opens unexpectedly sometimes.*
- *Materials did not last very long (still very useful).*
- *The gloves were too small. An assortment of sizes in the next round of toolkits would be helpful.*
- *Information about safety practices provided more clarity and communication about the prevention of COVID-19.*

Website Resources Downloaded

Only 10 participants reported accessing the COVID-19 website (one participant did not provide an answer). The online information and/or resources that were described as most helpful include:

- Printable signage for the workplace (Social distancing, hand washing, and mask wearing). Item reported as **more frequently used** compared to the other website information and resources.
- Educational Videos (proper glove and mask wearing).
- Printable handouts (COVID-19 general information and business specific guidance).

IMPACT ON EMPLOYER ABILITY

In general, participants reported an improvement in the **ability to carry out a variety of occupational health and safety practices in the workplace** after receiving a NCHC ECTE-toolkit. Table 7 shows the overall ability score averages based on participants' responses (N=28). In summary, employers reported an increase in the ability to carry out all of the listed occupational health and safety practices. The two abilities that resulted in greater post average scores include, 1) recognize NCHC as a resource for COVID-19 information and 2) recognize NCHC as a resource for COVID-19 testing. **We can conclude that ECTE-Toolkit had a positive impact on the ability of businesses/organizations to recognize NCHC as a resource for testing and occupational health and safety education to reduce COVID-19 exposure and infection.**

Table 7. Change in ability score (N=28**)

Ability	Pre	Post	Difference
Recognize NCHC as a resource for COVID-19 information	-1.45	-2.58	+1.13
Recognize NCHC as a resource for COVID-19 testing	-1.45	-2.48	+1.03
Encourage workers to wash hands for 20 seconds before eating and/or drinking	-2.55	-2.64	+0.097
Encourage Workers to Stay Home if they are sick	-2.58	-2.68	+0.097
Establish a daily COVID-19 screening protocol for employees	-1.94	-2.42	+0.48
Contact NCHC if employee reports COVID-19 symptoms or has been exposed	-1.39	-2.30	+0.91
Communicate with employees on best COVID-19 hygiene practices and prevention	-2.26	-2.68	+0.42
Address COVID-19 concerns with your employees or volunteers	-2.23	-2.61	+0.39

Ability Score Categories: Low – 1, Medium – 2, High – 3

(+) means an increase in ability. For instance, participants recognized NCHC as a resource for COVID-19 testing with a positive difference of +1.03

** 3 participants did not report their ability scores.

POLICY CHANGES

Participants reported that **restriction of non-essential business travel, imposing quarantines for employees who have been exposed to the virus or show symptoms, and conducting deep cleaning in the workplace** are the three policy practices most frequently implemented since requesting the NCHC ECTC-Toolkit (Table 8). The least practiced policies include implementing **furloughs or short-term layoffs and adjusting sick leave policies or providing additional paid time off.** Employers have notably engaged more often in policy practices to reduce the exposure and transmission of COVID-19 in the workplace after receiving the NCHC ECTC-Toolkit compared to before (Table 8).

Table 8. Summary of policy practices implemented after receiving ECTC-Toolkit

Policy	BEFORE receiving Toolkit (N=11)** Total number of practiced policies	AFTER receiving Toolkit (N=25) Total number of practiced policies
Restrict non-essential business travel	9	19
Impose quarantines for employees who have been exposed to the virus or show symptoms of the virus	7	21
Conduct deep cleaning of the workplace	9	21
Encourage employees to work from home when possible	9	17
Establish or update written communicable illness policy and response plan that covers COVID-19	8	14
Provide additional accommodations to certain employees (e.g. those who are pregnant or have underlying medical conditions)	4	13
Adjust sick leave policies or provide additional paid time off to encourage employees to stay home when sick.	6	10
Implement furloughs or short-term layoffs	3	2

PARTICIPANT FEEDBACK

"We had been providing bandanas for customers who didn't have masks, so really appreciated having proper masks to offer customers."

"Great resource."

"Thank you! The supplies are much appreciated. I really like the cling sign, as it is much nicer than a laminated sign!"

"Thank you for calling and letting me know about it."

"Our agency had already implemented all of the protocols on the previous page prior to receiving the toolkit. However, the toolkit was very useful in supplementing our supply of prevention products."

"This is such a great idea and I wish more businesses would take advantage of the kit to prevent the spread. I found out about the kit from a researcher, but wouldn't have realized it was available to me otherwise."

"It came at the perfect time. We were having difficulty acquiring gloves, masks and hand sanitizer."

NORTH COUNTRY HEALTHCARE ECTE-TOOLKIT QUALITATIVE INTERVIEWS EVALUATION RESULTS

Date: 11/09/2020
Participant: 9, Over Rainbow Butterfly Garden
County: Apache, Coconino, Navajo

Participant reported that NCHC Toolkit was helpful, especially having access to additional information. She explained that her company did not change any of the practices related to COVID-19 exposure reduction because since they are an in-home care facility they were up-to-date with CDC recommendations. They had constant communication regarding latest updates, they were quarantining any staff that tested positive for COVID-19, ensuring everyone had access to PPE, and making sure that people had access to paid time off. Overall, prior to accessing the NCHC toolkit, company was having trouble with accessing PPE (it was limited). They appreciated that the NCHC toolkit included a thermometer since the one their agency had ordered was not working. The thermometer included in the NCHC toolkit represented one of the most helpful tools for her agency. In addition, many of clients live in rural areas; therefore, communication and provision of toolkit materials was difficult because of the limited access to internet services (not able to send emails or schedule zoom calls). In this case, some of the NCHC Toolkit or information materials were sent through mail, and communication with clients was facilitated through phone calls.

At the time this interview was facilitated, the participant described that accessing PPE was still a concern due to having a limited supply. She recommended that it would have been helpful to have a list of potential suppliers provided with the NCHC toolkit. She recommended that having some kind of email sent to companies/organizations about which suppliers still had PPE available would be extremely helpful. Overall the participant was concerned about the limited supply of PPE and not being able to access PPE when it was needed.

Date: 8/18/2021

Participant: Timber Mesa Fire and Medical District

County: Navajo

Participant reported that ECTC toolkit did not make a significant difference in the ability of employees to follow COVID-19 workplace health and safety practices. Organization requested the toolkit due to the scarcity of PPE encountered. However, participant expressed that the toolkit did not contained enough PPE materials given the size of the organization. The toolkit materials were mainly utilized by him and a small circle of co-workers. Nevertheless, participant expressed that due to the organization running low on PPE, they accepted any help they could; they primarily needed masks and goves (they went through the supplies included in the toolkit very quickly). In terms of the educational components included in the tookit, participant expressed that organization already had some educational materials on hand. Participant reported that prior to receiving the toolkit, employees were following ADHS recommendations, which often fluctuated depending on the threat that COVID-19 represented.

Participant described that some challenges prior and after receiving the toolkit include 1) employees having different opinions about the effectiveness of masks and vaccines and 2) whether employees chose to be vaccinated or not. The toolkit did not have any impact in overcoming challenges as reported by participant, but employer approach this challenge by providing education on the effectiveness of vaccines and encouraged people to protect themselves by wearing PPE. Participant explained that organization required employees to get vaccinated, but they did not enforce a practice of tracking whether employees get or not vaccinated. Participant described that some employees did not perceive COVID-19 as a threat, so organization tried to keep everyone informed about how the level of threat is calculated; however, some employees believed that the number of COVID-19 cases were skewed.

Participant also expressed that his organization did not particularly communicate to employees that they received the toolkit. The organization had already been communicating to employees ADHS COVID-19 health and safety guilines, and providing PPE prior to receiving the toolkit. Pariticpant expressed that toolkit seemed to be designed for small businesess, but he was thankful to have had an opportunity to access the toolkit and appreaciated the support.

APPENDIX A: QUESTIONNAIRE

North Country Healthcare COVID-19 Workplace Toolkit Evaluation Questionnaire

North Country HealthCare (NCHC)
COVID-19 Workplace Toolkit Evaluation Survey

Please take our **5 minute survey** to evaluate the Toolkit you requested from NCHC.
(The Toolkit contained materials such as disposable face masks, gloves, hand sanitizer, and COVID-19 information and workplace signage.)

Your responses to this survey are confidential and will be used for evaluation purposes only.

THANK YOU!

- -

To start, please tell us a little about your organization.

- -

1. What is the name of your company (s) for which you requested the Toolkit ? (e.g. your business, organization or company name)

2. Which Northern Arizona county does your company currently operate in? Mark all that apply.

- ☐ Apache (4)
- ☐ Coconino (5)
- ☐ Gila (6)
- ☐ Mojave (7)
- ☐ Navajo (8)
- ☐ Yavapai (9)

3. How many people are employed at your company in this county(s)?

○ 1-19 (4)

○ 20-49 (5)

○ 50-99 (6)

○ 100-249 (7)

○ 250-499 (8)

○ 500-999 (9)

○ 1,000-2,500 (10)

○ Over 2,500 (11)

○ Don't know (12)

- -

4. How did you hear about the North Country HealthCare (NCHC) COVID-19 Workplace Toolkit? Mark all that apply

☐   NCHC website (1)

☐   Social Media (2)

☐   Employees (3)

☐   Email (4)

☐   Co-worker/Business (5)

☐   Other (6) _____

5. What was the primary reason you requested the Toolkit on behalf of your company(s)?

_____

In this section, please tell us how useful the NCHC COVID-19 Workplace Toolkit has been for your company.

6. Has the Toolkit improved or aided in your company's response to COVID-19?

○ Yes

○ No

7. Generally, how satisfied are you with the information and materials provided in the Toolkit?

○ Extremely satisfied (1)

○ Somewhat satisfied (2)

○ Somewhat dissatisfied (4)

○ Extremely dissatisfied (5)

8. The Toolkit contained a variety of materials, which were sent to your company. Generally, how **USEFUL** were the following materials provided in the Toolkit?

	Very Useful (1)	Moderately Useful (2)	Not Useful (3)	This item was NOT included in my Toolkit (4)
Disposable Masks (1)	○	○	○	○
Disposable Gloves (2)	○	○	○	○
Hand Sanitizer (3)	○	○	○	○
Infrared (IR) Thermometer (4)	○	○	○	○
Informational Card with QR code linked to COVID-19 resource page (5)	○	○	○	○
Face Mask Window Cling (6)	○	○	○	○
Health Benefits Flyer (7)	○	○	○	○
Magnet with QR code linked to NCHC Locations (8)	○	○	○	○
Breakroom Tent sign (9)	○	○	○	○

9. Please provide any general feedback on any Toolkit materials here. (e.g. utility, quantity, suggestions)

10. The Toolkit provided a link to the NCHC website for COVID-19 information and resources. Did you download any information or resources using this link?

○ Yes

○ No

11. What information and/or resources were most helpful? (May select more than one.)

☐   **Printable signage** for the workplace (on social distancing, hand washing or mask wearing) (4)

☐   **Educational videos** (about proper glove and mask wearing) (5)

☐   **Printable handouts** (COVID-19 general information and business-specific guidance) (6)

12. Please rate your **level of ability** to do the following things **BEFORE** and **AFTER** using the NCHC COVID-19 Workplace Toolkit.

	You level of ability **BEFORE** using Toolkit			Your level of ability **AFTER** using Toolkit		
	Low (1)	Medium (2)	High (3)	Low (1)	Medium (2)	High (3)

Recognize NCHC as a resource for COVID-19 INFORMATION. (1)	○	○	○	○	○	○
Recognize NCHC as a resource for COVID-19 TESTING. (2)	○	○	○	○	○	○
Encourage workers to wash hands for 20 seconds before eating and/or drinking. (3)	○	○	○	○	○	○
Encourage workers to stay home when they are sick. (5)	○	○	○	○	○	○
Establish a daily COVID-19 screening protocol for employees. (6)	○	○	○	○	○	○
Contact NCHC if employee reports COVID-19 symptoms or has been exposed. (7)	○	○	○	○	○	○
Communicate with employees on best COVID-19 hygiene practices and prevention methods. (21)	○	○	○	○	○	○
Address COVID-19 concerns with your employees or volunteers. (22)	○	○	○	○	○	○

13. Since requesting the Toolkit, which action(s) is your company taking to prevent workplace exposure to COVID-19? Please select all that apply.

☐   Restrict non-essential business travel.

☐   Impose quarantines for employees who have been exposed to the virus or show symptoms of the virus.

☐   Conduct deep cleaning of the workplace.

☐   Encourage employees to work from home when possible.

☐   Establish or update written communicable illness policy and response plan that covers COVID-19.

☐   Provide additional accommodations to certain employees (e.g. those who are pregnant or have underlying medical conditions). (21)

☐   Adjust sick leave policies or provide additional paid time off to encourage employees to stay home when sick.

☐   Implement furloughs or short-term layoffs.

14. Please provide any immediate feedback you have on the Toolkit. (E.g., utility, improvements, potential additions.)

_____

15. Would you be willing to be contacted to participate in a 15-minute phone interview to talk more with us about the usefulness of the Toolkit and suggestions you might have to improve it?

○ Yes (1)

○ No (2)

16. Contact Info Please provide your contact information.

○ Name (1) _____

○ Phone number (8) _____

Thank you very much for your time!
Your responses will help us improve our support for Arizona businesses and organizations in facing the challenge of COVID-19.

When you submit your survey, you will be automatically redirected to the **North Country Health Care COVID-19 Toolkit Page,** where you can find additional free resources such as videos, handouts, websites, and downloadable signs and posters to hang in your workplace.

APPENDIX B: QUALITATIVE INTERVIEW

NCHC COVID Toolkit Evaluation - Qualitative Survey

Thank you for agreeing to talk with us a little further about the **COVID-19 Workplace Toolkit** you requested from North Country HealthCare. The questions I have for you today should take about 10 to 15 minutes and will help us better evaluate and improve our support for maintaining healthy workplaces in Arizona.

Your responses will be used for evaluation purposes only. They are totally confidential and will not be connected with your name or the name of your business or organization.

Do you have any questions before we get started?

Participant Name

1. What is the name of your business / organization?

2. Do you believe that the toolkit is helping to minimize workplace exposure to COVID-19? If so, in what ways?

3. How, if at all, did your business/organization change its COVID-19 prevention practices after receiving the Toolkit?

4. Before receiving the Toolkit, what were some of the challenges your organization/business faced in implementing workplace health and safety recommendations related to COVID-19?

5. What are some current challenges (related to COVID-19 workplace health and safety) that you're facing even after receiving the Toolkit?

6. What barriers or challenges did you encounter in communicating with your employees about the content of the Toolkit your received? (This includes the educational materials and Personal Protective Equipment)

7. How did your employees / volunteers respond to the use of the Toolkit?

Notes Additional Comments / Interviewer notes