

EHS-Net Food Allergen Study Protocol

EHS-Net Food Allergen Study

Summary

Despite the increasing evidence of the role of restaurants in food allergic reactions, few studies have examined restaurants' policies and practices concerning food allergies, or the knowledge and attitudes held by restaurant staff concerning food allergies. This type of information is essential to the development of successful prevention programs. Thus, the purpose of this study is to gain a better understanding of these issues. Specifically, the purpose of this study is to collect descriptive data on restaurant knowledge, attitudes, and practices concerning food allergies. This is an Environmental Health Specialists Network (EHS-Net) multisite study. EHS-Net is a collaboration involving the Centers for Disease Control and Prevention (CDC), the U.S. Food and Drug Administration (FDA), the U.S. Department of Agriculture (USDA), and six EHS-Net sites (comprised of all or some parts of California, Minnesota, New York, New York City, Rhode Island and Tennessee); these partners have come together in an effort to better understand factors that impact food safety.

Background/Justification

Food allergy, a potentially serious immune response to eating specific foods or food additives, is a growing public health and food safety issue in the United States. An estimated 12 million Americans have food allergies, and severe allergic reactions caused by foods account for 50,000 – 125,000 emergency room visits and 150 to 200 deaths per year in the U.S (Decker et al., 2008). It is generally believed that food allergies are increasing, especially among children (Branum & Lukacs, 2008).

Research suggests that food service establishment food is a significant cause of allergic reactions. Of the 5,149 registrants in the U.S. Peanut and Tree Nut Allergy Registry, 14% reported allergic reactions associated with food service establishments (Furlong, DeSimone, & Sicherer, 2001). Additionally, 46% of 63 fatal food allergy reactions occurring in the U.S. over a 13-year period were caused by food from a food service establishment (Weiss & Munoz-Furlong, 2008). Other research conducted with food allergic respondents has consistently found that food allergic reactions commonly occur in restaurants, with prevalence estimates ranging from 14% to 47% (Eigenmann & Zamora, 2002; Uguz, et al., 2005; Weiss & Munoz-Furlong, 2008).

A recent research study analyzed data on food-allergic fatalities associated with food eaten in restaurants (Weiss & Munoz-Furlong, 2008). The results indicate that the fatal reactions were sometimes the result of action or inaction on the part of the food-allergic individual, sometimes the result of action/inaction on the part of restaurant personnel, and sometimes the result of action/inaction by both parties.

Despite the increasing evidence of the role of restaurants in food allergic reactions, few studies have examined restaurants' policies and practices concerning food allergies, or the knowledge and attitudes held by restaurant staff concerning food allergies. This type of information is essential to the development of successful prevention programs. Thus, the purpose of this study is to gain a better understanding of these issues.

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Study Objectives

The primary purpose of this study is to collect descriptive data on restaurant workers' knowledge, attitudes, and practices concerning food allergies. Specifically, we will collect data on:

- Managers', workers', and servers' *knowledge* about food allergies (e.g., can they identify major food allergies),
- Managers', workers', and servers' *attitudes* about food allergies (e.g., how important do they feel it is to be knowledgeable about food allergies)

- Managers', workers', and servers' *practices* about food allergies (e.g., do they provide training on food allergies, how do they respond to questions from food-allergic customers, etc.),
- Managers', workers', and servers' *estimates of the prevalence* of food-allergic customers and reactions (how many food allergy requests they receive, how many customers have experienced food-allergic reactions, etc.).

Study Design

This study will use a cross-sectional design. Information will be collected through an in-person interview with a restaurant manager, a food worker, and a server, an observation of the restaurant, and a review of existing records. The data will be collected by EHS-Net environmental health specialists who work in the EHS-Net sites' state and local health departments.

The EHS-Net specialists will recruit randomly-selected restaurants by telephone to ask for voluntary participation in the study. See Attachment 1 for the manager recruiting script. If the restaurant's manager is willing to participate, the EHS-Net specialist will arrange a time to visit the establishment to conduct the interviews and observations. The visit by the EHS-Net specialist will include a manager interview (Attachment 2), food worker interview (Attachment 3), server interview (Attachment 4), and an observation of the restaurant (Attachment 5). To help ensure cooperation and participation, the food workers and servers from which participation will be solicited will be selected by the restaurant manager.

Participation will be voluntary. The data collection will be anonymous. Although specialists will keep a list of restaurants in which they have collected data, no identifying information on restaurants will be stored with the data. Thus, it will not be possible to link the study data with specific restaurants or managers. Additionally, any information used to schedule visits, such as call logs, will be destroyed once data collection is complete.

Study Population

The study population will include all restaurants that are geographically located within the respective catchment areas of the six participating EHS-Net sites. Each participating site will define its own catchment area. Each site will provide CDC with a list of restaurants in their catchment area; CDC will then randomly select the restaurants each site will attempt to enroll in the study and provide that list of restaurants to the EHS-Net sites. Each site will recruit restaurants for participation in this study through telephone calls to the managers of restaurants in their catchment area. Enrollment will be attempted for all selected restaurants, until the targeted number of restaurants have been enrolled. Restaurants will be excluded if there is no manager who speaks English well enough to participate in an interview. Only restaurants that meet the EHS-Net definition of a restaurant will be included in this study. A restaurant is defined as an establishment that prepares and serves food or beverages to customers but is not an institution, food cart, mobile food unit, temporary food stand, supermarket, restaurant in a supermarket, or caterer. The sites will enroll a target of 65 establishments per site, and the study will be completed within 6 months. Based on previous experiences, we expect an approximate refusal rate of 27%.

Study Instruments

The following data collection instruments were developed through a collaborative effort between the CDC and the EHS-Net sites:

- 1) Restaurant Manager Interview – EHS-Net staff will conduct a face-to-face interview with the an English-speaking restaurant manager about the restaurant's characteristics (ownership, number of customers served, etc.) and allergen knowledge, attitudes, and practices. The interview will take about 20 minutes. (See Attachment 2)
- 2) Food Worker Interview – EHS-Net staff will interview one English-speaking worker who prepares food about allergen knowledge, attitudes, and practices. The interview will take about 12 minutes. (See Attachment 3)
- 3) Server Interview – EHS-Net staff will interview one English-speaking server about allergen knowledge, attitudes, and practices. The interview will take about 12 minutes. (See Attachment 4)

- 4) Observation – EHS-Net staff will conduct structured observations of the restaurant to collect data on allergens. The observation will take about 10 minutes. (See Attachment 5)

Analysis

The analysis of the data will proceed in two stages. The first stage of analysis will involve data cleaning, editing, and recoding. A frequency response will be done for each variable to examine item non-response and extraneous responses. Variables with high item non-response or of poor quality will be discarded. The second stage will involve a descriptive analysis of the dataset by running univariate frequencies and cross-tabulations for selected variables by demographic variables (e.g. Independent vs. Chain restaurants).

Data Entry, Editing and Management

Data will be entered into the CDC's Environmental Health Specialists Information System (EHSNIS), a web-based information system designed specifically for this project. User accounts will be issued to the EHS-Net specialist in each state. Account privileges identify the data each specific user is authorized to access and the functions they are authorized to perform. Each EHS-Net specialist is responsible for the administration of the system for his or her own site, and includes user administration, correction and deletion of records capabilities. All data records are owned by the site entering the data. Each site has authority over its records and must grant permission to other sites or agencies who would like to use the data. Each week, CDC is responsible for downloading data from EHSNIS to run quality assurance procedures on the data. In instances where errors are found in the data, CDC will contact the corresponding EHS-Net site for clarifications and corrections.

Study Limitations

Data will be collected in those sites participating in EHS-Net. Therefore, findings will be generalizable only to restaurants in the EHS-Net sites. Additionally, the data may be subject to interviewer bias, recall bias, and the social desirability bias.

Confidentiality Assurances

No confidentiality assurances will be provided.

Risks Summary

The research procedures- interviews and observations of the restaurant- present no more than minimal risk of harm to participants, as the probability and magnitude of harm or discomfort anticipated in participating in these activities are not greater in and of themselves than those ordinarily encountered in daily life. Additionally, the data collection is anonymous- participants will not provide personally identifiable information.

Although there is minimal risk involved in participating in this study, there is a risk involved in allowing the researcher into the restaurant. The possibility exists, however unlikely, that an EHS-Net specialist may see an imminent health hazard in a restaurant and out of an obligation to public health, call the local health department about the hazard (participants are informed of this possibility in the consent process). This could potentially lead to negative consequences for the restaurant or employees of the restaurant. For example, the restaurant may get visited by its local inspector who may either give the restaurant a poor inspection score or temporarily close the restaurant. Additionally, as a result of those negative consequences, the manager who agreed to participate in the research may suffer negative consequences for doing so. It is important to note, however, that imminent health hazards are very rare, and are limited to relatively extreme situations such a lack of power or water, or sewage spills. EHS-Net has not encountered an imminent health hazard in any of the 9 studies (3,400 restaurants) we have conducted to date.

Benefits

To Participants

Participants may benefit from a better understanding of food allergies.

To Humankind

Long-term, humankind may benefit from fewer cases of food allergic reactions in restaurants.

To Regulatory Agencies

State and local food protection agencies may use the information learned from this study to assist restaurants in improving their food allergy knowledge and practices.

Informed Consent

A waiver of documentation of informed consent is requested in accordance with 45 CFR 46.117(c)(2). The proposed research meets the first criterion for the waiver, as the probability and magnitude of harm or discomfort in participation are not greater in and of themselves than those ordinarily encountered in daily life. Additionally, as the research involves no procedures for which written consent is normally required outside the research context, the study also meets the second criterion for waiver.

Before conducting the study, we will obtain verbal informed consent from the restaurant manager (See Attachment 2). The EHS-Net specialist will read the manager a short introduction describing the purpose of the study and how the data will be used. The interviewer will then ask the manager if he or she agrees to participate in the study. If the manager agrees, the interview will proceed; if the manager does not agree, the interview will cease.

Once a food worker or a server is identified by the manager as a potential participant for the study, the interviewer will read a brief recruiting and informed consent script to the worker/server (See Attachments 3 and 4). If the worker/server agrees to participate, the interview will proceed; if the worker/server does not agree, the interviewer will ask the manager to help recruit another participant for the study.

We are requesting a waiver of written informed consent; thus, neither managers nor workers/servers will have to read the informed consent scripts. Nevertheless, we conducted readability analyses of sections from each of the informed consent scripts. These analyses indicated that the scripts were at an 8th grade reading level.

Funding Information

This study is funded by CDC EHS-Net through a cooperative agreement.

Approvals from other IRBs

- IRB review will be obtained from all EHS-Net sites.

EHS-Net Food Allergen Study: Manual

I. Study Design/Method

- Data will be collected through: 1) manager interview (Attachment 2), 2) food worker interview (Attachment 3), 3) server interview (Attachment 4), and 4) observation (Attachment 5).
- EHS-Net EHSs, their staff, or local partners will be responsible for participant recruitment.
- An appointment will be made with the restaurant to collect the data.
- EHS-Net EHSs and local partners will collect the data.
- Data collection will be independent of an inspection.
- Data will be anonymous.

II. Recruitment

A. Recruiting Procedure

We expect each EHS-Net site to collect data in 50 restaurants. The definition of a restaurant is:

- An establishment that prepares and serves food or beverages to customers, *excepting* institutions, food carts, mobile food units, temporary food stands, supermarkets, restaurants in supermarkets, and caterers.

Each EHS-Net site will receive a list of randomly selected restaurants from CDC and will use this list to recruit participants for this study. **When recruiting, please use the provided recruiting script (Attachment 1) and adhere to the guidelines described below.**

1. Do NOT pick and choose restaurants to contact. Contact all restaurants in the order they are listed. This is important; if you pick and choose restaurants to contact, then we no longer have a randomly selected sample.

2. Make multiple attempts to contact the restaurants. Recruiters need to make a concerted effort to establish contact with any restaurants that they initially tried to but could not make contact. This is important because there may be systematic differences between easy-to-contact restaurants and those that are hard-to-contact. For example, easy-to-contact restaurants may be less busy, better staffed, or better run than hard-to-contact restaurants. As these systematic differences could impact food safety practices in the restaurants, we want to be sure that hard-to-contact restaurants are represented in our study sample as well as easy-to-contact restaurants. To ensure that every effort is made to contact all restaurants in the sample, please do the following:

- Unanswered calls: For unanswered calls, make a minimum of 10 attempts over two weeks to reach the restaurant. Also, vary the time and day of the week when attempting to make contact with hard-to-reach restaurant.
- Answered calls: For answered calls where no definitive responses were given with regard to study participation (i.e., Call back later, Not sure, etc.), at least 5 attempts over a minimum of 4 days should be made to re-contact the restaurants in order to get a response.
- For restaurants with multiple unanswered calls or non-working numbers, consider using internet searches to find a working contact number.

3. Record all call attempts in the provided call tracking log. The *Call Tracking Log*, located at the end of this document, is designed to assist you in keeping track of your calls. The decision to use this log is optional, as CDC will not see this log. Please fill out the call log with the following information:

- Call date
- Call time
- Restaurant information
- Attempt number (The number of attempts to contact that particular restaurant.)
- Result or disposition of the call (e.g., No answer, Nonworking number, Told to call back)

4. Record the final disposition of the recruitment of all of the restaurants in the participation log.

The *Participation Log*, provided in Attachment 7, should be used to keep track of the responses of the restaurants during the recruitment process. Once you have made a final determination about a restaurant, fill out the participation log. You will send this log, in Excel format, back to CDC when your recruitment is complete.

For all restaurants, enter the following information in the Excel worksheet:

- **Sample ID:** Enter the ID number for the restaurant from your sample list.
- **Response Code:** In this column, fill in the response you received from the restaurant using the following codes, P, R, U, C, I1, I2, I3, O:
 - **P (Participating):** Use this code if you are able to contact a restaurant, it meets the EHS-Net definition of a restaurant, and the restaurant agrees to participate in the study.
 - **R (Refused):** Use this code if you make contact but the manager/owner declines to participate. Also use this code if you followed the protocol for answered calls and made contact with a restaurant, but did not ever get a definitive response on participation.
 - **U (Unable to contact):** Use this response code if you followed the protocol above for unanswered calls and were not able to make contact with the restaurant. Also use this code if you cannot find a working phone/contact number for the restaurant.
 - **C (Closed):** Use this code if you determine that the restaurant is closed permanently or no longer in operation.
 - **I1 (Ineligible- Not an EHS-Net Restaurant):** Use this code if you determine that the restaurant does not meet the EHS-Net definition of a restaurant. An EHS-Net restaurant is defined as an establishment that prepares and serves food or beverages to customers, *excepting* institutions, food carts, mobile food units, temporary food stands, supermarkets, restaurants in supermarkets, and caterers.
 - **I2 (Ineligible - Language):** Use this code if you are able to contact a restaurant but there are no managers who speak English well enough to schedule a visit or complete data collection.
 - **I3 (Ineligible – Scheduling):** Use this code when scheduling conflicts between you and the manager prevents you from visiting the restaurant.
 - **O (Other):** Something that does not fall into any of the other categories.

For any restaurant:

- **Reasons for refusal/Comments:** For refusing restaurants, enter any information the managers may have provided or that you were able to glean from them during the call on the reasons for refusal. Information on refusal is valuable, so if you do obtain any of this information, please record it. For all other restaurants, provide any comments that you may have obtained during the call.

For participating and refusing restaurants:

- **Ownership:** Enter whether the restaurant is independently owned or belongs to a corporate chain, based on your knowledge of the restaurant. If you cannot determine this, enter “Unsure”.
- **Communication:** Use this column to indicate the level of difficulty you encountered in trying to talk to someone at the restaurant who could provide a definitive response about study participation. If you were able to talk to someone at the restaurant, enter “none” (no difficulty), “a little”, “some”, or “a lot”. For this question, *some* is more than *a little*, but less than *a lot*. This question is intended to be subjective, so use your judgment when answering. If you were not able to talk to someone at the restaurant, leave this cell blank.
- **Call No.:** Enter the total number of calls you made before you were able to talk to someone at the restaurant who could provide a definitive response about study participation. If you did not make any calls (e.g., you knew that the restaurant closed recently), enter “zero”.

5. Stop recruiting once you have recruited and collected data in 50 restaurants. When you have collected data in 50 restaurants, you do not have to collect any more data, even if you have restaurants on the list that you have not yet contacted.

B. Recruiting Script

When recruiting restaurants for participation, you will need to use the recruiting script in Attachment 1. Although you do not have to use this script word for word, you do need to share all of the information included in the script with the manager you are attempting to recruit.

C. Scheduling

All data collection visits should be scheduled in advance. Schedule visits at a time that will allow you to interview a manager, a worker, and a server, as well as observe the environment.

D. Food Worker/Server interviews: The protocol calls for interviewing a manager, a food worker, and a server. Definitions of these are:

- Manager: worker with authority over the kitchen
- Food worker: worker who primarily prepares or cooks food
- Server: worker who primarily takes orders or serves food to customers

Some restaurants may not staff people in all 3 roles, or their roles may not fall into these categories. We can still recruit these restaurants for study participation, you just may not be able to complete all the interviews. In these cases, interview the manager, and anyone available that has duties similar to a food worker and a server. If there is a manager and one other person there who does both food worker and server duties, interview that person using either the food worker or the server interview, not both. In these situations, alternate between the food worker and server interviews. Use your best judgment.

III. Data collection

A. Preparation

CDC will provide you with a list of restaurants. Take the data collection instruments (manager interview, food worker interview, server interview, and observation form) and answer summary to every data collection visit. **Do not write any identifying information (e.g., name, address, and phone number) about the restaurant on any of the data collection forms.** All identifying information, including directions to the restaurant, should be separate from the data collection forms. This is to ensure that the data collected from this study are anonymous. That is, it should not be possible for anyone to establish a link between the data collected to the respective restaurant or manager.

B. Interviews

1. General Guidelines

- We provide a brief description of food allergies in the informed consent sections of each interview. If respondents ask what food allergies are during the interview, you can provide this definition again.
- For each interview question, you will read the question aloud and mark the appropriate response. Text that should be read aloud are in **bold**, while text you should not read aloud is not bolded.
- Answer choices should not be read aloud unless specifically noted or indicated by **bolded** text.
- In instances where you are required to read the answer choices, do not read the responses of “Unsure” or “Refused.”
- Questions that allow more than one answer or response choices will be followed by instruction that says “*Check all that apply.*” These response choices are marked with boxes, rather than circles.
- Please note and follow skip patterns. You may skip certain question(s) only if the response choice selected by the respondent includes an instruction to skip a question (e.g., *go to Q20*). Questions that may potentially be skipped are marked by indented margins. See below for an example.

Yes (*Go to #16a*) No (*Go to #17*)

- There are some skip questions that are not marked in this way. For example, for most questions for which the answer is ‘Other’, you are then to ask the respondent to describe the other. See below for an example:

American (non-ethnic) Italian
 Asian Other (*If Other*) **Please describe:** _____
 Mexican Unsure

- You should attempt to obtain an answer to each question in the interview; however, if you believe that the respondent is unsure or does not know the answer to a question, the response should be recorded as “Unsure,” and if the manager refuses to answer a question, the response should be recorded as “Refused.”
- It is likely that some restaurants will have addressed gluten ‘allergies’ or intolerances. However, gluten does not cause severe allergic reactions or anaphylaxis, and is not considered a food allergen in the traditional sense by the FDA. For the purposes of this study, we are focused on the major food allergens, not gluten. You may have to explain this to your respondents.
- At the end of each form, there is a place you can record information that you learned during the interview that you think we need to capture, but is not captured elsewhere on the form.

2. Manager Informed Consent Interview (Attachment 2)

When you arrive at the restaurant, you must obtain the manager’s informed consent before you begin data collection. You must also ask the manager for permission to interview a food worker and a server before you attempt to get the food worker’s and server’s informed consent. However, it is up to you to decide the order in which you conduct the interviews and observation. Depending on the situation, for example, after obtaining the manager’s informed consent, you may wish to collect the data in the following order: observation, server informed consent and interview, worker informed consent and interview, and manager interview.

After obtaining informed consent, you will interview a manager who has authority over the kitchen. Please use the following guidelines.

a. Specific Questions

- Question 1: A chain restaurant is defined as one that shares both its name *and* operations with other restaurants. Chain ownership may be private, franchise or corporate.
- Question 2: Managers' best guess, or estimate, based on their experience in the restaurant will suffice.
- Questions 8-13: While asking these questions, show the manager the scale (strongly agree to strongly disagree). This can be found at the end of the manager interview.
- Question 19a2: It is likely that some people will have had training outside the restaurant, and that this training did not specifically address the menu items in the worker's restaurant. In this case, the answer to this question would be no.
- Question 31: For this question, we want to know if they have lists or recipes that list *every* ingredient in a food item. So this does not refer to a basic list of ingredients that might be on a menu.
- Questions 20-28: While asking these questions, show the manager the scale (Never-Always). This can be found at the end of the manager interview. These questions have a NA option; use this option if the respondent can't answer this question because of their staffing situation (e.g., there is only one person who works in the restaurant).
- Questions 36-37a: Managers' best guess, or estimate will suffice.
- Questions 38-43: It is likely that some managers will not know the answers to these questions. That is okay- we want them to be comfortable saying that they don't know. And if it becomes obvious that they don't know the answers to any of these questions, and it feels uncomfortable to keep asking them, just skip to question 44, and mark those questions as skipped.
- Question 44: These data should be reported in terms of years and months. If the time is less than 12 months, then record the data in months. Round up the month if necessary. For example, 9.5 months should be recorded as 0 year and 10 months.
- Question 45: While asking this question, show the manager the scale (1-5 educational levels). This can be found at the end of the manager interview.

3. Food Worker Informed Consent and Interview (Attachment 3)

Before you can conduct the worker interview, you will first need to talk with the manager about which food worker he or she can spare to talk with you for about 10 minutes. The food worker will need to be someone who can speak English well enough to conduct the interview. Once you have identified the food worker to be interviewed, attempt to find a place to interview him or her out of the sight and hearing of the manager and other food workers. This may require that you ask the manager for some privacy. Then read the informed consent script to the food worker and begin your interview (assuming the food worker agrees to the interview). If the food worker does not agree to the interview, you may ask the manager to identify another food worker whom you could interview. Only interview one food worker per restaurant.

a. Specific Questions

- Questions 2-7: While asking these questions, show the worker the scale (strongly agree to strongly disagree). This can be found at the end of the worker interview.
- Questions 13-21: While asking these questions, show the worker the scale (never to always). This can be found at the end of the worker interview. These questions have a NA option; use this option if the respondent can't answer this question because of their staffing situation (e.g., there is only one person who works in the restaurant).
- Question 12a2: It is likely that some people will have had training outside the restaurant, and that this training did not specifically address the menu items in the worker's restaurant. In this case, the answer to this question would be no.

- Question 23: For this question, we want to know if they have lists or recipes that list *every* ingredient in a food item. So this does not refer to a basic list of ingredients that might be on a menu.
- Questions 24-29: It is likely that some workers will not know the answers to these questions. That is okay- we want them to be comfortable saying that they don't know. And if it becomes obvious that they don't know the answers to any of these questions, and it feels uncomfortable to keep asking them, just skip to question 30, and mark those questions as skipped.
- Question 30: Workers' best guess, or estimate will suffice.
- Question 31: These data should be reported in terms of years and months. If the time is less than 12 months, then record the data in months. Round up the month if necessary. For example, 9.5 months should be recorded as 0 year and 10 months.
- Question 32: While asking this question, show the worker the scale (1-5 educational levels). This can be found at the end of the worker interview.

4. Server Informed Consent and Interview (Attachment 4)

Before you can conduct the server interview, you will first need to talk with the manager about which server he or she can spare to talk with you for about 10 minutes. The server will need to be someone who can speak English well enough to conduct the interview. Once you have identified the server to be interviewed, attempt to find a place to interview him or her out of the sight and hearing of the manager and other workers. This may require that you ask the manager for some privacy. Then read the informed consent script to the server and begin your interview (assuming the server agrees to the interview). If the server does not agree to the interview, you may ask the manager to identify another server whom you could interview. Interview only one server per restaurant.

a. Specific Questions

- Questions 2-7: While asking these questions, show the worker the scale (strongly agree to strongly disagree). This can be found at the end of the server interview.
- Question 12a2: It is likely that some people will have had training outside the restaurant, and that this training did not specifically address the menu items in the worker's restaurant. In this case, the answer to this question would be no.
- Questions 13-17: While asking these questions, show the worker the scale (never to always). This can be found at the end of the server interview. These questions have a NA option; use this option if the respondent can't answer this question because of their staffing situation (e.g., there is only one person who works in the restaurant).
- Question 20: For this question, we want to know if they have lists or recipes that list *every* ingredient in a food item. So this does not refer to a basic list of ingredients that might be on a menu.
- Questions 21-26: It is likely that some servers will not know the answers to these questions. That is okay- we want them to be comfortable saying that they don't know. And if it becomes obvious that they don't know the answers to any of these questions, and it feels uncomfortable to keep asking them, just skip to question 27, and mark those questions as skipped.
- Question 27-29: Servers' best guesses, or estimates will suffice.
- Question 30: These data should be reported in terms of years and months. If the time is less than 12 months, then record the data in months. Round up the month if necessary. For example, 9.5 months should be recorded as 0 year and 10 months.
- Question 31: While asking this question, show the worker the scale (1-5 educational levels). This can be found at the end of the server interview.

C. Observation (Attachment 5)

For this portion of the data collection, you will need to review the menu, and make direct observations of the restaurant's environment, including the kitchen, dining area, and break room.

1. General Guidelines

- During the observation, attempt to remain as unobtrusive as possible and keep interaction with workers to a minimum.

2. Specific Questions

- Questions 1-3: If the information on the signs/documentation is no more than 3 sentences long, please write down exactly what it says. If it is lengthier, please provide a general description of the information. Also, please use the "Other" category if you see allergen signs/documentation in some place not listed on the form.
- Question 16: You will need to review the menu to make this determination. You may also need to ask the manager a few questions about the restaurant's preparation and cooking practices to make this determination.
- Question 18: This question is about food, not drinks (e.g., alcohol). Record the highest priced food item on all the menus (e.g., breakfast, lunch, and dinner).
- Question 19: Try to obtain this information from an inspection report in the restaurant itself. Alternatively, you can obtain this information from your department's records; you would need to do that *before* you go out to the restaurant. We realize that our sites have different lists/definitions of critical violations.

D. Debrief

At the end of your visit, talk with the manager briefly about what you saw. Offer the manager, food worker, and server the correct answers to the interview knowledge questions (Attachment 6), and ask if they have any questions. Mention any unsafe practices that you would like to bring to their attention. Thank them for allowing you into the restaurant.

IV. Other

A. Answers to possible questions.

"What are you doing?"

We are trying to learn more about restaurant food allergen policies and practices.

"Why?"

In the long run, we hope to figure out how to make it easier for restaurants to do what they need to do to make sure customers who need it get allergen free food.

"What are you going to do with your notes?"

They will be entered into a computer and analyzed along with other responses. We are not collecting any information that might identify you in any way.

EHS-Net Food Allergen Study: Manager Informed Consent and Interview

Public reporting burden for this collection of information is estimated to average 20 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 Information Collection Review Office, MS D-74; 1600 Clifton Road NE, Atlanta, Ga. 30333; ATTN: PRA (0920-0792)

Manager Informed Consent (Only bold text is to be read aloud.)

Let me tell you why I am here. I am working with _____ (state/local health department) on a project sponsored by the Centers for Disease Control and Prevention about food allergy issues faced by restaurants. People with food allergies have physical responses if they eat the food they are allergic to- for example, their skin might get really itchy or they might pass out. Your restaurant was picked at random to be a part of this project. Participation is voluntary. You can choose to stop at any time. Whether you are part of the study will not affect your restaurant's score on any health inspection.

Having said that, I need to let you know that if at any time during my visit I see something that is an imminent health hazard, such as no power or water, or sewage on the floor, I will need to stop what I am doing and report the problem to your local health department.

Over the next 20 minutes, I am going to ask you some questions about your restaurant and about food allergens. If any of the questions make you uncomfortable, you can choose not to answer them. The information I collect today will be combined with information from other restaurants in other states. The data we collect will be anonymous- we will not be able to link what you say to your name or to this restaurant.

The information you provide will be valuable in helping us understand the some of the tough issues restaurants face, so we ask you to be as open and honest as you can.

After our interview, I'd like to talk to a food worker and a server for about 10 minutes each about the same things I am going to talk to you about. They can be workers of your choosing, workers that you feel you can spare for a few minutes, and they need to be able to speak English. I am also hoping they could be experienced workers- workers who have been here awhile.

Do you have any questions? If you have any questions at a later time or would like a summary of the study's findings, you can contact: (Local Contact Name). We expect to have all of the data summarized in about a year.

Manager Interview

Restaurant Characteristics

First I'd like to ask some basic questions about your restaurant.

1. **Is this an independent restaurant or a chain restaurant?** (*Chain restaurants share their name and operations with at least one other restaurant. Chain ownership may be private, franchise or corporate.*)
 Independent Chain Unsure
2. **About how many meals are served in this restaurant in a typical day? Make your best guess.** _____
 Unsure
3. **How many days a week are you open?** _____ Unsure
4. **How many managers, or Persons-in-Charge, including you, work in this restaurant?** _____
 Unsure
5. **How many workers, *not* including managers, work in this restaurant?** _____ Unsure
6. **Which one of the following options best describes the menu here- American, Asian, Mexican, Italian, or Other?**
 American (non-ethnic) Italian
 Asian Other (*If Other*) **Please describe:** _____
 Mexican Unsure
7. **What languages do your workers speak most often while here at work?** (*Please check all that apply*)
 English Korean Other (*If Other*) **Please describe:** _____
 Spanish Tagalog
 Chinese Vietnamese

Attitudes

Now I am going to ask you some questions about food allergens. Please tell me how you feel about the following statements by saying strongly agree, agree, disagree, or strongly disagree. (*Show scale*)

8. **Servers should be knowledgeable about food allergies.**
 Strongly agree Agree Disagree Strongly disagree Unsure
9. **Kitchen staff should be knowledgeable about food allergies.**
 Strongly agree Agree Disagree Strongly disagree Unsure

10. **Restaurants should try to meet food allergic customers' special requests.**

- Strongly agree Agree Disagree Strongly disagree Unsure

11. **This restaurant can easily meet food allergic customers' special requests.**

- Strongly agree Agree Disagree Strongly disagree Unsure

12. **The staff in this restaurant knows what to do if a customer has a bad food allergic reaction.**

- Strongly agree Agree Disagree Strongly disagree Unsure

13. **Ultimately, it is up to customers, not restaurants, to make sure their restaurant meal doesn't contain the food they are allergic to.**

- Strongly agree Agree Disagree Strongly disagree Unsure

Practices

The next set of questions about how things work in your restaurant.

14. **Are any of the following used in this restaurant?**

- | | | | | | | | |
|--|---------------------------|--------------------------|------------------------------|--------------------------------|---------------------------|--------------------------|------------------------------|
| a. Peanuts or peanut oil | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | e. Soy or soybeans | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure |
| b. Tree nuts, like walnuts | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | f. Milk or dairy | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure |
| c. Fish, like salmon, tuna | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | g. Eggs | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure |
| d. Shellfish, like crab, shrimp | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | h. Wheat or wheat flour | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure |

For the next set of questions, it's likely that the answer to some of these questions is going to be No or Never. That's okay, just say so.

15. **Does this restaurant have a website?**

- Yes (*Go to #15a*) No (*Go to #16*) Unsure (*Go to #16*)

15a. **Does the website have any information about allergens in its food?**

- Yes No Unsure

16. **Does this restaurant have a plan for answering questions from food allergic customers?**

- Yes (*Go to #16a*) No (*Go to #17*) Unsure (*Go to #17*)

16a. **Is it a written plan? For example, is it included in a handbook?** Yes No Unsure

16b. **Are employees told about this plan?** Yes No Unsure

17. **Does this restaurant have a plan for when it has to make food for food allergic customers?**

- Yes (*Go to #17a*) No (*Go to #18*) Unsure (*Go to #18*)

17a. **Is it a written plan?** Yes No Unsure

17b. **Are employees told about this plan?** Yes No Unsure

18. **Does this restaurant have a plan for what to do if a customer has a bad food allergic reaction?**

- Yes (*Go to #18a*) No (*Go to #19*) Unsure (*Go to #19*)

18a. **Is it a written plan?** Yes No Unsure

18b. **Are employees told about this plan?** Yes No Unsure

19. **Have you had training on food allergies while working at this restaurant?**

- Yes (*Go to #19a*) No (*Go to #20*) Unsure (*Go to #20*) N/A (*Go to #20*)

19a. **Did your training cover...**

- a1. the most common, or major, food allergens? Yes No Unsure
- a2. the menu items with food allergens in this restaurant? Yes No Unsure
- a3. the symptoms of an allergic reaction? Yes No Unsure
- a4. what to do if a customer says they have a food allergy? Yes No Unsure
- a5. what to do if a customer has a bad food allergic reaction? Yes No Unsure
- a6. how to prevent cross-contact from food allergens to other foods? Yes No Unsure

Now I am going to ask some questions about how your restaurant responds to customers when they say they have a food allergy. When you have orders for food allergic customers:

20. How often does a manager talk to the *customer* about the order?

Would you say never, rarely, sometimes, often or always? Or are you Unsure? (Show scale)

- Never Rarely Sometimes Often Always Unsure NA
- Never had a food allergic customer

21. How often does a manager talk to *kitchen staff* about the order?

- Never Rarely Sometimes Often Always Unsure NA
- Never had a food allergic customer

How often does *kitchen staff* talk to the customer about their order?

- Never Rarely Sometimes Often Always Unsure NA
- Never had a food allergic customer

23. How often does a manager or a server double-check with the kitchen staff to be sure an allergen is not in the customer's order before it is served?

- Never Rarely Sometimes Often Always Unsure NA
- Never had a food allergic customer

24. How often does kitchen staff look at ingredient lists before making the order?

- Never Rarely Sometimes Often Always Unsure No lists NA
- Never had a food allergic customer

25. How often does kitchen staff wash their hands before making the order?

- Never Rarely Sometimes Often Always Unsure NA
- Never had a food allergic customer

26. If kitchen staff ever wear gloves, how often do they change their gloves before making the order?

- Never Rarely Sometimes Often Always Unsure No gloves NA
- Never had a food allergic customer

27. How often does kitchen staff use a separate surface, like a cutting board, for making the order?

- Never Rarely Sometimes Often Always Unsure NA
- Never had a food allergic customer

28. If the order has to be cooked, how often does kitchen staff use a separate cooking surface or pan for cooking the order?

- Never Rarely Sometimes Often Always Unsure No cooking NA
- Never had a food allergic customer

29. Is there typically a specific person on duty who is supposed to handle food allergy questions and requests?

Yes (Go to #29a) No (Go to #30) Unsure (Go to #30)

29a. **Who?**

A server A manager A member of the kitchen staff No one Unsure

Someone else (If someone else) **Who?** _____

30. **How is kitchen staff told that there is an order for a food allergic customer?** (Check all that apply)

Order is written on the ticket/entered in the computer

Manager tells kitchen staff

Server tells kitchen staff

Other (If Other) **Please describe:** _____

Unsure

NA

31. **Does this restaurant have lists or recipes with the ingredients for the food it makes?**

Yes for all or most menu items Yes for some menu items No Unsure

32. **Does this restaurant have a special set of utensils or equipment for making allergen-free food?**

Yes No Unsure

33. **Does this restaurant have a special area in the kitchen for making allergen-free food?**

Yes No Unsure

34. **Does this restaurant have a special fryer for cooking allergen-free food?**

Yes No Unsure No fryer

35. **Does this restaurant have a special pick-up area for food for food allergic customers?**

Yes No Unsure

Frequency

36. **About how many meals in the past month has this restaurant served to food allergic customers?** _____

Unsure

37. **In the past year, have any customers had an allergic reaction- to something made in this restaurant- that needed medical help?**

Yes (Go to #37a) No (go to #38) Unsure (go to #38)

37a. **How many?** _____ Unsure

Knowledge

If it is difficult/uncomfortable to ask the knowledge questions, skip them, answer 'Skipped' and go to question #44.

38. **Of the following foods, which do you think are the most common, or major allergens? Just say Yes, No, or if you aren't sure, say Not Sure.**

a. **Peanuts** Yes No Unsure Skipped

b. **Tomatoes** Yes No Unsure Skipped

c. **Milk or dairy** Yes No Unsure Skipped

d. **Strawberries** Yes No Unsure Skipped

e. **Shellfish** Yes No Unsure Skipped

f. Eggs Yes No Unsure Skipped

g. Chocolate Yes No Unsure Skipped

This next section is about food allergy reactions. After each of the following statements, say Yes if you think it is true, otherwise, say No or Unsure.

39. **Someone with a food allergy can safely eat small amounts of the food they are allergic to.**

Yes No Unsure Skipped

40. **Someone with a food allergy can die from eating the food they are allergic to.**

Yes No Unsure Skipped

41. **Taking a food allergen out of a meal after it has been made is one way to make it safe for a food allergic customer. An example would be taking the cheese off of a cheeseburger after it has been made.**

Yes No Unsure Skipped

42. **Which of the following are symptoms of an allergic reaction to food? Just say Yes, No, or Unsure.**

a. **Trouble breathing** Yes No Unsure Skipped

b. **Hives or rash** Yes No Unsure Skipped

c. **Headache** Yes No Unsure Skipped

d. **Swelling of tongue and throat** Yes No Unsure Skipped

e. **Fever** Yes No Unsure Skipped

43. **Which of the following should you do if a customer is having a bad food allergic reaction, like trouble breathing? Just say Yes, No, or Unsure.**

a. **Suggest that the customer drink water** Yes No Unsure Skipped

b. **Call 911** Yes No Unsure Skipped

c. **Ask the customer if they have medicine they could take** Yes No Unsure Skipped

d. **Suggest that the customer throw up** Yes No Unsure Skipped

Manager Characteristics

Just four more questions. These are about you.

44. **About how long have you been a manager in this restaurant? _____ (years & months) Unsure**

45. **Have you ever been food safety certified? By food safety certified, I mean you attended a program that gave you a certificate after you passed a test. Sometimes this certification is called food protection manager certification or kitchen manager certification.**

Yes (go to #45a) No (go to #46) Unsure (go to #46)

45a. **Who provided the certification?**

Local or state Department of Health

Thomson Prometric

ServSafe

Unsure

National Registry of Food Safety Professionals

Other Please **describe:** _____

46. **What is your highest level of education? (Show scale)**

1- **High school or less**

2- **High school diploma- includes some community college, or some 4-year college**

- 3- Community college or associate degree
- 4- Some 4 year college
- 5- 4-year college degree
- Unsure

47. What language do you feel most comfortable speaking?

- English Korean Other (If Other) Please describe: _____
 Spanish Tagalog
 Chinese Vietnamese

48. NOT TO BE READ ALOUD: Interviewee's gender:

- Male Female Unable to determine

Please note anything else of interest here:

Okay, we are done- thank you very much for your time. Now, I'd like to ask a food worker and a server a few questions on the same topics. Is there someone available who could talk to me for about 10 minutes, who speaks English, and who is experienced, has been around awhile?

Scales to show during interview

- | | |
|---|---------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Never |
| <input type="radio"/> Agree | <input type="radio"/> Rarely |
| <input type="radio"/> Disagree | <input type="radio"/> Sometimes |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Often |
| | <input type="radio"/> Always |

- 1- High school or less
- 2- High school diploma- includes some community college, or some 4-year college
- 3- Community college or associate degree
- 4- Some 4 year college
- 5- 4-year college degree

EHS-Net Food Allergen Study: Worker Recruiting Script, Informed Consent, and Interview

Public reporting burden for this collection of information is estimated to average 12 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 Information Collection Review Office, MS D-74; 1600 Clifton Road NE, Atlanta, Ga. 30333; ATTN: PRA (0920-0792)

Worker Recruiting/Informed Consent Script

Only bold text is to be read aloud.

Hi. I am working with _____ (state/local health department) on a project sponsored by the Centers for Disease Control and Prevention about food allergy issues faced by restaurants. People with food allergies have physical responses if they eat the food they are allergic to- for example, their skin might get really itchy or they might pass out. Your restaurant was picked at random to be a part of this project, and your manager said that if you wanted to, it would be okay for you to talk to me for about 12 minutes. I'd like to ask you a few questions about this restaurant and food allergens. We would really appreciate your input- it will help us understand the tough issues restaurants face. However, your participation is voluntary—you don't have to talk to me if you don't want to and I won't tell your manager. If you decide not to talk to me, nothing will happen to you. Whether you are part of the study or not, it will not affect this restaurant's score on any health inspection. If you do talk with me, I won't tell your manager anything that you say. Also, the data we collect will be anonymous- we will not be able to link what you say to your name or this restaurant.

Would you be interested in talking with me for about 12 minutes?

If *No*: Thank you for your time.

If *Yes*: Great! You are in the best place to tell us what happens in restaurants. So your information is valuable. I'd like you to be as open and honest as you can. But if any of the questions make you uncomfortable you can choose not to answer them. You can also stop the interview at any time.

Do you have any questions? If you have any questions at a later time or would like a summary of the study's findings, you can contact: (Local Contact Name). We expect to have all of the data summarized in about a year.

Worker Interview

Worker Characteristics

I'm going to start with a question about you, and then I will ask some questions about food allergens.

1. **What are your main job duties here?** (*Check all that apply*)

- Taking customer orders
- Hosting Food storage Cleaning
- Serving food Washing dishes Other (*If Other*) **Please describe:**

- Cooking Food preparation Unsure

Attitudes

Please tell me how you feel about the following statements by saying strongly agree, agree, disagree, or strongly disagree. (*Show scale*)

16. **Servers should be knowledgeable about food allergies.**

- Strongly agree Agree Disagree Strongly disagree Unsure

17. **Kitchen staff should be knowledgeable about food allergies.**

- Strongly agree Agree Disagree Strongly disagree Unsure

18. **Restaurants should try to meet food allergic customers' special requests.**

- Strongly agree Agree Disagree Strongly disagree Unsure

19. **This restaurant can easily meet food allergic customers' special requests.**

- Strongly agree Agree Disagree Strongly disagree Unsure

20. **The staff in this restaurant knows what to do if a customer has a bad food allergic reaction.**

- Strongly agree Agree Disagree Strongly disagree Unsure

21. **Ultimately, it is up to customers, not restaurants, to make sure their restaurant meal doesn't contain the food they are allergic to.**

- Strongly agree Agree Disagree Strongly disagree Unsure

Practices

22. **Are any of the following used in this restaurant?**

- | | | | |
|--|---|--------------------------------|---|
| a. Peanuts or peanut oil | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | e. Soy or soybeans | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| b. Tree nuts, like walnuts | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | f. Milk or dairy | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| c. Fish, like salmon, tuna | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | g. Eggs | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| d. Shellfish, like crab, shrimp | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | h. Wheat or wheat flour | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |

For the next set of questions, it's likely that the answer to some of these questions is going to be No or Never. That's okay, just say so.

9. **Does this restaurant have a plan for answering questions from food allergic customers?**

- Yes No Unsure

10. **Does this restaurant have a plan for when it has to make food for food allergic customers?**

- Yes No Unsure

11. **Does this restaurant have a plan for what to do if a customer has a bad food allergic reaction?**
 Yes No Unsure

12. **Have you had training on food allergies while working at this restaurant?**
 Yes (*Go to #11a*) No (*Go to #13*) Unsure (*Go to #13*) N/A (*Go to #13*)

12a. **Did your training cover...**

- a1. **the most common, or major food allergens?** Yes No Unsure
- a2. **the menu items with food allergens in this restaurant?** Yes No Unsure
- a3. **the symptoms of an allergic reaction?** Yes No Unsure
- a4. **what to do if a customer says they have a food allergy?** Yes No Unsure
- a5. **what to do if a customer has a bad food allergic reaction?** Yes No Unsure
- a6. **how to prevent cross-contact from food allergens to other foods?** Yes No Unsure

Now I am going to ask some questions about how your restaurant responds to customers when say they have a food allergy. When you, as a food worker, have orders for food allergic customers:

13. **How often do you and a manager talk about the order?**
Would you say never, rarely, sometimes, often or always? Or are you Unsure? (*Show scale*)
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer

14. **How often does the customer's server talk to you about the order?**
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer

15. **How often do you talk to the customer about their order?**
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer

16. **How often does a manager or server double-check with you to be sure an allergen is not the customer's order before it is served?**
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer

17. **How often do you look at ingredient lists before making the order?**
 Never Rarely Sometimes Often Always Unsure No lists NA
 Never had a food allergic customer

18. **How often do you wash your hands before making the order?**
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer

19. **If you ever wear gloves, how often do you change your gloves before making the order?**
 Never Rarely Sometimes Often Always Unsure No gloves NA
 Never had a food allergic customer

20. **How often do you use a separate surface, like a cutting board, for making the order?**

- Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer

21. **If the order has to be cooked, how often do you use a separate cooking surface or pan for cooking the order?**

- Never Rarely Sometimes Often Always Unsure No cooking NA
 Never had a food allergic customer

22. **How is kitchen staff typically told that there is an order for a food allergic customer?** *(Check all that apply)*

- Order is written on the ticket/entered in the computer
 Manager tells kitchen staff
 Server tells kitchen staff
 Other **Please describe:** _____
 Unsure
 NA

23. **Does this restaurant have lists or recipes with the ingredients for the food it makes?**

- Yes for all or most menu items Yes for some menu items No Unsure

Knowledge

If it is difficult/uncomfortable to ask the knowledge questions, skip them, answer 'Skipped' and go to question #30.

24. **Of the following foods, which do you think are the most common, or major allergens? Just say Yes, No, or if you aren't sure, say Not Sure.**

- a. **Peanuts** Yes No Unsure Skipped
 b. **Tomatoes** Yes No Unsure Skipped
 c. **Milk or dairy** Yes No Unsure Skipped
 d. **Strawberries** Yes No Unsure Skipped
 e. **Shellfish** Yes No Unsure Skipped
 f. **Eggs** Yes No Unsure Skipped
 g. **Chocolate** Yes No Unsure Skipped

This next section is about food allergy reactions. After each of the following statements, say Yes if you think it is true, otherwise, say No or Unsure.

25. **Someone with a food allergy can safely eat small amounts of the food they are allergic to.**

- Yes No Unsure Skipped

26. **Someone with a food allergy can die from eating the food they are allergic to.**

- Yes No Unsure Skipped

27. **Taking a food allergen out of a meal after it has been made is one way to make it safe for a food allergic customer. An example would be taking the cheese off of a cheeseburger after it has been made.**

- Yes No Unsure Skipped

28. **Which of the following are symptoms of an allergic reaction to food? Just say Yes, No, or Unsure.**

That's the end of the interview. Thank you for your time.

Scales to show during interview

- | | |
|---|---------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Never |
| <input type="radio"/> Agree | <input type="radio"/> Rarely |
| <input type="radio"/> Disagree | <input type="radio"/> Sometimes |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Often |
| | <input type="radio"/> Always |

1- High school or less

2- High school diploma- includes some community college, or some 4-year college

3- Community college or associate degree

4- Some 4 year college

5- 4-year college degree

EHS-Net Food Allergen Study: Server Recruiting Script, Informed Consent, and Interview

Public reporting burden for this collection of information is estimated to average 12 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 Information Collection Review Office, MS D-74; 1600 Clifton Road NE, Atlanta, Ga. 30333; ATTN: PRA (0920-0792)

Server Recruiting/Informed Consent (Only bold text is to be read aloud.)

Hi. I am working with _____ (state/local health department) on a project sponsored by the Centers for Disease Control and Prevention about food allergy issues faced by restaurants. People with food allergies have physical responses if they eat the food they are allergic to- for example, their skin might get really itchy or they might pass out. Your restaurant was picked at random to be a part of this project, and your manager said that if you wanted to, it would be okay for you to talk to me for about 12 minutes. I'd like to ask you a few questions about this restaurant and food allergens. We would really appreciate your input- it will help us understand the tough issues restaurants face. However, your participation is voluntary—you don't have to talk to me if you don't want to and I won't tell your manager. If you decide not to talk to me, nothing will happen to you. Whether you are part of the study or not, it will not affect this restaurant's score on any health inspection. If you do talk with me, I won't tell your manager anything that you say. Also, the data we collect will be anonymous- we will not be able to link what you say to your name or this restaurant.

Would you be interested in talking with me for about 12 minutes?

If No: Thank you for your time.

If Yes: Great! You are in the best place to tell us what happens in restaurants. So your information is valuable. I'd like you to be as open and honest as you can. But if any of the questions make you uncomfortable you can choose not to answer them. You can also stop the interview at any time.

Do you have any questions? If you have any questions at a later time or would like a summary of the study's findings, you can contact: (Local Contact Name). We expect to have all of the data summarized in about a year.

Server Interview

Server Characteristics

I'm going to start with a question about you, and then I will ask some questions about food allergens.

1. What are your main job duties here? (*Check all that apply*)

- Taking customer orders
 Hosting Food storage Cleaning
 Serving food Washing dishes Other (*If Other*) **Please describe:**

- Cooking Food preparation Unsure

Attitudes

Please tell me how you feel about the following statements by saying strongly agree, agree, disagree, or strongly disagree. (*Show scale*)

23. Servers should be knowledgeable about food allergies.

- Strongly agree Agree Disagree Strongly disagree Unsure

24. Kitchen staff should be knowledgeable about food allergies.

- Strongly agree Agree Disagree Strongly disagree Unsure

25. Restaurants should try to meet food allergic customers' special requests.

- Strongly agree Agree Disagree Strongly disagree Unsure

26. This restaurant can easily meet food allergic customers' special requests.

- Strongly agree Agree Disagree Strongly disagree Unsure

27. The staff in this restaurant knows what to do if a customer has a bad food allergic reaction.

- Strongly agree Agree Disagree Strongly disagree Unsure

28. Ultimately, it is up to customers, not restaurants, to make sure their restaurant meal doesn't contain the food they are allergic to.

- Strongly agree Agree Disagree Strongly disagree Unsure

Practices

8. Are any of the following used in this restaurant?

- | | | | |
|---------------------------------|---|-------------------------|---|
| a. Peanuts or peanut oil | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | e. Soy or soybeans | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| b. Tree nuts, like walnuts | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | f. Milk or dairy | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| c. Fish, like salmon, tuna | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | g. Eggs | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |
| d. Shellfish, like crab, shrimp | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure | h. Wheat or wheat flour | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure |

For the next set of questions, it's likely that the answer to some of these questions is going to be No or Never. That's okay, just say so.

9. Does this restaurant have a plan for answering questions from food allergic customers?

- Yes No Unsure

10. Does this restaurant have a plan for when it has to make food for food allergic customers?
 Yes No Unsure
11. Does this restaurant have a plan for what to do if a customer has a bad food allergic reaction?
 Yes No Unsure
12. Have you had training on food allergies while working at this restaurant?
 Yes (Go to #12a) No (Go to #13) Unsure (Go to #13) N/A (Go to #13)

12a. Did your training cover...

- a1. the most common, or major food allergens? Yes No Unsure
- a2. the menu items with food allergens in this restaurant? Yes No Unsure
- a3. the symptoms of an allergic reaction? Yes No Unsure
- a4. what to do if a customer says they have a food allergy? Yes No Unsure
- a5. what to do if a customer has a bad food allergic reaction? Yes No Unsure
- a6. how to prevent cross-contact from food allergens to other foods? Yes No Unsure

Now I am going to ask some questions about how your restaurant responds to customers when say they have a food allergy. When you, as a server, have orders for food allergic customers:

13. How often do you and a manager talk about the order?
 Would you say never, rarely, sometimes, often or always? Or are you Unsure? (Show scale)
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer
14. How often do you talk to *kitchen staff* about the order?
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer
15. How often do you or a manager double-check with the kitchen staff to be sure an allergen is not in the customer's order before it is served?
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer
16. How often does a *manager* talk to the customer about their order?
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer
17. How often does *kitchen staff* talk to the customer about their order?
 Never Rarely Sometimes Often Always Unsure NA
 Never had a food allergic customer
18. Is there typically a specific person on duty who is supposed to handle food allergy questions and requests?
 Yes (Go to #18a) No (Go to #19) Unsure (Go to #19)

18a. **Who?** (Check all that apply)

- A server A manager A member of the kitchen staff No one Unsure
 Someone else (If someone else) **Who?**
-

19. **How is kitchen staff told that there is an order for a food allergic customer?** (Check all that apply)

- Order is written on the ticket/entered in the computer
 Manager tells kitchen staff
 Server tells kitchen staff
 Other (If Other) **Please describe:** _____
 Unsure
 NA

20. **Does this restaurant have lists or recipes with the ingredients for the food it makes?**

- Yes for all or most menu items Yes for some menu items No Unsure

Knowledge

If it is difficult/uncomfortable to ask the knowledge questions, skip them, answer 'Skipped' and go to question #30.

21. **Of the following foods, which do you think are the most common, or major allergens? Just say Yes, No, or if you aren't sure, say Not Sure.**

- a. **Peanuts** Yes No Unsure Skipped
b. **Tomatoes** Yes No Unsure Skipped
c. **Milk or dairy** Yes No Unsure Skipped
d. **Strawberries** Yes No Unsure Skipped
e. **Shellfish** Yes No Unsure Skipped
f. **Eggs** Yes No Unsure Skipped
g. **Chocolate** Yes No Unsure Skipped

This next section is about food allergy reactions. After each of the following statements, say Yes if you think it is true, otherwise, say No or Unsure.

22. **Someone with a food allergy can safely eat small amounts of the food that they are allergic to.**

- Yes No Unsure Skipped

23. **Someone with a food allergy can die from eating the food that they are allergic to.**

- Yes No Unsure Skipped

24. **Taking a food allergen out of a meal after it has been made is one way to make it safe for a food allergic customer. An example would be taking the cheese off of a cheeseburger after it has been made.**

- Yes No Unsure Skipped

25. Which of the following are symptoms of an allergic reaction to food? Just say Yes, No, or Unsure.

- a. Trouble breathing Yes No Unsure Skipped
- b. Hives or rash Yes No Unsure Skipped
- c. Headache Yes No Unsure Skipped
- d. Swelling of tongue and throat Yes No Unsure Skipped
- e. Fever Yes No Unsure Skipped

26. Which of the following should you do if a customer is having a bad food allergic reaction, like trouble breathing? Just say Yes, No, or Unsure.

- a. Suggest that the customer drink water Yes No Unsure Skipped
- b. Call 911 Yes No Unsure Skipped
- c. Ask the customer if they have medicine they could take Yes No Unsure Skipped
- d. Suggest that the customer throw up Yes No Unsure Skipped

Just a few more questions. These are about you.

Frequency

- 27. About how many meals do you serve in a typical day? _____ Unsure
- 28. About how many days do you work in a typical week? _____ Unsure
- 29. About how many meals do you serve to food allergic customers in a month? _____ Unsure

Server Characteristics

- 30. About how long have you worked in this restaurant? _____ Unsure
- 31. What is your highest level of education? (*Show scale*)
 - 1- High school or less
 - 2- High school diploma- includes some community college, or some 4-year college
 - 3- Community college or associate degree
 - 4- Some 4 year college
 - 5- 4-year college degree
 - Unsure

32. What language do you feel most comfortable speaking?

- English Korean Other (*If Other*) Please describe: _____
- Spanish Tagalog
- Chinese Vietnamese

33. *NOT TO BE READ ALOUD: Interviewee's gender:*

- Male Female Unable to determine

Please note anything else of interest here:

That's the end of the interview. Thank you for your time.

Scales to show during interview

- | | |
|---|---------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Never |
| <input type="radio"/> Agree | <input type="radio"/> Rarely |
| <input type="radio"/> Disagree | <input type="radio"/> Sometimes |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Often |
| | <input type="radio"/> Always |

1- High school or less

2- High school diploma- includes some community college, or some 4-year college

3- Community college or associate degree

4- Some 4 year college

5- 4-year college degree

EHS-Net Food Allergen Study: Questions & Answer Summary

Of the following foods, which do you think are the most common allergens?

Answer: Milk, eggs, peanuts, tree nuts, fish, shellfish, soy, and wheat are the most common allergens, and are referred to as *major allergens*. They account for 90 percent of all food allergy reactions.

Someone with a food allergy can safely eat small amounts of the food they are allergic to.

Answer: It is *not* safe for someone with a food allergy to eat even a small amount of the food that they are allergic to. Even a very small amount of an allergy-causing food is enough to trigger an allergic reaction in some people.

Someone with a food allergy can die from eating the food they are allergic to.

Answer: People can and do die from reactions to the food that they are allergic to. Between 100-150 people die every year from food allergy reactions.

Taking a food allergen out of a meal after it has been made is one way to make it safe for a food allergic customer. An example would be taking the cheese off of a cheeseburger after it has been made.

Answer: Even a very small amount of an allergy-causing food is enough to trigger an allergic reaction in some people. Thus, it is not safe to simply remove an allergen that has touched food that will be eaten by someone with a food allergy. Rather than taking the cheese off, you would need to start with a new hamburger.

Which of the following are symptoms of an allergic reaction to food?

Answer: Typical symptoms of an allergic reaction to food include:

- Hives or rash
- Itching
- Swelling of the lips and face
- Swelling of the throat or mouth
- Trouble breathing
- Stuffy and/or runny nose,
- Itchy and/or watery eyes,
- Wheezing, frequent cough
- Stomach cramps, vomiting, diarrhea

Headache and fever are *not* typical symptoms of an allergic reaction to food.

Which of the following should you do if a customer is having a bad food allergic reaction, like trouble breathing?

Answer: If a customer is having a bad allergic reaction, you should call 911 right away. You could also ask the customer or his or her companion(s) if they have epinephrine, also called adrenaline that could be administered. This medicine typically comes in the form of an EpiPen®, Twinject®, or AdrenaClick.™

More Information

The Food Allergy and Anaphylaxis Network's has food allergy resources for restaurants. See their website: <http://www.foodallergy.org/resources/restaurants>

EHS-Net Food Allergen Study: Observation

This section is to be completed by the data collector through observations of the restaurant.

1. Does the menu mention anything about allergens?

- Yes (*Go to #1a*) No Unsure Unable to observe

1a. What does it say?

2. Is there any documentation in the front of the house/dining area about allergens?

- Yes (*Go to #2a*) No Unsure Unable to observe

2a. Where is this documentation? (*Check all that apply*)

Sign

2a1. What does it say? _____

Table topper

2a2. What does it say? _____

Salad bar/buffet

2a3. What does it say? _____

Brochure

2a4. What does it say? _____

Other *Describe:* _____

2a5. What does it say? _____

2b. In what language(s) is the documentation? (Check all that apply)

- English Korean Other Describe: _____
- Spanish Tagalog Do not know
- Chinese Vietnamese

3. Is there any documentation about allergens in the kitchen area?

- Yes (Go to #3a) No Unsure Unable to observe

3a. Where is this documentation? (Check all that apply)

Reach-in cooler

3a1. What does it say? _____

Walk-in cooler

3a1. What does it say? _____

Prep line

3a1. What does it say? _____

Cook line

3a2. What does it say? _____

Wait station

3a3. What does it say? _____

Store room/Storage

3a4. What does it say? _____

Break room

3a4. What does it say? _____

Brochure

3a4. What does it say? _____

Boxes, packages of food

3a5. What does it say? _____

Other Describe: _____

3a6. What does it say? _____

3b. In what language(s) are the allergen signs/documentation? (*Check all that apply*)

English Korean Other Describe: _____

Spanish Tagalog Do not know

Chinese Vietnamese

9. Did you see any signs/documentation about gluten?

Yes No Unsure

10. Did you observe any food item lists or recipes listing ingredients?

Yes No Unsure

11. Did you observe a designated set of utensils and equipment for preparing allergen-free food items?

Yes No Unsure

12. Did you observe a designated area in the kitchen for preparing allergen-free food items?

Yes No Unsure

13. Did you observe a designated fryer for cooking allergen-free food items?

Yes No Unsure No fryer

14. Did you observe a designated pick-up area for food for customers with food allergies?

Yes No Unsure No fryer

15. Which of the following best describes this restaurant?

- Full service casual dining (e.g., Applebee's)
- Quick service (e.g., MacDonald's)
- Unsure
- Full service fine dining
- Fast casual service (e.g., Moe's)

16. What is the establishment type?

- Prep Serve* – A restaurant where all food items are prepared and served without a kill step. May also include commercially prepared ready-to-eat food heated for service without a kill step.
- Cook Serve* – A restaurant where at least one food item is prepared for same day service and involves a kill step. The menu may also include prep serve items or food that is commercially prepared and heated for service.
- Complex* – A restaurant where at least one food item requires: 1) a kill step and holding beyond same day service or 2) a kill step and some combination of holding, cooling, re-heating, and freezing. The menu may also include any combination of prep serve, cook serve, and complex food items.

17. Please check all of the following that describe this restaurant.

- sit-down restaurant
- buffet
- quick service/fast food
- banquet hall
- ethnic
- caterer

18. What is the price of the highest priced *food* item on the menu? _____

19. How many critical violations did this restaurant receive on its last routine inspection? _____

Please note anything else of interest here:
