

Name of Interviewer: _____ File #: _____

Location of Interview: _____

Date of Interview: _____

APPENDIX D:
**AGENCY AND SERVICE
PROVIDER INTERVIEW**

Instructions for interview:

- Introduction
- I will be taking some detailed notes while you talk
- Reminder: all your comments are strictly confidential and will only be used for research purposes
- If you do not feel like answering a question, feel free to say that you do not wish to answer it
- If you have questions in the future about this interview, please feel free to contact: _____

ORGANIZATIONAL STRUCTURE

NOTE: If possible, the information about organizational structure should be obtained beforehand, through a web search.

O.1 Can you tell me your role in the organization?

O.2 What is your official title?

O.4 How long have you been in that position?

O.5 Have you had any other roles in this organization?

O.5 a) If yes, please explain.

O.6 How long have you been with the organization in total?

O.7 Can you tell me about the mandate of your organization?

O.8 What would you consider your organization's area of expertise to be?

O.9 What kind of services do you provide?

O.10 Who funds your agency's programs and services?

O.11 How many clients does your agency serve on a standard day?

O.12 What are the eligibility requirements to use your services?

O.13 Do you provide any on site health related services?

O.14 What health related services do you offer?

O.15 Can you tell me about any partnerships your organization has with other agencies around delivery and health services?

Yes ____ No ____

O.15 a) If yes, please explain (Probe: From where? How often do they come?)

O.16 Where would your clients go for health care provision in the event that your agency was unable to provide it?

SERVICE POPULATION

SP.1 Who is your target population?

SP.2 Do you serve client populations who are not specifically homeless? In other words, does your mandate extend to other populations?

Yes ____ No ____

SP.2 a) If yes, please explain.

SP.3 How would you describe the people who come to your organization?

Gender ratio ____ Visible minorities ____ Sexual minorities ____
Families ____ Seniors ____ Youth ____

SP.4 How might your clients be different from other homeless clients who go to other agencies?

PANDEMIC PLANNING IN THE CONTEXT OF H1N1

P. Prior to the H1N1 outbreak:

P.1 Did your organization have a pandemic plan in place?

Yes ____ No ____

P.1 a) If yes, please explain.

P.2 Could you tell me what you knew then about the City of Toronto's
Pandemic plan?

P.3 Had your staff received any training?

Yes ____ No ____

P.3 a) If yes, please explain.

F. When H1N1 first emerged in spring 2009:

F.1 Did your staff raise any concerns?

Yes ____ No ____

F.1 a) If yes, please explain.

F.2 Did your organization have a contingency plan in place in case staff were to fall ill?

Yes ____ No ____

F.2 a) If yes, please explain.

F.3 Did your clients raise any concerns?

Yes ____ No ____

F.3 a) If yes, please explain.

N. Since spring 2009:

N.1 Has your agency reviewed its pandemic plan and procedures?

Yes ____ No ____

N.1 a) If yes, please explain.

N.2 What modifications have been made in pandemic planning and procedure?

N.3 Has the H1N1 pandemic affected the operation of your agency in any way?

Yes _____ No _____

N.3 a) If yes, please explain.

EXTERNAL SUPPORTS FOR PANDEMIC PLANNING

E.1 Have you received any outside support for the development of your pandemic plan?

Yes _____ No _____

E.1 a) From whom (person, organization, LHINs)?

E.1 b) When did this occur and how often?

E.1 c) Where did this occur (outside meeting, in house meeting)?

E.1 d) How was this support helpful?

E.1 e) What were the key learnings?

E.2 One of the characteristics of H1N1 is that it affects children, youth, pregnant women, people with preexisting health conditions, and young adults (17-24). Has your organization's pandemic plan taken into consideration these high risk groups?

Yes ____ No ____

E.2 a) If yes, please explain.

E.3 Have you received any special communication or external supports with regard to these high risk groups?

E.3 a) If yes, please explain.

COMMUNICATION

C.1 What was your main source of information regarding H1N1 and pandemic planning? (*Probe: Public health, news media, other service providers?*)

C.2 Did you regularly receive updates from your local public health officials?

Yes ____ No ____

C.2 a) How often?

C.2 b) How were they circulated among your staff?

C.2 c) How did you ensure that your staff understood the updates?

C.3 Did you feel your agency received adequate information about H1N1 and pandemics?

Yes _____ No _____

C.3 a) If no, please explain. (Probe: What additional information would have been useful?)

C.4 Has the information provided to you by public health officials been sufficient to allow you to effectively plan for the H1N1 pandemic?

Yes _____ No _____

C.4 a) If no, explain. (Probe: What were the shortcomings?)

C.5 What measures has your agency taken to connect with other agencies and/or services that will be affected in the event of an influenza pandemic?

C.6 Have you been in contact with other homeless agencies about these issues?

Yes _____ No _____

C.6 a) If yes, which ones?

C.6 b) What was discussed?

C.6 c) What action plans were developed?

C.6 d) What challenges did you experience in this process?

C.7 If you have been a part of any committees or planning meetings on pandemic preparedness, what were they?

C.8 Have you been in contact with support services (for example, police, health, justice/corrections, LHINs) regarding pandemic planning?

Yes ____ No ____

C.8 a) If yes, which ones?

C.8 b) What action plans were developed?

C.8 c) What were the challenges in developing action plans?

WORKING WITH STAFF

WS.1 Were the staff given any training for H1N1?

Yes ____ No ____

WS.1 a) If yes, explain. (Probe: Describe the training.)

WS.2 Did your staff receive the H1N1 immunization?

Yes ____ No ____

WS.2 a) Approximately how many were immunized?

WS.2 b) Who coordinated this?

WS.2 c) When did they receive it?

WS.3 What concerns, if any, have staff raised about H1N1 leading up to and throughout the outbreak period?

WS.4 What mechanisms did you put in place for staff to raise their concerns about H1N1?

WS.5 What type of support was available to your staff if they had concerns regarding H1N1?

WS.6 What kinds of resistance did the staff exhibit?

WS.7 How did you witness this?

WORKING WITH CLIENTS

WC.1 In what ways did you prepare your clients for the H1N1 pandemic?

WC.2 What challenges did you face?

WC.3 How was the issue of street youth taken up?

WC.4 What provisions were made for alternative non-western models of health and disease?

WC.5 What concerns, if any, have clients raised about H1N1 leading up to and throughout the outbreak period?

WC.6 What mechanisms did you put in place for clients to raise their concerns about H1N1?

WC.7 What type of support was available to your clients if they had concerns regarding H1N1?

WC.8 What kinds of resistance did your clients exhibit?

WC.9 How did you witness this?

WC.10 Has your client group been identified by an external body as a priority for vaccination?

Yes ____ No ____

WC.10 a) If yes, explain.

COMMUNICATING WITH CLIENTS

CC.1 What has been your communication strategy for working with clients on the H1N1 pandemic?

CC.2 How did you deliver the H1N1 information to your clients?

CC. 3 How did you ensure your clients understood the information provided?

CC. 4 What challenges, if any, did you face in communicating with your clients about H1N1?

CC. 5 What challenges, if any, did the special needs or characteristics of your clients (e.g., addictions, mental health challenges, and language barriers) did you face?

VACCINATION OF CLIENTS

VC.1 Have the clients at your agency been able to receive the H1N1 immunization?

Yes _____ No _____

If yes, please explain.

VC.1 a) What procedures have been put in place to assist with the vaccination process?

VC.1 b) Who coordinated this?

VC.1 c) Where did they receive the vaccine?

VC.1 d) When did they receive it?

VC.1 e) If you were to provide an estimate, what percentage of your clients received the H1N1 vaccine?

VC.2 In what ways have these procedures been effective?

VC.3 What would you do differently next time?

INFECTED CLIENTS

IC. 1 Did you have any procedures or strategies for identifying clients with H1N1?

IC.1 a) If yes, explain.

IC.2 What procedures/precautions were your staff to take if an infected client was present in your agency?

IC.3 How were these procedures followed?

IC.4 Describe the procedures followed for the infected client, if any, from the time your staff realized the person was infected.

IC.5 Were you able to isolate the person?

Yes ____ No ____

IC.5 a) If yes, explain.

KEY CHALLENGES AND LESSONS LEARNED

L.1 Having gone through H1N1, what are the major lessons you have learned about how to best address an infectious disease outbreak among the homeless population?

L.2 Was there anything you would have done differently in managing H1N1?

Yes ____ No ____

L.2 a) If yes, explain.

L.3 What challenges, if any, have you experienced working with other stakeholders?

L.3 a) Hospitals (including hospital discharge protocols)

L.3 b) Health care facilities

L.3 c) Public health

L.3 d) Regional health authority

L.3 e) Municipal government or other local coordinating body

L.3 f) Police

L.3 g) Other agencies

L.4 What challenges, if any, have you experienced with access to supplies (e.g., masks and gloves)?

L.5 What challenges, if any, have you experienced in making isolation and quarantine arrangements?

L.6 What challenges, if any, have you experienced because of your facility's design and set-up?

IN THE EVENT OF A MORE SERIOUS PANDEMIC

MS.1 If H1N1 became more serious, how prepared do you feel your agency would be?

MS.2 What are the key concerns you have about your agency's preparedness for a more serious pandemic?

MS.2 a) About the well-being of people who use your services

MS.2 b) Staff availability and responsiveness

MS.2 c) About your agency's ability to respond

MS.2 d) About your access to supplies

MS.2 e) About other kinds of providers (police/hospitals)

MS.2 f) About the overall approach to planning

MS.3 How would a more serious outbreak affect the daily operations of your organization?

MS.3 a) What would your organization do in the event of a staffing shortage?

MS.3 b) What staff positions are essential to keep your agency functional?

MS.3 c) Is there any mandate to close services in the event of a significant outbreak of influenza among your staff and/or clients served?

MS.3 d) If so, how will clients access services needed?

MS.4 Given your experience with H1N1, what are the main challenges that your facility design and set-up would present in the event of a more serious pandemic?

MS.5 Do you have concerns about coordination in the homelessness sector?

MS.5 a) If yes, explain.

MS.6 Is there anything else you would like to tell us about your agency and the topic of pandemics?

Yes ____ No ____

MS.6 a) If yes, explain.

Pandemic outbreaks pose a very real threat to the health of homeless individuals and to the security of the social infrastructure they often rely on for support. *Pandemic Preparedness and Homelessness* brings together the work of Canadian researchers to explore how our current responses to homelessness impact on the vulnerability of homeless populations in the event of a pandemic. During the 2009 and 2010 H1N1 influenza outbreak, a team of Canadian researchers from across the country undertook an analysis of the impact of the outbreak within the context of homelessness, through surveys and interviews with front-line workers, policy-makers, and persons with lived experience. This book details the findings of this multi-site study, including chapters on the challenges of pandemic planning in the context of homelessness, accessing justice amid threats of contagion, and the health and wellness of homeless individuals in Canada, drawing on a large national data set. This book also features case studies of how the four Canadian cities of Victoria, Calgary, Regina and Toronto prepared for, and responded to, the H1N1 outbreak in relation to homeless citizens. This book is a must read for anyone interested in pandemic planning and homelessness in Canada.

ISBN 978-1-77221-056-9



9 781772 210569 >