**COVID-19 Rapid Qualitative Assessment Tool**

Phone Key Informant Interviews

Objective:

* Determine the knowledge, attitude, and perceptions people have about COVID-19
* Determine how people obtain information about COVID-19

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| Date: |  |
| Name of interviewer: |  |
| Province: |  |
| District: |  |
| Village: |  |

Introduction:

Hello. My name is \_\_\_\_\_\_ and I am working with CRS. CRS is trying to understand the level of knowledge, attitude, and perceptions that people have towards the new coronavirus disease. I would like to ask you some questions which will help us determine what kind of messages we need to share with the communities where CRS works. This interview will last approximately 20 to 30 minutes.

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| **Basic Information** | | | |
| 1. Sex: □ Male □ Female | | | |
| 1. Age: | | | |
| 1. Level of Education: □ No schooling at all   □ Grade 1 to 5  □ Completed Grade 6  □ Grade 7 to 11  □ Completed Grade 12  □ Above Grade 12 | | | |
| 1. Position: □ CBE teacher   □School shura member  □ CBE student’s parent  □ Community shura member  □ Other community member  □ Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **Knowledge, Attitude & Perception Survey** | | | |
| 1. Have you heard about the new coronavirus disease? □ Yes □ No   (If the interviewee is unresponsive, facilitator asks clarification question: It is also called COVID-19 Have you heard of that?) | | | |
| 1. If yes, from whom or from where did you hear about the new coronavirus disease?   (Facilitator should ask for all different sources from which the interviewee heard about coronavirus disease.) | | | |
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| 1. What do you know about the new coronavirus disease?   (Facilitator prompts interviewee’s responses related to what they know about protection steps, symptoms, transmission, self-care, risks/complications, government action, etc. Facilitator should prompt the interviewee until he/she says “that is all the information I have heard about coronavirus.”) | | | |
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| 1. What are the different ways of receiving information about coronavirus that you would prefer? Are there some people, information sources or channels that you trust more than others to give you good information about the coronavirus? Why?   (Facilitator should prompt interviewee’s responses, probing on a whole range of people/ channels/ sources such as radio, social media, health care worker, family members, friends, community leaders, government public health officials, religious leaders, posters, other community members, or others, and why they trust one source more than another. Facilitator should prompt all possible channels until interviewee says there are no other channels/sources.) | | | |
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| 1. Do you know how you can get sick from the new coronavirus? Please explain.   (Facilitator prompt interviewee’s responses to obtain an exhaustive list of all the ways he/she thinks one can get the disease. The facilitator should only stop when the interviewee indicates that there are no other ways.) | | | |
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| 1. What are the main symptoms of the coronavirus?   (Facilitator should first let the interviewee respond freely, and then probe for each of the following symptoms: Fever/Cough/shortness of breath & breathing difficulties/ muscle pain/ headache/ diarrhea.) | | | |
| Answer freely: | | | |
| Probe each point below if not already mentioned:  □ Fever  □ Cough  □ Shortness of breath & breathing difficulties  □ Muscle pain  □ Headache  □ Diarrhea | | | |
| 1. Of each of the measures below, which ones are you doing? Why or why not? | | | |
| **Measure** | **Yes** | **No** | **Why/Why not?** |
| Wash your hands regularly using hand rub or soap and water for at least 20 seconds. |  |  |  |
| Avoid touching your eyes, nose, and mouth. |  |  |  |
| Covering mouth and nose when coughing or sneezing, and wash your hands after. |  |  |  |
| Avoid close contact with anyone who is sick, especially those with flu or cold symptoms such as fever, cough, or sneezing. |  |  |  |
| Clean and disinfect frequently touched objects and surfaces. |  |  |  |
| Stay at home if you are sick, except to get medical care. |  |  |  |
| Avoid shaking hands with others. |  |  |  |
| Avoid large gatherings. |  |  |  |
| Other measures: |  |  |  |
| 1. Do you think you or your family members are at risk of getting sick from the coronavirus? Why or why not? | | | |
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| 1. What would you do if someone from your family gets sick?   (Facilitator should first let interviewee respond freely, and then probe on each of the following) | | | |
| Answer freely: | | | |
| Probe each point below if not already mentioned:  □I will look for a more experienced relative to advise me  on what to do  □I would go to the hospital / health unit  □I would go to the neighborhood nurse  □I would go to buy medicines at the market  □I'm going to look for the traditional healer  □ I would stay in quarantine  □Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| 1. What more would you like to know about the disease?   (Facilitator should first let interviewee respond freely, and then probe on each of the following) | | | |
| Answer freely: | | | |
| Probe each point below if not already mentioned:  □How to protect yourself from the disease?  □Symptoms of the new coronavirus disease  □ How it is transmitted  □ What to do if you have the symptoms  □Most at risk groups  □How to treat it  □Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| 1. Do you feel that people in your community know (enough) about the coronavirus disease? Why or why not? | | | |
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