# Conversation Guide: Harassment Reporting Landing Page & Poster

## Warm-up Questions - 5-15 minutes (depending on whether show poster)

*NOTE how to share URL: dictate / Zoom chat / email / text*

Let’s start with a question...

I'd like you to imagine that you or a friend went to a VA medical clinic today for a doctor's appointment, and on the way in, a person said something rude and made a sexual gesture that made you or your friend feel uncomfortable. You or your friend think more about what happened and decide to report it to hopefully prevent it from happening to other people. What do you think you or your friend would do? I guess get a hold of the patient advocate.

*(don't / report it / talk with someone/police at VA / call 911 / google)*

* Can you tell me more about why? I am not sure how you would do that because I have never had to do that. Probably go to the front desk and ask them.
* But you are aware that the patient advocate is a way to help. Yes
* What do you think you or your friend would do next?
  + *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / In person / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

### For sighted participants

Say that while you were at VA, you saw a poster about reporting harassment, but you're no longer there. How would you find information about reporting harassment now? I am sure it is on a VA website. VA.gov.

What information would you look up online?

* *(ask someone / google it? / VA.gov? / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

### For sighted participants on desktop

Now I'd like to show you a poster and get your feedback on it. *(share my screen with poster and give mouse control to participant so they can move around)*

* What are your initial impressions? I think it is pretty straight forward. I think it throws me off a little bit when the first thing it states to call 911 or VA police, but it does clear it up at the end when it states if you are in immediate harm. Yes, it is pretty straight forward.
* *(Note especially any sentiments/feelings they express re safety, comfort, trust, confidentiality)*
* *(Pause to allow as much time as the participant wants to read/process the poster)*
* What do you think you or your friend would do next if you wanted to report the interaction I described earlier--a person said something rude to you and made a sexual gesture that made you feel uncomfortable? I mean I wouldn’t not call 911 unless they are following me around. I am not sure how that would help because if someone said something as I am walking in, I wouldn’t know their name.
* So what do you think you would do? I would say something to that person or go to the VA police in the front so I can point the individual out.
* Earlier you said you would say something, you would tell them something. Oh yes, and it would probably be as rude.
* Have you had to do that before? No not at the VA, but I definitely would.
* How would you get in contact with patient advocate?
* Which number would you call?
* If you were still at the facility, how would you decide how to report it? If I was at the VA I would either tell the police or talk to the front desk before calling the 800 number.
  + *(call 911 / call 800 # / talk to patient advocate / police / building security / \_\_\_\_\_\_\_\_\_\_\_\_)*
* What other thoughts do you have about this poster? Nothing pops up right off.
* One thing you said is that it throws you off that it says call 911 or VA police. Well, I thought we were talking just harassment, but further down it states also sexual assault. So further down it makes sense, but right off it is unclear why would you call 911 for harassment. I think the reason I saw harassment was because that is what we are talking about, but if I saw this in an elevator, I would see the assault part as well.
* You mentioned the 800 number, would you use that as well? I think that is useful, but if it were assault, I would call 911 or the VA police. If it was harassment, I would go to VA police or call the number, but once again I am not sure it would help because I am not sure their names.

### For participants using a screen reader

Say that while you were at VA, someone mentioned that you could report harassment, but you're no longer there. How would you find information about reporting harassment now?

* *(ask someone / google it? / VA.gov? / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

What assistive technology are you using today?

How would you rate your level of experience with using a screen reader--beginner, intermediate, advanced, or expert?

How long have you been using a screen reader?

Are you wearing headphones today? I'm asking so I will be able to hear your screen reader during the session.

* ***(if on desktop)*** Could you please share your audio with me on Zoom?
* ***(if on mobile)*** Would it be possible for you to take them off and use your computer or mobile audio?

## Start screen sharing

Are you OK continuing with the session? We can take a break if you want to.

I'm going to share with you a web page. While you're looking at it, I would like you to *talk aloud* as much as possible so that you share what you're thinking, what you're doing, what you like, what you dislike, and what you're unsure about.

I would like you to share your screen with me so I can watch you use the web page in your web browser. *(refer to Screen sharing instructions above, if needed)*

What kind of device are you using today? *(Phone / Computer) Laptop*

I'm going to (spell/put into the Zoom chat) a link for you to open (<https://staging.va.gov/hrt>). *(If asked, reassure that this is a legitimate link to what I want you to test.)*

Do you see the link? Yes

## Veteran Tasks

### Task 1: [Explore landing page] - 15 minutes

***(for everyone)*** Let's say that you found this page on VA.gov.

What are your initial impressions of this page? Right off the back it looks just like any other page on VA.gov, they all have a similar format it seems. Pretty straight forward with that box in the blue color, gives you all the contact information you may need. It also breaks it down going down the page. It is nice for the explanation of what harassment it because some might not think of verbal comments being harassment. What to expect when filing a report, that third bullet, many people may not know the name of the individual if it is a random person at the VA. I think it would be most used if you actually knew the person’s name, or if security was right there when it occurred, and you are able to point the person out. Or if this is a repeating event at the certain VA, they would be able to talk better measures. I like the FAQs so people can just click on them.

* *(Note especially any sentiments/feelings they express re safety, comfort, trust, confidentiality)*
* *(Pause to allow as much time as the participant wants to read/process the page)*

What do you think you or your friend would do next if they wanted to report the interaction I described earlier--a person said something rude and made a sexual gesture that made you or your friend feel uncomfortable? I would still look to see if there were security or VA police right there. If it happened in a clinic, I may leave the clinic and go to the front desk and ask for assistance. If someone did this to me, I would most likely say something back to them. If this was something that happened all the time, I would more likely report it.

When you say following you, do you mean that day? *(call 911 / call VA police / call 800 # / in person / call at a VA health facility / Vet Center / regional office / national cemetery / \_\_\_\_\_\_\_\_\_\_\_\_)*

What do you think will happen next? I would think they would follow me to the clinic where it happened, but I am not sure what would happen after that.

So if they followed you then you would be able to show them who they were? Yes.

What other thoughts do you have about this page? I think this is organized well. It is separated, the font is different, I think it is a pretty good page.

Are you just looking at parts of the page, or everything on the page? I am scanning and seeing what the main topic. If I was someone who this happened to, I would be able to go to the part I needed.

If you needed to call, what do you think of the hours of the phone number? Well, that is similar hours to how the VA operates. I think it would be better if instead of it closing at 4:00pm EST because that would be 3:00pm where I am. If I was in an appointment, I would not be able to make the call, and my discourage me not to call.

If you did want to call, what time would you want to call? Would you be able to fit it within these hours? I guess it would depend on the times of my appointments whether I would be able to call the phone number before they close.

Feedback on the information in it?

* Feedback on how the information is organized?
* **Post-Task Interview - 15 minutes**

*Type into #feedback-backchannel: "Any questions you want me to ask?"*

What thoughts do you have about what you've reviewed today?

* What was *helpful* about what you've reviewed today? Definitely the posters are helpful and this occurred at the VA they are right there to tell me what to do. I would be able to find this website on my own because I would know what to type in. I am not sure the older generation would be able to navigate to get to this page.
* Earlier you mention you would go to VA.gov, is that something you use often? Yes, usually once or twice a month. Sometimes longer. But I would be able to guide myself through the page. They also have the search bar to type in the topic to get me where I need to go.
* What was *not* helpful about what you've reviewed today? I don’t think anything I have seen so far is not helpful. This page is really good, they have the numbers that are in a blue box, so they stick out at you. You have all the references you may need.
* What would you like to *change* about what you've reviewed today? A note under what is harassment and when to report it to say that it is okay if you may not know the name or a clear description. Something to make you feel comfort in reporting without all that information. Some may feel what if I do not know that what is the point in reporting them. Either in that section or what to expect when filing your report. Validate the victim’s feelings and reinsure their report will be investigated even without clear information. To show the VA takes this information seriously.
* When we talked earlier, you stated that if you did not have the name what is the point of reporting it. Do you think putting a note in will help people feel more comfortable reporting? Yes.
* Are there anything else you would like to change? I do not think there is anything that needs to be deleted. People may have questions about them contacting you after completing the report, it may be helpful on how they will be notified.
* How would you prefer to be notified? Email and a POC I would be able to get in contact about my report. It is rare I answer the phone for numbers I do not know. I am surprised I answered the phone when they called to remind me about this session.

We would like the harassment reporting resources to meet the needs of ALL Veterans who may have been harassed at a VA site. If you've ever experienced any type of harassment at VA, and are willing to share, we would like to know a little more about your experiences. I'm not asking for details, and I don't want you to re-live these difficult experiences. Your feedback today has been valuable, even if you decide to not answer the questions I'm about to ask. If you share anything about your experiences or someone else's with me, what you say will remain confidential. Are you comfortable if I ask a few more questions? Yes

* Have you or anyone you know ever been made to feel uncomfortable by someone else at VA while applying for, using, or communicating about your VA benefits or health care? This could be in person, over the phone, or in an email or text message. And it could be a range of things, like someone whistling or making sexual comments, making negative comments about gender, race, ethnicity, or sexual orientation, giving unwanted attention, or making inappropriate gestures. You don't need to share any details, you can stop at any time, or you could skip this question. *(yes / no / decline to answer)* No, sometimes people are short with you, but they are so busy you expect that but nothing harassing.
* If you or your friend was harassed, was it reported? *(no / yes)*
* If so, *how* was it reported? *(phone call / in person / \_\_\_\_\_\_\_\_\_\_\_)*
* If it wasn’t reported, what were the barriers to reporting it?

How would you prefer to report any future harassment? *(phone call / in person / online somehow / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)* Well I think if security or VA police were not available I would rather talk to someone right away because things get lost through email.

If you could not find either around, what do you think you would do? I would go to the info desk and ask them how to get in contact with the patient advocate.

*(If they share anything about a harassment experience, say...)*

* I am sorry you (or your friend) had this experience. We appreciate you sharing this with us. Your story will inform how we provide resources to help Veterans in the future.
* If you (or your friend) want to report your experience with harassment, that can be done in person at a VA site or by calling the VA Inspector General Hotline at 800-488-8244.

Is there anything else that we haven't talked about that you think I should know? All I can think of it all seems at different Vas there are different cultures. I have had wonderful experiences at my VA, but I have seen some horrible comments in different groups about other Vas.

You have heard others having horrible experiences, but that has not been your experience? Yes.

## Thank You and Closing - 5 minutes

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on providing resources for reporting harassment. We're hoping that by providing such resources, we can make VA safer for everyone.

I'm going to stop the recording now. *(STOP recording)*

Before we end this session, are there any questions or concerns that you wanted to express? Nothing has come up.

Thank you so much again!

*(if this session didn't appear to trigger a traumatic response)* And I hope you enjoy the rest of your day!