# 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 would ignore it, but I would report.

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

* Can you tell me more about why? I know it doesn’t do any good confronting people like that, but I would report it.
* What do you think you or your friend would do next? I would assume I would report it to the police.
  + *(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? Look on the VA website

What website it that? 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? Okay. It seems to have all the information I would need if I would want to report it in person or by phone.
* Which option do you think you would use? I prefer in person.
* Who would you report it to in person? I would probably go to patient advocate and depending on what kind of harassment it was they may direct me to the VA police.
* How would you find the patient advocate? I guess I would call the number, but I prefer to do it in person, so I do not forget any information.
* So if you were looking for the patient advocate? I would look it up online.
* *(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?
* 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? Well, it does not really say if it is an employee of the VA or if it is a patient of the VA. I have wondered about that. What happens if it is a patient?
* So that is a question you have looking at this poster? Yes.
* Any other questions or feedback you have? I do like how they have what harassment is and when to report it.
* Does that help you personally? Yeah.

### 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? Is the http staging?

## 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? So far it looks just like that poster. It is nice they have the highlighted numbers you can just click on which would be nice if I was on my phone. Still, it is good information to have. You can report on phone and in person. Yeah, it is more or less the same as the poster. The only thing I would want to have in regard to information would be things are not considered harassment, so people can know when they should report and when they should not report. Even I do not know what things maybe considered harassment.

Did you see anything on the page that would give you that information? No.

You think that would be helpful? Yes, and some examples of what may not be considered harassment. Just to make it clear. A couple names come to mind that I can report. This seems to be directed towards employees of the VA because it says that they will take the appropriate action because I am not sure how they can make someone come back to receive punishment if they are not an employee. It says down here about reporting harassment, it talks about if I am an employee, or I am a Veteran who may also be an employee. It does not say anything about visitors. It does not say anything about being a visitor of the VA. That is the only thing I am not clear on.

* *(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 go to the patient advocate because it does not seem like it is serious enough to report to the police.

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? That I don’t know.

Did you see anything on this page that would help with that? No. Correction action and support. Help reporting it.

What are you thinking? I was just reading over the different forms of harassment on here.

What do you think about that? I would have to think about that a little longer to see if there was anything that was missing.

What other thoughts do you have about this page?

Feedback on the information in it? No, I think it is organized very well.

The information about calling, the phone number you can call, I am wondering what you think about the hours that are available to you? 9-4? That sounds okay. It would help if they had hours that were later.

What would you expect? I would hope for a 24-hour line because sometimes these things happen at 3am, you remember at 3am, or you come to the conclusion that you need to report at 3am. I usually have delayed reaction to things like this.

Do you have any other feedback on this page? It looks pretty complete. You can report harassment in person at any facilities. It has the phone number for VA national cemetery office. Do a lot of people get harassed in cemeteries?

What do you think? I guess so. Those people are everywhere.

Anything else you would like to comment? I can’t think of anything else.

* 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? You give examples of harassment, it gives you the information on how, who, and when to report it, and they inform you on what you may need to share to file the report.
* What was *not* helpful about what you've reviewed today? I don’t think any of it was not helpful.
* What would you like to *change* about what you've reviewed today? Just the minor points I made about the questions that may come up.

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)* Yes
* If you or your friend was harassed, was it reported? *(no / yes) No*
* If so, *how* was it reported? *(phone call / in person / \_\_\_\_\_\_\_\_\_\_\_)*
* If it wasn't reported, what were the barriers to reporting it? This was before they put the posters up. I didn’t know you could report people on harassment at the VA.
* Have you seen posters at the VA? Yes, I started seeing them put some up.

How would you prefer to report any future harassment? *(phone call / in person / online somehow / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) In person*

*What kind of person would you want to report it to? It does not matter, male or female.*

*Earlier you stated patient advocate, is that who you would report it to? It would depend on how serious it was. If it was not that serious, I would go to them first, if it was more serious I would go to the police.*

*(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.
* Most of my issues at the VA were a while back because I do not go to the VA as often as I used to go. I go once every couple months instead of the every other day like I used to.
* When you say those kinds of people are you talking about people hanging out at the VA or VA employees? Both

Is there anything else that we haven't talked about that you think I should know? Not that I can think of.

## 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? No, I’m fine.

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!