# 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? The only place to report something that would be patient advocate unless it is in a specific clinic area then I can go to that desk or talk to the provider.

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

* Can you tell me more about why?
* 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? It would have to be on MyHealtheVet somewhere, but I do not know where to look.

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? Good Lord that is too much. There would not be enough time to go through the whole thing before getting to your floor while on an elevator. I do like the big font with the phone numbers.
* Well, we aren’t in an elevator now so you can go through it. Well, they do have the patient advocate on here and the VA police are usually at the front and roaming the clinic. The security is at the front desk, but the VA police are roaming.
* (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 will probably still go to patient advocate.
* How would you get in contact with patient advocate? Well, they move floors, but I have been there so I would know how to find them. If not, I could always call the main line and get in contact with them.
* 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? No, it explains everything.
* You stated there are a lot of information on here, is there anything we should keep/separate from the poster? I like how you bold some of the key information that would be needed. I don’t know why you would have to explain what harassment is, but I do understand that some may not know that harassment is also verbal. I work in healthcare, so I know these things.
* Do you work within the VA? No, I work outside the VA.

### 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) Computer

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? Yeah, I see it. Got it.

## 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? It is similar to how they have other things set up. You have areas where you can click to get to other parts of the page to get your answers you may need. I like the grey box with the numbers. It goes into detail and everything. Goes into step wise for after you report. This would be something I would look up rather then being on the phone. I prefer to be able to do things online.

When you say do things online, what do you mean? Like report online, but it looks like it is still by phone.

But seeing this page you would expect to be able to report online? Yes, this makes you believe that you can report online. Like my city’s website allows you to report 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 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? Based on this I would have to call the number up here to do a report. But if I have time online I would go to the advocate to talk to them if time allows.

So, if you were on the site you may do either on these? Yes, it would depend on timing with my appointments.

If you didn’t have time, what would you do? Call the number once I got home. But if the person keeps on following you then you would have to go to security.

When you say following you, do you mean that day? Yes, I would go to the front desk security.

* (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 guess they would investigate it. Let me see, they have a list for it. So yeah, it sounds like an investigation. I know at my VA they have done things to make it more LGBTQ+ Veterans. I am not sure that came from things like this. During June they will have displays for Pride month, people who were out before the Don’t ask don’t tell policy was listed, they will be displayed. There are signs saying different genders are welcomed in this space. It is still taken a bit, but they now ask you what pronouns you use. Some places are better at it than others. Women’s and mental health clinics are better at it.

You bring this up, can you explain why these changes relate to what we are looking at? I have been told I was in the wrong bathroom before at the VA where I would go out of my way to find a Uni-Sex (independent) bathroom. Within the last couple years that hasn’t happened. If you can make it more accepting of all types of people. Having a women’s clinic stand alone is something that is amazing that is not seen everywhere.

What other thoughts do you have about this page? No, I like how the layout is now. The dropdowns if you need more information. The only thing they need is a way to report it online.

* 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? The poster has the numbers to call. The whole 711 thing, I wasn’t aware was a thing. The same with this give all the details you will need when reporting and what you should expect after you file. Some may not report because they are not aware what may be released if they did file a report.
* Do you see anything on this page about filing a report anonymously? On the top it states they will ask you to provide you name. After that it says they may also talk to others to see if they saw what happened. Oh, wait I just saw the what if I am not comfortable. Oh, you can do it anonymous report and go to the office of the inspector general which I fill that would be more of an issue because you are now leaving the VA and going into another organization. It looks like their page is pretty decent with explaining that.
* Do you think if someone would want to make an anonymous report that this could be an option for them? Yes, I do think this would be helpful.
* Could you scroll up, this information is on the top as well. The way that it is displayed do you think that this information gets lost the way it is presented now? Yes, because it gets lost within the other information. When you are scanning through things you look at the bullet points and headers and the other details get lost to me.
* What was not helpful about what you've reviewed today? Again, having that not being comfortable giving my name in a report not being bolded and at the bottom makes it seem there is not a way to make an anonymous report. It is too far down. It should be right out front.
* You are saying to make sure this information should be on top, so it is not missed? Yup, because if you miss it down you are going all the way down and you see it again. I will scroll through the whole page to see where everything was.
* Did you get all the way to the bottom to those questions, or did you stop before that while scanning page? I stopped before there. Having the separating line makes it seem as though that was the end of the information. It made it seem that it was the bottom part of the page.
* What would you like to change about what you've reviewed today? Definitely put the hyperlink to the dropdown where if you don’t feel comfortable giving your name and have a report form where you can fill out questions online. That would be helpful. There are some days where you don’t want to talk to people. Also, when you call into the VA you are on hold forever which makes you not want to call in to report it.
* So, doing that online would avoid that problem? Yes, and sometimes you aren’t comfortable talking about so being able to type it out is better.

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) For me yes.
* If so, how was it reported? (phone call / in person / \_\_\_\_\_\_\_\_\_\_\_) I talked to my primary provider.
* You said for you, were you thinking of a time that your friend was harassed, and they did not report it? Yes.
* If it wasn't reported, what were the barriers to reporting it? I don’t know.

How would you prefer to report any future harassment? (phone call / in person / online somehow / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) If there was an online portal. Since all that happened, I know that patient advocate has a few avenues they have to be able to take care of things like that.

The changes you are seeing now you are not sure if your report is apart of that or not? Yes.

(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? Not that I can think of.

I do have one more question for you. You mentioned you had phone numbers you could call on the poster, do you remember how accessible those numbers were? I am assuming they are the same time frame as the VA.

You said you might call a phone number; how do you feel about having to call during those limited hours? I am use that, and they only operate in those hours due to staffing. It is understandable.

## 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? Not at this time.

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!