Supplementary Online Content

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eAppendix 1. Interview Topic Guide for Home Health Care Workers

eAppendix 2. Codebook

This supplementary material has been provided by the authors to give readers additional information about their work.

eAppendix 1. Interview Topic Guide for Home Health Care Workers

<u>Warm up question:</u> Tell me, how long have you been a home health care worker?

<u>Interview questions</u>

1. Please tell me what you currently know about Coronavirus (COVID-19)?

    Probe: Where are you getting information on COVID-19?

    Probe: How do you verify whether the information is accurate?

2. Has COVID-19 affected your day-to-day work? If so, how?

    Probe: How has COVID-19 affected your workflow?

    Probe: How has COVID-19 affected your clients' (patients') health and your care for them?

    Probe: Have your patients or their families asked you to do anything differently because of COVID-19?

    Probe: How will COVID-19 affect your wages, benefits, and leave/sick benefits?

3. Has your agency provided you with training on COVID-19?

    Probe: What kind? How (mode of delivery)?

    Probe: Do you feel prepared, based on the training you have received?

4. Has your agency instructed you to take certain precautions for COVID-19? If so, what?

    Probe: What extra precautions are you taking outside of what your agency recommends? (from who?)

5. Has your agency asked for your input or information about your COVID-19 experiences?

6. Have you talked to other home health care workers about COVID-19 experiences?

    Probe: About COVID-19 training? About precautions and best practices?

Probe: If you could speak with a peer about their experience with COVID-19, what would you like to know or talk about?

7. Do people in your community ask you questions about COVID-19?

    Probe: Your family? Your clients?

    Probe: What are their questions? What are your answers?

    Probe: Did you play this role in your community before the pandemic?

8. Have you cared for a client with COVID-19 or suspected COVID-19 yet?

    Probe: If so, please describe that experience

9. Have you yourself had symptoms for COVID-19 (shortness of breath, fever, cough, etc)?

    Probe: If so, what did you do?

10. What worries you about the current coronavirus situation in terms of your job as a home health care worker?

    Probe: Has caring for a child or parent impacted your ability to work during the COVID-19 pandemic?

11. When working with clients, what situations (related to COVID-19) worry you the most?

    Probe: Which patients do you worry about the most (comorbidities?)

    Probe: What symptoms are the most frightening?

12. What would make you feel more comfortable as a home health care worker during the coronavirus situation?

    Probe: What do you wish the agency could do differently to better support you?

13. Are there additional concerns or issues you would like to talk about? Do you have any questions for us?

eAppendix 2. Codebook

Code	Description
Home health care worker anxiety	Codes in this category relate to whether home health care workers are anxious about something specific due to COVID-19.
Home health care worker anxiety: balancing with family responsibilities	Due to difficulties balancing job duties with obligations to their own families.
Home health care worker anxiety: balancing with school	Due to difficulties balancing job duties with their own schooling/education.
Home health care worker anxiety: catching COVID-19	Of catching COVID-19 and getting sick.
Home health care worker anxiety: increasing hours	Regarding whether home health care workers are concerned they will need to work MORE because of the crisis, e.g., getting more, less desirable hours.
Home health care worker anxiety: job + financial security	Regarding whether home health care workers fear loss of hours, benefits, wages.
Home health care worker anxiety: clients'/patients' comorbidities/high-risk cases/unhealthy practices	Home health care worker is anxious about clients' specific comorbidities (e.g., respiratory conditions) or risk factors (e.g., old age) and susceptibility to COVID-19, and these comorbidities place the home health care workers at risk.
Home health care worker anxiety: ppe + supplies	Home health care worker is anxious about potentially running out of PPE, effectiveness of PPE, cleaning PPE, etc.
Home health care worker anxiety: transmitting COVID-19 to own family	Home health care worker is anxious of transmitting COVID-19 to family members and getting them sick.
Home health care worker as knowledge source: for clients	Home health care worker serving as a knowledge source regarding COVID-19 for clients.
Home health care worker as knowledge source: for own communities	Home health care worker serving as a knowledge source regarding COVID-19 in their communities.
Home health care worker avoiding risky cases	Home health care worker actually turns down, or wants to turn down, new cases due to increased COVID-19 risk (e.g., because they would have to travel on public transportation to the case, or because the client is risky).
Home health care worker family involvement	Regarding the home health care workers' family interceding.
Home health care worker is not concerned about COVID-19	Home health care worker response to "What about COVID-19 worries you?"

peer support	Regarding whether home health care workers get support from their colleagues, e.g., do they speak with other home health care workers.
religiosity	Home health care worker expresses faith or religion is helping them get through COVID-19 uncertainty.
Home health care worker response	Codes in this category are for how home health care workers describe their responses would be to emergent issues with client or their own health. Category code is used for complete lack of response OR responses not specifically delineated.
Home health care worker response: calling 911	Calling 911.
Home health care worker response: calling a doctor (PCP or specialist)	Calling primary care physician, or a specialist (e.g., nephrologist).
Home health care worker response: calling coordinator	Calling the home health care workers' coordinator at the agency.
Home health care worker response: calling patient's family member	Calling the client's family or unrelated point person.
Home health care worker response: going with patient to doctor / hospital	Going with the patient to the hospital (either in an ambulance or otherwise), or to their doctor.
Home health care worker responsibility to patient	home health care worker feels duty to patient, emotional attachment to patient, concern for patient, job is a "calling", don't want to leave patients alone, etc.
Self-assessments	home health care workers completing self-assessments of their health prior to attending work during COVID-19.
Home health care knowledge source	Codes related to where workers are receiving or finding information about COVID-19.
Home health care knowledge source: agency nurse + coordinator	From agency staff, e.g., nurses, coordinators. Official communication from agency should not be tagged here.
Home health care knowledge source: doctors	From workers, clients', or other personal doctors (not health authorities via the media)
Home health care knowledge source: friends + family	From friends and family, e.g., closed family, Whatsapp groups or email threads.
Home health care knowledge source: general media	From the "general media"; not specified.
Home health care knowledge source: government authorities	From authorities, e.g., CDC, Cuomo, DeBlasio
Home health care knowledge source: online + social media	From less personal online sources, including online news and social media

Home health care knowledge source: tv	From TV news.
Home health care knowledge source: union	Through communications from the home health care worker's union.
COVID-19 confirmed	Regarding manifestation of symptoms with home health care worker's or client where COVID-19 has been tested and confirmed.
COVID-19 training	home health care worker's discussing whether they received training regarding COVID-19, and how that training was conducted. Category code used for lack of training.
COVID-19 training: in-person	home health care worker's discussing in-person training, including cases where it was canceled.
COVID-19 training: remote	Home health care worker's discussing training through remote means, e.g. a video
COVID-19 transmission between home health care worker and client	Transmission between home health care workers and client.
patient family involvement	Regarding the patient's family interceding, or their concerns or responsibilities intersecting with the home health care worker's job.
patient: watching COVID-19 news	Patients are spending all their time watching the news
patient: worries about COVID-19	Regarding whether the patient is or isn't worried about COVID-19.
precautions	Codes related to what home health care worker's do as a precaution to protect themselves/others from COVID-19.
precautions: hygiene + sanitation	Including hand-washing, masks, gloves, sanitation (e.g. use of Lysol)
precautions: monitoring patient symptoms	Monitoring patient symptoms.
precautions: remedies	Folk remedies, e.g. drinking certain teas
precautions: social distancing	Following social distancing.
supplies: agency-provided	Tracking discussion of whether agency is providing supplies (e.g.: PPE, thermometers, etc.) upon request, proactively sent, or unavailable.
supplies: home health care workers' source themselves	Used when a home health care worker purchases PPE / supplies using their own personal finances, or otherwise sources them on their own (e.g., from another job)
supplies: patient or patient family-provided	Tracking discussion of when a home health care worker's s client (or client's family member) provides the home health care worker with supplies
travel: to agency for supplies	Discussion around traveling to the agency for supplies (PPE, thermometers).
travel: to clients	Discussion around traveling to clients.

travel: via public transportation	Discussion around use of public transportation.
uncertainty: clinical care	Around who to call, what treatments to apply, and whether treatments work.
uncertainty: clinical diagnosis	Around what a diagnosis actually might be (e.g. Is it COVID-19?).
uncertainty: precautions	Around whether their precautions are the right ones or are effective.
uncertainty: what's going to happen?	General uncertainty about the state of the world.
verifying COVID-19 information	Regarding tactics or thought processes around how home health care workers verify information they receive about COVID-19, whether present or not.
agency apps	Electronic apps used by agencies to communicate with their home health care workers.
agency COVID-19 communication	Codes in this category relate to whether agencies have communicated information to home health care workers relevant to COVID-19, and how they do so. Category code is also used for lack of communication.
agency COVID-19 communication: email	E-mail.
agency COVID-19 communication: letter	Physical letters delivered in person or via mail.
agency COVID-19 communication: phone calls	Phone calls to the home health care workers.
agency COVID-19 communication: phone clock-in system	Existing phone clock-in system.
agency COVID-19 communication: technical issues	Technical issues that prevented home health care workers from receiving COVID-19 communication from the agency.
agency COVID-19 communication: text message	SMS text messages.
agency illness policy	What is the agency's illness policy for home health care workers, or what do home health care workers believe is the illness policy? Covers what home health care workers should do if they're sick, and what recourses and resources they believe they would get.

Abbreviations: COVID-19: 'CO' stands for 'corona,' 'VI' for 'virus,' and 'D' for disease; CDC: Centers for Disease Control and Prevention; SMS: short message service; PPE: personal protective equipment.

The words 'client' and 'patient' are used interchangeably in the code book.