

S1 File. Script of qualitative discussion questions and Zoom poll questions

Poll 1) How many years of experience TOTAL do you have as a CNA/Environmental Services (EVS/Housekeeping) staff member in a Long-Term Care Setting?

- 0-1 years
- 2-5 years
- 6-10 years
- 10+ years

Poll 2) How many years have you been employed as a CNA/EVS staff member at your CURRENT facility?

- <1 year
- 1-2 years
- 3-4 years
- >5 years

Poll 3) When do you most frequently work?

- Day Shift (during the week)
- Evening Shift (during the week)
- Night Shift (during the week)
- Weekends only

Poll 4) On a scale of 1-10, at the BEGINNING OF THE PANDEMIC, how at risk were you of getting COVID-19 in your facility?

Poll 5) On a scale of 1-10, AT THIS TIME, how at risk are you of getting COVID-19 in your facility now?

- Are CNAs/EVS staff working in a nursing home at risk for getting COVID-19?
 - Why or why not? (Probe: Job responsibilities)
- Have your (How have your) job responsibilities or duties changed because of COVID-19?
 - Have you had additional training as a result of COVID-19 and/or changed work responsibilities?
- Where do you feel more at risk of getting COVID-19?
 - Inside the facility where you work
 - Outside of the facility (NOT at work, at home, community)
 - Why? (Probe: perception of less control, if the perception has changed from one versus the other, what in the community or facility makes them feel safer)
- Has/how has the availability of the COVID-19 vaccine impacted how at risk you are of getting COVID-19?
- Thinking back --- What barriers/challenges to preventing COVID-19 existed in your facility at the start of the pandemic?

Now I would like to ask you another polling question -

Poll 6) At the BEGINNING OF THE PANDEMIC, what was the one greatest barrier/challenge to preventing COVID-19 in your facility?

- Lack of training or education
- Lack of Personal Protective Equipment (PPE)
- Lack of leadership support
- Staff disbelief (Staff NOT believing COVID-19 is a problem)
- Staffing shortages
- Frequent staff turnover
- Limited COVID-19 testing
- Other (Greatest barrier not listed above)
- No barriers to preventing COVID-19 in facility

We have been through a year now (a year has passed since the beginning of the pandemic), if you had to pick the one greatest barrier/challenge to preventing COVID-19 in your facility, but AT THIS TIME, what would that be now? Currently? Today?

Poll 7) AT THIS TIME, what is the one greatest barrier/challenge to preventing COVID-19 in your facility now?

- Lack of training or education
- Lack of Personal Protective Equipment (PPE)
- Lack of leadership support
- Staff disbelief (Staff NOT believing COVID-19 is a problem)
- Staffing shortages
- Frequent staff turnover
- Limited COVID-19 testing
- Other (Greatest barrier not listed above)
- No barriers to preventing COVID-19 in facility

- For those who selected “Other”, what was your one greatest barrier/challenge to preventing COVID-19?
- What barriers/challenges to preventing COVID-19 exist in your facility currently/today/at this time?
 - How have things (barriers/challenges) changed since the beginning of the pandemic? What helped you overcome these barriers/challenges?
- What has your nursing home done well throughout this pandemic?
- What can your nursing home improve on?
 - What is one thing you wish your nursing home could have done for you/your fellow CNAs/EVS staff during the pandemic to make things better?

- Do you believe you have a role in preventing COVID-19 in your facility?
 - How does what you do impact COVID-19 in the nursing home? For example, how do your daily activities at work impact COVID-19 in your nursing home?
 - How does what other CNAs/EVS staff, your coworkers, do outside of work (e.g., at home) impact COVID-19 in the nursing home? Activities outside of work, other jobs etc.?
- Looking back, what do you wish you would have known? What one piece of advice would you share with another CNA/EVS staff member about COVID-19 in nursing homes?
- Moving forward, what are you most worried/concerned about related to COVID-19 in the nursing home? What do CNAs/EVS staff need most moving forward?

Poll 8) Where do you most often go to find information on preventing COVID-19 in the nursing home?

- My Nursing Home Facility
- My Contracting Agency
- My Union
- Coworkers
- State or Local Public Health Department
- CDC Website
- News
- Social Media (e.g., Twitter)
- Friends/Family
- Other

Poll 9) Moving forward, how best can CDC reach CNAs/EVS Staff with new guidance or information about COVID-19?

- Through Your Nursing Home Facility
- Through Your Contracting Agency
- Through Your Union
- Through Your Professional Organization or Society (e.g., Association for the Health Care Environment etc.)
- State or Local Public Health Department
- CDC Webinar
- Direct Email from CDC (e.g., newsletter)
- Direct Mail from CDC (e.g., postcard)
- Social Media (e.g., Twitter)
- Other

- In terms of communication of new information about COVID-19, are there any other ways CNAs/EVS staff should be reached? Topics of interest or concern? (Probe: Messages or messengers?)