

Appendix 1:

Semi-structured Interview Guide for Key Informants

[The interview guide includes examples of general questions that will be asked to key informants.]

Thank you for agreeing to participate in this study. This interview will require about 30-45 minutes. I will be asking you several questions about your colorectal cancer screening program and the impact of COVID-19 on your program. We want to find out how you are making decisions about the program during the pandemic, what the status of your program is, and when you are planning of resuming screening. This conversation will be recorded and transcribed. If you are willing we would like to make a transcript of this interview available to help guide other screening programs, however you may request that your interview is not released. You will be able to review the transcription to correct any aspects, and to redact any part of the transcript. No identifying information revealed in publication of results. Before we begin, do you have any questions?

1. Please describe the organization that you work for and your role.
2. We would like to ask about/confirm some key characteristics of your screening program (note we will obtain as much information about the program beforehand so that much of this information would require confirmation vs. extensive descriptions and explanations)
 - a. Who does your program target for screening
 - b. What types of screening tests are offered?
 - c. How often is testing offered?
 - d. How are people invited for participation?
 - e. How do you track them?
 - f. How are positive tests followed up? Do you have navigation? Can you tell me about how navigation is used in your program?
 - g. Are there available documents that would help us understand how your program usually functions? Would you be able to provide access/links to this information?
3. When did your organization start planning a response to COVID-19? Did your program have a pre-existing pandemic or critical incident/disaster plan in place beforehand?
4. If you stopped screening, on what date did you stop screening? If you have not stopped screening, are you considering stopping in the near future?
5. What were the key things you considered when making the decision when/if to stop screening?
6. What elements of screening were stopped (if any)? For example, were invitations for screening stopped or continued? Did tests continue to be sent/given to people? Did returned

- tests continue to be processed? Did confirmatory colonoscopy for people with positive tests continue?
7. Who were the people involved in the decision-making for your organization?
 8. Can you describe the process of decision-making about stopping CRC screening? Can you give us some insight into how that process went?
 9. How are decisions being made moving forward?
 - a. Are there any documents you could share with us that relate to how decisions were made about your program's response to the pandemic?
 - b. Are there any internal/external communications that could be shared?
 - c. Could you provide information about communication to providers or the public? For example, were changes made to your website? When did communications happen?
 - d. How did the field (primary care, endoscopy) etc respond to these decisions? Were they consulted? How did they receive information on the program's decisions?
 - e. Were there any unforeseen consequences to the decisions that were taken?
 10. What measures have been taken with respect to individuals who were in the process of screening?
 - a. What has happened to requisitions?
 - b. What has happened to returned kits?
 - c. What has happened to individuals with positive screening tests (ask if program uses stool based screening or flexible sigmoidoscopy)?
 - d. What is currently happening to patients found to have colorectal cancer on confirmatory colonoscopy? Is there still access to navigation, diagnostic evaluation (CT scans) and treatment (surgery, chemotherapy) in your jurisdiction?
 11. Has there been any public response because of cessation of screening, or delay for individuals in the process of screening? For example, were changes in the screening program covered in the press? If there was a public response how would you characterize this?
 12. What is your plan for resumption of screening? Who will be making the decision (at what level in your organization) to resume screening?
 13. What are the key considerations for resumption?
 - a. Will there be a period before screening resumes to allow catch up of diagnostic tests and cancer treatment?
 - b. How will the "pent up demand" be managed
 - c. What will happen to those who were in the process of screening (had received invitations, had requested kits)?
 - d. What are the financial considerations for re-starting the program
 - e. Are you planning on measuring the impact of ceasing screening during COVID – if so, how?

- f. Do you have innovations/apps/web based platforms that you are creating as a part of your plan to resume screening?
 - g. Are you planning changes to the program design or implementation upon restarting? Will these changes be temporary or permanent? If temporary, how will you decided to resume usual policies and procedures?
 - h. Are you sharing information with other screening programs (ie perhaps other CRC programs or other types of cancer – breast, cervix etc)? Has this been useful? And if so how?
14. How are you informing the public about your plan for restarting your screening program? What has the response been? Have you engaged the public in your plans to resume?
15. How are you informing other stakeholders about your plan?
16. What are the major challenges you have experienced with respect to managing your screening program during the pandemic? Have unanticipated events occurred?
- a. How have you managed these challenges?
 - b. What has helped to overcome these challenges?
 - c. What has made managing your program more difficult/easy?
17. Who are the other people in your program who could give us key insights into the management and delivery of your screening program during the pandemic?
18. We are hoping to talk with other individuals who are also managing screening programs during the pandemic, can you suggest anyone?

Thank you for taking the time to speak with me.