## Interview Instructions

*The following interview records are provided by Partnerships and are for optional use. AMHSA recommends reviewing the questions and guidelines included in the Audit Workbook before conducting your interviews to ensure you capture the necessary information for your report writing.*

If using the printed interview record forms, the following instructions should be followed. They are designed so that a minimal amount of writing is required.

*Non-committal responses are counted as a negative, or a "no," when calculating response rates for each question.* ***Only consider a response to be not applicable (N/A) when the question itself does not apply to the individual being interviewed.***

**Steps**

1. Introduce and explain the interview process and purpose to the interviewee.
2. Discuss some of the interviewee’s background information, so that questions can be asked in a manner that relates to the individual's job. Make key word notes in the “Background Information” space.
3. Ask the questions on the form. Re-word them if needed. Expand on them if you didn’t get enough information. Record key words and comments in the space under the question.
4. Once the question is finished, place a “tick” mark in the space under the “RESPONSE” column that best reflects the interviewee’s answer.

Continue in this manner for all of the interviews. One set of interview record forms may be all that is needed to record all interview responses for an employee group (worker, supervisor, etc.).

Council interviews are only conducted when the WCB account being audited includes council.

All employee groups indicated in the audit question must be interviewed. Interview results are then combined to be able to calculate the percentage of positive responses. In order to achieve representative findings, interviews should not be discontinued.

If validation of a question requires two or more employee groups (e.g., worker, supervisor) to be interviewed, combine all the +, -, and N/A responses for the applicable groups to calculate the percentage of positive responses for the audit question.

Remember – All interview records are completely confidential. Destroy the records once the report is completed and approved by AMHSA.

**Examples**

|  |  |  |
| --- | --- | --- |
| **1.09 How does senior management (i.e., the boss/the owner) communicate to you that health and safety is important? How often?** | | |
| *Use tick marks or checks to note positive, negative, and N/A responses.* | | |
| ***Yes*** | **~~⏐⏐⏐⏐~~ ⏐⏐⏐** | 8 |
| ***No*** | **⏐** | 1 |
| ***N/A*** | **⏐** | 1 |
| ***Total*** | | 10 |
| *At staff meetings (monthly).*  *Through newsletter. At Christmas luncheon.*  *A few times a year in the newsletter*  *New – hasn’t seen any communication yet.* | | |

Of the 10 employees interviewed, 8 responded positively, 1 negatively, and 1 was N/A. The positive responses result in a percentage of 80% - entering 80% in the Int. Scoring worksheet for question 1.09 will calculate a score of 10 out of 10.

|  |  |  |
| --- | --- | --- |
| **1.04 What are some of the key points listed in the Health and Safety Policy?** | | |
| *Use tick marks or checks to note positive, negative, and N/A responses.* | | |
| ***Yes*** | **~~⏐⏐⏐⏐~~ ⏐** | 6 |
| ***No*** | **⏐⏐⏐⏐** | 4 |
| ***N/A*** |  |  |
| ***Total*** | | 10 |
| *Talks about commitment.*  *Outlines responsibilities for different levels (workers, bosses, contractors).*  *Legislation and standards.*  *Unsure* | | |

Of the 10 employees interviewed, 6 responded positively, 3 negatively, and 1 was non-committal. The positive responses result in a percentage of 60% - entering 60% in the Int. Scoring worksheet for question 1.04 will calculate a score of 3 out of 5. This is calculated based on 60% proportion of the 5 available points (5 x 60% = 3).

## Interview Scoring

Transfer your results (number of positive and negative and N/A responses for each question to the Int. Scoring worksheet in the Excel audit workbook. Select “Int. Scoring” as data source at the top of the page. Note that “Int. Record” is utilized as the data source when recording interview results in the Int. Record tab of the audit workbook.

The worksheet will look like this:

Graphical user interface

Description automatically generated with medium confidence