

US EPA ARCHIVE DOCUMENT

**Appendix 2-2:
Quantitative Research Telephone Questionnaires**

34958-1

DATE: _____

INTERVIEWER: _____

Hello, I'm calling on behalf of Carol Adams of National Family Opinion. Have I reached the (INSERT LAST NAME) residence? (IF CORRECT RESIDENCE, CONTINUE. OTHERWISE, TERMINATE) May I please speak to the person in your household who is MOST RESPONSIBLE FOR PURCHASING AND USING INDOOR INSECTICIDE PRODUCTS? (WHEN PROPER RESPONDENT ON PHONE, REPEAT LEAD-IN AND CONTINUE) (IF RESPONDENT NOT AVAILABLE, ARRANGE A CALLBACK) I am calling about the indoor insecticide study. I would like to ask you some questions about the materials you received.

A. A few days ago you were sent a letter and two sealed envelopes. Did you receive them? (TAKE DK AS NO)

Yes 1

No 2 - (TERMINATE)

Open the envelope marked "label". Inside is a replica of a label you would see on an indoor insecticide product. Take a moment to look at this label.

(NOTE: ROTATE QUESTIONS 1-9a)

(NOTE: IF RESPONDENT READS ANY PART OF PARAGRAPH LISTED ON "CORRECT RESPONSE", IT IS A CORRECT RESPONSE)

1. Now go to the place that gives directions on how to use the product and read to me from that section. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (**DIRECTIONS FOR USE:** it is a violation of Federal Law to use this product in a manner inconsistent with its labeling. **FOR HOUSEHOLD USE: SHAKE WELL BEFORE EACH USE.** Hold container upright. Do not spray up into air. Apply to surfaces only. Point spray opening toward surface to be sprayed and press button firmly. Hold about 12" from surface being sprayed. Spray until surfaces are wet. Repeat treatment as necessary. **ROACHES, PALMETTO BUGS, WATERBUGS, CRICKETS, SILVERFISH, AND SPIDERS:** Spray directly on insects when possible. Thoroughly spray cracks, baseboards, underneath kitchen shelves, and other places where insects habitate. **ANTS AND EARWIGS:** Spray door sills, wood frames, outside foundations and porches. Spray directly on ant hills. **FLIES, MOSQUITOES, GNATS, WASPS:** Apply on screens, walls, door and window frames, and other surfaces where insects congregate) 1

Incorrect response 2

Could not find 3

DK/Refused 4

2. Now, please find a description of what the product does and read it to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (ANT & ROACH KILLER
FRESH SCENT. Kills fast in two ways: (1) it
kills bugs fast-on contact and (2) it keeps on
killing with residual action even after you spray,
for up to 6 weeks) 1

Incorrect response 2

Could not find 3

DK/Refused 4

3. Next, please locate information about where the product should not be used and read it to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (Avoid excessive wetting of
asphalt, tile, rubber and plastic materials. Do
not apply to humans, pets, plants or contaminate
feed, food stuffs, dishes or utensils. Cover and
avoid spraying fish aquariums. Cover or
remove exposed food, dishes, utensils and
food handling equipment.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

4. And can you please locate information about the effects on personal and children's health or safety and read them to me? (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (PRECAUTIONARY
STATEMENTS HAZARDS TO HUMANS
AND DOMESTIC ANIMALS: CAUTION:
Harmful or fatal if swallowed or absorbed
through the skin. Avoid breathing spray mist.
Avoid contact with skin or clothing. Wash
thoroughly with soap and water after handling.
Provide adequate ventilation of area being
treated.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

5. Now please find information about effects on pets, wildlife or water and read them to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (PRECAUTIONARY STATEMENTS, HAZARDS TO HUMANS AND DOMESTIC ANIMALS: CAUTION: Do not apply to humans, pets, plants or contaminate feed, food stuffs, dishes or utensils) 1

Incorrect response 2

Could not find 3

DK/Refused 4

6. Now can you please locate product contents or ingredients and read one to me? (WAIT FOR RESPONDENT TO READ, SPELL OR GET EVEN CLOSE TO PRONOUNCING) (RECORD ONE RESPONSE ONLY)

Correct response (ACTIVE INGREDIENTS: Permethrin 0.20%, 2 - (1-Methylethoxy) phenol methylcarbamate 0.50%, Tralomethrin (1R) 0.01%, d-trans Allethrin 0.05%, Pyrethrins 0.20%, Piperonyl butoxide technical 0.50%, OTHER INGREDIENTS: 98.54%, contains petroleum distillates. Total = 100%) 1

Incorrect response 2

Could not find 3

DK/Refused 4

7. Now please go to the part of the label that gives you information on how to store the product and read it to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (STORAGE: Store away from heat or open flames, in an area inaccessible to children). 1

Incorrect response 2

Could not find 3

DK/Refused 4

8. Next, please find the area that gives you information on how to dispose of the packaging of the product and read it to me. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**DISPOSAL**: This container may be recycled in the few but growing number of communities where aerosol can recycling is available. Before offering for recycling, empty the can by using the product according to the label. **(DO NOT PUNCTURE)** If recycling is not available, replace cap, wrap in several layers of newspaper and discard in trash) 1

Incorrect response 2

Could not find 3

DK/Refused 4

- 9a. Now can you find the place that gives you information on what to do in an emergency or in case of accident and read to me from that section. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**FIRST AID. IF SWALLOWED**: Call doctor or Poison Control Center immediately. Gastric lavage is indicated in material was taken internally. (Do not induce vomiting). **IF IN EYES**: Flush with plenty of water. **IF ON SKIN**: Wash promptly with soap and water. Get medical attention if irritation persists or develops. **IF INHALED**: Remove victim to fresh air. Apply artificial respiration if indicated.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

- 9b. Was all of the information on this label where you expected it to be? **(TAKE DK AS NO)**

Yes 1 - **(SKIP TO QU. 10a)**

No 2

- 9c. What information was not where you expected it to be? **(RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)**

TYPE DIRECTLY INTO CRT

10a. Now please look at the section on the back of the label entitled "Directions for use". Are there any WORDS or PHRASES in this section that could be CONFUSING or DIFFICULT to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY) :

- Yes 1
- No 2 - (SKIP TO QU. 11a)
- DK/Refused 3 - (SKIP TO QU. 11a)

10b. What WORDS or PHRASES are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

- It is a violation of federal law to use this product in a manner inconsistent with its labeling 1
- Avoid excessive wetting 2
- Other (Specify): _____ 3
- DK/Refused 4

11a. Now please go to the section on the back of the label titled "Storage" and a bit further down "Disposal". Are there any WORDS or PHRASES in this section that could be CONFUSING or DIFFICULT to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)

- Yes 1
- No 2 - (SKIP TO QU. 12a)
- DK/Refused 3 - (SKIP TO QU. 12a)

11b. What words or phrases are those? (RECORD VERBATIM)

TYPE DIRECTLY INTO CRT

12a. Now please look at the section on the back of the label titled "Precautionary Statements". Are there any WORDS or PHRASES that could be CONFUSING or DIFFICULT to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)

- Yes 1
- No 2 - (SKIP TO QU. 13a)
- DK/Refused 3 - (SKIP TO QU. 13a)

12b. What words or phrases are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

- Hazards to humans and domestic animals 1
- Provide adequate ventilation of area being treated 2
- Other (Specify): _____ 3
- DK/Refused 4

13a. Next, I would like you to look at the section on the back of the label titled "First Aid". Are there any **WORDS** or **PHRASES** in this section that could be **CONFUSING** or **DIFFICULT** to understand? (**DO NOT READ LIST**) (**ACCEPT ONE RESPONSE ONLY**)

- Yes 1
- No 2 - (SKIP TO QU. 14a)
- DK/Refused 3 - (SKIP TO QU. 14a)

13b. What **WORDS** or **PHRASES** are those? (**DO NOT READ LIST**) (**ACCEPT MULTIPLES**)

- (IF IN EYES) Flush with plenty of water 1
- (IF INHALED) Remove victim to fresh air 2
- If irritation persists 3
- Gastric lavage is indicated if material was taken internally 4
- Other (Specify): _____ 5
- DK/Refused 6

14a. And finally, I would like you to take a look at the section on the back of the label titled "Physical or chemical hazards". Are there any **WORDS** or **PHRASES** in this section that could be **CONFUSING** or **DIFFICULT** to understand? (**DO NOT READ LIST**) (**ACCEPT ONE RESPONSE ONLY**)

- Yes 1
- No 2 - (SKIP TO NOTE BEFORE QU. 15a)
- DK/Refused 3 - (SKIP TO NOTE BEFORE QU. 15a)

14b. What **WORDS** or **PHRASES** are those? (**DO NOT READ LIST**) (**ACCEPT MULTIPLES**)

- Do not puncture or incinerate container 1
- Other (Specify): _____ 2
- DK/Refused 3

15. Now I'm going to read you some words or phrases from this label. For each one, please tell me what it means to you.

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 10b ASK QUESTION 15a. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15b)

15a. Under directions for use, what does "It is a violation of federal law to use this product in a manner inconsistent with its labeling", mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 2 NOT MENTIONED IN QUESTION 10b ASK QUESTION 15b. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15c)

15b. Halfway through directions for use, what does "Avoid excessive wetting" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 12b ASK QUESTION 15c. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15d)

15c. Under the title precautionary statements, what does "hazards to humans and domestic animals" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 2 NOT MENTIONED IN QUESTION 12b ASK QUESTION 15d. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15e)

15d. Halfway through the precautionary statements, what does "provide adequate ventilation of area treated" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 3 NOT MENTIONED IN QUESTION 13b ASK QUESTION 15e. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15f)

15e. Look at the second sentence under the title "First Aid". What does this statement "if irritation persists" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 13b ASK QUESTION 15f. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15g)

15f. Look at where it says "if in eyes" in capital letters and tell me what "flush with plenty of water" means to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 2 NOT MENTIONED IN QUESTION 13b ASK QUESTION 15g. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15h)

15g. Look at where it says "if inhaled" in capital letters and tell me what "remove victim to fresh air" means to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 14b ASK QUESTION 15h. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15i)

15h. In the physical or chemical hazards section what does "do not puncture or incinerate container" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

15i. Now, please look at the front of the label at where the ingredients are listed and tell me what "other ingredients" means to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

16. Just to keep our records up-to-date, may I have your age please? (REFUSED = 98)

Age: _____

17. (RECORD SEX FROM VOICE):

Male 1

Female 2

Those are all of the questions I have this (MORNING/AFTERNOON/EVENING). Sometime in the next day or so, please open up the envelope marked "Questionnaire" and complete and return the survey inside. Please keep the replica of the indoor insecticide label handy while you are filling out the questionnaire. You will need to refer to it. Thank you for participating. (TERMINATE)

34958-2

DATE: _____

INTERVIEWER: _____

Hello, I'm calling on behalf of Carol Adams of National Family Opinion. Have I reached the (INSERT LAST NAME) residence? (IF CORRECT RESIDENCE, CONTINUE. OTHERWISE, TERMINATE) May I please speak to the person in your household who is MOST RESPONSIBLE FOR PURCHASING AND USING HOUSEHOLD CLEANER PRODUCTS? (WHEN PROPER RESPONDENT ON PHONE, REPEAT LEAD-IN AND CONTINUE) (IF RESPONDENT NOT AVAILABLE, ARRANGE A CALLBACK)

I am calling about the household cleaner study. I would like to ask you some questions about the materials you received.

A. A few days ago you were sent a letter and two sealed envelopes. Did you receive them? (TAKE DK AS NO)

Yes 1

No 2 - (TERMINATE)

Open the envelope marked "label". Inside is a replica of a label you would see on a household cleaner product. Take a moment to look at this label.

(NOTE: ROTATE QUESTIONS 1 - 7)

(NOTE: IF RESPONDENT READS ANY PART OF PARAGRAPH LISTED ON "CORRECT RESPONSE," IT IS A CORRECT RESPONSE)

1. Now go to the place that gives directions on how to use the product and read to me from that section. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (Directions For Use: It is a violation of Federal law to use this product in a manner inconsistent with its labeling. TO OPERATE: Turn nozzle to "Spray" or "Stream". GENERAL CLEANING: Holding nozzle 6 to 8 inches from surface, spray soiled area, then wipe clean. Note: A rinse is required for surfaces in direct contact with food. Do not use on marble surfaces. DISINFECTION: Spray until thoroughly wet. Let stand 10 minutes before wiping or rinsing. For heavily soiled surfaces, preclean according to General Cleaning directions. MILDEW: Preclean surface, then spray until thoroughly wet. Let air dry. Repeat weekly or when new growth appears) 1

Incorrect response 2

Could not find 3

DK/Refused 4

2. Now, please find a description of what the product does and read it to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (Cuts Grease! Kills Germs! All Purpose Cleaner! Wham All Purpose Cleaner cleans, deodorizes and disinfects household surfaces. Cuts grease and grime, removes stains. Kills Staphylococcus, Streptococcus and Salmonella bacteria) 1

Incorrect response 2

Could not find 3

DK/Refused 4

3. Next, please locate information about the product causing damage to surfaces and read them to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (Do not use on marble surfaces) 1

Incorrect response 2

Could not find 3

DK/Refused 4

4. And can you please locate information about the effects on personal and children's health or safety and read them to me? **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (KEEP OUT OF REACH OF CHILDREN. CAUTION: See back panel for additional precautionary statements. PRECAUTIONARY STATEMENTS: HAZARDS TO HUMANS AND DOMESTIC ANIMALS. CAUTION: CAUSES EYE IRRITATION. Do not get in eyes, on skin or clothing. Avoid contact with food) 1

Incorrect response 2

Could not find 3

DK/Refused 4

5. Now can you please locate the product contents or ingredients and read one to me? **(WAIT FOR RESPONDENT TO READ, SPELL OR GET EVEN CLOSE TO PRONOUNCING) (RECORD ONE RESPONSE ONLY)**

Correct response
(ACTIVE INGREDIENTS: Alkyl (C12 40%, C14 60%, c16 10%) dimethyl benzy ammonium chloride 0.3%

OTHER INGREDIENTS 99.7%

TOTAL INGREDIENTS 100.0%) 1

Incorrect response 2

Could not find 3

DK/Refused 4

6. Now please go to the part of the label that gives you information on how to store the product and read it to me. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (STORAGE AND DISPOSAL: store in areas inaccessible to small children. Do not reuse empty container. Rinse thoroughly & discard in the trash) 1

Incorrect response 2

Could not find 3

DK/Refused 4

7. And please go to the part of the label that gives you information on how to dispose of the product packaging and read it to me. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**STORAGE AND DISPOSAL:**
do not reuse empty containers. Rinse thoroughly
and discard in trash)..... 1

Incorrect response 2

Could not find 3

DK/Refused 4

8. Now can you find the place that gives you information on what to do in an emergency or in case of accident and read it to me? **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**FIRST AID:** In case of eye contact,
flush with plenty of water for at least 15 minutes.
Call a physician if irritation persists) 1

Incorrect response 2

Could not find 3

DK/Refused 4

- 9a. Was all of the information on this label where you expected it to be? **(TAKE DK AS NO)**

Yes 1 - **(SKIP TO QU. 10a)**

No 2

- 9b. What information was not where you expected it to be? **(RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)**

TYPE DIRECTLY INTO CRT

- 10a. Now please look at the section on the back of the label entitled "Directions for use". Are there any **WORDS** or **PHRASES** in this section that could be **CONFUSING** or **DIFFICULT** to understand? **(DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)**

Yes 1

No 2 - **(SKIP TO QU. 11a)**

DK/Refused 3 - **(SKIP TO QU. 11a)**

10b. What WORDS or PHRASES are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

- It is a violation of federal law to use this product in a manner inconsistent with its labeling 1
- Other (Specify): _____ 2
- DK/Refused 3

11a. Now please go to the sections titled "General Cleaning", "Disinfection" and "mildew". Are there any WORDS or PHRASES in these sections that could be CONFUSING or DIFFICULT to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)

- Yes 1
- No 2 - (SKIP TO QU. 12a)
- DK/Refused 3 - (SKIP TO QU. 12a)

11b. What words or phrases are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

- A rinse is required 1
- Disinfection 2
- Preclean 3
- Thoroughly wet 4
- Other (Specify): _____ 5
- DK/Refused 6

12a. Now please look at the section on the back of the label titled "Precautionary Statements". Are there any words or phrases that could be confusing or difficult to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)

- Yes 1
- No 2 - (SKIP TO QU. 13a)
- DK/Refused 5 - (SKIP TO QU. 13a)

12b. What words or phrases are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

- Hazards to humans and domestic animals 1
- Other (Specify): _____ 2
- DK/Refused 3

13a. Next, I would like you to look at the section on the back of the label titled "First Aid". Are there any **WORDS** or **PHRASES** in this section that could be **CONFUSING** or **DIFFICULT** to understand? (**DO NOT READ LIST**) (**ACCEPT ONE RESPONSE ONLY**)

- Yes 1
- No 2 - (**SKIP TO QU. 14a**)
- DK/Refused 3 - (**SKIP TO QU. 14a**)

13b. What **WORDS** or **PHRASES** are those? (**DO NOT READ LIST**) (**ACCEPT MULTIPLES**)

- (IN CASE OF EYE CONTACT) Flush with
plenty of water 1
- Other (Specify): _____ 2
- DK/Refused 3

14a. And finally, I would like you to take a look at the section on the back of the label titled "Storage and disposal". Are there any **WORDS** or **PHRASES** in this section that could be **CONFUSING** or **DIFFICULT** to understand? (**DO NOT READ LIST**) (**ACCEPT ONE RESPONSE ONLY**)

- Yes 1
- No 2 - (**SKIP TO NOTE BEFORE QU. 15a**)
- DK/Refused 5 - (**SKIP TO NOTE BEFORE QU. 15a**)

14b. What **WORDS** or **PHRASES** are those? (**DO NOT READ LIST**) (**ACCEPT MULTIPLES**)

- Store in areas inaccessible to small children 1
- Other (Specify): _____ 2
- DK/Refused 3

Now I'm going to read you some words or phrases from this label. For each one, please tell me what it means to you.

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 10b ASK QUESTION 15a. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15b)

15a. Under directions for use, what does "It is a violation of federal law to use this product in a manner inconsistent with its labeling", mean to you? (**RECORD VERBATIM**) (**CLARIFY VAGUE RESPONSES**)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 2 NOT MENTIONED IN QUESTION 11b ASK QUESTION 15b. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15c)

15b. In the general cleaning section, what does "disinfection" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 12b ASK QUESTION 15c. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15d)

15c. By the title precautionary statements, what does "hazards to humans and domestic animals" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 13b ASK QUESTION 15d. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 15e)

15d. In the first aid section, what does "flush with plenty of water" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 14b ASK QUESTION 15e. OTHERWISE, SKIP TO QUESTION 15f)

15e. Look in the storage and disposal section. What does this statement, "store in areas inaccessible to children" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

15f. Now, please look at the front of the label at where the ingredients are listed and tell me what "other ingredients" means to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECT INTO CRT

16. Just to keep our records up-to-date, may I have your age please? (REFUSED = 98)

Age: _____

17. (RECORD SEX FROM VOICE):

Male 1

Female 2

Those are all of the questions I have this **(MORNING/AFTERNOON/EVENING)**. Sometime in the next day or so, please open up the envelope marked "Questionnaire" and complete and return the survey inside. Please keep the replica of the household cleaner product label handy while you are filling out the questionnaire. You will need to refer to it. Thank you for participating. **(TERMINATE)**

34958-3

DATE: _____

INTERVIEWER: _____

Hello, I'm calling on behalf of Carol Adams of National Family Opinion. Have I reached the **(INSERT LAST NAME)** residence? **(IF CORRECT RESIDENCE, CONTINUE. OTHERWISE, TERMINATE)** May I please speak to the person in your household who is **MOST RESPONSIBLE FOR PURCHASING AND USING OUTDOOR PESTICIDE PRODUCTS?** **(WHEN PROPER RESPONDENT ON PHONE, REPEAT LEAD-IN AND CONTINUE)** **(IF RESPONDENT NOT AVAILABLE, ARRANGE A CALLBACK)**

I am calling about the outdoor pesticide study. I would like to ask you some questions about the materials you received.

A. A few days ago you were sent a letter and two sealed envelopes. Did you receive them? **(TAKE DK AS NO)**

Yes 1

No 2 - **(TERMINATE)**

Open the envelope marked "label". Inside is a replica of a label you would see on an outdoor pesticide product. Take a moment to look at this label.

(NOTE: ROTATE QUESTIONS 1 - 9a)

(NOTE: IF RESPONDENT READS ANY PART OF PARAGRAPH LISTED ON "CORRECT RESPONSE", IT IS A CORRECT RESPONSE)

1. Please go to the place that gives directions on how to use the product and read to me from that section. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (DIRECTIONS FOR USE: It is a violation of Federal law to use this product in a manner inconsistent with its labeling. READ ENTIRE LABEL. USE STRICTLY IN ACCORDANCE WITH LABEL PRECAUTIONARY STATEMENTS AND DIRECTIONS. HOW TO USE: Turn sprayer nozzle to open. Adjust nozzle to give a coarse spray. Aim at center of weed and spray to wet. Spray any time weeds are actively growing. Do not apply when rain or temperatures over 85 degrees F are expected within 24 hours. Hard to control weeds may require repeat application in 2 to 3 weeks. Weeds in newly seeded lawns may be sprayed after lawn has been mowed 3 times.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

2. Now, please find a description of what the product does and read it to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (**WEED KILLER:** Kills broadleaf weeds in lawns - roots and all. Kills weeds, not lawn grasses when used according to directions. Ready-To-Use. No Mixing. **KILLS:** Bur Clover, Carpetweeds, Chickweeds, Creeping Charlie, Cudweed, Curly Dock, Dandelion, English Daisy, False Dandelion, Flarea, Florida Pusley, Heartleaf Drymary, Henbit, Oxalis, Pennywort, Plantains, Purslane, Red Sorrel, Sheep Sorrel, Spurges, Thistles, Toadflax, White Clover, Wild Carrot, Wild Geranium, Wild Onion. **KILLS WEEDS - NOT LAWN GRASSES. KILLS:** Dandelion, Clover, Plantain, Chickweed, Oxalis, Spurge, Henbit, English Daisy, Wild Onion and many other listed weeds.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

3. Next, please locate information about where this product should not be used and read it to me. (WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)

Correct response (**IMPORTANT:** Do not use this product for controlling weeds in vegetable gardens, flower beds or around shrubs or ornamental plants. Temporary discoloration may occur to St. Augustine, Centipede, and Bentgrass lawns.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

4. And can you please locate information about the effects on personal and children's health or safety and read one to me? **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**PRECAUTIONARY STATEMENTS. HAZARDS TO HUMANS AND DOMESTIC ANIMALS. CAUTION:** Harmful if absorbed through skin. **APPLYING:** When applying this product wear goggles or face shield, long pants, long sleeved shirt, socks, shoes, and chemical resistant gloves. Wash nondisposable gloves thoroughly with soap and water before removing. Remove contaminated clothing and launder separately before reuse. Promptly and thoroughly wash hands and exposed skin with soap and water after using this product. Remove saturated clothing as soon as possible and shower.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

5. Now please find information about the effects on pets, wildlife or water and read one to me. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**ENVIRONMENTAL HAZARDS.** This product is toxic to aquatic invertebrates. Drift or runoff may adversely affect aquatic invertebrates and nontarget plants. Do not apply directly to water. Exercise caution when disposing of waste as groundwater contamination may result from careless handling or spills. Do not contaminate water when disposing of equipment washwater.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

6. Now can you please locate product contents or ingredients and read the first ingredient to me? **(WAIT FOR RESPONDENT TO READ, SPELL TO GET EVEN CLOSE TO PRONOUNCING) (RECORD ONE RESPONSE ONLY)**

Correct response (**ACTIVE INGREDIENTS:** 2, 4-D dimethylamine salt 0.20%, MCPA dimethylamine salt 0.20%) 1

Incorrect response 2

Could not find 3

DK/Refused 4

7. Now please go to the part of the label that gives you information on how to store the product and read to me from that section. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**STORAGE AND DISPOSAL. STORAGE:** Flip down spout to close. **NO NEED TO DISCONNECT TRIGGER SPRAYER.** Close nozzle on trigger sprayer. Snap sprayer back in place. Keep from freezing. Keep pesticide in original container. Do not put concentrate or dilute into food or drink containers. Avoid contamination of feed and foodstuffs. Store in a cool, dry place, preferably in a locked storage area.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

8. Next, please find the area that gives you information on how to dispose of the packaging of the product and read to me from that section. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**DISPOSAL. PRODUCT -** Partially filled bottle may be disposed of by securely wrapping original container in several layers of newspaper and discard in trash. **CONTAINER -** Do not reuse empty container. Wrap container and put in trash.) 1

Incorrect response 2

Could not find 3

DK/Refused 4

- 9a. Now can you find the place that gives you information on what to do in an emergency or in case of accident and read to me from that section. **(WAIT FOR RESPONDENT TO READ) (RECORD ONE RESPONSE ONLY)**

Correct response (**FIRST AID:** If on skin, wash with plenty of soap and water. Note to physicians: Emergency information call 1-800-000-0000.) 1

First aid 2

Incorrect response 3

Could not find 4

DK/Refused 5

- 9b. Was all of the information on this label where you expected it to be? **(TAKE DK AS NO)**

Yes 1 - (SKIP TO QU. 10a)

No 2

9c. What information was not where you expected it to be? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

10a. Now please look at the section on the back of the label titled "Directions for use". Are there any WORDS or PHRASES in this section that could be CONFUSING or DIFFICULT to understand?

- Yes 1
- No 2 - (SKIP TO QU. 11a)
- DK/Refused 3 - (SKIP TO QU. 11a)

10b. What WORDS or PHRASES are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

- It is a violation of federal law to use this product in a manner inconsistent with its labeling 1
- Use strictly in accordance with label precautionary statements and directions 2
- Coarse spray 3
- Other (Specify): _____ 4
- DK/Refused 5

11a. Now please go to the section on the back of the label titled "Storage and Disposal". Are there any WORDS or PHRASES in this section that could be CONFUSING or DIFFICULT to understand?

- Yes 1
- No 2 - (SKIP TO QU. 12a)
- DK/Refused 3 - (SKIP TO QU. 12a)

11b. What words or phrases are those? (RECORD VERBATIM)

TYPE DIRECTLY INTO CRT

12a. Now please look at the section on the back of the label titled "Precautionary Statements". Are there any words or phrases in this section that could be confusing or difficult to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)

- Yes 1
- No 2 - (SKIP TO QU. 13a)
- DK/Refused 3 - (SKIP TO QU. 13a)

12b. What words or phrases are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

Hazards to humans and domestic animals 1
Other (Specify): _____ 2
DK/Refused 3

13a. Please look at the section labeled environmental hazards. Are there any WORDS or PHRASES in this section that could be CONFUSING or DIFFICULT to understand? (DO NOT READ LIST) (ACCEPT ONE RESPONSE ONLY)

Yes 1
No 2 - (SKIP TO NOTE BEFORE QU. 14a)
DK/Refused 3 - (SKIP TO NOTE BEFORE QU. 14a)

13b. What words or phrases are those? (DO NOT READ LIST) (ACCEPT MULTIPLES)

This product is toxic to aquatic invertebrates 1
Drift or runoff may adversely affect aquatic invertebrates
and nontarget plants 2
Do not contaminate water when disposing of
equipment washwaters 3
Other (Specify): _____ 4
DK/Refused 5

Now I'm going to read you some words or phrases from this label. For each one, please tell me what it means to you.

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 10b ASK QUESTION 14a. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 14b)

14a. Under directions for use, what does "It is a violation of federal law to use this product in a manner inconsistent with its labeling", mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

(NOTE: IF CODE 2 NOT MENTIONED IN QUESTION 10b ASK QUESTION 14b. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 14c)

14b. Halfway through directions for use, what does "Use strictly in accordance with label precautionary statements and directions" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

(NOTE: IF CODE 3 NOT MENTIONED IN QUESTION 10b ASK QUESTION 14c. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 14d)

14c. Near the title "how to use", what does "coarse spray" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 12b ASK QUESTION 14d. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 14e)

14d. At the beginning of the precautionary statements, what does "hazards to humans and domestic animals" mean to you? (RECORD VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

(NOTE: IF CODE 1 NOT MENTIONED IN QUESTION 13b ASK QUESTION 14e. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 14f)

14e. Look near the title "environmental hazards". What does this statement, "this product is toxic to aquatic invertebrates" mean to you? (READ VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

(NOTE: IF CODE 2 NOT MENTIONED IN QUESTION 13b ASK QUESTION 14f. OTHERWISE, SKIP TO NOTE BEFORE QUESTION 14g)

14f. Still looking in the "environmental hazards" section tell me what "drift or runoff may adversely affect aquatic invertebrates and nontarget plants" means to you? (READ VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

(NOTE: IF CODE 3 NOT MENTIONED IN QUESTION 13b ASK QUESTION 14g. OTHERWISE, SKIP TO QUESTION 14h)

14g. At the end of the "environmental hazards" section tell me what "do not contaminate water when disposing of equipment washwaters" means to you? (READ VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

14h. Now, please look at the front of the label at where the ingredients are listed and tell me what "other ingredients" means to you? (READ VERBATIM) (CLARIFY VAGUE RESPONSES)

TYPE DIRECTLY INTO CRT

15. Just to keep our records up-to-date, may I have your age please? (REFUSED = 98)

Age: _____

16. (RECORD SEX FROM VOICE):

Male 1

Female 2

Those are all of the questions I have this (MORNING/AFTERNOON/EVENING). Sometime in the next day or so, please open up the envelope marked "Questionnaire" and complete and return the survey inside. Please keep the replica of the outdoor pesticide label on hand while you are filling out the questionnaire. You will need to refer to it. Thank you for participating. (TERMINATE)