









Interview Instructions

| STEPS | |
|-------|--|
| 1 | Introduce and explain the interview process and purpose to the interviewee. |
| 2 | Discuss some of the interviewee's <u>background information</u> , so that questions can be asked in a manner that relates to the individual's job. Make keyword notes in the "Comments" space. |
| 3 | Ask the interview questions. Re-word them if needed by expanding on them if you don't get enough information. Record key words and comments in the space under the question. |
| 4 | <p>Once the question is finished, for a</p> <p>Paper-copy interview: place a "tick" mark in the space under the "RESPONSE" column that best reflects the interviewee's answer. One set of interview record forms may be all that is needed to record all interview responses for an employee group (i.e. worker, supervisor, etc.). Note: all paper-copy responses must be entered into AuditSoft using the Response column in Conduct Interviews.</p> <p>AuditSoft electronic interview: use the comments box to write examples of positive indicators (What examples did the employee give that confirm the question?). Use the Response column to select one of the following icons, meaning</p> <div style="display: flex; align-items: center; gap: 10px;"> <div style="text-align: center;">  Yes </div> <div style="text-align: center;">  No </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div> <p></p> <p>No Comment meaning non-committal answers such as, "I don't know", "Maybe"</p> <div style="text-align: center;">  </div> <p>Question Not Asked or Not Applicable to this Interviewee Note: Auditors must include in their justification note why they used Not Applicable.</p> |
| 6 | Remember, all employee groups indicated in the audit question must be interviewed. Interview results are then combined to calculate the percentage of positive responses. To achieve representative findings, interviews should not be discontinued. |



Continuing Care
Safety Association

**For AuditSoft Application Interview instructions:
[Review the instructions and video here!](#)**

CCSA Note 1:

All questions must be asked to all interviewees listed in the question criteria.

CCSA Note 2:

Auditors may select ***Not Applicable*** however, if the interviewee was listed in the question criteria, auditors must explain and provide a rationale why ***Not Applicable*** was selected; this explanation can be included in the justification note.



EXAMPLE QUESTIONS AND SCORING

EXAMPLE # 1

Question 1.9 - All-or-none scoring.

10 points (full points awarded for 80% or higher)

10 employees interviewed.

| QUESTION NO. | QUESTIONS AND COMMENTS | RESPONSE | | |
|--------------|---|--|----------------|-----|
| | | + | - | N/A |
| 1.9 | <p>How does senior management (i.e. the boss/the owner) communicate to you that health and safety is important? How often?</p> <p>At staff meetings. At site visits. Through newsletter. At Christmas luncheon</p> | <p>Workers</p> <p>✓✓✓✓✓ ✓</p> <p>Supervisors</p> <p>✓✓</p> <p>Managers</p> <p>✓✓</p> <p>Senior Managers</p> <p>✓</p> | <p>✓ ✓</p> | |

6/10 workers and 5/5 supervisors, managers and senior managers interviewed stated that management communicates at least annually the organization's commitment to H&S. This is done through "staff meetings", "newsletters" and "the annual Christmas lunch". 2/10 workers interviewed were unaware of how the senior manager communicates the importance of health and safety.



EXAMPLE # 2

Question 1.4 – Range of Point scoring

0-5 points (points awarded are based on the percentage of positive responses from interviews)

10 employees

| QUESTION NO. | QUESTION AND COMMENTS | RESPONSE | | |
|--------------|--|---|--|-----|
| | | + | - | N/A |
| 1.4 | <p>What are some of the key points listed in the Health and Safety Policy?</p> <p>Talks about commitment. Outline H&S responsibilities.</p> | <p>Workers</p> <p>✓✓✓✓✓</p> <p>✓</p> <p>Supervisors</p> <p>✓</p> <p>Managers</p> <p>✓</p> <p>Senior Managers</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |

7/10 workers and 3/5 leadership team-members interviewed could state the key points listed in the health and safety policy. Examples included the organization’s commitment to keep everyone safe. Their own responsibilities: to act in a safe manner abiding by the organization’s H&S program and legislation. 3/10 workers and 2/5 leadership team-members interviewed knew of the policy but could not describe any of what the policy included.