

Field implementation

RDS operations manual



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RDS operations manual

The RDS operations manual is designed to guide project staff during the implementation of RDS behavioral surveillance surveys. This manual can be adapted for use with other key populations.

The manual will cover

- A rapid HIV testing algorithm
- Procedures for participant visits
- Roles and responsibilities of staff and study communication
- Documentation and data management
- Forms for field work

Review the manual during staff trainings to ensure understanding of roles and responsibilities.

- It is helpful for each staff member to carry a copy of the relevant parts of the operations manual with them while in the field.
- Any procedural changes should be documented in writing and attached to the operations manual
- Regular practice sessions and refresher courses help maintain quality of work
- The field staff should be given the opportunity to request clarifications about the implementation of the operations manual

GSI provides technical assistance (TA) in implementing IBBS. Please [visit our website and contact us](#) for trainings and TA.



Women's Health Monitoring Survey field operations manual for an IBBS with population size estimation using RDS among female sex workers



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Project overview

This project will measure HIV prevalence, related risk behaviors, and access to prevention and care services among FSW in [INSERT location]. The overall approach is based on standardized methods for integrated biological and behavioral surveys (IBBS) used around the world with adaptations for the local context. A formative assessment phase and multiple methods to estimate the size of the FSW population are included within the survey protocol. The survey will use respondent-driven sampling (RDS) for recruitment of FSW through peer-referrals using non-identifying codes to link enrolled participants to those whom they refer to the survey and collecting social network size data for statistical adjustments. FSW age 18 and over who reside, work or socialize in [INSERT location] will be eligible for this confidential survey. In accordance with local ethical standards, informed consent will be required. Stringent safeguards will be implemented to restrict access to all survey forms and documentation. Further, for the protection of participants, staff will not ask for identification for those agreeing to be part of the survey.

Proposed procedures include

- Administration of a risk behavior questionnaire
- Rapid HIV testing with individual diagnosis and disclosure counseling
- Specimen collection and dried blood spot (DBS) preparation
- ELISA testing for HIV
- External quality assessment testing for HIV

The risk behavior questionnaire will be required for participation in the survey. Participants may consent to or decline all other parts of the survey (e.g. rapid HIV testing, sample collection for surveillance testing). Persons testing positive on rapid HIV tests will be referred to collaborating clinics for care and support services. Findings of the survey will be disseminated to stakeholders to advocate for needed services for FSW, develop appropriate prevention and care interventions, guide future research, and assess the impact of the response to the HIV epidemic over time.

Survey objectives

Survey objectives

- To estimate the prevalence of HIV and associated risk behaviors among FSW
- To estimate the population size of FSW
- To assess the use of and access to health and social welfare programs among FSW

Survey population

Eligibility for the FSW IBBS includes the following reported criteria

- Biologically female
- Age \geq 18 years
- Received money for sex in the last six months, from someone other than main partner
- In possession of a valid peer recruitment coupon
- Resided, worked or socialized in the survey area for at least the last six months
- Capable and willing to provide [written/verbal] informed consent to participate

Exclusion criteria

- Previous participation in the survey
- Inability to provide informed consent (including persons incapable of providing consent do to the influence of alcohol or drugs)

Nationality and citizenship will not be inclusion or exclusion criteria under the rationale that foreigners may form part of the FSW population in the survey areas.

Survey sites and sample size

Survey activities will be conducted in [INSERT location] and surrounding geographic areas. This location was identified because stakeholders believe that this area account for the large majority of FSW, there is geographic and cultural diversity, they have an adult population size large enough to be likely to have sufficient numbers of FSW to meet the needed sample size, and there are FSW-friendly HIV services for referrals. Contiguous areas that share social networks are included. The precise geographic boundaries for survey areas will be determined prior to survey implementation



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based on information (e.g. estimates of FSW population size and geographic extent of social networks) from the formative assessment.

A sample size of four hundred (400) FSW in the survey site is based on providing 80% power to detect a significant ($p < 0.05$) 15% absolute change in self reported condom use between the proposed survey and future rounds of IBBS among FSW using a chi-square test and assuming a design effect of 2.0.

Duration of survey

This surveillance project will start in *[INSERT month and year]* with the expectation of all phases being complete within 14 months.

Background

HIV surveillance in *[INSERT location]* has typically focused on the general population; with HIV prevalence estimates calculated using data from antenatal clinics (ANC) and periodic probability-based surveys of the general population. These data provide useful information regarding HIV prevalence by region, gender, age, and other socioeconomic and behavioral factors. The most recent national prevalence data suggest that *[INSERT location]* has a stabilizing epidemic with an overall prevalence of 8% among adults 18-49 years and persistent regional variation with higher prevalence in the central and eastern regions and lower prevalence in the west. Francisco has wide variation in HIV prevalence, with women accounting for more cases than men, rising prevalence in urban areas, and certain high risk populations experiencing higher prevalence rates than the general adult population. *[INSERT location]* also has diverse potential drivers of the epidemic, including multiple and concomitant partnerships, population mobility, serodiscordancy in partnerships, and low condom use with some partners. While results from surveys of the general population provide valuable information about the HIV prevalence rates in the general population, less is known about the risk of HIV infection among key populations at higher risk for HIV infection, including FSW. Less information is therefore available to gauge the specific prevention, care and treatment needs of this population.

Data on HIV infection among key populations at higher risk for HIV infection are limited, although the existence of vulnerable groups and high risk behaviors has been documented. FSW are a vulnerable population that has been recognized by Francisco as an at-risk group in the National HIV/AIDS Strategic Plan. As a hard to reach population with limited access to health and legal services, FSW are especially vulnerable to the transmission of HIV and other STIs. There is no law protecting or prohibiting sex work, although social stigma against FSW is high. In addition to multiple partners, including both clients and non-clients, low condom use poses a risk for infection. Access to prevention and care may also be low among FSW. In a study conducted in a small sample of sex workers, few sex workers had ever previously had an HIV test, yet 50% of sex workers tested positive in the survey itself.

Without knowing how many women sell sex in *[INSERT location]* it is hard to evaluate the impact of sex work on national HIV prevalence or the necessary scope of programs designed to meet the needs of sex workers. Some non-governmental organizations currently have programs for female sex workers in the city selected for surveillance. No national systematic population size estimates have been conducted of female sex workers. Sex work is thought to be especially common along the main transport corridors, where truck drivers, another at risk population, are common clients.

To effectively design HIV/AIDS policies and interventions for FSW, reliable prevalence estimates of HIV and other STIs and related behavioral, social, and environmental risk factors are needed. Further, to appropriately allocate resources, estimates of the number of FSW are needed. This protocol proposes to conduct a cross-sectional survey among FSW in one location in *[INSERT location]* using RDS. We envision that future serial cross-sectional surveys of the same design will be a part of the national behavioral surveillance system that tracks changes in the HIV epidemic among key populations at higher risk for HIV infection and the national response to the epidemic. Data from the formative assessment, the IBBS survey, and the size estimation efforts will enrich our understanding of FSW and their health needs in the Country context.



RDS methods background

Worldwide, FSW comprise a highly stigmatized population making them hard to reach through conventional population-based survey methods.

In response, specialized surveillance methods have been developed that attempt to approximate probability-based sampling through mapping venues of FSW concentrations (e.g., time-location sampling - TLS) or through FSW peer referral (e.g., RDS). RDS was chosen for this survey as FSW are a hard to reach and hidden, and there is a precedent of program interventions reaching FSW through peer education/outreach in the country. Further statistical arguments for sampling hard to reach populations using RDS are presented below.

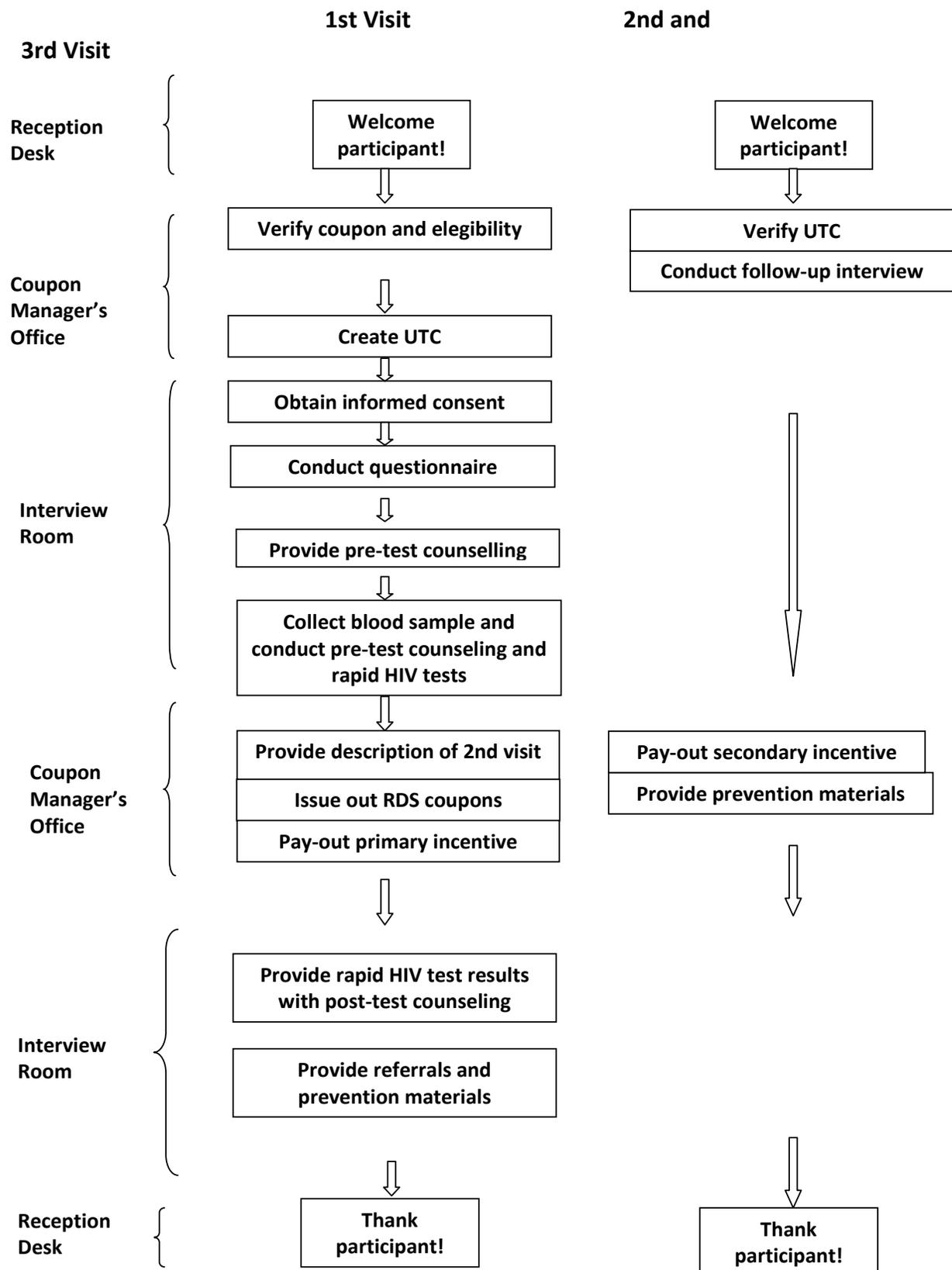
The theoretical underpinnings of RDS have been well established in published literature. In brief, RDS begins with the selection of seeds who are known members of the FSW population. The seeds are instructed to refer a limited number of other FSW from their social circle, who in turn are enrolled (if eligible) and instructed to refer other FSW and so on. The number of referrals per person is usually restricted to three in order to ensure that recruitment chains progress through diverse social networks. Coded coupons are used to link who refers whom. A primary incentive is given for completion of the survey and secondary incentives are given for each successfully referred peer. RDS reduces the biases inherent in referral methods through statistical adjustments that attempt to account for social network size and similarity among persons within social networks. Although sampling begins with a purposely chosen set of initial subjects, the composition of the final sample approaches independence from the starting point. Recruitment progresses until both the sample size is met and equilibrium (i.e., stability with respect to the composition of the sample) is achieved.

Specialized analysis (i.e., using RDSAT software) is used to produce population prevalence estimates and confidence intervals of variables adjusting for unequal probabilities of inclusion due to varying social network sizes and the similarities in characteristics of persons within their social networks. To conduct analysis, the survey must link enrolled participants to the friends whom they refer and ask the number of persons in the participant's social network who would be eligible for recruitment into the survey. Advanced aspects

of the analysis of RDS data, such as adjusted multivariate analysis, are currently under research and we will keep abreast of the most up to date accepted standards during the analysis phase.



Procedure flow chart





Rapid testing algorithm

Serological testing for HIV will follow national serology laboratory SOPs used for surveillance surveys in Francisco. Participants will consent separately for preparation of a DBS, on site HIV testing, and for HIV surveillance testing at the national laboratory. HIV rapid/point-of-care tests will be conducted on site using capillary blood from a finger prick.

HIV rapid testing will be conducted at the survey site after completion of pre-test counseling by certified personnel. Rapid testing will be conducted using a serial testing scheme based on the Francisco national algorithm and approved commercial test kits. All participants who consent will be tested using Alere Determine™ HIV-1/2 rapid test kits. Non-reactive results will be considered negative, and reactive results will be confirmed with Uni-Gold™ HIV rapid test. If Uni-Gold results are nonreactive, results will be recorded as indeterminate. All participants will receive post test counseling, with specific messages tailored to their test result. Persons with any reactive result, or indeterminate result, will be given referral to HIV care services and further counseling and testing

Dried blood spots creation: Creation of dried blood spots (DBS) specimens on Whatman filter paper for HIV surveillance testing in the National Laboratory will be done with the explicit consent of the participant only, using a dried blood spot card prepared at the same time as the rapid tests. DBS specimens will be labeled with cryogenic bar-coded labels containing the participant's laboratory code. If participants give consent to have a DBS card made, they will be informed that they may not request that the DBS be destroyed once it has been sent to the national laboratory. Specimens will be stored in waterproof boxes on site and sent on a weekly basis to the National Laboratory.

Centralized HIV testing: A serial testing algorithm will be used for HIV surveillance testing of DBS samples. Screening will be done with Vironostika HIV Uniform II plus O (bioMérieux, France). Positive samples will be confirmed with Murex HIV 1-2-O. (Abbot/Murex, Germany). Discordant samples will be tested with Genscreen HIV ½ Version 2 (Bio-Rad, França). Internal quality assurance procedures and external quality assessment procedures will be carried out to guarantee the quality of laboratory

testing. Test results will be entered into a CSPro data entry program.

Testing quality assurance: The National Laboratory will receive and process a proficiency panel of DBS filter papers before initiating HIV testing for the round. Proficiency testing on a monthly basis will continue until testing for the round concludes. Negative and positive DBS controls are included in each ELISA batch test run. These serve as an internal control measure in addition to those that are included and used in the commercial test kits. In addition a random selection of 10% of samples negative with the screening ELISA will be tested for confirmation of the negative result for internal quality assurance.

External quality assessment for HIV will be done on a simple random sample of 2% of negative specimens and 5% of positive specimens tested each month. DBS spots are separated for these samples and shipped to an external lab approved by _____. A CSPro data entry program will be used to randomly select the specimens. The samples will be sent without test results in order to blind them to the external lab. After the samples are tested results will be returned to the central lab in order to calculate the discrepancy rate (number of specimens with different test results over total number of specimens tested). Discordance above 10% will trigger an investigation as to the cause of the discrepancy. Re-testing of some or all samples at an external laboratory may be required. In addition training will be provided to the national laboratory to prevent future testing errors.¹

Ethical principles

Ethical issues related to research involving human subjects are supported by three basic principles considered as the foundation of all regulations and directives guiding ethical studies.² These principles are:

- ¹ This is an example of an HIV testing algorithm. Adapt all testing algorithms in this protocol to your own country.
- ² Information retrieved is from Research Ethics Training Curriculum from Family Health International (FHI) accessed from www.fhi360.org/sites/all/libraries/webpages/fhi-retc2/RETCTraditional/intro.html. For further information, please see the manual kept by each site supervisor.



RDS operations manual

1. Respect for people (including vulnerable people)
2. Beneficence
3. Justice

Studies involving vulnerable groups demand extra care to provide the protection required by these cases. Children, prisoners and mentally challenged patients are examples of vulnerable groups. This survey of FSW includes people from vulnerable groups such as: persons with low levels of education, poor persons, individuals with difficulty in accessing health services, women, and underage individuals.

Respect for people means recognizing each individual's capability and right to make his own choices and decisions. This principle is associated with the respect for the individual autonomy and self-determination of each human being, recognizing their dignity and liberty. The principle of respect for people is included in the information sheet for informed consent. Informed consent should involve building the individual's capacity to make a voluntary decision, based on relevant information and clarification regarding his participation in the research. Potential research participants must be able to understand fully all the elements of the informed consent process.

Beneficence places the responsibility for the physical, mental and social welfare of the participant on the investigator, with regards to the study. Any potential risks must be weighed against potential benefits. The researcher is required to provide information about the risks and benefits of participation to all participants. Recruitment and selection of participants must be done in a fair manner.

Justice forbids placing one group of people at risk solely for the benefit of another. Risks and benefits should be distributed equitably for both potential participants and communities.

Safety during the IBBS

General principles

- Always carry the survey badge, credential or identity card
- Plan ahead
- Always be alert

- Use common sense
- Whenever possible, three members of the survey team should be together in the office during business hours

Plan ahead

- Have an emergency contingency plan
 - Know what to do well ahead of time
 - Know who to contact in an emergency
 - Familiarize yourself with all the exits in the survey office
- Adopt a code word to use in case you need the help of a work colleague
- Be aware of what's going on around you
- Position yourself closer to the exit than participants
- Be friendly to the survey's participants, but also careful if you suspect anything
- Pay attention to your sixth sense

Common sense

- Limit the quantity of valuable items on site
- Do not carry guns
- Do not work under the influence of alcohol or drugs
- Do not offer or accept gifts from participants or any people visiting the office
- Interrupt the interview at any moment in case of threat

Aggressive participants

- Use calming techniques
 - Let participants pour their heart out
 - Look for opportunities of interaction
 - Listen and acknowledge the participants concerns
 - Avoid being defensive
 - Reply to legitimate complaints
 - Lower your voice tone and volume

Sexual harassment

- Remind participants the purpose of the interview



- If the participant persists in harassing then terminate the interview
- Avoid letting the participants feel shame

Drunk or intoxicated participants

- They are not eligible if they are incoherent during eligibility screening
- If they become incoherent after this time, then thank them for their time and terminate the interview

Protection of electronic equipment

- When not in use, electronic equipment should be stored in a safe location
- Do not leave electronic equipment unattended
- Do not leave participants alone in any room with notebooks and cell phones
- Send encrypted data electronically at the end of each business day

Adverse events

- An adverse event is any event that causes serious physical or psychological damage to a participant in the survey or a staff member, as a result of their participation in the survey. Examples are
 - Violation of confidentiality
 - Harassment or violence
 - Negative reaction from the community (loss of home or job as a result of the participation in the survey)
- Notification of adverse events
 - In case of an adverse event, notify the relevant people/institutions
 - Fill out a report of adverse event form

Biosafety

Measures to be followed during handling of any potentially infectious material

Biosafety

- Always be aware of what you are doing

- Always wash your hands before and after handling any infectious materials
- Always use individual protection equipment like nurse's gowns and gloves to prevent contamination when conducting any activities
- Do not eat, drink and smoke during blood collection
- Use basic protective measures
 - Prevention of pricks, cuts and scratches
 - Protection of wounds and lesions on skin and mucous membranes
- Control contamination of work surfaces by following disinfection procedures
- Properly dispose biohazard waste

Precautions

- Always wear gloves and glasses when handling infected or potentially infected materials or when there is a possibility of exposure and/or contact with this type of material
- Disposal (in appropriate containers) of used gloves, whether they are knowingly contaminated or not
- Do not touch the eyes, nose, mouth, other mucous membranes and the skin with the gloves
- Do not leave the work area wearing gloves
- Immediately wash your hands with plenty of soap after any contact with infected or potentially infected material, and after finishing work. If this contact takes place when wearing gloves, immediately remove the gloves and wash your hands with plenty of soap.
- Do not open or close doors or handle personal objects while wearing gloves
- Always use your gown protecting your clothes and wear closed shoes. Do not leave the work area wearing your gown. Try to disinfect your gown with a disinfectant solution before washing.
- Leave the gown overnight in a receptacle completely covered with a disinfectant solution. Wash it the following morning.



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- Always keep the work room clean, dry, with good ventilation and free from unnecessary materials and furniture
- Disinfect (with a disinfectant solution based on sodium hypochlorite, see at the end of this section) the work surface (bench or table) whenever you finish a procedure and at the end of the work day
- Avoid using cutting objects (blades, knives or scissors) to open packages or other purposes. In order to collect samples securely, follow the instructions included in this manual to the letter.
- Never use your mouth. Always use appropriate accessories (for example, pipette bulbs).
- Follow all the technical procedures in order to minimize the chance of creating aerosols, droplets and spills

Droplets/spills and accidents

- In case of droplets and spills of potentially infected materials
 - Initially cover with absorbent materials (gauze, cotton or toilet paper)
 - Pour a disinfectant solution around the area and then over the absorbent material (gauze, cotton or toilet paper) and wait 10 minutes
 - After that time has elapsed, remove the mix of droplet or spill and the absorbent material and place it in a recipient for contaminated materials
 - Clean the surface again with a disinfectant solution
 - Always wear gloves when following these procedures
- Immediately wash wounds from needle pricks or other puncture objects, cuts, and skin that has been contaminated by droplets or spills from samples, with plenty of soap and water
- Immediately communicate all accidents (pricks, cuts), droplets/spills involving direct contact of the skin with potentially infected materials to the health unit director
- Whenever possible, provide counseling to the injured person and provide a medical

evaluation (including HIV testing on the spot and after four weeks)

Handling and disposal of contaminated materials and waste

- Needles from blood collection systems must be placed in the receptacle for puncture materials (provided specifically for the duration of the survey). When full, the receptacles should be incinerated.
- Gloves and other materials used for blood collection must be placed in the plastic bag for biological waste



Summary of procedures for the initial participant visit

PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
Receptionist	Reception	<ol style="list-style-type: none"> Greets the participant. The participant arrives at the office and heads to the reception desk. The receptionist greets the participant. Verifies the coupon. The receptionist verifies that the coupon is valid and has not expired. NOTE: If there is a problem with the coupon or the participant does not have a coupon, the receptionist should consult with her supervisor. The expiry date on the coupon may be flexible. Verifies the time of the visit. The receptionist asks the participant if she scheduled the appointment. If she hasn't and they are not busy, she can be seen. If they are busy, the receptionist makes an appointment for another day or time. Fills in the waiting list. The receptionist writes the participant's coupon number and arrival time on the waiting list and writes the participant's coupon number on a blank card and hands the card to the participant. Creates the participant's file. The receptionist writes down the participant's coupon number on the participant's folder, which contains the following materials: <ul style="list-style-type: none"> Participant checklist Eligibility screening form Unique participant code form Information sheet (2 copies) Lab test results form Participant incentive form Directs the participant to the coupon manager (CM). If there is a line, the receptionist offers refreshments while the participant waits to be called by the CM. 	<ul style="list-style-type: none"> Waiting list Appointment book Blank business cards Participant folders Participant checklists Refreshments 	1-5



	PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
	<p>Coupon manager</p>	<p>Coupon manager office</p>	<p>1. Checks the participant's coupon. The CM uses electronic coupon tracking system to verify if the participant has a valid unused coupon. If the coupon has previously been used, the CM writes "USED" on the coupon using a permanent marker and places the coupon in the box for used coupons and directs participant back to receptionist.</p> <p>2. Creates the unique participant code (UPC). If the coupon is valid, the CM creates a UPC based on the UPC form filled by the participant. The UPC is entered into the electronic coupon tracking system and into physical coupon register. If the UPC has not previously been registered, the CM tears up the UPC form in presence of participant.</p> <p>NOTE: If the UTC is already registered in the electronic coupon tracking system, the CM will try to ascertain whether the participant had previously participated in the survey. If so, the CM will tell her she can only participate once. If she insists she has not participated before, the CM should speak to the site supervisor. If there is evidence she has already participated, she should be considered ineligible, the CM will thank her for coming and escort her out.</p> <p>3. Verifies eligibility. The CM fills out the eligibility screening form and writes eligible or not eligible on the participant checklist.</p> <p>Participants that are not eligible are offered prevention materials and accompanied to the reception desk. The CM follows the coupon cancellation procedure. At the end of each day, the supervisor enters eligibility screening forms of participants that were not eligible in QDS¹</p> <p>4. Directs eligible participants back to the reception. At the reception, the receptionist directs the participant to the next available interviewer.</p>	<ul style="list-style-type: none"> • Netbook with electronic coupon tracking system • Coupon registration book • Box for used coupons • Unique participant code Form • Eligibility screening form 	<p>5-10</p>



PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
Interviewer	Interview room	<p>1. Enters eligibility screening form into QDS. The interviewer verifies the participant checklist to reaffirm the participant is eligible and enters the information in the eligibility screening form into QDS</p> <p>2. Obtains informed consent. The interviewer reads the information sheet, answers any questions or doubts raised by the participant, and asks for consent for</p> <ul style="list-style-type: none"> • The interview • Blood collection for centralized HIV test • The rapid HIV test with immediate results <p>The interviewer signs the two information sheets (one for the participant and one filed in the participant's folder), in the netbook, and on the participant checklist.</p> <p>If the participant does not consent, the interviewer thanks the participant, enters the reasons for refusal in QDS, places a red card in the participant's folder and directs the participant back to the reception desk.</p> <p>3. Conducts the interview. If the participant has given consent, the interviewer conducts the interview. After concluding the interview, the interviewer fills out the participant checklist.</p> <p>If the interviewer is not certain that the participant is really a FSW, he should place a yellow card in the participant's folder.</p>	<ul style="list-style-type: none"> • Information sheet for informed consent • Netbook with QDS • Backup paper surveys 	45-60



PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
<p>Counselor</p>	<p>Interview room</p>	<p>1. Conducts pre-testing counseling. The counselor talks about HIV transmission and the HIV test and answers any questions. The counselor checks whether or not the participant had given consent to have a DBS sample made and/or to be tested for HIV on-site.</p> <p>NOTE: If the participant changes her mind about consent the counselor must document this in the checklist and on the consent form. Additionally, at the end of the day the supervisor should be notified of changes to consent and fill out a data change form to alter QDS.</p> <p>2. Prepares the DBS sample. If the participant has given consent to the DBS, the counselor places adhesive labels on lab materials and follows the procedures for preparation of DBS samples.</p> <p>3. Performs the HIV rapid test. If the participant has consented to be tested for HIV on-site, the counselor proceeds to perform the rapid HIV test according to the test procedures. The participant is informed that the HIV test requires 15-25 min. to conclude.</p> <p>4. Directs the participant to the CM. While waiting for the result of the rapid HIV test, the counselor directs the participant to the CM so that she can receive referral coupons, her primary incentive and transportation reimbursed.</p> <p>5. Registers results of the HIV test. When the results are in, the counselor registers the results of the HIV tests in the rapid test results sheet and the rapid test results register.</p>	<ul style="list-style-type: none"> • DBS preparation materials • HIV testing materials • Counseling materials • Participant rapid test results sheet • Rapid test results registration book 	<p>15-30</p>



PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
Coupon manager	Office of the CM	<ol style="list-style-type: none"> Verifies the participant checklist. The CM checks that the participant completed the different survey procedures and whether she gave consent to have a DBS sample made. If the participant DID NOT consent to have a DBS sample made, the CM does not issue out any referral coupons to the participant. Issues the coupons to the participant. If the participant gave consent to have a DBS sample made, the CM issues a certain number of referral coupons (usually three), and explains the referral procedure using the coupon referral script. The CM writes the participant's coupon number and the expiration date on each coupon. Registers the numbers of the coupons. The CM enters the coupon information into the electronic coupon tracking system and in coupon registration book. 	<ul style="list-style-type: none"> Blank referral coupons Coupon registration book Netbook with electronic coupon tracking system Coupon referral script 	5-10
Supervisor	Office of the supervisor	<ol style="list-style-type: none"> Gives the transport reimbursement to the participant. If the participant participated in the survey, the supervisor gives the participant the transportation reimbursement and enters the information into the participant compensation sheet and the compensation register. 	<ul style="list-style-type: none"> Participant compensation sheet Compensation registration book 	1-5
Counselor	Interview room	<ol style="list-style-type: none"> Conducts post-test counseling. The counselor explains the results of the HIV test, provides post-test counseling and discusses risk reduction strategies. Provides referrals for participants with HIV-positive or undetermined HIV test results. The counselor fills out the participant referral form for participants who test HIV-positive or who had an undetermined result. Hands out the primary incentive and prevention materials. The counselor provides HIV prevention materials (condoms, lubricants, brochures) and the primary incentive to the participant. The primary incentive is offered to all participants who consented to the interview (regardless of whether they consented for DBS and HIV testing) 	<ul style="list-style-type: none"> Participant referral form Prevention materials Primary incentive 	5-15



	PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
	Receptionist	Reception	<ol style="list-style-type: none"> 1. Thanks the participant for their time. Writes down the time of departure on the waiting list. 2. Removes the consent form from the participant's folder. The consent form is placed in the consent form file in a locked drawer.³ 3. Files the participant's folder. Files the folder in sequential order by coupon number. 	<ul style="list-style-type: none"> • Waiting list 	1-2

Total Time: 78-137 min

Summary of procedures for the follow-up participant visit

	PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
1.	Receptionist	Reception	<ol style="list-style-type: none"> 1. Greet the participant 2. Fill out the waiting list 3. Get the participant's folder 4. Direct the participant to the CM. If the CM is busy, the participant waits to be seen and the receptionists offer her water or refreshments. 	<ul style="list-style-type: none"> • Waiting list • Participant folder • - Refreshments 	2-3
	Coupon manager	CM office	<ol style="list-style-type: none"> 1. Checks the number of the participant's coupon. If the participant does not have the number of the coupon, the CM creates a UTC and uses it to find the number of the corresponding coupon on the netbook. After finding the number of the coupon, he asks the receptionists to hand him the participant's folder. 2. Recreates the participant's UTC. The CM recreates the UTC to check if it really belongs to the participant bringing that coupon number. If the participant provides a wrong UTC or coupon number, the CM consults his supervisor before proceeding. 3. Checks returned coupons. The CM thanks the participant for her efforts in distributing the coupons. He writes down on the netbook and on the coupon registration book that the participant returned to receive her secondary incentive for the coupons returned with eligible participants. If she still has some unreturned coupons, the CM asks her to contact the people she delivered coupons to, to remind them of the importance of participating in the survey. 	<ul style="list-style-type: none"> • Netbook with electronic coupon tracking system • Coupon registration book 	5-10





	PERSON RESPONSIBLE	LOCATION	PROCEDURE	NECESSARY MATERIALS	TIME (MIN)
	Supervisor	Supervisor office	<ol style="list-style-type: none">Pays out the secondary incentive. For each returned coupon, the participant receives a phone voucher. The supervisor documents this payment in the compensation register and the participant compensation sheet.Provides additional prevention materials	<ul style="list-style-type: none">Phone vouchersParticipant compensation sheetCompensation registration book	3-5

Total Time: 10-18 min



Receptionist procedures

Summary of procedures

The receptionist greets the participant, checks the participant's coupon, and checks if the participant is coming for an initial or a follow-up visit. The receptionist thanks the participant at the end of the visit.

Procedures for the initial visit

At the beginning of an initial visit

- Check the coupon's validity
- Check if the participant has an appointment. If she does not have an appointment and there aren't many participants waiting, the participant can be seen. If the waiting list is long, an appointment is made for the participant.
- Fill out the waiting list and hand out a white business card with the participant's coupon number
- Ask the participant to fill out the individual participant's code (UTC) form
- Prepare the participant's folder
 - Fill out the top portion of the participant checklist
 - Ensure that the participant folder contains all necessary participant forms
 - Write the participant's coupon number on the folder
- Provide refreshments
- Escort the participant in between survey offices (coupon manager office, interview room, supervisor office)

At the end of initial visit

- Check that all documents in the participant folder are complete
- Thank the participant and encourage her to return for the follow-up visit
- Register the participant's time of departure on the waiting list
- File the participant's documents

- Lock up the information sheet for informed consent
- File the participant's folder sequentially by coupon number

Procedures for the follow-up visit

At the beginning of the follow-up visit

- Check the coupon number on the participant's white card
- Fill out the waiting list
- Retrieve the participant's folder
- Provide refreshments
- Direct participant to the coupon manager

At the end of the visit

- Check the participant checklist was filled by the CM
- Record the participant's departure time in the waiting list
- Thank the participant.
- File the participant's folder in numerical order

Other procedures for the receptionist

Controlling the reception desk

- Whenever the office is open, there should be a staff member at the reception desk
- If you need to leave for any reason, ask a colleague to assume temporary duties
- The survey office is not a public place. The receptionist controls access and should try to find out every single person's reason to be there. In general, participants should not be left alone in any room of the office, except while in the bathroom.

Controlling a full waiting room

- If any participant has been waiting longer than one hour, apologize for the delay and offer water/juice/refreshments
- If a participant walks in and there are more than ten people on the wait list or there are people who have been on the wait list for at least two hours, inform the supervisor. The



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supervisor may suggest that the participant return another day.

Controlling emergencies

- If a participant is perturbed for any reason, keep calm, apologize for any inconvenience, and inform the supervisor
- In case of violence or disturbances, notify the supervisor

Controlling access to the office

The following people have access to the survey office

- Member of the survey team
- Official visitors escorted by the team
- Participants
- Administrative staff of the survey location

The following people do not have access to the survey office

- Any person who is not included in the groups indicated above
- Friends, family members, children of the participants
 - In general, the participants should come to the offices alone and only the participants are allowed inside the office
 - Small children who cannot be left unattended may accompany their mother, but this should be avoided
- Journalists, policemen, other authority figures or any other persons not related to the survey
 - Do not offer information and refer all requests to the supervisor
 - If the supervisor is unavailable, ask the person to return another time
 - Do not give interviews to reporters and don't speak to other people about the survey. Talk about the survey only with the participants.
- Please know that this survey has been approved by [INSERT name of institutions].

Procedures for answering phone calls

Participants will call or send SMS to obtain more information about the survey, get directions or schedule an appointment. The phone will probably be the first means of communication between the participants and the survey's team.

- Keep the office phones on at all times and within your reach
- Answer the phones during regular business hours. Outside of regular business hours, the phones should remain on. When you return to the office, return any missed calls.
- Provide the necessary information to all potential participants in a friendly and clear manner.
- If anyone calls and requests a piece of information that you cannot provide, transfer the call to the supervisor.

The survey is 100% anonymous and confidential. No survey staff should ever ask a callers' name or ask for any identifying information.

Call script

Whenever a participant or potential participant calls the survey office, follow the procedure below.

- **SAY:** "Good morning/good afternoon/good evening, thank you for calling the Women's Health Survey. How can I help you?"
- If the caller says she received a survey coupon and would like to find out more information
SAY: "Of course, it's my pleasure to provide more information about the survey. But first I would like to confirm if you received a coupon from this survey. Do you have it with you right now?"
- Ask for the caller to read out her coupon number. If she does not have a coupon, ask how she obtained this phone number and how she found out about the survey. Don't provide information to people who are not potential participants, such as reporters or local authority. If such people call transfer the call to the supervisor.
- If the caller confirms she has a coupon and wants to know if they are eligible or wants more information about the survey



SAY: “Great, it’ll be my pleasure to provide more information. We would like for you to come to the survey office so we can check if you are eligible to participate. The person who gave you the coupon may have given you some information about the survey. We can provide more information to you at our office. If you are eligible and choose to participate, you will receive an incentive and a transportation reimbursement. Do you have any questions?”

- Potential participants may want to know over the phone if they’re eligible, but eligibility can only be determined in person. If necessary, transfer the call to the supervisor.
- If the caller confirms she has a coupon for this survey and needs directions to the survey office

SAY: “Our office is in [INSERT location]. Do you know where that is? If you don’t, it’ll be my pleasure to provide directions.”

- Provide directions to the survey’s office in a manner that is easy to understand. Whenever possible, provide reference points and make directions as easy as possible. It is very important that the potential participants understand the directions clearly. We wouldn’t want to lose a potential participant because she couldn’t locate the office.
- If the caller confirms she has a coupon and needs office hours or to schedule an appointment

SAY: “It’s important that you come to the survey’s office when it’s open. We are open [INSERT days and business hours]. It would be good to schedule a day and time for your visit to the office, so that you don’t have to wait long. Would you like to schedule a day and time for your visit to our offices?”

- If possible, schedule a day and time for the visit of potential participants. See the instructions for scheduling a day and time.
- If the potential participant schedules a day and time for the visit

SAY: “Thank you for scheduling. It is important that you come on the scheduled date and time. If you are more than 20 minutes late, we may cancel your appointment and see participants that come to the office without an appointment. We look forward to seeing

you on [INSERT the time and date of the appointment].”

- If the potential participant does not want to schedule a day and time for the visit

SAY: “We can also see people who come to the office without an appointment. But I’d like to remind you that if the office is full, we may ask that you schedule another day and time. Please try to come to the office during regular business hours. The office is open [INSERT days and business hours]. The office will see the participants [INSERT 2.5 hours before closing time]. We hope to see you”.

Scheduling appointment date and time

- Encourage potential participants to schedule a day and time for their visit. If they don’t want to schedule an appointment, inform them that they can be seen as participants without an appointment, if there is availability when they come to the office.
- Schedule a maximum of 12 interviews (four per interviewer) per day, and reserve two hours per participant per day. It is important that the supervisor know how many interviews, counseling sessions and blood sample collections can be done daily at the office – if this flow does not work, the office team may consider reducing the number of appointments per day and increase the appointment time for each participant.
- Start the last block of interviews start at least two hours before office closing time
- Inform participants that if they are more than 20 minutes late for an appointment, someone else can be seen in their place, and they will have to wait for their turn or schedule another visit to another day and time
- Write down all the appointments in the appointment book and review the appointment book with the supervisor before initiating daily activities



RDS operations manual

Coupon manager (CM) procedures

The CM’s activities are essential for the success of an RDS) survey. The CM checks the coupon’s validity, the participant’s eligibility, registers the participant, distributes the referral coupons to the participant and keeps records for all these processes, using the electronic coupon tracking system computer software and the coupon register.

Summary of procedures

- Check the coupon
- Validate the coupon in the electronic coupon tracking system
- Screen for eligibility
- Create the individual participant’s code (UTC) and enter it in the electronic coupon tracking system
- Fill out the coupon registration book
- After the participant has completed the survey, issue out referral coupons and explain how to distribute these coupons
- During the follow-up visit, pay out secondary incentives

Check coupons

- Each participant should present a valid and unique coupon. Check the expiration date on the coupon. The expiration date can be flexible, and you shouldn’t reject the participants who may show up after the deadline indicated in the coupon.
- People who come to the survey’s site without a coupon can NOT participate
- The numbers in the coupons are pre-printed. The coupon color and coupon numbers are different for each city. A site can only accept coupons from their city.

Example of coupon

FRONT



- Should a potential participant with a valid coupon arrive at the survey site with one or more friends who wish to participate in the survey, follow these steps
 - Explain that someone can only participate after receiving a coupon from someone else who has already participated in the survey
 - If there aren’t many participants waiting, inform the friends without coupons that they will have to wait until their friend with the coupon is finished with her interview. As soon as their friend receives a coupon and gives them the coupon, they can participate in the survey.
 - If there are many participants waiting, ask the friends without coupons to return another day with their coupons

Enter in electronic coupon tracking system³

Validate the coupon and register it in the electronic coupon tracking system

³ Alternatively, we have also used RDSCM. However, this has specific computer requirements and undergoes updates, so we have decided to include a user-friendly excel-based coupon management system. For more information on RDSCM, please visit www.respondentdrivensampling.org/ or globalhealthsciences.ucsf.edu/sites/default/files/content/pphg/surveillance/rdscm/RDSCM%20installation%20and%20CM%20backup%20tips.pdf for installation and tips and globalhealthsciences.ucsf.edu/sites/default/files/content/pphg/surveillance/rdscm/RDSCM%20HowTo%20Guide.pdf for an RDSCM Version 3.0 How-To Guide



NOTE: Most receive 3 coupons. VERY RARELY, the site supervisor may ask you to hand out more than 3 coupons to specific individuals.															
UTC	OUT					COUPON 1		COUPON 2		COUPON 3		COUPON 4		COUPON 5	
	COUPON1	COUPON2	COUPON3	COUPON4	COUPON5	Return Date & Initials	Recruiter Paid. Date & Initials	Return Date & Initials	Recruiter Paid. Date & Initials	Return Date & Initials	Recruiter Paid. Date & Ini	Return Date & Initials	Recruiter Paid. Date & Ini	Return Date & Initials	Recruiter Paid. Date & Ini
0	F	F	F	F	F										
0	F	F	F	F	F										
	F	F	F	F	F										
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TOSmand:
These coupon numbers also start with 'F' to indicate they are from Francisco.

New participants – first visit

- Verify participant has a coupon. If they do not have a coupon, tell them they cannot participate
- Enter the date in the ENTRY DATE column
- Enter the participant coupon number in the IN COUPON NUMBER column
- If the number turns green, it means that coupon number has already been used. Verify the number has been entered correctly. If entered correctly tell the participant that they are not eligible to participate.
- If the number turns grey, it means that it is a valid coupon.
- Enter both the date and the coupon number in the coupon manager log book
- Wait until the interviewer has completed the interview and returned with the paperwork (in order to ensure that the participant is eligible to participate).
- Check to see when the coupon number was originally given out in the OUT COUPON columns (the number will be lit up in grey)
- Enter the return date in the RETURN COUPON column for the corresponding coupon

Verify eligibility

- Fill out the verification of eligibility questionnaire
- Ask all the questions included in the screening interview. Each eligibility question must be asked exactly as it is written.
- Verification of eligibility will let the CM know if the person is or is not eligible.
- If the participant **fulfills** the eligibility criteria, move on to the next step to create the UTC

- If the participant **does not fulfill** the eligibility criteria
 - Tell the participant that unfortunately she will not be able to participate in the survey. Do not tell the participant the reason why she's not eligible. You may say the computer determined it. There will be no interview or blood sample collection for that person and she will not receive any coupon. The CM saves the eligibility criteria on the coupon registration. The survey ends here for this participant. The person who invited this participant cannot receive any compensation for this recruitment failure.
 - However, the participant will receive prevention materials and some condoms from the supervisor
 - On the electronic coupon tracking system, INVALIDATE the coupon presented by the candidate

Create unique testing code (UTC) and participant physical marks

- For eligible participants, fill out the unique testing code form. The UTC is used to
 - Check that the participant has participated before
 - Guarantee that you can locate the participant's coupon number on the electronic coupon tracking system database with requesting personally identifiable information
- The UTC is created from the responses to a series of questions
 - The participant's birth province
 - The first name of the participant's mother
 - The participant's birthday
 - The participant's shoe size



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- The participant’s birth month
- If the participant does not wish to respond, or has trouble responding to these questions, explain that it’s the only way to check whether she has participated before and guarantee she will get compensation and not someone else
- After creating the UTC, enter the UTC on the electronic coupon tracking system in the field RECRUITER ID
 - If the UTC is already registered in the system, inform the supervisor so he can declare that the participant is ineligible, because she has participated before. If she has participated in the survey before SAY: “It looks like you already participated in this survey. For this reason, we cannot register you again.”
Provide referrals and prevention materials. Return to the system and invalidate the coupon (see instructions above). Fill out the participant form for all the components concluded.
 - If the UTC has been registered but the participant hasn’t really participated in the survey, move to the next phase
- After creating the UTC, fill out the field PHYSICAL MARKS with the measurements of the participant’s left hand
 - Ask for the participant’s hand and place the hand on the table facing up. With the help of a ruler, place the zero cm. mark on the first horizontal line of the hand and measure all the

way to the longest finger (usually the middle finger).

- If the hand measurement is not exact, round up to the nearest half a centimeter or one centimeter (e.g. if the hand measures 15.3 cm you round up to 15.5 cm, or if it’s 16.8 round up to 17 cm).
- If the participant is unwilling or shows any doubts about measuring her hand, explain that this is the way to obtain her physical marks and ensure she will get compensation and not someone else. If after explaining the importance of measuring her hand the participant still refuses to measure her hand SAY: “All right, if you don’t feel comfortable about taking measurements, we will not do it; this does not prevent you from participating in the survey.”
Then explain again the importance of measuring her hand to try to change her mind.
- As soon as you are finished with taking the measurements, write the number in cm. in the field for physical marks.
- After entering the UTC and the physical marks, click on “*SAVE CHANGES*”, to save the information in the electronic coupon tracking system.

Enter coupon registration book

After finishing entering the necessary information in the electronic coupon tracking system, enter the participant’s UTC in the coupon registration book.

Individual respondent code	Primary incentive received: Date and initials of the CM	Coupons handed out	Coupons returned: Date and initials of the CM	Secondary incentive received: Date and initials of the CM
M-0001		M – 1001	RH 15/09/2011	RH 23/09/2011
		M – 1002		
MAKA0537AG	RH 05/09/2011	M - 1003	RH 07/09/2011	RH 23/09/2011



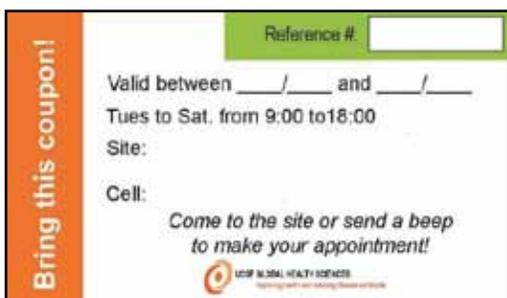
Escort participant to the waiting room

After finishing all the procedures listed above, escort the participant to reception and hand her folder to the receptionist. The receptionist will refer the participant to the next interviewer who will follow the informed consent procedures, fill out the questionnaire and provide counseling and HIV testing.

Issue coupons

After the participant has completed the questionnaire and the other survey procedures, the participant returns to the CM to receive the new coupons for distribution.

- Confirm in the participant checklist if she has completed the questionnaire and has accepted to do the DBS
 - If the participant **has not** accepted to do the DBS, she **cannot** receive new coupons for distribution. In that case, refer the participant to the supervisor to receive the transport fee for the first visit.
- Collect the next three coupons in sequential order from the box of new coupons and write on the back of each coupon
 - In the field for reference no: the number of the participant's coupon for whom you are issuing new coupons for distribution
 - In the field for expiry date: the expiry dates of the coupon
 - An expiry date can be noted to encourage the use of the coupon before a certain date and in a timely manner. Even so, the participants that arrive on the survey site with an expired coupon should not be turned down.



BACK

- Register the number of the coupons issued in the coupon registration book
- Register the number of the issued coupons in the electronic coupon tracking system
- In the electronic coupon tracking system, write the number of the participant's coupon in the field "Search by Keyword" and click "Search".

- Enter the number of coupons given out in the # of coupons column, and enter those corresponding coupon numbers in the next three columns (Outcoupon1, Outcoupon2, Outcoupon3). Record these in the log book as well.
- If any numbers light up in red it means that those coupons have already been given out. Check to make sure you are giving new coupon numbers
- Write the coupon numbers on the back of the coupons and give them to the participant
- Explain to the participant how to recruit other participants using the recruitment script

Explain coupon distribution

Explain to the participant to whom and how she should distribute the coupons. The participant should realize that her potential friends/colleagues/acquaintances to whom she hands out the coupons should return to the survey site within the date indicated on the coupon. Ensure that the participant understands the business hours of the survey site, as well as the location and directions. Explain that the participant can read the provided script to their friends to provide them information about the survey. Preferably, only coupon managers can provide these instructions to the participants.

- If the participant **has not** accepted to provide blood for DBS testing, she **should not** receive coupons for distribution
- If **it is really doubtful** that the participant is a FSW, she **should not** receive coupons for distribution
- The number of coupons can change with time. Generally the participants are given three coupons. Later, during the survey, we may deliver only one, and at the end, zero coupons. In some rare cases, the participants may receive more than three coupons. This is a decision for the investigators, which will be communicated by the supervisor.



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- The participants may give coupons only to people they know. They should ensure that those people are FSWs and are at least 18 years old. The participant may give the coupon to a family member, if she is also a FSW.
- Respondents **should not** hand coupons to
 - Strangers (even if otherwise eligible)
 - Women who are not FSWs
 - Women younger than 18
- The participant can choose randomly among her acquaintances, as long as they are also FSW. Another way of choosing friends/colleagues is to hand the coupon to the first colleague she finds right after receiving the coupons. A recruitment pattern based on other factors should not be encouraged, such as the closeness of the relationship between recruiter and recruit, someone they want to test, who wants an incentive, etc.
- The participant can only hand out one coupon per person. If a potential participant shows up at the survey site with two or more coupons, we will take all the coupons, use only one, and void all the others. Having two coupons does not equate double compensation. Write INVALID at the front of the coupon and file it in the INVALID coupon folder, and void that coupon in the electronic coupon tracking system.
- Only original coupons can be used. Photocopied coupons are not valid. Control photocopied coupons and ensure that they are not used.
- The participant must provide her friend/colleague information about the survey, and the purpose of the survey. The participant should emphasize the benefits of participation and the fact that it will be a good experience for future participants, and that the survey includes
 - A questionnaire
 - Drawing a blood sample
 - Anonymous HIV testing (with the participant's consent)
 - Referral to care and treatment, if the HIV test is positive
 - Counseling on keeping healthy
 - A safe and prejudice-free environment, where the names and identification of the participants will not be registered or recorded
- The participant should hand over the whole coupon to her friend/colleague/acquaintance. Through our database we may identify each person who has received a coupon (number). The participant may, if she so wishes, record the numbers of the coupons and the people she gave them to as a reminder to herself.
- The participant may give a coupon to someone who already knows she is HIV-positive. The fact that she has been tested before for HIV, regardless of the test result, has no bearing over her eligibility for this survey. Everyone can participate as long as they fulfill the eligibility criteria, regardless of having been tested or not, of being HIV-positive or not, of taking antiretroviral medication or not. The participant should explain to her friends/colleagues that this research also needs information about people living with HIV.
- The participant must understand that in order to show we appreciate her effort to bring in other participants, we will give her cell phone credit of [INSERT amount] for each person invited by the participant that visits the survey site to participate in the survey, but that we **cannot** give her the credit if
 - The person who she gave the coupon to does not visit the survey site
 - The person she gave the coupon to is not eligible
- As a rule, we cannot issue duplicate coupons. If the participant loses the coupons or not one of the people she gave coupons to are eligible or show up, we cannot give her more coupons.
- Only the participant can receive compensation for the person she gave the coupon to. The participant cannot ask someone else to receive the compensation for her. The participant can call the survey site to find out if her invited friends/colleagues have visited the site, so she'll know if she's due any compensation. The participant may return more than once to retrieve her compensation, but she will only receive a transportation fee once.

Second visit procedures

- Ask the participant the UTC questions and search for the UTC code
- If you can't find the participant using the UTC code, ask for physical characteristics
- If you still can't find the participant, tell them that they are not eligible to receive incentives
- Once you have found the line for that participant, look under the corresponding



RETURN COUPON columns to see which coupons have been returned

- Pay the participant for the number of coupons returned
- For each coupon paid, enter the date in the “Recruiter Paid” column
- Fill out the receipt for the incentive paid
- Refer the participant to the supervisor to receive her secondary payment according to the number of successful referrals
- The supervisor will check the participant’s checklist again to see if all the procedures were followed



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Interviewer procedures

Summary of procedures

- Retrieve the participant's folder from the receptionist and escort the participant to the interviewing room
- Enter information from the eligibility screening questionnaire into QDS
- Read out the consent form and answer any questions. Record consent in QDS and on the participant checklist
 - If the participant does not consent, insert a red card in the participant folder and escort the participant back to the reception desk
- If the participant consents, conduct the interview. Use reference materials while conducting the interview (male/female condoms, lubricants and list of neighborhoods) when necessary.
- After concluding the interview, if the participant did not consent to have a DBS sample made and to be tested for HIV with a rapid test, explain the importance of these procedures and ask if the participant would like to change their mind. If she does consent at this point, note that change in the consent form and the participant checklist.
- If there is any doubt about the participant's eligibility (e.g. not really being a FSW), insert a yellow card in the folder
 - For example, a participant says she has not had sexual relations with clients in the last 6 months, or does not provide details about her sexual relations with clients – this could raise suspicion that she is not really a FSW

Required supplies

- Netbook (check if there is enough battery left)
- Participant folders (including verification of eligibility form, the participant checklist and two copies of the information sheet)
- Information sheet script
- Refreshments for the participant
- Yellow and red cards

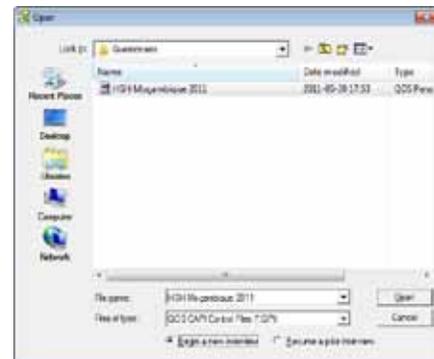
- Printed questionnaires and an extra pen (if necessary)

Using netbook to conduct the interview

To initiate a new interview, click on the icon "Questionnaire" located on the netbook's desktop



- Select the folder "FSW Questionnaire" located in the folder Questionnaire, in "My Documents" and check if the option "Begin a new interview" is selected



- Enter your interviewer code (the number is located in the netbook tag)



- To close an interview, go to the toolbar of the upper menu entitled 'Interview' and select 'End Interview'
 - The following question will appear in English "Are you sure you want to terminate this interview", Click 'Yes'.
 - Next comes the question: "Would you like to save the data from this interview?" Click 'Yes' if you want to save and "No" if you don't want to save.



Other things to remember

- If possible, keep the netbook plugged in during the interview to ensure the battery does not run out
- Try to establish a relationship with the participant and making her feel comfortable
- If a participant suddenly feels uneasy for some reason, stay calm, apologize for any inconvenience and inform the supervisor
- If the participant does not wish to use the netbook during the interview, explain that the method is secure and confidential, and that it makes the interview process easier. If she refuses to use the netbook, use the printed questionnaire as a last resource.
- Record all the issues that may arise during the course of the interview (errors in the omission pattern, no responses related to the categories, etc.) and address them with the supervisor during the team meetings
- REMEMBER: The participant's answers to the questionnaire are confidential. Do not share personal information provided by the participants with others, including the survey team members.



Summary of procedures

- Explain the counseling procedures
- Conduct the health orientation and pre-testing counseling
- Place the labels with the laboratory's code in the lab materials
- Prick the finger and fills a test tube with blood from the finger
- Prepare two filter papers for dried blood spot (DBS) sampling with blood from the finger
- Conduct the HIV rapid test [*Determine*] with blood from the finger
- If the Determine test is positive, conduct the HIV confirmation test [*UNIGOLD*] with blood from the test tube
- Give the result of the HIV test to the participant and provide post-test counseling and referral
- Next morning: store the DBS specimens from the previous day
- Once a week: prepare the DBS specimens to send to the testing lab

Explain the counseling and testing procedures

Required supplies

- Samples of DBS Cards
- Samples of rapid test cards
- Lancet for demonstration

Procedures

- Explain the steps of the HIV health counseling and testing
 - Health orientation
 - Pre-test counseling
 - Finger prick and dried blood spot (DBS) preparation for HIV testing and other related tests in the lab.
 - Rapid HIV testing
 - Post-test counseling

- Answer any of the participant's questions

Conduct HIV orientation and pre-test counseling

Required supplies

- Participant's folder
- Information sheets for informed consent

Procedures

- Inform the participant about signs and symptoms, HIV and STD means of transmission and prevention in general, and focus on FSW
- Speak about the importance of and the means to reduce the risk of STD and HIV infection
- Provide information about health services available to people living with HIV and AIDS, people infected with STD, and FSW living with HIV/AIDS/STD
- Provide information about the available services or organizations providing support to FSW
- Raise the participant's awareness about the importance of counseling and testing for HIV and the use of available health and social services
- Speak to the participant about risk behaviors for HIV and STD
- Speak to the participant about how she can prevent infections by HIV and STD
- Explain to the participant what the rapid HIV tests and the tests in the INS are
- Tell her the pros and cons of doing the rapid HIV test
- If the participant has not previously given her informed consent, ask for her consent to draw blood for the rapid tests and the lab tests
 - For participants who accept doing the DBS but refuse to do the HIV rapid test, offer them the opportunity to do the HIV test without recording any of the information about the test results in the survey forms. If the participant accepts, the conduct the test without recording the results in the forms. In the space for **Comments** in the



rapid tests results sheet and in the rapid tests record book the note “not recorded”.

- In case of refusal, thank the participant for her time, gives her the participation gift and prevention materials and escorts her to the receptionist

Label materials

Required supplies

- Adhesive labels
- Participant’s folder
- DBS cards
- Rapid test results book
- DBS samples sheet

Procedures

In each participant’s folder there are five adhesive labels with the participant’s lab code. These labels will be placed on the following materials. The codes should be used in sequential order, starting with code 001 until code 450.

1. 2 DBS filter paper cards (write on the paper the date and age of the participant)
2. 1 DBS sample sheet
3. 1 rapid test results sheet
4. 1 rapid test results book
5. 1 participant checklist



Prick the finger

Required supplies

- Disposable gloves
- Cotton dipped in alcohol
- Lancet
- Cotton
- Band-Aid
- Trash bags for non-puncture materials
- Plastic container for puncture materials
- Test tube

- 2 DBS filter cards
- One pen

Procedures

- Number the DBS filter cards with adhesive labels N° 1 and N° 2 and write the date and age of the participant on the filter paper with a pen
- Put on the disposable gloves
- Have the participant sit with her finger pointing down
- Draw the blood to the tip of the finger
- With the cotton dipped in alcohol, disinfect the puncture site
- Remove the lancet cover
- Press the lancet against the tip of the finger and wait until it clicks
- Place the test tube in the puncture site and fill it with blood

Prepare the DBS

Required supplies

- 2 DBS blood collection cards with adhesive labels and the date and age of the participant
- DBS drying rack

Procedures

- Check that the two blood collection cards have the adhesive label, the date and the age of the participant
- Holding the DBS filter paper N° 1 with one hand (without letting the paper touch the table or the station), apply one drop of blood from the finger to each circle in the filter paper
- Let the blood flow freely and be absorbed in each circle, never repeating applications in one spot of the paper



- Place the filter paper N° 1 in one compartment of the drying rack
- Holding the DBS filter paper N° 2 with one hand (without letting the paper touch the table or the station), apply one drop of blood to each circle in the filter paper
- Place the filter paper N° 2 in the compartment below filter paper N° 1 in the drying rack
- Allow them to air dry horizontally
- Keep the specimens away from heat, air conditioning, lights, direct sunlight and humidity
- **NEVER TOUCH THE BLOOD CIRCLES!**

Conduct the rapid Determine test

Required supplies

- Chronometer
- Determine kit
- Determine chase buffer drop
- Pen
- Rapid test results sheet
- Rapid test results book

Procedures

- Before pricking the finger, remove one Determine individual test, remove the aluminum paper and place it in a flat and clean spot
- After pricking the finger and filling one test tube and the DBS cards with blood, place 1 drop of blood in the window box of the Determine test
- Apply 1 drop of the chase buffer to the specimen pad
- Set the chronometer for 15 minutes and wait to read the result
- Dispose of the supplies used in the plastic bag for non-puncture supplies
- If a pink or red line does not appear in the test window box, repeat the test

Determine	Unigold	Result
		Negative
		Positive
		Invalid



- Record the result in the rapid test results sheet. The rapid test results sheet will be removed from the participant's folder after the rapid test and placed in the results sheets file in sequential order using the participant's coupon number, and only nurses, counselor and supervisor can have access to that file. The file will be locked in a safe drawer at the end of each day.
- Record the result in the rapid test result book. The rapid test results book will also only be accessible to nurses, counselor and supervisors. These records will also be locked in a safe drawer at the end of each day.
 - **PAY ATTENTION AND DO NOT MIX THE DILUENTS AND THE TESTS!**

Conduct the Unigold rapid test (only for positive Determine)⁴

Required supplies

- Test tube with blood
- Chronometer
- Unigold kit
- Drop of chase buffer of the Unigold
- Pen
- Rapid test results sheet
- Rapid test results book

Procedures

- Remove the Unigold test from the cover and place it in a flat and clean spot
- Using the test tube with blood, apply 2 drops of blood to the test area
- Apply 2 drops of the wash solution
- Mark 10 minutes in the chronometer and wait to read the results
- If a pink or red line does not appear in the test window box, repeat the test
- Record the result in the rapid test results sheet
- Record the result in the rapid test results book

- **PAY ATTENTION AND DO NOT MIX THE DILUENTS AND THE TESTS!**
 - **DO NOT READ THE RESULTS OF THE UNIGOLD TEST AFTER 20 MINUTES!**

Conduct post-test counseling and referral for positives

Required supplies

- Pen
- Prevention materials
- Gift
- Referral guide
- Rapid test results sheet
- Rapid test results book

Procedures

- Prepare the participant for the results of the rapid HIV tests
- Tell her the results of the rapid HIV tests and explain what they mean
 - If the result is HIV-negative: Talk to the participant about how she can remain HIV-free
 - If the result is HIV-positive: Talk to the participant about where to seek additional care, treatment and support; tell her the action plan, including how to live well with HIV, avoid infecting sexual partners and her own re-infection
- Fill out a referral sheet and hand it to the participant [*INSERT a copy here of the local referral sheet, if applicable*]. Do not include the participant's name or address in the sheet. Remember that the survey is anonymous.
- Fill in a referral card. Explain to the participant that she should hand over this card along with the referral sheet and that the health unit will keep all the cards so that we can know how many people visited the health units referred by the survey.

⁴ This is an example of an HIV testing algorithm. Adapt all testing algorithms in this protocol to your own country.



HEALTH SURVEY REFERRAL SLIP

Site:

Coupon number:

Reason for referral:

Name of counselor referring:

Contact number of counselor referring:

- Clarify any doubts and answer the participant's questions
- Give her the prevention materials and the gift
- Thank the participant and escort her to the reception desk
- Write down on the outside of the small ZIPLOCK bag the code of the specimens and number of DBS prepared that correspond to that code
- In each small ZIPLOCK bag you can place a total of ten DBS (which would be two DBS for each of five participants)
- Place ten small ZIPLOCK bags with the wax paper envelopes in a large ZIPLOCK bag and add 20 desiccant packets and one humidity indicator card
- Store the specimens in a safe location, away from heat, lamps, direct sunlight and humidity until shipment
- Fill in the DBS specimen shipment notice
- Hand it all to the supervisor once a week
- The supervisor should check if the specimens are well stored and accurately recorded in the DBS shipment notice and prepare package for specimen shipment, delivering it to the specimen shipment company once a week

Store and prepare DBS specimens

Required supplies

- 2 DBS filter papers with blood drops
- Specimen shipment notice
- Disposable rubber gloves
- Permanent marker
- Cooler for storing specimens
- Desiccant
- Humidity indicator cards
- Wax paper envelopes
- Small ZIPLOCK bags
- Large ZIPLOCK bags

Procedures

- Every morning, remove from the drying rack the DBS filter papers you placed the day before
- Insert each filter paper into one wax paper envelope
- Place the two wax paper envelopes with the filter papers with the same code of the same participant in a small ZIPLOCK bag. Add ten desiccant packets and one humidity indicator card.

- **CHECK THAT THE SPECIMEN IS DRY BEFORE STORING**
- **DO NOT TOUCH THE DRIED BLOOD DROPS WHILE YOU'RE HANDLING THE DBS SPECIMENS**
- **REMOVE ALL THE AIR FROM THE ZIPLOCKS BAGS BEFORE CLOSING AND CHECK THAT THE ZIPLOCKS BAGS ARE REALLY CLOSED**
- **CHECK THAT THE RECIPIENTS OF THE HUMIDITY INDICATOR CARDS AND DESICCANT PACKET ARE TIGHTLY CLOSED**
- **IF THE 30% HUMIDITY INDICATOR CARDS ARE PINK, ADD AT LEAST FIVE MORE DESICCANT PACKETS IN EACH ZIPLOCK**



Supervisor procedures

Summary of procedures

Daily

- Give transport reimbursements and secondary incentives to the participants and record them in the participant compensation book
- Enter the information about ineligible participants in the QDS
- Make a security copy of the questionnaires in each netbook, prepare a daily email with information data and send it to the data manager
- Make security copies of the electronic database of the CM
- Review each participant folder for that day to make sure they were properly filled in
- Review the coupon registration book of the CM
- Check that the individual sheets of the participant's rapid tests include the same information than the rapid test registration book
- Keep in a safe location the rapid test results sheets and the rapid tests results book
- Check the quality of the DBS storage and that the sample shipment record is properly filled in
- Supervise the procedures of the team members, using the supervision forms. Check at least one different team member a day.
- Lead the daily team meetings

Weekly

- Fill in the monitoring registration book from the previous week and send it by email before 12:00 each Tuesday
- Enter the data of the rapid test results registration and send them by email before 12:00 each Tuesday
- Check the quality of the DBS packaging, fill in the DBS specimen shipment notice and deliver the specimens along with the notice so that they are sent to [INSERT name of lab]

- Collect (without reading) the survey quality assessments and send them to [INSERT name of lab]
- Draft the weekly supervision report and email it
- Manage the survey's materials and request additional required materials in a timely manner

When required

- Fill in the adverse incident report form
- Fill in the data request form of the questionnaires
- Immediately contact the data manager or the survey coordinator by phone whenever there is any doubt about the procedures

Manage and coordinate site activities

The supervisor shall be responsible for the management of daily activities at the survey site, including participant recruitment, screening and participant registration, data collection (interviews and biological samples), rapid HIV testing, care and treatment referrals, payment of incentives to the participants and data management and the survey records. The local supervisor shall also be responsible for direct supervision of the field staff during the survey.

Supervise personnel

- Supervise of the team and the daily activities at the survey site
- Work in collaboration with the survey staff (receptionist, CM, interviewers/counselor and nurse) to implement and monitor the participant recruitment process and the management of the database of the coupons used in the survey
- Observe up to 10% of the interviews and provide feedback to the interviewers regarding their interviewing skills. This should be done only with the express consent of the participant.



RDS operations manual

Supervise data procedures

- Supervise the quality of the interview data collection work
- Work with the CM to ensure safety copies of the data stored in the electronic coupon tracking system are continuously made, as well as exported to a flash drive.
- Forward data stored in the electronic coupon tracking system to the data manager in the head office weekly
- Ensure that the following documents are forwarded from the survey site to the data manager, and properly filled in
 - Records of interviews with the questionnaires (at the end of each business day)
 - Template of interview file (at the end of each business day, along with the CAPI interview files)
 - Data from the electronic coupon tracking system coupon registration (weekly)
 - Records of the results of the rapid HIV tests entered in EpiData (weekly)
 - Report about the activities of the seed participants (weekly)
 - DBS samples with shipment notice

Conduct data management

The survey's netbooks will be used for the interviews. Enter the eligibility sheet for ineligible participants into the program by close of each business day.

Surveys on paper

- The interviewers should fill in the paper interview questionnaires and hand them over to you immediately after the interview
- Check all interview questionnaires for accuracy and completeness of the information provided, and consult the interviewer and/or participant for any corrections before the participant leaves the survey site
- Enter all the data of the interviews on paper into the netbook before close of business each day (this will automatically convert them into computerized interviews)
- Store the data in a safe location

Netbook surveys

- Interviewers must fill in and save all the computerized questionnaires. At the end of each interview, they should respond "Yes" when asked if they wish to save the document or not.

Conduct data transmission

- In each computer/netbook, rename and copy each QAD interview document to the flash drive
 - Standard naming procedure: Rename the document with the name of the survey site, the number of the computer, followed by the date of the interview and the name of the survey. For example: MTS03-20110628
 - MTS = Mozambique FSW Survey
 - 03 = Computer 03
 - 20110628 = date of the interview [YearMonthDay]
 - Insert the flash drive into the netbook
 - Copy the renamed file into the flash. Do not delete the document in the netbook until the copies are emailed to the data manager.
 - Follow every step above in all netbooks used each day
- Copy the renamed files in the flash drive to the main computer of the survey site (local supervisor's computer)
 - Move all the renamed files to the folder C:\MTS. The files of all the previous interview days will be displayed here.
 - Check if every file in the netbook was properly transferred to the main computer. For example: If computers 2 and 3 were used on that day, make sure that two separate files (one for computer 2 and another for computer 3) display on the main computer for that day.
- Transfer data to central office
 - Protect data with a password. Send interview files using WinZip
 - Send each file electronically to: *[INSERT email of central office staff]*
 - In the subject field, write the name of the site and the date of the interview of the files you are sending
 - Include the template file for the interviews in your email. This template will provide a list of the coupons used that day and their result:



- Eligible and interviews done
- Ineligible
- Eligible, but decided not to participate.
- Eligible, but the interview was finished before the end of the survey.
- Delete the files in the netbooks and flash drive
 - After checking that the files were properly sent via email to the head office, you may delete the files both in the netbooks and the flash drive
 - Netbooks: Delete only the renamed file. Do not delete the QPI file used to administer new interviews.
- Cross-check to see if the data manager received all the interviews
- Check your email for confirmation from the head office, to see if all the interviews from the previous day were received
 - Work with the interviewer and/or data manager on any discrepancies
- All data must be protected by password and accessed only by authorized users
- Keep equipment in a closed and safe location at the survey site
- Protect survey phone with a password and ensure all messages replied via the phone are deleted
- Conduct maintenance of equipment
 - Because there may be energy cuts at any moment, keep all netbooks not being used on stand-by or switch them off completely
 - Extend the battery of the netbooks by dimming the screen light
 - Ensure that the batteries of the laptops and telephones are charging while being used and during the night, if necessary
 - Do not install any software that is not used for the survey
 - Do not turn off the anti-virus software

Manage stock and order materials

The supervisor will be responsible for all the supplies required at the survey site for use in this survey, including RDS coupons, questionnaires, participant incentives (money and cell phone charges), survey sheets, specimen collection sheets, etc.

- At the beginning of each week, inventory the items that need stocking or ordering. During busy weeks (9-12 participants per day), do this on alternate days.
 - Coordinate the supply of materials to the survey sites with the survey investigator
 - Present a list of materials required in each site. Warn the national coordinator in a timely manner when any materials are running low.
- Manage the incentives for participants, distribution and accountability. Fill in the participant checklist, coupon registration book, participant compensation sheet and participant compensation registration.
- Protect all data and equipment (for example, the computers, netbooks and flash drives used at the survey site)

Communicate and notify of adverse events

- Conduct daily information briefings with the survey team to identify any problems encountered, solutions or processes that must be implemented, and to plan the next day's activities.
- The supervisor will also be the link between the activities under way at the survey site and the investigators of partner organizations. Remain in constant communication with partner organizations. Hold weekly meetings with the investigators, whether physically or by phone, to keep them updated on the activities under way at the survey site.
- Know who to contact in case of any type of emergency. Have the phone numbers of local police stations, the emergency department of the local hospital, and the survey investigators in your phone.
- Be aware of the type of adverse incidents that must be communicated, in order to adequately communicate any adverse incidents.



RDS operations manual

Oversee flow of participants

- Support the receptionist and the CM to ensure the constant flow of participants and manage practices to control people within the survey site
- Keep track of how many interviews, counseling sessions, and specimen samples are conducted in one day at the site.
- In coordination with the receptionist and the CM, ensure that the participants know when they will be seen and how long they must wait in the office

Oversee laboratory/test procedures

- Coordinate with the counselors and the nurse on site, to ensure that all blood samples are transported to the laboratory.

Ensure quality of survey protocol and operational manuals

- Know the survey protocol and the operational manuals, and ensure the thorough execution of these documents, as well as ensure the quality of all the survey's components



Participant folder

Participant checklist

Coupon number		
Lab code (attached by the counselor)	Attach lab code here	
1st visit		
Today's date (DD-MM-YY)	(DD-MM-YY) _____ - _____ - _____	
Time	Entrance: _____ Exit: _____	
	Staff initials	Comments
1. Validate coupon (CM) Verify in the coupon registry that this coupon has not yet been used. If it has not been used, write 'USED' on the coupon and put it in the box labeled 'USED COUPONS'. If the coupon has been used, write 'NOT VALID' on the coupon.	Valid:	Not valid: Why is it not valid?
2. Complete screening questionnaire (CM)	Eligible:	Not eligible: Why not eligible?
3. Create a UTC (CM)		UTC created: <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Netbook and couple registry (CM) UTC in registry (CM)		UTC in netbook (RDSCM): <input type="checkbox"/> Yes <input type="checkbox"/> No UTC in coupon registry: <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Review & sign information sheet for informed consent (Interviewer)		Which components consented to: <input type="checkbox"/> Interview <input type="checkbox"/> HIV rapid test <input type="checkbox"/> DBS Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
6. Behavioral survey (Interviewer)		If no, why?
7. Pre-test counseling for HIV (Counselor)		Counseling complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
8. Biometric (Counselor)		Fingerprick complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
9. DBS prepared: <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2		10. HIV red: <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2



RDS operations manual

10. HIV rapid test (Counselor)		Rapid test complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
11. Record HIV test results (Counselor)		Test results recorded: <input type="checkbox"/> Yes <input type="checkbox"/> No
12. Specimen labeling/documentation and prep for transport (Counselor)		Registered: <input type="checkbox"/> Yes <input type="checkbox"/> No
13. Issue RDS coupons (CM)		Coupon #: Coupon #: Coupon #:
14. Give incentive to participant (Supervisor)		Incentive given: <input type="checkbox"/> Yes <input type="checkbox"/> No
15. HIV post-test counseling and HIV test results disclosure and referrals (Counselor)		Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
16. Prevention literature, materials, and snack (Counselor)		Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No

DO NOT WRITE THE RESULT OF THE HIV TEST ON THIS FORM!



Participant checklist (cont'd)

Participant ID		
2nd visit		
1. Today's ay's date	(DD-MM-YY) _____ - _____ - _____	
	Staff initials	
2. Validate coupon (CM)		Coupon validated: <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why? no, why?
3. Validate biometric or UTC (CM)		UTC validated: <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why?
4. Verify if coupons were returned (CM)		Coupon #: Coupon #: Coupon #:
5. Participant compensation (Supervisor)		Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
6. Give condoms and lubricant (Supervisor)		Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
Other Visits		
1. Today's date (DD-MM-YY)	(DD-MM-YY) _____ - _____ - _____	
	Staff initials	
2. Validate biometric or UTC (CM)		UTC validated: <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why?
3. Validate te coupon (CM)		Coupon validated: <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why?
4. Verify if coupons were returned (CM)		Coupon #: Coupon #: Coupon #:
5. Participant compensation (Supervisor)		Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No
6. Give condoms and lubricant (Supervisor)		Complete: <input type="checkbox"/> Yes <input type="checkbox"/> No



Participant folder

Verification of eligibility

Instructions: Complete the entire screening questionnaire for every candidate that comes to the survey site for the 1st visit. Only ask the participant questions that are NOT in brackets. If the person is eligible, enter the call number on the netbook and refer the participant to an interviewer.⁵

SAY: "Hello. My name is _____. I would like to first thank you for taking the time to participate in the survey. The person who asked you to participate in the survey may have told you that this survey is about beliefs and perceptions around HIV and behaviors of female sex workers. But before we start the survey, I need to first find out if you are eligible to participate. If you are eligible to participate, then I will introduce you to one of our interviewers who will do a survey with you. Let me also tell you that everything you tell us will be completely confidential. We will not take your name and no one will be able to link your responses to you personally. Do you mind if I start?"

[Date]	[] [] - [] [] - [] [] [] [] (dd) (mm) (yyyy)
[Does the candidate have a valid coupon?]	Yes No → Ineligible
[Coupon # person came in with]	(alpha) (###) [Write 'Z 9999' if recruit comes in with NO coupon. [If seed, write 'seed prefix' and '0000']
[Is this person a seed?]	Yes ____ (Enter seed prefix) No
[Is the candidate a female?]	1 Female 2 Male → Ineligible
Have you participated in this survey before?	1 Yes → Ineligible 2 No
How old are you now?	Age in completed years: ____ [Under 18 years → Ineligible]
Have you had sex in the last 6 months?	1 Yes 2 No → Ineligible
Did you receive money for sex in the last 6 months? [If necessary, probe with additional questions to verify FSW sexual behavior]	1 Yes 2 No → Ineligible

⁵ This is an example of a eligibility screening form used for an IBBS-FSW.



[Is participant able to provide verbal informed consent? (i.e.: not under the influence of alcohol/drugs; able to communicate in mutually understood language)]	1 Yes 2 No → Ineligible
[Do you have confidence that this person is FSW?]	1 Confident 2 A little confident 3 Not confident

[Is the candidate eligible? (Circle) Yes No]

[If NO, not eligible because candidate: Circle ALL that apply, then END.]

- a. Did not have a valid coupon
- b. Is under the age of 18
- c. Participated in the survey before
- d. Is not a female
- e. Did not have sex in the last 6 months
- f. Did not receive money for sex in the last 6 months
- g. Is too drunk/high to do questionnaire
- h. Unable to communicate in understood language
- i. Other: _____



RDS operations manual

Participant folder

Unique testing code

Instructions: Ask each question to the participant and fill in the boxes to the right of each line with two letters or digits.

SAY: "I would like to ask you a few questions with easy to remember answers. We will ask you these same questions when you next visit this survey, so we can check who you are. We do this to make sure we are giving compensation to you and not someone else. Please remember your answers and provide the same answers on your next visit."

Province of birth (or abroad for foreigners)
 If the participant doesn't know, write 'ZZ' L L

[INSERT provinces with code]

The first two letters of your mother's first name
 If the participant doesn't know, write 'ZZ' L L

Day of birth
 For example, January 9 would be 09 # #
 If the participant doesn't know, write '99'

Shoe size
 If the participant doesn't know, write '99' # #

Month of birth
 If the participant doesn't know, write '99' L L

- | | |
|---------------|----------------|
| JA = January | JL = July |
| FE = February | AG = August |
| MA = March | SE = September |
| AB = April | OU = October |
| MI = May | NO = November |
| JU = June | DE = December |

Instructions: Transfer the numbers and letters from the boxes above to the boxes below. Enter only one letter or number per box. Check if the above and below entries match exactly. The unique testing code (UTC) should have three letters (from A to Z) and four numbers (0-9). Insert this UTC in the coupon registration along with the date of the first visit. The date of the first visit may be used to check the identity in case of UTC duplication.

Unique testing code (UTC)
L L L L # # # # L L



Participant folder

Information sheet for verbal consent for IBBS-FSW RDS survey implementation

Women's Health Monitoring Survey

Survey information sheet for informed consent
(Flesch-Kincaid Grade Level: 6.3)

Title of survey: Women's Health Monitoring Survey

Principal investigators: [LIST here]

The name of this research survey is the Women's Health Monitoring Survey. This paper tells you about the survey. A counselor will also talk about the survey with you today. We want you to ask **ANY** question about **ANY** part of the survey that you do not understand. We will give you this paper to take home with you.

You can choose if you want to be in the survey or not. If you say yes, you can also later choose to say no at any time you want to. You do not have to do all the survey.

Why do we do this survey?

Many adults have HIV and other diseases from sex. This survey is to find out what adults do that can make them get HIV and other diseases from sex. In this survey, we will learn about types of sex partners' women have, the way people act to people that have HIV, and the use of alcohol and drugs. We will also know how many female sex workers (FSW) have HIV. This survey will help the ministry of health and its partners know more about HIV. Then they can make programs that can help prevent HIV. These programs teach people to use condoms all the time. They give counseling and testing for HIV. They help people with HIV live a healthy life.

You were invited to do the survey because you may be at risk for HIV. Only the interviewer who asks you the questions will know the answer you give. Your name or identity will not be asked at any time.

What will happen if I choose to do this survey?

If you do this survey, you will be asked to come to **2** visits with us. The **1st visit** is a long visit. It will take about 90 minutes. At this visit, you will

- Get a survey code. This way nobody can know who you are. We have this code because we do not want to know your name or any information that can make someone find out that it was you who did this study.
- Take a survey with a trained interviewer. The interviewer will ask questions like your age and habits. The interviewer will ask about alcohol and drugs, sex and sex partners, HIV and diseases from sex, and health care.
- Get information about HIV prevention, HIV testing, and HIV treatment
- Have a trained counselor take blood from a fingerprick. The blood will be used to do a rapid HIV test and to put some drops of blood on a card that will be sent to the national lab for HIV testing. You can be in the survey and not do the HIV test or the card with the blood spots.
- Receive the test results with a trained counselor who will help you make a plan that is best for you, and talk about treatment options and medical referrals if needed
- Get a gift for being in the survey today. You will get this gift even if you do not do all parts of the survey.



RDS operations manual

- Get some coupons to invite some friends to be in the survey

When you come back for the **2nd visit**. You will only stay a few minutes. You will get a small gift for each friend you gave a coupon to that was in the survey.

What risks can I expect from being in the survey?

There may be some risk or discomfort from doing this survey.

- The most important is that someone might find out you took the survey. If this happens, someone in your community might treat you badly. But the study is secret and we do all we can to keep it private. If you know the interviewer, you may ask for another one so that your privacy is protected.
- Somebody outside of the study staff could find out about your HIV results. If this happens, someone in your community might treat you badly. But we do not use your name or any information that can make anybody know that a test result is yours.
- The survey includes personal questions about sexual activity and other private things. This can make you feel embarrassed. If any question makes you feel uncomfortable, you can refuse to answer it. You can terminate the interview at any time. If you do this, you will not be asked to leave the study. You can still get your gift for your time spent.
- The fingerprick may hurt. The spot may bleed, bruise or get infected. You may feel faint, but this is very rare. Only trained counselors will do the fingerprick, so that these things might not happen.
- If you test positive for HIV you may feel anxious or depressed. The counselor working with you can help you with these feelings. You may also be referred to local counselors or support groups to help with these feelings.

Are there any benefits from taking part in this survey?

Yes. If you choose to be in this survey, you can receive

- Free on-site testing for HIV and the opportunity to learn your test results
- Referral to clinics that can give you medical care and treatment as needed
- Free condoms, lubricant, and educational information on HIV and STIs
- There is also a benefit to your community because we will know more about those at risk for HIV. This can help plan better education, prevention, and medical programs.

What are the alternatives for being in the survey?

You can choose not to participate in the survey. This will not impact your access to services. The survey staff can give you a list of health and social services and refer you to testing locations.

Does it cost me for me to be in the survey?

It does not cost anything to be in this survey.

Will I get anything for taking part in the survey?

You will be offered a snack and a prevention kit worth [INSERT incentive amount here] for your time and effort today. You will also be given phone credit worth up to [INSERT incentive amount here] for each person you peer educate and help to enroll in the survey, which you will receive when you return on your second visit. You will also receive \$3 to reimburse you for your transport here today.

Will my medical and other information be kept confidential?

Being in a survey can reduce privacy. This is a secret survey. We take many steps to keep your information top secret. To protect your identity

- We do not ask for your name. We do not write it on any survey documents or lab sample.
- Only your survey ID number will be on your survey, survey records, and lab sample



- All the information you give will be kept in a cabinet. It will be locked at all times.
- Your test result will not be known to anyone except you and the counselor
- Only survey staff and participants can be in the survey area. The office has private rooms. No signs will show the purpose of the site.

What if I want to stop being in the survey?

Your participation is entirely voluntary. You can stop being in the survey at any time. You can choose to be in all parts of the survey, or only some of them. We will give you a chance to do this at the end of this form. Also, you may be asked to leave the survey if we feel it is best for you or you are not able to do the survey. Your access to health services will not be impacted if you stop or are asked to stop being in the study. Once your blood sample is sent to the national laboratory you can not change your mind about it being used for testing because we cannot know which sample is yours.

Who can answer my questions about the survey?

You can ask the survey staff any questions that you have at any time. You may also contact the people in charge of this survey.

[ADD contact here: name, phone, email]

If you have any questions about your rights as a survey participant, about ethical matters, or wish to complain you can call [ADD bioethics committee contact information here], who reviewed and approved this survey.

Interviewer: Answer the participant's questions about the survey before proceeding to the informed consent authorization.

INFORMED CONSENT AUTHORIZATION

Interviewer: Ask participant to document response to each question by checking the appropriate box.

Participants may consent or decline each part of the survey.

1. Do you agree to participate in part or all of the survey or do you decline participation?
 - 1. YES, agree to participate in part or all of the survey.
 - 2. NO, decline to participate. [if NO participant not eligible to participate].

If declined:

We're interested in knowing why people do not want to do this survey. Would you mind telling me which of the following best describes the reason you do not want to do this survey?

- I don't have time q 1
- I don't want to talk about these topics q 2
- Some other reason; Specify _____ q 3
- I would rather not say why q 9

2. Do you agree or decline to complete the survey questionnaire?
 - 1. YES, agree.
 - 2. NO, decline. [if NO participant not eligible to participate].



RDS operations manual

3. Do you agree to a fingerprick to prepare a blood sample that will be sent to the national laboratory for additional HIV testing?
- 1. YES, agree.
 - 2. NO, decline.
4. Do you agree to rapid HIV testing to receive your results today?
- 1. YES, agree.
 - 2. NO, decline.

I have explained to the participant the survey purpose and procedures and we have discussed all the risks involved. The participant has read this document or had the document read to them.

The participant has agreed to participate in the above procedures (as marked).

- I have informed the participant about the nature, conduct, benefits and risks of this survey
- I have informed the participant that the results of the survey including personal details regarding sex, age, HIV status will be anonymously processed into a survey report
- I have informed the participant that they may, at any stage during the interview, without prejudice, withdraw consent and participation in the survey
- The participant has been given the chance to ask any questions and I have answered to the best of my ability

Name of person obtaining consent _____

Signature of person obtaining consent _____

Date ___/___/___ Time ___/___

- Copy to:
- Participant
 - Investigator's file



Participant folder

Information sheet for written consent for IBBS-FSW RDS survey implementation

Women's Health Monitoring Survey

Survey information sheet for informed consent
(Flesch-Kincaid Grade Level: 6.3)

Title of survey: Women's Health Monitoring Survey

Principal investigators: [LIST here]

The name of this research survey is the Women's Health Monitoring Survey. This paper tells you about the survey. A counselor will also talk about the survey with you today. We want you to ask **ANY** question about **ANY** part of the survey that you do not understand. We will give you this paper to take home with you.

You can choose if you want to be in the survey or not. If you say yes, you can also later choose to say no at any time you want to. You do not have to do all the survey.

Why do we do this survey?

Many adults have HIV and other diseases from sex. This survey is to find out what adults do that can make them get HIV and other diseases from sex. In this survey, we will learn about types of sex partners' women have, the way people act to people that have HIV, and the use of alcohol and drugs. We will also know how many female sex workers (FSW) have HIV. This survey will help the ministry of health and its partners know more about HIV. Then they can make programs that can help prevent HIV. These programs teach people to use condoms all the time. They give counseling and testing for HIV. They help people with HIV live a healthy life.

You were invited to do the survey because you may be at risk for HIV. Only the interviewer who asks you the questions will know the answer you give. Your name or identity will not be asked at any time.

What will happen if I choose to do this survey?

If you do this survey, you will be asked to come to **2** visits with us. The **1st visit** is a long visit. It will take about 90 minutes. At this visit, you will

- Get a survey code. This way nobody can know who you are. We have this code because we do not want to know your name or any information that can make someone find out that it was you who did this study.
- Take a survey with a trained interviewer. The interviewer will ask questions like your age and habits. The interviewer will ask about alcohol and drugs, sex and sex partners, HIV and diseases from sex, and health care.
- Get information about HIV prevention, HIV testing, and HIV treatment
- Have a trained counselor take blood from a fingerprick. The blood will be used to do a rapid HIV test and to put some drops of blood on a card that will be sent to the national lab for HIV testing. You can be in the survey and not do the HIV test or the card with the blood spots.
- Receive the test results with a trained counselor who will help you make a plan that is best for you, and talk about treatment options and medical referrals if needed
- Get a gift for being in the survey today. You will get this gift even if you do not do all parts of the survey.



RDS operations manual

- Get some coupons to invite some friends to be in the survey

When you come back for the **2nd visit**. You will only stay a few minutes. You will get a small gift for each friend you gave a coupon to that was in the survey.

What risks can I expect from being in the survey?

There may be some risk or discomfort from doing this survey.

- The most important is that someone might find out you took the survey. If this happens, someone in your community might treat you badly. But the study is secret and we do all we can to keep it private. If you know the interviewer, you may ask for another one so that your privacy is protected.
- Somebody outside of the study staff could find out about your HIV results. If this happens, someone in your community might treat you badly. But we do not use your name or any information that can make anybody know that a test result is yours.
- The survey includes personal questions about sexual activity and other private things. This can make you feel embarrassed. If any question makes you feel uncomfortable, you can refuse to answer it. You can terminate the interview at any time. If you do this, you will not be asked to leave the study. You can still get your gift for your time spent.
- The fingerprick may hurt. The spot may bleed, bruise or get infected. You may feel faint, but this is very rare. Only trained counselors will do the fingerprick, so that these things might not happen.
- If you test positive for HIV you may feel anxious or depressed. The counselor working with you can help you with these feelings. You may also be referred to local counselors or support groups to help with these feelings.

Are there any benefits from taking part in this survey?

Yes. If you choose to be in this survey, you can receive

- Free on-site testing for HIV and the opportunity to learn your test results
- Referral to clinics that can give you medical care and treatment as needed
- Free condoms, lubricant, and educational information on HIV and STIs
- There is also a benefit to your community because we will know more about those at risk for HIV. This can help plan better education, prevention, and medical programs.

What are the alternatives for being in the survey?

You can choose not to participate in the survey. This will not impact your access to services. The survey staff can give you a list of health and social services and refer you to testing locations.

Does it cost me for me to be in the survey?

It does not cost anything to be in this survey.

Will I get anything for taking part in the survey?

You will be offered a snack and a prevention kit worth [INSERT incentive amount here] for your time and effort today. You will also be given phone credit worth up to [INSERT incentive amount here] for each person you peer educate and help to enroll in the survey, which you will receive when you return on your second visit. You will also receive \$3 to reimburse you for your transport here today.

Will my medical and other information be kept confidential?

Being in a survey can reduce privacy. This is a secret survey. We take many steps to keep your information top secret. To protect your identity

- We do not ask for your name. We do not write it on any survey documents or lab sample.
- Only your survey ID number will be on your survey, survey records, and lab sample



- All the information you give will be kept in a cabinet. It will be locked at all times.
- Your test result will not be known to anyone except you and the counselor
- Only survey staff and participants can be in the survey area. The office has private rooms. No signs will show the purpose of the site.

What if I want to stop being in the survey?

Your participation is entirely voluntary. You can stop being in the survey at any time. You can choose to be in all parts of the survey, or only some of them. We will give you a chance to do this at the end of this form. Also, you may be asked to leave the survey if we feel it is best for you or you are not able to do the survey. Your access to health services will not be impacted if you stop or are asked to stop being in the study. Once your blood sample is sent to the national laboratory you can not change your mind about it being used for testing because we cannot know which sample is yours.

Who can answer my questions about the survey?

You can ask the survey staff any questions that you have at any time. You may also contact the people in charge of this survey.

[ADD contact here: name, phone, email]

If you have any questions about your rights as a survey participant, about ethical matters, or wish to complain you can call [ADD bioethics committee contact information here], who reviewed and approved this survey.

Interviewer: Answer the participant's questions about the survey before proceeding to the informed consent authorization.

INFORMED CONSENT AUTHORIZATION

Interviewer: Ask participant to document response to each question by checking the appropriate box.

Participants may consent or decline each part of the survey.

1. Do you agree to participate in part or all of the survey or do you decline participation?
 - 1. YES, agree to participate in part or all of the survey.
 - 2. NO, decline to participate. [if NO participant not eligible to participate].

If declined:

We're interested in knowing why people do not want to do this survey. Would you mind telling me which of the following best describes the reason you do not want to do this survey?

- I don't have time q 1
- I don't want to talk about these topics q 2
- Some other reason; Specify _____ q 3
- I would rather not say why q 9

2. Do you agree or decline to complete the survey questionnaire?
 - 1. YES, agree.
 - 2. NO, decline. [if NO participant not eligible to participate].



RDS operations manual

3. Do you agree to a fingerprick to prepare a blood sample that will be sent to the national laboratory for additional HIV testing?
1. YES, agree.
 2. NO, decline.
4. Do you agree to rapid HIV testing to receive your results today?
1. YES, agree.
 2. NO, decline.

If you have read this document or had the document read to you, have been given the chance to ask any questions, and agree to participate in the above procedures (as marked), please sign below.

- I have been informed by the interviewer about the nature, conduct, benefits and risks of this survey
- I have also received, read and understood the above written information regarding the survey
- I am aware that the results of the survey including personal details regarding sex, age, HIV status will be anonymously processed into a survey report
- I may, at any stage during the interview, without prejudice, withdraw my consent and participation in the survey
- I have had sufficient opportunity to ask questions and (of my own free will) declare myself prepared to participate in the survey

Signature or mark of participant _____

Date ___/___/___ Time ___/___

I have explained to the participant the study purpose and procedures and we have discussed all the risks that are involved. I have answered questions to the best of my ability that the participant had.

Name of person obtaining consent _____

Signature of person obtaining consent _____

Date ___/___/___ Time ___/___

- Copy to:
- Participant
 Investigator's file



2. DBS samples	Number of DBS prepared <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 If 0 or 1, why?
3. Rapid HIV test	Screening rapid test 1 <input type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Not done Confirmatory rapid test 2 <input type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Not done
4. Final HIV results	<input type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Undetermined <input type="checkbox"/> Not done If there is no final result, why?
5. Referral for HIV-positive or undetermined HIV participants	<input type="checkbox"/> Yes <input type="checkbox"/> No If not, why?



Participant folder

Participant incentive

Instructions: Fill in this form and leave it in the participant folder. The form should not be removed from the participant folder.

No. of participant coupon	____-____			
Date of participation	(DD-MM-YY) ____-____-____			
Incentive – 1st Visit				
Type of incentive	Amount	Date	Supervisor initials	Comments
Transport				
Incentive – 2nd Visit				
Type of Incentive	Amount	Date	Supervisor initials	Comments
No. Coupon				
Transport 2nd visit				



Receptionist forms

Call register

Instructions: Fill in an information line for each person calling or sending message. If the same person calls several times, note it on the same line.

	Date (dd/mm)	Time	Duration of call	Did the person have a coupon? If yes, write the no. of the coupon	Did you provide directions to the site? Y/N	Did the person schedule an appointment? If yes, write the date and time	Notes and other questions or topics of conversation	Name of team member who answered the call
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								



Receptionist forms

Survey quality assessment

Instructions: Give each participant this form to fill in. This is optional. The assessment is anonymous. After filling in, she should fold the form and seal it with tape and place it in one of the boxes for the assessment forms. These forms should not be read by anyone at the survey site, including the supervisor.

Quality assessment

Please circle your responses, fold this form in the middle and seal it with tape; place it in the assessment form box. The information in this form is fully anonymous and will not be read by anyone at this survey site.

Service provided by the **receptionist**

- 1. Very good
- 2. Good
- 3. Not very good
- 4. Terrible

Service provided by the **coupon manager**

- No opinion
- 1. Very good
- 2. Good
- 3. Not very good
- 4. Terrible

Service provided by the **interviewer**

- No opinion
- 1. Very good
- 2. Good
- 3. Not very good
- 4. Terrible

Service provided by the **counselor**

- No opinion
- 1. Very good
- 2. Good
- 3. Not very good
- 4. Terrible

Service provided by the **nurse**

- No opinion
- 1. Very good
- 2. Good
- 3. Not very good
- 4. Terrible

Service provided by the **supervisor**

- No opinion
- 1. Very good
- 2. Good
- 3. Not very good
- 4. Terrible
- No opinion



Would you recommend this survey to a friend?

1. Yes

2. No

Suggestions?



Referral script with coupons

Who should I give the coupons to?

You should give coupons to an acquaintance or friend who has sexual relations for money so that she can also come and participate in this survey. As you did, she will have to come to the survey site with her coupon and answer a series of questions to determine if she is or not eligible to participate. You can only pass on the coupon to someone who you know has sex for money, to make sure she is eligible to the survey. You should only give a coupon to someone you know, not a stranger.

We cannot include in the survey anyone who is not eligible. Participants must be

- [INSERT eligibility criteria]

It is important to give the coupon to someone who would be willing to provide a blood sample, like you did. It does not matter if the person already knows her HIV status.

Coupon

Anyone who wants to participate in the survey must have a coupon. Don't forget to tell your friend or colleague to whom you give a coupon that she must bring it when she comes. Tell the person who you give the coupon to that she should come as soon as possible before the expiry date. A lost or stolen coupon cannot be replaced.

Time

Don't forget to tell your friend or colleague receiving the coupon that she should call the office and schedule the date and time of her visit, and that the visit takes about 90 minutes. If your friend or colleague participates in the survey, she will also receive compensation to thank her for her time, like you.

Compensation for referral

It is possible to receive additional compensation for each friend or colleague to whom you gave a coupon; if she participates you will get a credit of [INSERT credit amount]. You will only receive this credit if your friend or colleague is eligible for the survey. If you wish to know if you will receive the credit, you can call or come by the survey site. When you do, you'll have to provide your coupon number to the receptionist.

- You will not receive additional compensation if your recruit is not eligible and does not participate in the survey
- A coupon can only be used by one person and cannot be used more than once

There will be a time when the survey will come to an end and there will be no more coupons.



Counselor forms

Rapid test registration book

Date	Adhesive label with lab code	Coupon number	Age	DBS	HIV Test			Comments
					Test1	2	Final	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	
	Insert here	No: _____		0 1 2	P N	P N	P N I	



DBS specimen shipment notice

Total number of participants in this shipment: _____

Write the code numbers of the adhesive labels of the participants in this shipment.

Total number of DBS in this shipment: _____

Date of departure from the survey: _____
Time of departure from the survey: _____
Shipped by: _____
Signature: _____
Date of arrival at the lab: _____
Time of arrival at the lab: _____
Received by: _____
Signature: _____



No	Adhesive labels with lab code	Age	Date of preparation	DBS	Checked by	Comments
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	
				0 1 2	site: _____ lab: _____	



Supervisor forms

Participant incentive registration book

Instructions: Every time the supervisor makes a payment or gives a voucher to a participant, the supervisor records the incentive pay-out in the participant incentive registration book.

#	Date (DD-MM-YY)	Coupon #	Type of compensation	Amount	Paid by (staff initials)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
?					



Supervisor forms

Adverse/unusual event report form

Instructions: Report adverse incidents to the IRBs and to all partner institutions. Potential incidents may include protocol violations, security incidents harming recruits or staff, breach of confidentiality, or adverse physical or mental reactions to HIV counseling and/or testing. Report any adverse events from the field sites to the principal investigators within 24 hours of occurrence. These events will be reported to the IRBs within 10 days or according to local reporting requirements.

Name of person writing report	
Date of writing report	
Date of incident	
Staff involved	
Location	

Adverse/unusual event category (Check all that apply to incident)	
Client harmed or threatened	Blood draw incident
Staff harmed or threatened	Blood draw difficulty
Incentive/compensation issue	Specimen transport or storage issue
Theft or loss of equipment	Confidentiality issue
Other safety issue	Other

Narrative description of incident

Recommendations

Resolution



Template for daily questionnaire email

Instructions: Fill out the daily questionnaire and send it as an email to the data manager at the end of the day with the electronic questionnaires attached addressed, with cc to the national manager, the national coordinator, and the survey coordinator.

Title of the E-mail: FSW City and Date (format YYYYMMDD). Example: FSW City X 20110815

Number of the netbook				
Total number of questionnaires conducted by netbook on this day				
Completed questionnaires <i>(Write down the numbers of the coupons)</i>				
Ineligible questionnaires <i>(Write down the coupon numbers)</i>				
Incomplete questionnaires because a participant refused to consent to the interview <i>(Write down the coupon numbers)</i>				
Incomplete questionnaires because the participant/ interviewer decided to terminate the interview before finishing <i>(Write down the coupon numbers)</i>				

Comments:



Supervisor forms

Interviewer supervision form

Instructions: The supervisor is required to check one in each ten interviews carried out by each interviewer. Always ask the participant’s permission first before participating in the interview. Send supervision forms weekly to the data manager with cc to the national manager, the national coordinator, and the survey coordinator.

Criteria		Y=Yes, I=Needs improvement N=Not done	Comments
Preparation			
1.	Interviewer had all necessary materials including: consent forms, handheld or laptop device, labels, blood collection and DBS preparation kits, HIV testing kits, educational materials and referrals.		
2.	Confidential materials were stored in a locked container before and after the interview.		
3.	Interviewer greeted participant in a friendly manner.		
Consent process			
4.	Interviewer followed all aspects of informed consent according to local protocol.		
5.	Interviewer gave the participant a personal copy of the consent form.		
6.	Interviewer inquired about and if applicable addressed any questions or concerns about the consent form.		
Questionnaire administration			
7.	Interviewer read questions exactly as written.		
8.	Interviewer read questions at an appropriate pace.		
9.	Interviewer avoided leading the participant to a particular response.		
10.	Interviewer demonstrated a neutral attitude.		
11.	Interviewer followed instructions: “READ CHOICES” and “DO NOT READ CHOICES” .		
12.	Interviewer read Say boxes verbatim.		
13.	Interviewer used all response cards when indicated.		
Rapport			
14.	Interviewer established a good rapport with the participant at beginning of interview and maintained it throughout interview.		
Closing			
15.	Interviewer provided educational materials and referrals when appropriate.		
16.	(If applicable) Interviewer clarified any factual errors expressed by the participant during the interview.		



Weekly supervision of IBBS activities report

Period: from ____/____/____ to ____/____/____

I. Activities carried out (brief description)

- Describe the flow of participants per day. Flow variation throughout the week. Check for tendencies, ex: the respondents with interviewer x do not give their consent. Check if there is any systematic tendency that may be occurring.
- Describe why the participants are ineligible, for example, age, participated before, she is not an FSW
- Describe the reasons why the participants are not consenting to do the DBS test for HIV, for example, they don't understand the purpose of the survey, they are afraid of the result.
- Describe any geographical concentration of participants. Is that what you expected from the data of the formative assessment?
- Do you think we're seeing diversity in the sample? Comment on the level of schooling/employment/sexual identity/gender of the participants.

II. Difficulties/needs

- Difficulties (seed recruitment, ineligible participants, management of the flow of the participants)

III. Feedback from the community

Community agent

- Ask if people are discussing the survey in the community? If they are, what do they say?
- In social locations and among groups of friends, ask:
 - If they heard about the survey
 - What do they think of the survey
 - If they have coupons
 - If they know anyone who has coupons

Community agents should be prepared to provide information about the survey and encourage people to take the coupon if anyone gives them one.

Receptionist/Community

At the end of the interview or session, try to find out

- What was the experience like at the survey site? Were you happy with the customer service received?

Supervisor

- Are there people on syphilis treatment at the site? If yes, how many? How many people were referred to a health center?
- How many referral cards were collected from the health center?



Supervisor forms

Request for data changes in the questionnaire

Instructions: Each time you find an error in the data of the questionnaires, fill in the request for data changes in the questionnaire and send it to the data manager with cc to the national manager, the national coordinator, and the survey coordinator.

For supervisor use		
City		
Coupon number		
Interviewer code		
Interview date		
Reason for change		
Change requested		
For data manager use		
	Initials	Date
		Comments



RDS operations manual

Completed changes			
Confirmation of change sent to the supervisor			