Annex 2
R4S - Strengthening FP/RH services for women living in humanitarian settings in Nigeria

IDI guide

INSTRUCTIONS
Includes:

- Providers, staff and outreach workers willing to participate in this interview, willing to be audio-recorded.

Requires:

- Consent to participant and be recorded.

Objective:

- Document the programmatic adaptations to FP/RH program components made in response to COVID-19.

Remember:

- Ask one question at a time
- Silence can be a great probe. Give the participant time to answer
- Ask for examples

TO INCLUDE AT TOP OF TRANSCRIPTION

Participant ID:

Setting of interview: Interview conducted by phone

Date of interview:

Interviewer: _____ **Start time:** [___ ___ : ___ ___]

End time: [___ ___ : ___ ___]

Language of interview: _____ **Length of interview (minutes):** _____

Transcriber: _____ **Date of Transcription:**

Read and complete consent form provided

[*TURN ON RECORDER NOW*]
Today is [date] and I've just started the audio recorder for [IDI ID]. You've consented to participating and I'd like to get confirmation of that on the audio recording please.

- **Do you agree to participate in this interview?**
- **Do you agree to being audio-recorded?**

1. What is your role in the _____ project?

2. Please describe the specific FP/RH activities of this project that you are involved in.

3. What COVID-19 measures were put in place in the project communities where you work?
    a. Who was responsible for putting these measures in place?
    b. When were they put in place?
    c. How long did they last?

4. How has COVID-19 affected your work? (probe: for each activity mentioned in Q2: how affected was each relevant FP/RH activity from complete shutdown to modification? Has demand for services changed and how?)

5. How has your own work been impacted by COVID-19? (probe: have these changes detracted from their normal FP/RH work? How have services/activities for clients been affected (i.e. increase in telemedicine, unavailability or change in services)? How have administration or project work been affected (i.e. task sharing, shifting of responsibilities)? How have FP/RH commodities been affected (i.e. disruptions in supply chain, multi-month dispensing)?)

6. Have you been asked to take on new responsibilities directly related to the COVID-19 response? If yes:
    a. What new responsibilities have you taken on?
    b. Have these responsibilities affected your normal FP/RH work?

7. Has COVID-19 forced you to modify your FP/RH activities on this project? If so, describe how.

8. If activities are modified:
    a. Who proposed the modification? You? Someone else?
    b. How were the modifications put in place? (probe: more training; equipment, policies, guidance, other)
    c. How do you think these modifications are working?
    d. Are you satisfied? (probe: To what extent are you able to do your job? Do you feel you have the resources and support you need to conduct your work safely? What are the barriers?)
    e. In your opinion, are program beneficiaries able to access the services provided by the project? Are these services sufficient to meet their needs? What are the barriers?)
    f. In your opinion, what else could be done to improve/maintain services during COVID?

i. Could these be implemented quickly? How?
ii. How feasible do you think these modifications are? Do these modifications introduce new costs to the program? If yes, were the costs associated with human resources? Materials and supplies? Financial? What are the challenges to implementing your ideas to improve/maintain activities?
iii. What additional supports would be needed to maintain these modifications in the longer term? (probe: community support, training, technical inputs, etc.)

9. If modifications are not mentioned:
    a. What else could be done to improve/maintain FP/RH services while Nigeria is still experiencing COVID-19?
    b. Could these be implemented quickly? How quickly? How would they be implemented?
    c. How feasible do you think these modifications are?
    d. Do these modifications introduce new costs to the program? If yes, are the costs associated with human resources? Materials and supplies? Financial?
    e. What are the challenges to implementing your ideas to improve/maintain activities?

10. What other opportunities exist to support current provision of FP/RH activities affected by COVID-19?
    a. Who do you think should be involved in identifying and assessing those opportunities?
    b. What would it take or what would need to happen before those opportunities are put in practice?
    c. What are the risks? How can they be mitigated at this point of the pandemic?

11. What have you learned from your work about responding to COVID-19 in humanitarian settings specifically?

Before we end our interview, do you have any final thoughts or suggestions for us?
Thank you for your time. We appreciate the answers you have given us.

Template for Interview Notes	
The overall demeanor of the participants – for example, describe if the participants were sad, uninterested, forthcoming, timid, relaxed, defensive, etc.	
Any interruptions that occurred during the IDI	
Cultural factors mentioned that would be important for others outside the local context to understand	
Questions that were difficult for the participants to understand and suggest modifications	
Issues and/or participant questions that need to be followed-up.	
Any information that contradicts with what you have learned in other interviews.	
Themes or patterns that are emerging [e.g. information that you are hearing over and over again from IDI participants].	
Additional general notes	