**APPENDIX B**

**Scenario 1: The Helper Speaks too Fast without Adequate Time to Remember Information**

**Participant Index Card (given immediately before the video-taped interaction):**

You are lost and need to ask for help.

Current location: Library main floor lobby

Goal Destination: Library room 505

Two confederates will be seated in the conference room. One participant will have a library badge clearly visible in front of her desk. Another confederate will play the role of a student who is studying for an exam.

**Instructions for Confederate:**

*The participant will ask you for directions. You must speak at a rate that is* ***abnormally fast*** *with the following information: ‘First you go straight down here (point) and make a right turn into the elevator up to the 5th floor. As soon as you get off the elevator make a left and room 505 is in front of you’.* ***Try to be consistent with your rate and tone for all participants****. This interaction will be video-taped.*

**Scenario 2: The Helper is Rude**

**Participant Index Card (given immediately before the video-taped interaction):**

You are lost and need to ask for help.

Current location: HEDCO clinic front desk

Goal Destination: HEDCO 1st floor coffee shop

Two confederates will be seated in the conference room. One participant will have a clinic badge clearly visible in front of her desk. Another confederate will play the role of a patient waiting for her appointment at the clinic filling out initial registration forms.

**Instructions for Confederate:**

*The participant will ask you for directions.* ***You will be a ‘rude’ helper who is busy playing games on your cellphone****. When the participant asks for directions you will continue to play games on your cellphone and state ‘Go out the main doors and walk past the courtyard. Make a right and you will see the coffee shop on your left’.* ***Try to be consistent with your behaviour for all participants****. This interaction will be video-taped.*

**Scenario 3: The Helper gives Bad Directions**

**Participant Index Card (given immediately before the video-taped interaction):**

You are lost and need to ask for help.

Current location: Hospital main lobby

Goal Destination: Dr. Happy’s office room 163

Two confederates will be seated in the conference room. One participant will have a hospital badge clearly visible in front of her desk. Another confederate will play the role of a caregiver waiting for a patient completing work on her personal laptop while listening to music.

**Instructions for Confederate:**

*The participant will ask you for directions.* ***You will be a helper who gives ‘bad’ directions*** *and state ‘Go here and there and then over there. Then you want to take the elevator and get out and walk more there’.* ***Try to be consistent with your behaviour for all participants.*** *This interaction will be video-taped.*

**Scenario 4: The Helper Shares Information but Clearly States He/she Does Not Know the Destination**

**Participant Index Card (given immediately before the video-taped interaction):**

You are lost and need to ask for help.

Current location: Macys

Goal Destination: Food court

Two confederates will be seated in the conference room. One participant will have a Macys badge clearly visible in front of her desk. Another confederate will play the role of a customer looking at jewelry for purchase.

**Instructions for Confederate:**

*The participant will ask you for directions.* ***You will be a helper who offers information but clearly does not know the location.*** *You will state: ‘Well, today is actually my 1st day working here at Macys. I am really not sure and have never been there but let me give it a try . . . I think you go out the main entrance and walk until you see the JC Penny and make a left. I think that is the way but I am guessing. I have never been there’.* ***Try to be consistent with your behaviour for all participants****. This interaction will be video-taped.*

**Scenario 5: The Helper Distracts the Participant with Irrelevant Information/questions**

**Participant Index Card (given immediately before the video-taped interaction):**

You are lost and need to ask for help.

Current location: Target entrance

Goal Destination: Target Pharmacy

Two confederates will be seated in the conference room. One participant will have a Target outfit clearly visible. Another confederate will play the role of a customer shopping for food.

**Instructions for Confederate:**

*The participant will ask you for directions.* ***You will be a ‘distracting’ helper who does not answer the destination question and present irrelevant information****. You will state ‘I really love working here. It is such a beautiful day today, no? I really like your jacket. Where did you get that? X is my favorite colour. What is your favorite colour?’* ***Try to be consistent with your behaviour for all participants.*** *This interaction will be video-taped.*