

FINAL REPORT

**Department of Ecology
Reducing Toxic Threats
Statewide Household Survey**

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**Pamela M. M. Jull, PhD
Aaron Ignac, MS
Lucas Snider
Ryan Siu
Rachel Williams
&
Christy Shelton, Cascadia Consulting Group, Inc.**

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APPLIED RESEARCH NORTHWEST, LLC
220 West Champion Street, Suite 280
Bellingham, Washington 98225
1-888-647-6067
www.arnorthwest.com

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EXECUTIVE SUMMARY

In recognition of the significant risks that toxic substances pose to Washington's residents, particularly children, and its environment, the Department of Ecology is undertaking a Reducing Toxic Threats Initiative. The initiative is targeting toxic chemicals in our air, water, soil, workplaces, and homes. This 2007 survey is intended to establish a baseline regarding knowledge, beliefs, and behaviors related to toxic threats in the home and to enable Ecology to track changes over time. This statewide survey, conducted for the Hazardous Substance Information and Education Office (HSIEO) and the Hazardous Waste and Toxics Reduction program (HWTR) of the Department of Ecology, will also help inform the agency's current education and outreach efforts, particularly on reducing toxic threats to young children in Washington.

From February 11 to March 4, 2007 Applied Research Northwest performed 601 telephone interviews with Washington State residents in both English (578 surveys) and Spanish (23 surveys).

FINDINGS

What does "toxic" mean?

Respondents were asked to describe what came to mind when they heard the words "toxic" or "hazardous substances" (Question 1). Many respondents identified more than one substance they believed to be toxic or hazardous. Nearly half of all respondents (45%) mentioned household cleaning solutions. Also mentioned frequently were bleach (27%) and paint (27%).

Concerns about toxic products

Respondents were asked "In the past year, how often, if at all, have you been concerned about toxic products you have or use in your home?" (Question 2). Thirty-seven percent (37%) said they *never* had concerns, while nearly one-third (32%) said they *sometimes, often or very often* had concerns.

Combining the percentage of respondents that said they *never* or *rarely* have concerns (68% total) indicates a relatively low level of concern about toxic products among Washington state residents.

The two most frequently mentioned concerns respondents have about toxic chemicals are that animals or pets will get into them, and children will get into them (Question 3). Many respondents identified health concerns due to exposure to chemicals as an area of concern, either through inhalation, skin contact, or some other manner.

The most common response to people's concerns was to look for a replacement that did not give them the same concerns (Question 4). The key barriers to finding a safer alternative to household products were convenience, knowledge, and effectiveness. Price was not mentioned often. The internet was a commonly cited source of information about products and chemicals.

Labels

Respondents were asked how often they look for ingredient or warning labels on non-food products they are considering for purchase (Question 11). A majority (56%) said they *always* or *often* look for labels to read ingredients and warnings.

Subsequently, respondents were asked, "How helpful would it be to have a label similar to 'certified organic' or 'Energy Star' to show that a product has met a clear standard for being safe or non-toxic?" (Question 13). A large portion (72%) said it would be *very* or *extremely* helpful.

Residents from Western Washington were more likely to look for ingredient or warning labels than residents in Eastern Washington. Eastern Washington residents were also less interested in a certified non-toxic label. Interestingly, respondents with children younger than six years old in the household were less likely to look for ingredient or warning labels on products.

Renters look for labels less often than homeowners. Conversely, they were more likely to find a non-toxic certified label helpful than homeowners. It is perhaps because they do not look for detailed ingredient labels that they would prefer a clear, bold indicator that is easy to read and understand.

Propensity to look for labels increased steadily with age. Less than half of respondents under age 50 said they *always* or *often* look for labels, compared to 60% of those ages 50-65 and 74% of those over age 65.

PBDE recognition

Respondents were asked about their knowledge of polybrominated diphenyl ethers, or PBDEs (Question 14). Although 25% said they had heard of PBDEs, a follow-up probe revealed that people either mistook PBDEs for another chemical or that they had only heard the acronym without having an understanding of what PBDEs are or do. Only one percent (1%) knew they were fire retardants.

Households with young children were less likely to have heard about PBDEs, although parents who had heard of PBDEs were also more likely to identify them correctly.

Lead

Modeled after Ecology's 2002 *Mercury Awareness Study*, respondents to the current survey were asked whether they thought any of a series of items might contain lead.¹

People's awareness around lead issues appears to be somewhat high with several of the items (car batteries, costume jewelry, computers and television sets) being correctly identified by most people as containing lead. However, vinyl lunch boxes, which have been in the news recently due to lead contamination in overseas factories, were not well recognized as a potential source of contamination. In addition, ceiling tiles and microwave ovens, which do not contain lead, were thought to by a substantial portion of respondents.

Respondents were also asked how much they had heard or read about the effects of lead on people's health. Twenty-eight percent (28%) said they had heard *nothing* or a *little*, while thirty-four percent (34%) said they had heard *a lot* or *a great deal*.

Over half of the respondents (58%) said they live in homes that were built prior to 1980. Of those 55% said they had heard *a lot* or *a great deal* about the use of lead paint in older homes.

Those who lived in older homes were also asked where they would go for information about protecting themselves from lead if they were to undertake a home painting project. Nearly half of these respondents said they would talk to a store clerk (49%). Using the internet was another popular strategy (30%).

Spanish speaking and Latino respondents were much less likely to have heard anything about the effects of lead on people's health (about 15% said they knew *nothing* compared to about 4% of the non-Latino population).

Respondents' awareness of lead's health effects and the problem of lead paint in older homes increased with their education level. For example, college graduates were more likely to make use of the internet for information about a home painting project (39%), while those with high school educations or less were more likely to talk to a store clerk (45%).

Men were less likely than women to seek out information at all if they were to do a painting project (84% of men vs. 94% of women). This difference may be due to men being more likely to have experience and existing knowledge about executing such a project or to a lack of concern about the risks overall.

People in lower income brackets were more likely to talk to a store clerk or an agency, while those in higher income brackets were more likely to do nothing or rely on the internet for information. A similar pattern was seen for white respondents (who tended toward the internet for information) and respondents of other ethnicities (who tended toward people for information resources – e.g. agencies and store clerks).

Age had a systematic and powerful effect on respondents' awareness of lead issues. Those over age 65 were the most knowledgeable. Those ages 18-34 were unlikely to be aware of the health issues or the tie between older homes and lead paint. Older respondents were more likely to use store clerks or *another source* for information about protecting themselves when undertaking a home painting project. Younger respondents were likely to refer to the internet.

Opinions and myths

Respondents were asked to state their level of agreement with four statements that reflect common opinions and perspectives about toxic products.

The vast majority of respondents (84%) agree that companies should be responsible for informing individuals about the hazards of their products. More than two-thirds (69%) also agree that regulation of toxic products will have a positive long-term effect on the state's economy. The majority of respondents (70%) disagree with the statement that concerns about toxic products are exaggerated.

The most mixed response came from the statement about trusting that products found in stores are safe. Exactly 49% of respondents disagreed and 49% agreed with this statement.

Respondents in Western Washington were less trusting of the safety of goods in the store. Latino and Spanish-speaking respondents were much more likely to agree that "concerns about the dangers of toxic products are exaggerated."

Preferences for government action

Respondents were asked how important they thought it was for the government to take a list of specific actions in regards to reducing toxic threats. Residents in Washington State are in favor of governmental intervention in the reduction of toxic substances.

Eighty-five percent (85%) of respondents said that it was *very* or *extremely important* that the government requires manufacturers to label all of their products with a complete list of ingredients. All other potential government actions presented in the survey to reduce toxic threats were rated as *very* or *extremely important* by at least 73% of the respondents.

Women responded more strongly (with *extremely* or *very*) than men on all four of the items. Lower income households responded more strongly to two of the items: government restricting the sale and use of products and government requiring testing of products.

Information seeking and trust

Respondents were asked what source they would use first to find out information about toxic ingredients. Almost half (47%) of respondents said that they would contact an independent or non-profit organization first. Less than a quarter (24%) said that they would contact a government agency first, and less than a fifth (19%) said they would contact a business first.

Based review of open-ended responses to the survey questions, respondents mentioned the Department of Ecology as a source of information more than a dozen times throughout the phone interviews. Of respondents' references to Ecology, the majority were elicited in relation to the question, "What agencies or organizations would you contact for information about protecting your health when painting?" (Question 21B). Other references to Ecology were in relation to finding PBDE information and toxic ingredient information on Ecology's website as well as newsletters that Ecology distributes on safer or non-toxic alternatives. A large majority of respondents (82%), however, reported that they had not heard of Washington State's Hazardous Substance Information and Education Office (HSIEO).

CONCLUSIONS AND CONTEXT

While some previous surveys have addressed awareness of specific concerns, such as mercury or pesticides, other statewide surveys addressing household toxics were not available. Though not statewide, one relevant comparison survey is the Local Hazardous Waste Management Program (LHWMP) in King County's *Household Hazardous Waste Survey*, most recently completed in September 2004.²

In Ecology's *Reducing Toxic Threats* survey, 68% of respondents reported that they *never* or *rarely* have concerns about toxic products in the home, with no differences in concern among regional or population subgroups. In comparison, the LHWMP survey showed higher levels of concern about household products, including pesticides, oil-based paint, and strong household cleaners, with outdoor weed products generally showing the highest levels of concern. Different question phrasing and the specific types of products may have contributed to this difference.

In this and other surveys, respondents generally registered higher levels of concerns about their children, pets, and the environment than their own health.³

Regarding awareness of two specific toxic threats in household products – lead and PBDEs – respondents showed relatively high awareness of lead's presence in four household products, but they expressed confusion regarding several categories, including vinyl lunchboxes, a topic which has garnered some recent media attention. The majority of respondents (59%) reported hearing *some* or *a great deal* about the health effects of lead.

Knowledge of PBDEs was much lower, with one in four reporting they had heard of PBDEs but only 1% correctly identifying them as flame-retardant chemical. Ecology's 2002 *Mercury Awareness Study* showed a similar mix of correct and incorrect responses regarding whether various household items contained mercury.⁴

Just over half (56%) of survey respondents reported that they look for labels on non-food products *always* or *often*. Interest in a certified nontoxic label, particularly among those who did not look for labels regularly, rated highly, with 72% of respondents being *extremely* or *very* interested. On a related note, the LHWMP survey found that 59% did not know what to look for on a label to identify a less toxic cleaning product. A certified nontoxic label could help address this awareness problem and make it easier for shoppers to identify safer products without reading labels in detail.

Although most respondents did not report frequent concerns about household toxics, they did express strong support for government action to regulate toxic materials and provide education on the topic. Nearly three-quarters (73%) reported that government bans on specific toxic chemicals are *very* or *extremely* important. Support for all other types of government actions in the survey was even higher, up to 85% for requiring manufacturers to label all their products with complete ingredient lists.

Women were typically more supportive of government actions than the general population surveyed, which corresponds with other survey findings where women tend to register higher levels of concern about hazards and environmental problems than men.⁵

Lower-income households showed stronger support for some of the government actions covered in the survey than respondents with higher household incomes. Though higher environmental concern and support for environmental causes often correlate with higher income and education levels, national polls also show that individuals with lower levels of educational attainment (which are closely linked to income) typically support greater government involvement in solving environmental problems. Interestingly, support for government actions on toxics did not vary significantly between eastern and western Washington respondents or across rural, suburban, and urban boundaries, despite conventional wisdom of more anti-government sentiment in eastern Washington and more rural areas.

The stated high levels of support for government action on toxic household products provide an excellent opportunity for Ecology to pursue its Reducing Toxic Threats Initiative. The low frequency of concern about household toxics and the incomplete knowledge about specific toxic ingredients offer important potential starting points for Ecology's outreach efforts. To be most effective, the initiative will need to develop messages and use media that reach a wide range of particular audiences, particularly those who are less likely to read labels and or seek information on their own through the internet or government agencies. These target populations often have lower levels of educational attainment, and outreach strategies should be designed accordingly. Spanish-speaking and Latino populations are of particular concern, as these survey respondents were more likely to believe that concerns about toxic products are exaggerated, and they showed lower awareness of the health effects of lead.

The survey collected information on how and where Washingtonians obtain their information related to toxic products, and aligning Ecology's outreach strategies with those information sources may increase their efficacy. For example, nearly half (47%) of respondents reported that they would first turn to independent organizations and non-

profits when they need information about toxic products. Government came in a distant second at 24%, but Ecology can leverage its outreach and communication resources by partnering with other organizations, such as the Washington Toxics Coalition, to deliver key messages and information to consumers.

Public service announcements, advertising, special events, and community-based social marketing techniques may be a more effective way to raise awareness and change behavior than such efforts as providing educational displays, brochures, or signage for retail locations. Since retailers are trying to sell products and make money, store-based efforts that work against those goals, such as in-store labeling of toxic products, may be less than effective, as seen in Iowa's HHW program and Washington's pesticide restrictions policy related to salmon-stream protections. Ecology may engage retailers and manufacturers more effectively at the product stewardship level and in implementing specific outreach activities such as hosting events.

There is a propensity for people to engage store clerks in their information seeking around toxic products. Store managers and employees may be key partners in providing useful and accurate information to their customers. Events and programs that educate these front-line sources could provide an effective access point to consumers.

Selecting, carefully researching, and designing specialized outreach strategies to target specific population subgroups should increase their reach and efficacy, even if the breadth is narrow. For example, parents and other caretakers of young children play key roles in shaping the next generation of both consumers and earth stewards; their actions today also influence the types of exposures and body burdens that these children are amassing from an early age. Messages to this population can be delivered through specialized channels such as daycare centers, pediatrician's offices, obstetricians and midwives, parent groups, magazines and newsletters, and other parenting events and resources. In addition, identifying significant differences across gender, geography, and other demographic attributes will enable more specific targeting and tailoring of messages and marketing tools in the future.

Linking toxic household threats to other existing concerns related to health and children may help messages resonate with Washingtonians. Although respondents were already supportive of government action around toxic products, increased awareness, concern, and knowledge of how to address toxic threats in the home is likely to help drive both individual behavior change as well as support for changes in public policies and the marketplace.

RECOMMENDATIONS FOR FUTURE STUDY

The Department of Ecology is seeking to establish a set of indicators for tracking environmental progress on a variety of measures. The Hazardous Substance Information and Education Office is particularly interested in monitoring its efforts to reduce toxic threats in the home, including encouraging residents to purchase and use safer, less toxic products. Accordingly, HSIEO is seeking recommendations for survey questions to use as indicators of progress toward its goals.

Survey frequency

Fielding the survey biennially would provide a robust data set for ongoing tracking of changes in the indicators over time. A core set of indicator questions, plus demographic questions, could be included every two years, and the survey would allow additional room for tracking other measures of interest. These other measures could include timely topics, such as awareness questions related to priority chemicals that Ecology is addressing at the time, and some space would allow for new indicators to be added if needed. This short list of indicator questions could also be appended to other agency surveys as appropriate.

Recommended Core Questions

Based on a review of the survey results, the consultant team recommends that HSIEO consider the following questions for use as key indicators of environmental attitudes and behaviors related to toxic products in the home:

Question 2. In the past year, how often, if at all have you been concerned about any toxic products you have or use in your house?

This question gauges awareness levels and concerns about toxic household products. Concern levels reported in the 2007 survey were quite low – with less than one-third (31%) stating that they had been concerned even “sometimes” in the past year – so tracking future levels could show significant change.

Question 11. How often do you look for the ingredients or warning labels on the non-food products you consider buying?

This question tracks a desired behavior. If Ecology focuses on promoting label awareness, such an indicator could track whether that campaign results in behavior changes. The question asks if respondents “look for” a label, rather than “read” labels, because many non-food products currently are not required to label their ingredients. This question could also link to any future initiative to increase product labeling in the

state. In 2007, just over half of respondents (56%) reported looking for labels “often” or “always,” so the measure has significant room for additional improvement.

Question 16. How much, if anything, have you heard or read about lead and its effects on people’s health?

This question gauges awareness levels specific to lead, the next priority substance undergoing Ecology’s Chemical Action Plan (CAP) process. Such an indicator can track whether efforts related to the Lead CAP raise awareness of lead concerns among Washingtonians. Even three decades after the bans on lead in gasoline and house paint, awareness levels regarding lead hazards have room to grow.

Question 22. Regulation of toxic products will strengthen Washington State’s economy in the long run. (Record degree to which respondents agree or disagree.)

Question 23. Concerns about the dangers of toxic products are exaggerated. (Record degree to which respondents agree or disagree.)

Question 26. I trust that the goods I find in the store are safe for me and my family. (Record degree to which respondents agree or disagree.)

Together, these three questions (22, 23, and 26) help measure the attitudes of Washingtonians related to government regulation of toxics, awareness of toxic threats, and trust in businesses and institutions to safeguard human health. All three measures show variability in the 2007 responses and provide a sound baseline for tracking future changes in either direction.

Additional Questions and approaches

HSIEO could also conduct follow-up surveying on additional questions on a less frequent but still regular schedule, such as alternating biennia. Additional related questions and other topics of interest that could be tracked less frequently include:

Question 13. How helpful would it be to have a label similar to “certified organic” or “Energy Star” to show that a product has met a clear standard for being safe or non-toxic?

Support for such an endeavor is currently high in 2007, and Ecology can use such a measure to gauge how opinion about standardized labels changes over time, particularly if the department decides to pursue a labeling strategy.

Question 19. How much, if anything, have you heard or read about lead in the paint used in older homes?

Despite significant federal, state, and local attention devoted to this issue for years, awareness could be higher. This question allows for tracking related to lead paints

hazards specifically, including outcomes of activities implemented under the forthcoming Chemical Action Plan.

Question 30A. How important is it to you personally that Washington State government provides education on toxic products and safe alternatives to school children and residents?

Question 30B. How important is it to you personally that Washington State government requires manufacturers to label all their products with a complete list of all ingredients?

Question 30C. How important is it to you personally that Washington State government restricts the sale and use of specific products with known health risks?

These three questions (30A, 30B, and 30C) track public support for different types of state government activities on education, labeling, and sales restrictions related to toxic household products. Current support levels are relatively high in 2007, and future tracking would enable the department to see whether support is eroding or increasing.

Depending on HSIEO's chosen program directions and initiatives, additional survey questions may be relevant. For example, if HSIEO undertakes a re-branding initiative and seeks to increase public awareness of its office by name, including a question like Question 32 ("Have you ever heard of Washington State's Hazardous Substance Information and Education Office?") may also be important.

Other survey topics may be suitable for additional exploration using qualitative research methods, such as focus groups. As Ecology and HSIEO develop an outreach strategy and messages for the Reducing Toxic Threats Initiative for homes, having a clear understanding of rationale for current practices as well as barriers to and motivations for behavior change will be useful. HSIEO could hold focus groups to gain a more in-depth understanding of residents' motivations for the purchase and use of various household products, and resident perspectives of HSIEO and Ecology as reliable sources of information. HSIEO and Ecology could also use focus groups to test and refine particular messages, outreach strategies, and campaigns that Ecology is considering. Additional quantitative and qualitative research will enable Ecology to develop effective public outreach campaigns to foster environmentally preferable and healthy practices in the home. Such research will enable the department to track and evaluate the efficacy of its efforts over time and to help ensure that limited resources are directed toward the most effective and efficient outcomes.

INTRODUCTION

In recognition of the significant risks that toxic substances pose to Washington's residents, particularly children, and its environment, the Department of Ecology is undertaking a Reducing Toxic Threats Initiative. The initiative is targeting toxic chemicals in our air, water, soil, workplaces, and homes. This 2007 survey is intended to establish a baseline regarding knowledge, beliefs, and behaviors related to toxic threats in the home and enable Ecology to track changes over time. The survey was conducted as a baseline for the Hazardous Substance Information and Education Office (HSIEO) and the Hazardous Waste and Toxics Reduction program (HWTR). The HWTR is designed to inform new public outreach and education efforts towards reducing toxic threats in Washington, particularly threats to young children. These efforts emphasize services for residents and are aligned with Ecology's overarching Reducing Toxic Threats initiative.

Applied Research Northwest (ARN) and the Cascadia Consulting Group (Cascadia) were contracted to conduct a telephone survey of Washington State residents about toxic products. ARN, a Bellingham-based social research firm, coordinated the collection of scientific phone data to answer Ecology's most important questions about public awareness of toxic threats in their home. Researchers from Cascadia provided expertise on toxic substances and environmental issues to inform the survey and the findings.

From February 11 to March 4, 2007, ARN performed 601 telephone interviews with Washington State residents in both English (578 interviews) and Spanish (23 interviews). The number "N" is used throughout this report to note the number of respondents answering each question, which may be lower than the total number of survey respondents for questions that were asked of a subset of respondents based on their previous answers. Respondents were asked about their:

- Attitudes about toxic products and hazardous substances in general,
- Experiences in learning about or trying to find alternative products,
- Opinions regarding state and private business' role in ensuring public safety,
- General knowledge about lead and polybrominated diphenyl ethers (PBDEs), and
- What resources they would use to find more information.

They were also asked if they knew of the Hazardous Substance Information and Education Office.

The findings from the survey are presented in the next section. A complete description of the methods used in the research is included in Appendix A. The responses to each item can be found in Appendix B. Full text of all open ended comments can be found in Appendix C.

Figures shown below detail the number of respondents who gave answers that were on the scale that was offered (e.g. *extremely, very, somewhat, a little or not at all*). Missing cases either refused to answer the question, gave a *don't know* response, or were logically skipped due to their response to a prior question. The documentation of the survey programming and all missing cases are provided in Appendix B of the report. Some small differences will be seen between the percentages reported in the figures and percentages in Appendix B. This is due to the calculation of the percentages either including or excluding *don't know, not applicable* and *refused* answers to the questions.

This report uses the convention of *italicizing* all response categories to signify their verbatim use in the survey. Question numbering is non-consecutive due to editing of the survey after the pretest.

FINDINGS

This section describes the findings from the survey.

WHAT DOES “TOXIC” MEAN?

Respondents were asked to describe what came to mind when they heard the words “toxic” or “hazardous substances” (Question 1). Many respondents identified more than one substance they believed to be toxic or hazardous (an average of 2 items were mentioned per respondent; 1245 total mentions). Respondents identified cleaning solutions and soaps, paints chemicals for painting projects, outdoor chemicals, and automotive chemicals. Nearly half of all respondents (45%) mentioned household cleaning solutions (see Table 1 and Appendix C for examples of “Cleaners”). Also mentioned frequently were bleach (27%) and paint (27%).

Table 1. Toxic or hazardous substances reported by respondents		
Question 1 – “When you hear the word “toxic” or “hazardous substance,” what kinds of things—that you have in your home, your garage or your basement—come to mind?”		
	N	%
Cleaners (Household cleaners, specific or general; NOT detergent/Bleach/Drano; includes ammonia/chlorine)	269	45%
Bleach, Clorox	164	27%
Paint	160	27%
Solvents (e.g. paint thinner/acetone/turpentine/benzene)	100	17%
Gasoline, fuel, petroleum	99	16%
Lawn and Garden chemicals (including outdoor pesticides)	84	14%
Motor oil, lubricants, WD-40	73	12%
Soap; Detergents	60	10%
Anti-Freeze/coolant	33	5%
Drano; Drain cleaners	32	5%
Nothing	31	5%
Pest Control products (indoor, e.g. bug spray, flea bomb, rat poison)	27	4%
Batteries; Battery Acid	17	3%
Other	96	16%

N=557; Total respondents=601, Percents total more than 100% due to multiple responses

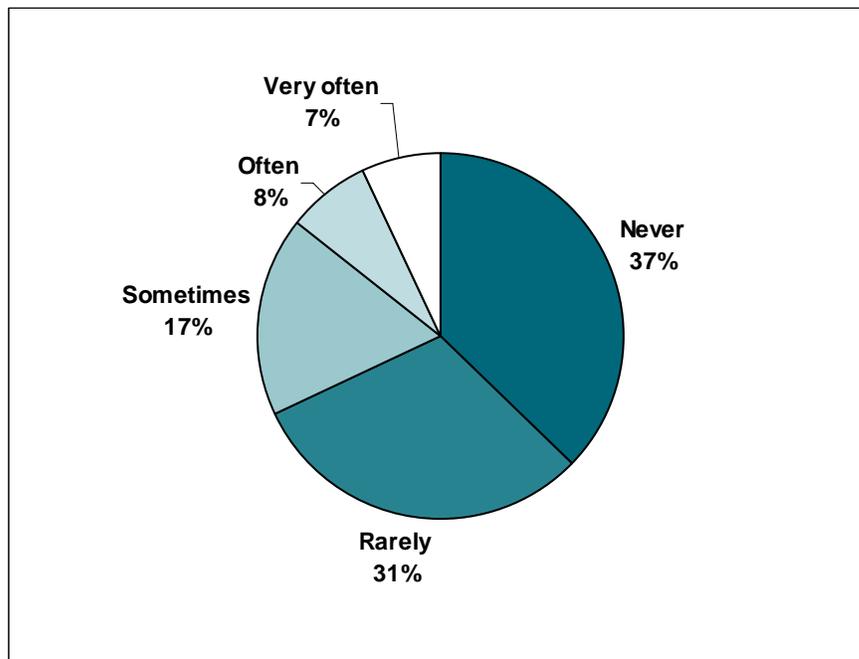
CONCERNS ABOUT TOXIC PRODUCTS

Respondents were asked “In the past year, how often, if at all, have you been concerned about toxic products you have or use in your home?” (Question 2). Thirty seven percent (37%) said they *never* had concerns, while thirty two percent (32%) said they *sometimes*, *often* or *very often* had concerns (see Figure 1).

Combing the percentage of respondents that said they *never* or *rarely* have concerns (68% total) indicates a relatively low level of concern about toxic products among Washington households. Some survey respondents may have reported low levels of concern because they have already eliminated many toxic products from their homes. Another reason for lower concerns may be that respondents did not have toxic products in the first place. There were no differences in concern among subgroups in the population or regions of the state.

Figure 1. How often concerned about toxic products in the home

Question 2 – “In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?” (N=576)



Types of Concerns

Respondents who reported having any concerns were asked to describe what they were (Question 3). The two most frequently mentioned concerns were that animals or pets will get into them, or that children will get into them (see Table 2). Also, many respondents identified health concerns due to exposure to chemicals, either through inhalation (15%), skin contact (5%), or some other manner (9%).

	N	%
Animals/pets ingesting; getting sick	74	21%
Children ingesting; getting sick	63	18%
Respiratory: breathing/Inhaling fumes; damage to lungs	52	15%
Poisoning; general health concerns; long-term health effects	33	9%
Mention of the chemicals/area of concern, but not specific concerns	33	9%
Environmental: groundwater seepage, general	31	9%
Not concerned (buy non-toxic, minimal/careful/no use of toxics)	31	9%
Disposal and/or storage	26	7%
Skin exposure; corrosive to skin	19	5%
Other	42	12%
N=356; % sums to greater than 100 due to multiple responses		

Those respondents who were parenting young children (under age 6) were more likely to mention concerns for their children over and above any other concerns (40%). Those without children in the home had much more diverse concerns.

Response to concerns

Those who had any concerns were further prompted to describe what they did, if anything to alleviate their concerns (Question 4). The most common approach was to find a replacement (27%). Also common were removing the product from the house as well as looking for information about safer or non-toxic alternatives (21% each). Of the respondents that addressed their concerns by doing “other” (24%), the most common actions within this classification included cleaning up the product, ignoring the product, ventilating the area around the product, and/or keeping pets away from the product. Those with children in the home were likely to mention putting the product out of reach.

Table 3. How people responded to their concerns		
Question 4 – “When you were concerned, did you...”		
	<u>N</u>	<u>%</u>
Find a replacement product that did not give you the same concerns	86	27%
Look for information about safer or non-toxic alternatives	68	21%
Remove the product from your house	69	21%
Look for more information about the product or toxic ingredients	66	20%
Stop using the product	65	20%
Store it out of reach	43	13%
Other (e.g., cleaned up the product, ignored the product, ventilated the area surrounding the product, kept pets away from the product)	78	24%

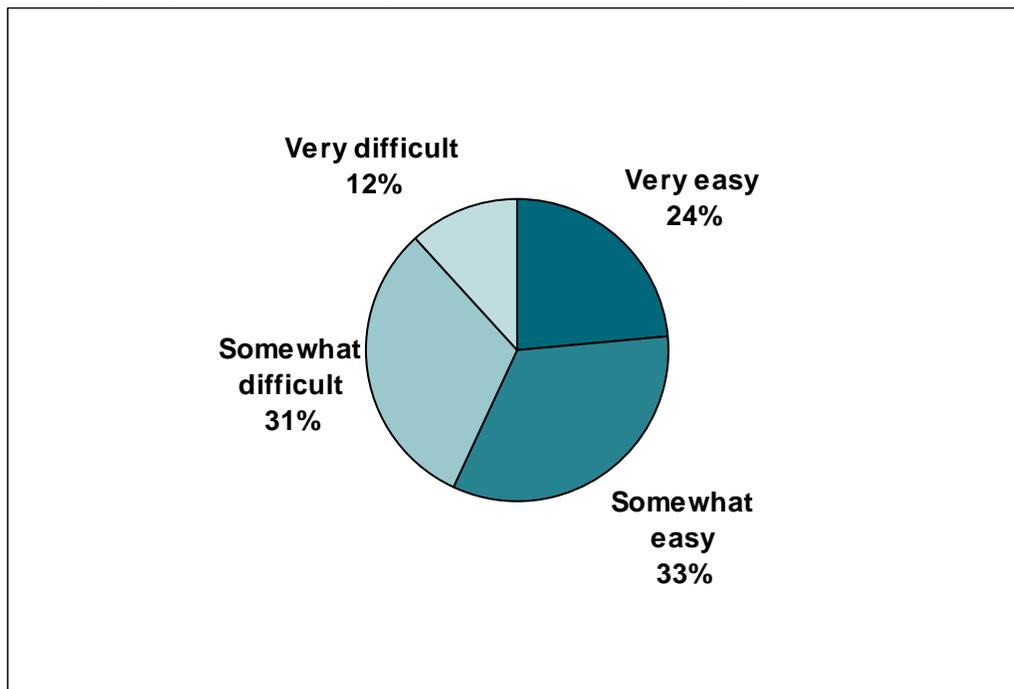
N=322; % sums to greater than 100 due to multiple responses

Difficulty finding replacement products

Those who looked for replacement products were asked how difficult it was to find one (Question 6). Forty-three percent (43%) said it was *somewhat* or *very* difficult, while fifty-seven percent (57%) said it was *somewhat* or *very* easy (see Figure 2).

Figure 2. Ease or difficulty of finding a replacement

Question 6 – “How would you rate the ease of finding a replacement? Would you say it was very easy, somewhat easy, somewhat difficult or very difficult?” (N=166)



Those who described any difficulty were asked to explain the difficulties they had. Previous research has suggested that four key barriers tend to arise when people are trying to change their purchasing behavior:

- Price – Alternative products can be more expensive than those in current use.
- Convenience – Alternative products may not be available in the stores people regularly visit. In addition, they may have trouble finding the products they want when they get to the store.
- Knowledge – People may not know what else is available or where to go for information about alternative products. In addition, they may be unfamiliar with how to use an alternative product.
- Effectiveness – Alternative products are sometimes perceived as less effective than those in current use.⁶

The main barriers people encountered were evenly distributed across all but one of the various problem areas (Question 7). Price of the alternatives was mentioned as a difficulty only 9 times (see Table 4).

Table 4. Difficulties in finding non-toxic replacements		
“What made it difficult to find a replacement?”		
	N	%
Finding information about alternative products	27	23%
Finding a product with the characteristics you were looking	34	22%
Finding a replacement that was as effective as the original	26	22%
Finding a replacement in the stores I regularly frequent/con	27	22%
Finding a place to purchase the product	25	21%
Finding a replacement for the price you wanted / too expensive	9	8%
Other	27	23%

N=188; % sums to greater than 100 due to multiple responses

Where people find information and replacements

People who looked for information were asked where they went for information – either about the ingredients they were concerned about or safer, non-toxic alternatives. For both of these items, people predominantly responded that they looked on the internet. Other resources respondents turned to for information included reading the product label or box, word of mouth, expert advice, or visiting a relevant store (see Appendix C for more details).

People who looked for replacements were asked where they looked, and responses indicated they would go to the same places where one would find the product they are replacing – hardware stores, lawn and garden stores, and grocery stores. Alternative grocery stores, such as Trader Joe’s or co-op grocery stores, are also mentioned, but not with the same frequencies as more conventional stores.

Variation of concerns and barriers across the state and in the population

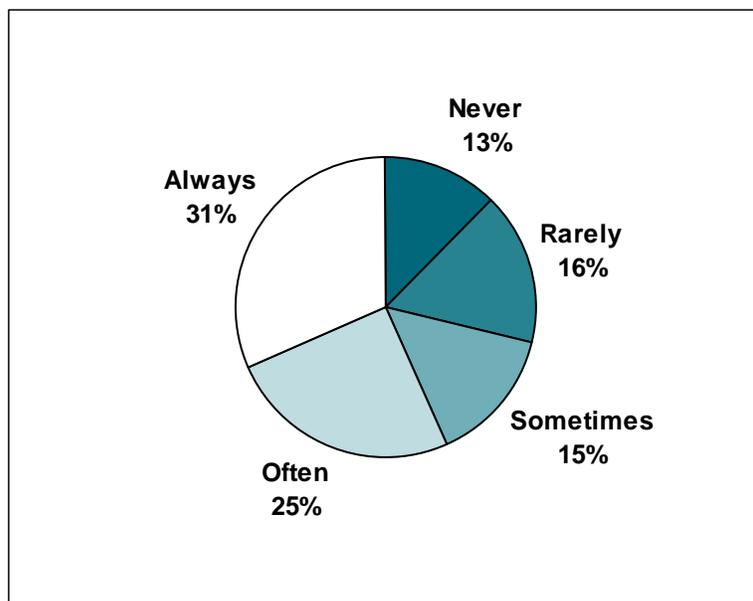
There were no differences in people's concerns, barriers or experiences across any of the measured characteristics in the survey. These include Eastern and Western Washington, urban/suburban and rural residents, and the personal characteristics of age, income, education, ethnicity, parenting status, sex and homeownership.

LABELS

Respondents were asked how often they look for ingredient or warning labels on non-food products they are considering for purchase (Question 11). A majority (56%) said they *always* or *often* look for labels for ingredients and warnings.

Figure 3. Frequency of looking for labels on non-food products

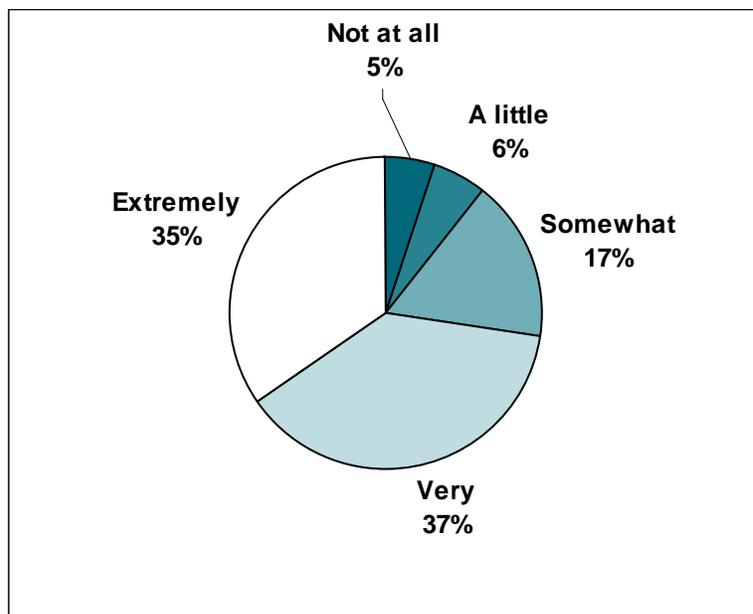
Question 11 – “How often do you look for the ingredients or warning labels on the non-food products you consider buying? Would you say always, often, sometimes, rarely or never?” (N=594)



Subsequently, respondents were asked “How helpful would it be to have a label similar to 'certified organic' or 'Energy Star' to show that a product has met a clear standard for being safe or non-toxic?” (Question 13). A large portion (72%) said it would be *very* or *extremely* helpful (see Figure 4).

Figure 4. Support for a certified non-toxic label

Question 13 – “How helpful would it be to have a label similar to “certified organic” or “Energy Star” to show that a product has met a clear standard for being safe or non-toxic?” (N=587)

***Variation in label use and preferences across the state***

People from Western Washington showed a stronger propensity to look for labels than those in the Eastern part of the state (59% *always* or *often* look for ingredient labels compared to 47% of those in Eastern Washington). Correspondingly, Eastern Washington residents were less interested in a certified non-toxic label, though a large majority were still supportive (65% said *very* or *extremely helpful* compared to 74% of Western Washington residents).

Variation in label use and preferences in the population

Renters look for labels less often than homeowners (35% said *rarely* or *never* compared to 26% of homeowners). Conversely, they were more likely to find a non-toxic certified label helpful than homeowners (84% said *very* or *extremely* compared to 70% of homeowners). It is perhaps because they do not look for detailed ingredient labels that they would prefer a clear, bold indicator that is easy to read and understand.

Women found the idea of a certified non-toxic label more helpful than men. This difference may be due to their being more involved in caring for children. However, when respondents with young children in the home were asked whether they look for ingredient labels, 19% said *never* compared to 11% of other respondents. These

parents and caretakers of young children did not differ from the rest of the respondents in their interest in a certified non-toxic label.

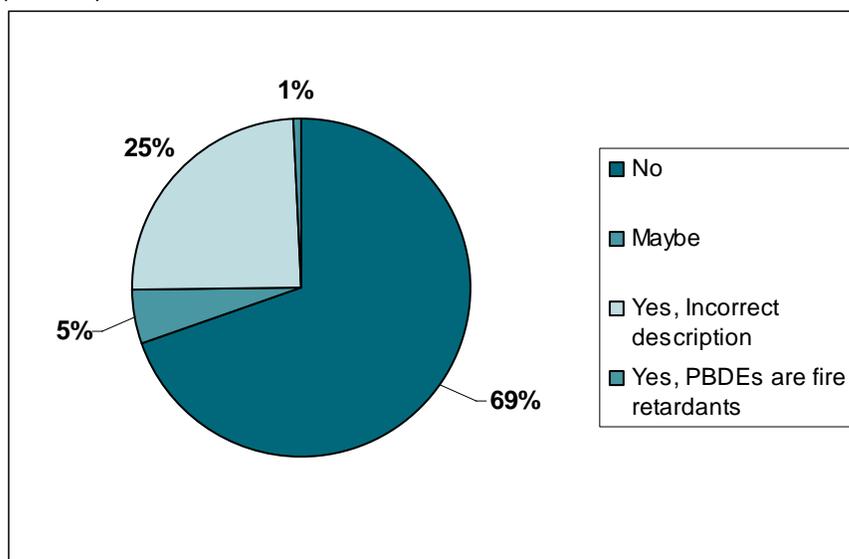
Looking for label information increased steadily with age. Less than half of respondents under age 50 said they *always* or *often* look for labels, compared to 60% of those ages 50-65 and 74% of those over age 65.

PBDE RECOGNITION

Respondents were asked about their knowledge of polybrominated diphenyl ethers (PBDEs) (Question 14). PBDEs are a set of chemical fire retardants used in a variety of plastic and foam products. One in four respondents (25%) said they had heard of PBDEs. However, a follow-up probe revealed that people either mistook PBDEs for another chemical, or that they had only heard the acronym without knowing what PBDEs are or do. Based on this research, just 1% of the population is estimated to know that PBDEs are fire retardants.

Figure 5. Awareness of PBDEs

Question 14 – “Have you ever heard of PBDEs or polybrominated diphenyl ethers?” (N=590)



Variation in PBDE recognition in the population

Households with young children were less likely to have heard of PBDEs (81% said *no* compared to 67% of others), but also more likely to correctly identify them (2% mentioned *fire retardants* compared to less than 1% of non-parenting respondents).

Respondents with higher levels of education were also more likely to have heard of and correctly identify PBDEs. Homeowners were more likely to have heard of PBDEs than renters, but they were not more likely to identify them correctly as fire retardants.

LEAD

Modeled after the Department of Ecology's 2002 *Mercury Awareness Study*, respondents to the current survey were asked whether they thought any of a series of items might contain lead (Questions 15A-15N).⁷ The items were presented in random order to avoid any question order effects, and two of the items are not made with lead (microwave ovens and ceiling tiles).

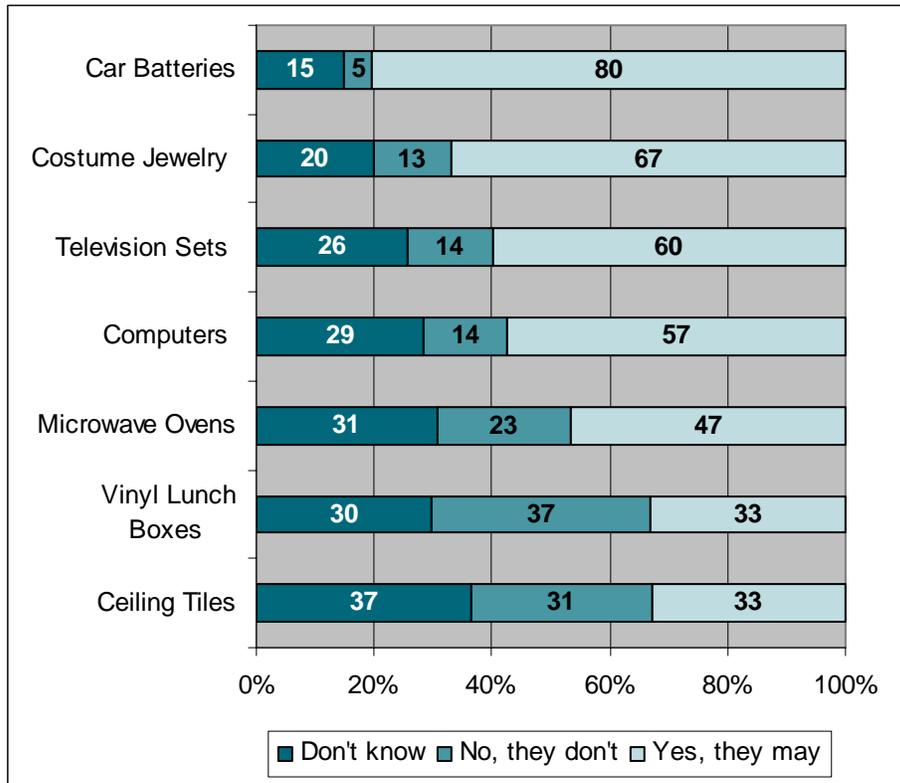
Respondents' awareness around lead issues appears to be fairly high for several of the items. For example, for car batteries 80% correctly noted that they may contain lead. For costume jewelry, 67% also correctly noted they may contain lead. In addition, computers and television sets were correctly identified by most respondents as containing lead (see Figure 6).

However, vinyl lunch boxes, which have been in the news recently due to lead contamination in overseas factories, were not recognized as a potential source of contamination by more than half of the survey respondents; only 33% reported that they may contain lead, and 30% said they did not know if they contained lead. In addition, ceiling tiles (33%) and microwave ovens (47%), which do not generally contain lead, were incorrectly identified as having lead content. The portion of *don't know* responses on all of the items suggests that many in the population are unfamiliar with lead-related hazards. Respondents identified microwaves as containing lead more often than they did for soft-sided vinyl lunch boxes and coolers, which may actually contain lead.

Spanish-speaking respondents to the survey were also asked if they thought hot pepper candies ("dulces con chile") may contain lead, which can be present in the peppers. About half said they did not know, and nearly all of the others said *yes, they may*.

Figure 6. Awareness of lead content for various household items.

Questions 15A-15N – “I’m going to read you a list of common household items. For each one, please tell me if you think it may contain lead.” (N=601)

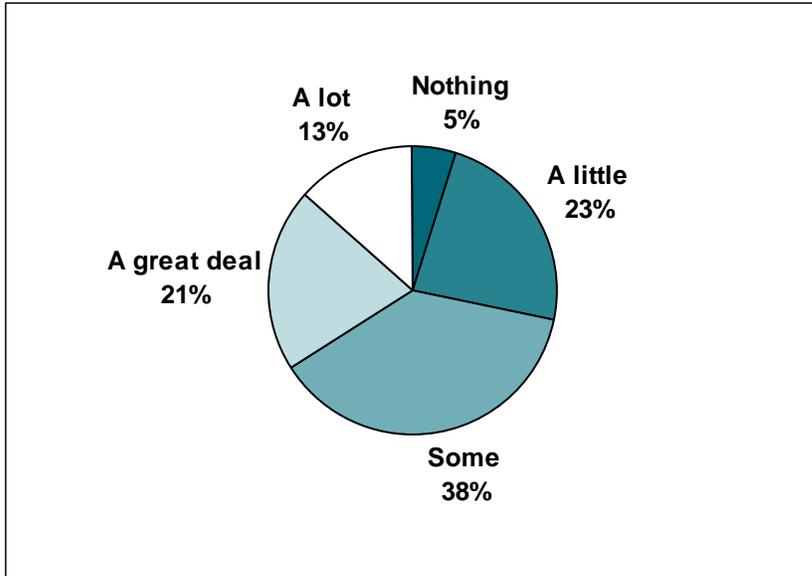


Note: Microwave ovens and ceiling tiles do not typically contain lead.

Respondents were also asked how much they had heard or read about the effects of lead on people’s health (Question 16). Twenty-eight percent (28%) said they had heard *nothing or a little*, while thirty-four percent (34%) said they had heard *a lot or a great deal* (See Figure 7).

Figure 7. Awareness of health effects of lead

Question 16 – “How much, if anything, have you heard or read about lead and its effects on people’s health?” (N=599)

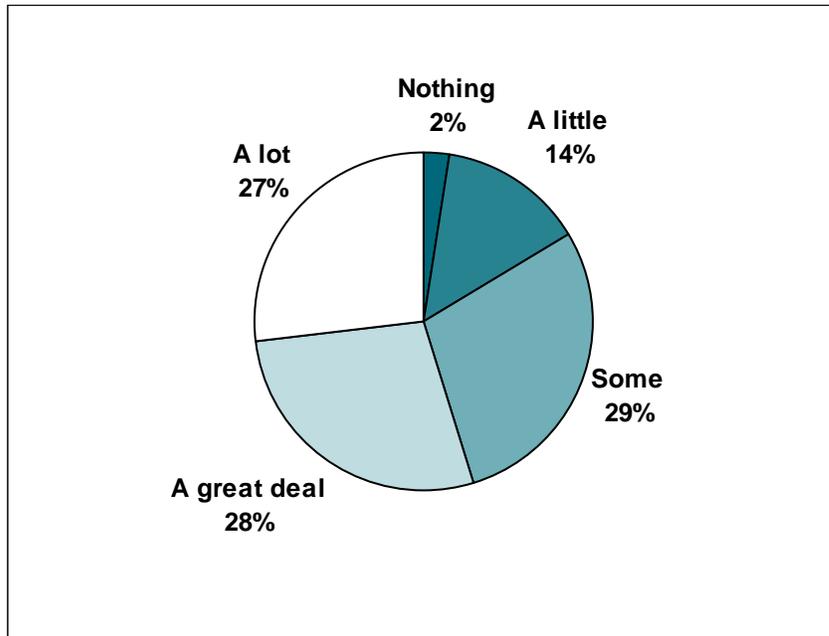


Lead paint in older homes

Over half of the respondents (58%) said they lived in homes that were built prior to 1980 (Question 19), indicating a high potential for lead-based paint. Of those 55% said they had heard *a lot* or *a great deal* about the use of lead paint in older homes.

Figure 8. Awareness of lead paint in older homes

Question 19 – “How much, if anything, have you heard about lead paint used in older homes?” (N=323)



Those who lived in older homes were also asked where they would go for information about protecting themselves from lead if they were to undertake a home painting project (Question 21). Nearly half of these respondents said they would talk to a store clerk (49%). Using the internet, and particularly search engines such as Google.com, was another popular strategy (30%). Websites for the U.S. Environmental Protection Agency, the Washington State Department of Ecology, public health departments, and other government agencies were also mentioned.

Table 5. Information sources regarding lead and home painting

Question 21 – “If you were to take on a home painting project, where would you go for information on protecting your health from lead hazards?”

	<u>N</u>	<u>%</u>
Talk to a store clerk	267	49%
Internet search (e.g., Google)	161	30%
I would not contact anyone	55	10%
Contact an agency or organization	52	10%
Ask someone I know	21	4%
Library	16	3%
Other	56	10%

N=542; % sums to greater than 100 due to multiple responses

Variation in knowledge about lead across the state

There were no differences between urban/suburban and rural respondents, nor between residents of Eastern and Western Washington in their awareness and behavior relating to lead and lead paints.

Variation in knowledge about lead in the population

Respondents' awareness of lead's health effects and the problem of lead paint in older homes increased with their education level. For example, college graduates were more likely to make use of the internet for information about a home painting project (39%), while those with high school educations or less were more likely to talk to a store clerk (45%).

Men were less likely than women to seek out information at all if they were to do a painting project (6% vs. 16% of women). This may be due to men being more likely to have experience and existing knowledge about executing such a project, or to a lack of concern about the risks overall.

People in lower income brackets were more likely to talk to a store clerk or an agency, while those in higher income brackets were more likely to do nothing or rely on the internet for information. A similar pattern was seen for white respondents (who tended toward the internet for information) and respondents of other ethnicities (who tended toward people for information resources – e.g., agencies and store clerks).

Spanish speaking and Latino respondents were much less likely to have heard anything about the effects of lead on people's health (about 15% said they knew *nothing* compared to about 4% of the non-Latino population). Language barriers and lower literacy rates may explain some of this effect.

Age had a systematic and powerful effect on respondents' awareness of lead issues. Those over age 65 were the most knowledgeable. Those ages 18-34 were unlikely to be aware of the health issues or the tie between older homes and lead paint. Older respondents were more likely to use store clerks or *something else* for information about protecting themselves when undertaking a home painting project. Of those respondents who would refer to *something else*, older respondents were more likely to refer to the label on the can (65%; N=22) than younger respondents (38%; N=6). Younger respondents were also likely to refer to the internet for that information.

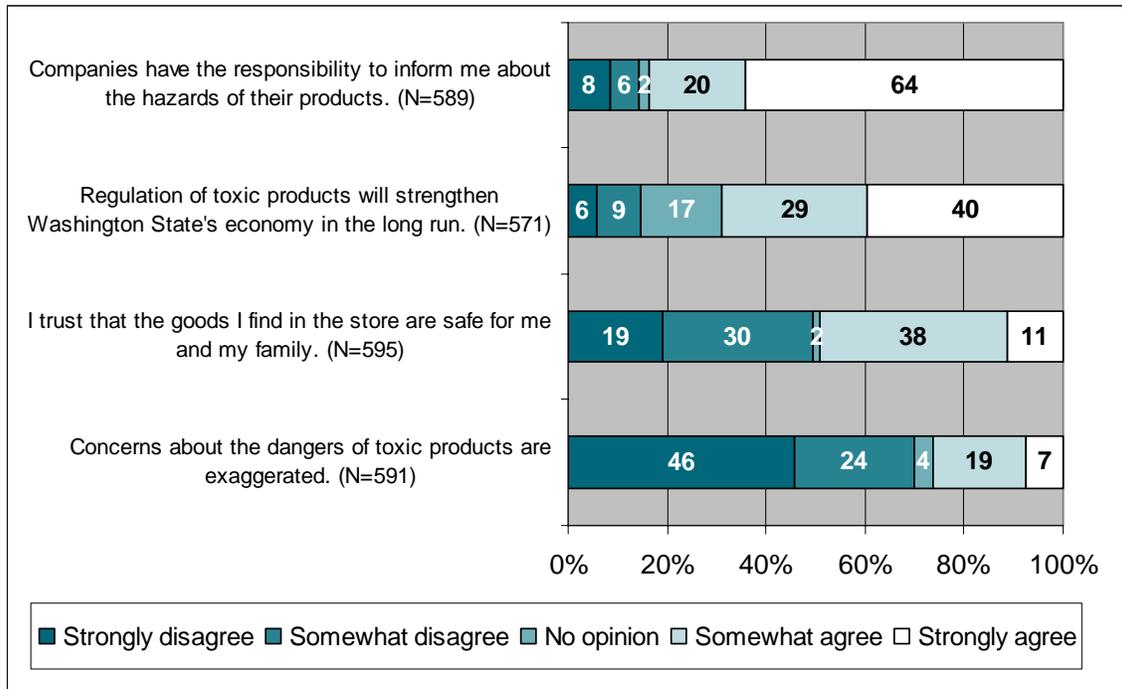
OPINIONS AND MYTHS

Respondents were asked to state their level of agreement with four statements that reflect common opinions and perspectives about toxic products. They were:

- Companies rather than government have the responsibility to inform me about the hazards of their products;
- Regulation of toxic products will strengthen Washington State's economy in the long run;
- I trust that the goods I find in the store are safe for me and my family; and
- Concerns about the dangers of toxic products are exaggerated.

As Figure 9 indicates, the vast majority of respondents (82%) agreed that companies are responsible for informing individuals about the hazards of their products (Question 27). More than two-thirds (69%) also agreed that regulation of toxic products will have a positive long-term effect on the state's economy (Question 22). The majority of respondents (70%) disagreed with the statement that concerns about toxic products are exaggerated (Question 23).

Figure 9. Opinions regarding toxic products, business and government
 Questions 22-27 (verbatim question listed above)



The most mixed response came from the statement about trusting that products found in stores are safe (Question 26). Exactly 49% of respondents disagreed and 49% agreed with this statement. The remaining 2% had no opinion.

Variation across the state

Respondents in Western Washington were less trusting of the safety of goods in the store. More than half (53%) *strongly* or *somewhat* disagreed that goods in the store were safe, compared to 37% of Eastern Washington respondents.

There were no differences by urban/suburban and rural residence.

Variation in the population

Latino and Spanish-speaking respondents were much more likely to agree that “concerns about the dangers of toxic products are exaggerated.” In fact, 67% of Spanish-speaking respondents and 48% of Latino respondents *somewhat* or *strongly* agreed with the statement. By comparison, 15% of non-Latino respondents agreed with the statement, as did 25% of non-Spanish-speaking respondents. In addition, respondents with higher levels of education were less likely to agree with the statement, as were women and those with higher levels of income.

Education also varied with the statement “Companies, rather than government, have the responsibility to inform me about the hazards of their products.” Those with lower levels of education tended to agree with the statement more than those with higher levels of education. In addition, Spanish-speaking respondents agreed with the statement more often than non-Spanish-speaking respondents.

PREFERENCES FOR GOVERNMENT ACTION

Respondents were then asked how important they thought it was for the government to take action in regards to reducing toxic threats (Question 30A-30E). The actions included:

- Requiring manufacturers to label products with all ingredients (Question 30B);
- Providing education on toxic products and safer alternatives (Question 30A);
- Banning specific chemicals with known health risks (Question 30E); and
- Restricting the sale of products containing chemicals with known health risks (Question 30C).

Respondents favored more consumer information, such as better labeling and education about safer alternatives, over more regulatory actions such as restricting the sale of products. However, the majority of respondents felt all actions were *very* or *extremely important*.

Eighty-five percent (85%) of respondents said that it was *very* or *extremely important* that the government requires manufacturers to label all of their products with a complete list of ingredients (Question 30B). Every other potential government action to reduce toxic threats listed in Figure 10 was rated as *very* or *extremely important* by at least 73% of respondents.

Variation across the state

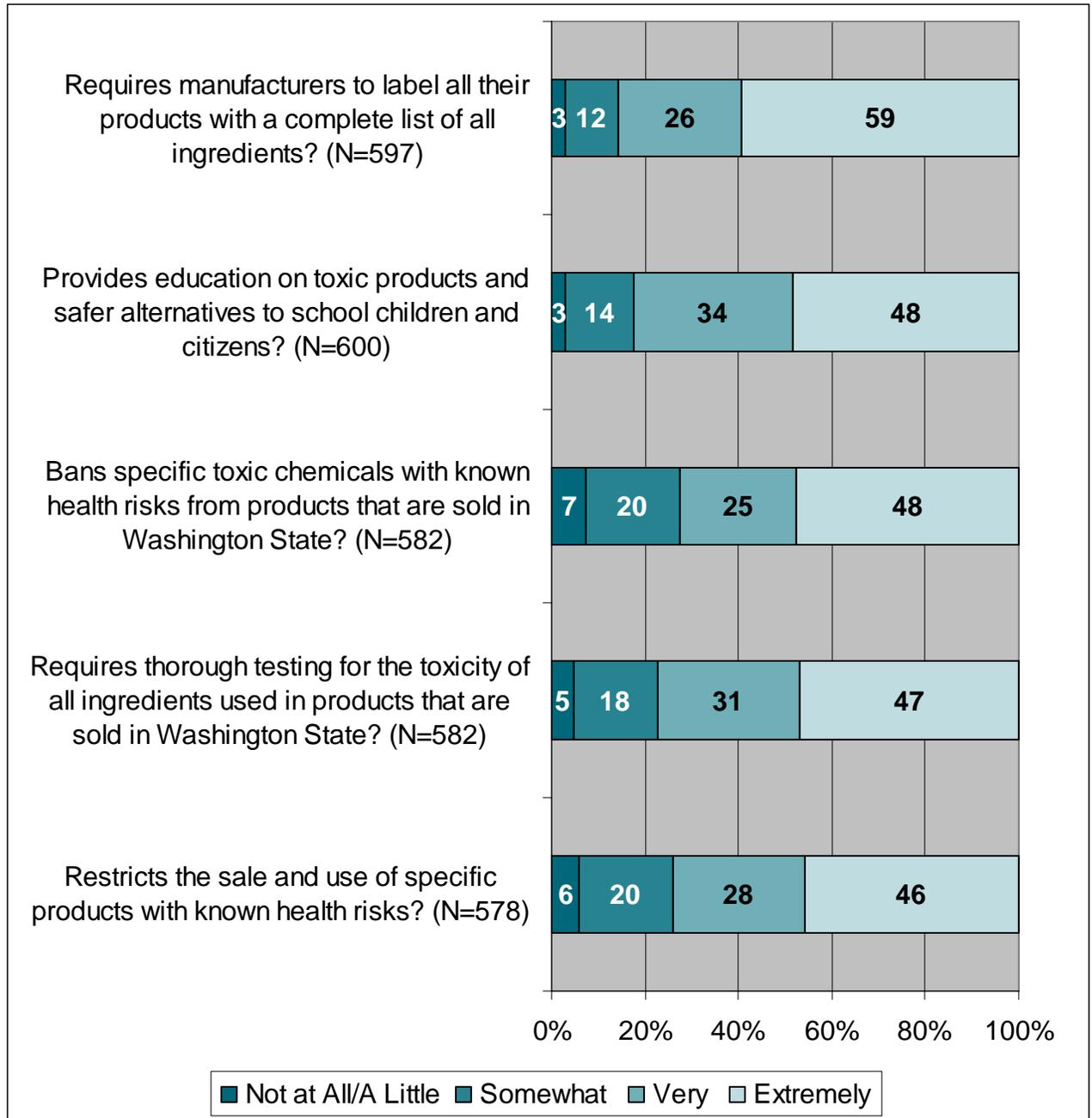
There is no variation by geography or urban/suburban and rural areas.

Variation in the population

Women responded more strongly (with *extremely* or *very*) than men on all four of the items. Lower income households responded more strongly to two of the items: government restricting the sale and use of products and government requiring testing of products.

Figure 10. Support for government actions

Questions 30A-30E – “How important is it to you personally that Washington State Government...”

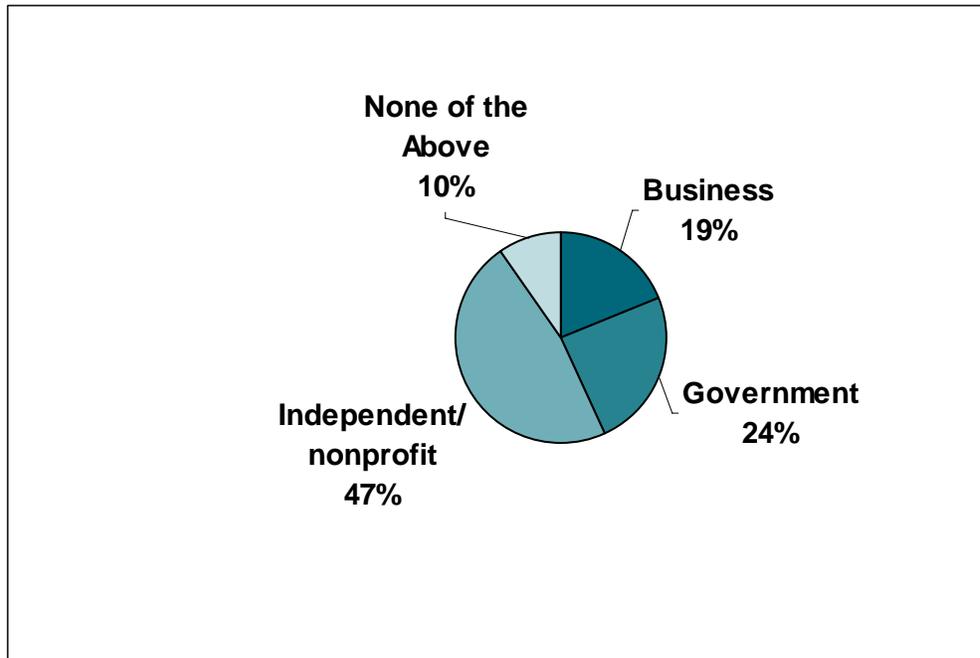


INFORMATION SEEKING AND TRUST

Respondents were asked what source they would use first to find out information about toxic ingredients (Question 31). Almost half (47%) of respondents said that they would contact an independent or non-profit organization first. Less than a quarter (24%) said that they would contact a government agency first, and less than a fifth (19%) said that would contact a business first.

Figure 11. Information sources about toxic ingredients

Question 31 – “When you need information about toxic ingredients, who would you go to first?” (N=543)



Respondents gave a variety of reasons for their choice of information sources, which were categorized and are presented in the tables below (Questions 31A-31C). Readers should note that *business* was used by respondents to mean either manufacturers or retailers, as shown by their answers to the follow-up questions (Tables 6-8 below).

Table 6. Reasons for seeking information from businesses first		
Question 31A – “When you need information about toxic ingredients, why would you go to businesses first?”		
	N	%
Convenience (I ask when I buy it, the website/phone/contents on the label)	18	16%
Seller of product should know about the product	15	14%
"They made it"	15	14%
They HAVE THE MOST KNOWLEDGE of the product	14	13%
They are RESPONSIBLE FOR KNOWING about the product	13	12%
Trust businesses most; distrust others	8	7%
To get the MSDS (Material Safety Data Sheet) from the business	7	6%
Other (e.g., personal background in business, big burden to put on government, law mandates this already)	14	13%

N=111; % sums to greater than 100 due to multiple responses

Table 7. Reasons for seeking information from government first		
Question 31B – “When you need information about toxic ingredients, why would you go to government first?”		
	N	%
Government’s responsibility to know (they would know; they research, approve, and regulate; we pay taxes for them to know)	50	39%
Trust the information from government (no vested interest, reliable, researched, honest, and/or unbiased information; in the public interest)	36	28%
I know how to access that info from the government; it’s faster/convenient	15	12%
Other (e.g., the government has the most information and expertise, ability to influence change, responsibility to protect citizens)	18	14%

N=127, reasons total more than 127 due to multiple responses

Table 8. Reasons for seeking information from independent organization first		
Question 31C – “When you need information about toxic ingredients, why would you go to an independent organization or non-profit first?”		
	N	%
Best information: Trust independents/non-profits to release complete, unbiased, accurate information	110	43%
Organization is not biased: Independents/non-profits do not have an agenda (political, monetary, other vested interest)	70	28%
Distrust of business; business more interested in sales than accurate info	28	11%
distrust of government	26	10%
Convenience and accessibility	13	5%
Government seen as a bad source (ineffective, inefficient, not responsible for providing info; protects business)	12	5%
Other (e.g., internet sources, poison control center, most vocal about the topic)	27	11%

N=254, reasons total more than 254 due to multiple responses

After analyzing respondents’ open-ended responses to the survey questions, the Department of Ecology was mentioned as a source of information more than a dozen times in total throughout the phone interviews. Of respondents’ references to Ecology, the majority were elicited in relation to the question, “What agencies or organizations would you contact for information about protecting your health when painting?”

(Question 21B). Other references to Ecology were in relation to finding PBDE information and toxic ingredients information on Ecology's website as well as newsletters that Ecology distributes on safer or non-toxic alternatives.

Respondents were also asked if they had ever heard of the Hazardous Substance Information and Education Office. The vast majority of respondents (82%) had not heard of the HSIEO.

Variation across the state

There are no geographic (Westside versus Eastside) or population density (rural versus urban) differences on where respondents would go for information about toxic ingredients. There are also no geographic or population density differences on the awareness of the HSIEO.

Variation in the population

Respondents with college or higher education were more likely to contact an independent or non-profit organization for information than were those with less than a college education. Those with high school education or lower were more evenly divided among the possible sources for information. There were no other differences in the population's preferences for the various sources.

SUMMARY OF SUBGROUP DIFFERENCES

This section summarizes all the significant findings for various subgroups of the sample.

Spanish survey results

To help collect data from a robust sample of Washington residents, the study included a 23 Spanish-language surveys. Several significant differences emerged between Spanish-speaking and Latino survey respondents and other survey respondents. For example, Spanish speaking and Latino respondents were far less likely to be familiar with the health risks associated with lead, as compared to other ethnicities. When surveyed regarding opinions and myths about toxic products, Latinos and Spanish-speaking respondents were more likely to agree that "concerns about the dangers of toxic products are exaggerated." Spanish-speaking respondents were also more likely to agree with the statement, "Companies, rather than government, have the responsibility to inform me about the hazards of their products," than other respondents.

Geography

Respondents from Western Washington were more likely to look for label information on non-food products than respondents from Eastern Washington. Respondents from Eastern Washington were less interested in, though still supportive of, the development of a “certified non-toxic” label in comparison to Western Washington residents. Residents of Western Washington were less trusting of the safety of products that they find on store shelves, as compared to residents of Eastern Washington.

Gender

Female survey respondents were more interested than men in the development of a “certified non-toxic” label. Women were also more likely than men to disagree with the statement, “Concerns about the dangers of toxic products are exaggerated.” When surveyed about their preferences for government action, women exhibited stronger support than men for the various options for government action covered in the survey,

Educational attainment

Respondents with more awareness of lead’s health effects and the issue of lead paint in older homes had more formal education. Respondents with a high-school education were more likely to ask a store clerk about lead and house painting issues than college-educated respondents, who would be more inclined to conduct internet research on the topic. Respondents with low amounts of formal education were more likely to agree with this statement, “Companies, rather than government, have the responsibility to inform me about the hazards of their products,” as compared to individuals with more formal education who disagreed with this statement. Respondents with a college education or more, were more likely to contact non-profit institutions for information about toxic products when compared to respondents with a high school education or less.

Respondents with higher levels of education were more likely to disagree with the statement, “Concerns about the dangers of toxic products are exaggerated.” Regarding the statement, “Companies, rather than government, have the responsibility to inform me about the hazards of their products,” respondents with lower levels of education were more like to agree than those with higher levels of education.

Income

Respondents in a higher income bracket were more likely to do nothing or to research information about lead on the internet, as opposed to respondents from lower income brackets who preferred to ask store clerks. Respondents from higher income brackets, were more likely to disagree that “concerns about the dangers of toxic products are

exaggerated.” Respondents from lower income households responded more strongly in support of government testing and government restrictions on toxic products.

Ethnicity

The preceding section regarding the Spanish-language survey addresses some of the differences between Spanish-speaking and Latino survey respondents and the remainder of the survey pool. One subgroup difference by ethnicity is that white respondents would typically prefer to use the internet to address their lead and house paint questions, while respondents of other ethnicities would be more inclined to ask a store clerk.

Age

Respondents over the age of 65 were often more familiar with the associations between lead paint and older housing, compared to a younger demographic (18-34).

Home ownership

Regarding labels, renters tended to look for labels less often than homeowners.

CONCLUSIONS AND CONTEXT

The 2007 survey results provide a solid baseline for tracking future changes, and the survey sample was structured to allow for comparisons across different parts of the state, types of populations, and demographics. This information will be useful for future tracking, as few other studies provide existing points of comparison. While some previous surveys have addressed awareness of specific concerns, such as mercury or pesticides, other statewide surveys addressing household toxics were not available. Though not statewide, one relevant comparison survey is the Local Hazardous Waste Management Program (LHWMP) in King County's *Household Hazardous Waste Survey*, most recently completed in September 2004.⁸

In Ecology's *Reducing Toxic Threats* survey, more than two-thirds (68%) of respondents reported that they *never* or *rarely* have concerns about toxic products in the home, with no differences in concern among regional or population subgroups (Question 2). In comparison, the LHWMP survey showed higher levels of concern about household products, including pesticides, oil-based paint, and strong household cleaners, with outdoor weed products generally showing the highest levels of concern. Different question phrasing and the specific types of products may have contributed to this difference.

In this and other surveys, respondents generally registered higher levels of concerns about their children, pets, and the environment than their own health (Question 3).⁹

Regarding awareness of two specific toxic threats in household products – lead and PBDEs – respondents showed relatively high awareness of lead's presence in four household products, but they expressed confusion regarding several categories, including vinyl lunchboxes, a topic that has garnered some recent media attention (Questions 15A-15N). The majority of respondents (59%) reported hearing *some* or *a great deal* about the health effects of lead (Question 16).

Knowledge of PBDEs was much lower, with one in four reporting they had heard of PBDEs but only 1% correctly identifying them as flame-retardant chemicals (Question 14). Ecology's 2002 *Mercury Awareness Study* showed a similar mix of correct and incorrect responses regarding whether various household items contained mercury.¹⁰

Just over half (56%) of survey respondents reported that they look for labels on non-food products *always* or *often* (Question 11). Interest in a certified nontoxic label, particularly among those who did not look for labels regularly, rated highly, with 72% of respondents

being *extremely* or *very* interested (Question 13). On a related note, the LHWMP survey found that 59% did not know what to look for on a label to identify a less toxic cleaning product. A certified nontoxic label could help address this awareness problem and make it easier for shoppers to identify safer products without reading labels in detail.

Although most respondents did not report frequent concerns about household toxics, they did express strong support for government action to regulate toxic materials and provide education on the topic. Nearly three-quarters (73%) reported that government bans on specific toxic chemicals are *very* or *extremely* important (Question 30E). Support for all other types of government actions in the survey was even higher, up to 85% for requiring manufacturers to label all their products with complete ingredient lists (Questions 30A-30D).

Women were typically more supportive of government actions than the general population surveyed, which corresponds with other survey findings where women tend to register higher levels of concern about hazards and environmental problems than men.¹¹

Lower-income households showed stronger support for some of the government actions covered in the survey than respondents with higher household incomes. Though higher environmental concern and support for environmental causes often correlate with higher income and education levels, national polls also show that individuals with lower levels of educational attainment (which are closely linked to income) typically support greater government involvement in solving environmental problems. Interestingly, support for government actions on toxics did not vary significantly between eastern and western Washington respondents or across rural, suburban, and urban boundaries, despite conventional wisdom of more anti-government sentiment in eastern Washington and more rural areas.

The stated high levels of support for government action on toxic household products provide an excellent opportunity for Ecology to pursue its Reducing Toxic Threats Initiative. The low frequency of concern about household toxics and the incomplete knowledge about specific toxic ingredients offer important potential starting points for Ecology's outreach efforts. To be most effective, the initiative will need to develop messages and use media that reach a wide range of particular audiences, particularly those who are less likely to read labels and or seek information on their own through the internet or government agencies. These target populations often have lower levels of educational attainment, and outreach strategies should be designed accordingly. Spanish-speaking and Latino populations are of particular concern, as these survey

respondents were more likely to believe that concerns about toxic products are exaggerated, and they showed lower awareness of the health effects of lead.

The survey collected information on how and where Washingtonians obtain their information related to toxic products, and aligning Ecology's outreach strategies with those information sources may increase their efficacy. For example, nearly half (47%) of respondents reported that they would first turn to independent organizations and non-profits when they need information about toxic products. Government came in a distant second at 24%, but Ecology can leverage its outreach and communication resources by partnering with other organizations, such as the Washington Toxics Coalition, to deliver key messages and information to consumers.

Public service announcements, advertising, special events, and community-based social marketing techniques may be a more effective way to raise awareness and change behavior than such efforts as providing educational displays, brochures, or signage for retail locations. Since retailers are trying to sell products and make money, store-based efforts that work against those goals, such as in-store labeling of toxic products, may be less than effective, as seen in Iowa's HHW program and Washington's pesticide restrictions policy related to salmon-stream protections. Retailers and manufacturers may be engaged more effectively at the product stewardship level and in implementing specific outreach activities such as hosting events.

There is a propensity for people to engage store clerks in their information seeking around toxic products. Store managers and employees may be key partners in providing useful and accurate information to their customers. Events and programs that educate these front-line sources could provide an effective access point to consumers.

Selecting, carefully researching, and designing specialized outreach strategies to target specific population subgroups should increase their reach and efficacy, even if the breadth is narrow. For example, parents and other caretakers of young children play key roles in shaping the next generation of both consumers and earth stewards; their actions today also influence the types of exposures and body burdens that these children are amassing from an early age. Messages to this population can be delivered through specialized channels such as daycare centers, pediatrician's offices, obstetricians and midwives, parent groups, magazines and newsletters, and other parenting events and resources. In addition, identifying significant differences across gender, geography, and other demographic attributes will enable more specific targeting and tailoring of messages and marketing tools in the future.

Linking toxic household threats to other existing concerns related to health and children may help messages resonate with Washingtonians. Although respondents were already supportive of government action around toxic products, increased awareness, concern, and knowledge of how to address toxic threats in the home is likely to help drive both individual behavior change as well as support for changes in public policies and the marketplace.

RECOMMENDATIONS FOR FUTURE STUDY

The Department of Ecology is seeking to establish a set of indicators for tracking environmental progress on a variety of measures. The Hazardous Substance Information and Education Office is particularly interested in monitoring its efforts to reduce toxic threats in the home, including encouraging residents to purchase and use safer, less toxic products. Accordingly, HSIEO is seeking recommendations for survey questions to use as indicators of progress toward its goals.

SURVEY FREQUENCY

Fielding the survey biennially would provide a robust data set for ongoing tracking of changes in the indicators over time. A core set of indicator questions, plus demographic questions, could be included every two years, and the survey would allow additional room for tracking other measures of interest. These other measures could include timely topics, such as awareness questions related to priority chemicals that Ecology is addressing at the time, and some space would allow for new indicators to be added if needed. This short list of indicator questions could also be appended to other agency surveys as appropriate.

RECOMMENDED CORE QUESTIONS

Based on a review of the survey results, the consultant team recommends that HSIEO consider the following questions for use as key indicators of environmental attitudes and behaviors related to toxic products in the home:

Question 2. In the past year, how often, if at all have you been concerned about any toxic products you have or use in your house?

This question gauges awareness levels and concerns about toxic household products. Concern levels reported in the 2007 survey were quite low – with less than one-third (31%) stating that they had been concerned even “sometimes” in the past year – so tracking future levels could show significant change.

Question 11. How often do you look for the ingredients or warning labels on the non-food products you consider buying?

This question tracks a desired behavior. If Ecology focuses on promoting label awareness, such an indicator could track whether that campaign results in behavior changes. The question asks if respondents “look for” a label, rather than “read” labels, because many non-food products currently are not required to label their ingredients. This question could also link to any future initiative to increase product labeling in the

state. In 2007, just over half of respondents (56%) reported looking for labels “often” or “always,” so the measure has significant room for additional improvement.

Question 16. How much, if anything, have you heard or read about lead and its effects on people’s health?

This question gauges awareness levels specific to lead, the next priority substance undergoing Ecology’s Chemical Action Plan (CAP) process. Such an indicator can track whether efforts related to the Lead CAP raise awareness of lead concerns among Washingtonians. Even three decades after the bans on lead in gasoline and house paint, awareness levels regarding lead hazards have room to grow.

Question 22. Regulation of toxic products will strengthen Washington State’s economy in the long run. (Record degree to which respondents agree or disagree.)

Question 23. Concerns about the dangers of toxic products are exaggerated. (Record degree to which respondents agree or disagree.)

Question 26. I trust that the goods I find in the store are safe for me and my family. (Record degree to which respondents agree or disagree.)

Together, these three questions (22, 23, and 26) help measure the attitudes of Washingtonians related to government regulation of toxics, awareness of toxic threats, and trust in businesses and institutions to safeguard human health. All three measures show variability in the 2007 responses and provide a sound baseline for tracking future changes in either direction.

ADDITIONAL QUESTIONS AND APPROACHES

HSIEO could also conduct follow-up surveying on additional questions on a less frequent but still regular schedule, such as alternating biennia. Additional related questions and other topics of interest that could be tracked less frequently include:

Question 13. How helpful would it be to have a label similar to “certified organic” or “Energy Star” to show that a product has met a clear standard for being safe or non-toxic?

Support for such an endeavor is currently high in 2007, and Ecology can use such a measure to gauge how opinion about standardized labels changes over time, particularly if the department decides to pursue a labeling strategy.

Question 19. How much, if anything, have you heard or read about lead in the paint used in older homes?

Despite significant federal, state, and local attention devoted to this issue for years, awareness could be higher. This question allows for tracking related to lead paints

hazards specifically, including outcomes of activities implemented under the forthcoming Chemical Action Plan.

Question 30A. How important is it to you personally that Washington State government provides education on toxic products and safe alternatives to school children and residents?

Question 30B. How important is it to you personally that Washington State government requires manufacturers to label all their products with a complete list of all ingredients?

Question 30C. How important is it to you personally that Washington State government restricts the sale and use of specific products with known health risks?

These three questions (30A, 30B, and 30C) track public support for different types of state government activities on education, labeling, and sales restrictions related to toxic household products. Current support levels are relatively high in 2007, and future tracking would enable the department to see whether support is eroding or increasing.

Depending on HSIEO's chosen program directions and initiatives, additional survey questions may be relevant. For example, if HSIEO undertakes a re-branding initiative and seeks to increase public awareness of its office by name, including a question like Question 32 ("Have you ever heard of Washington State's Hazardous Substance Information and Education Office?") may also be important.

Other survey topics may be suitable for additional exploration using qualitative research methods, such as focus groups. As Ecology and HSIEO develop an outreach strategy and messages for the Reducing Toxic Threats Initiative for homes, having a clear understanding of rationale for current practices as well as barriers to and motivations for behavior change will be useful. HSIEO could hold focus groups to gain a more in-depth understanding of residents' motivations for the purchase and use of various household products, and resident perspectives of HSIEO and Ecology as reliable sources of information. HSIEO and Ecology could also use focus groups to test and refine particular messages, outreach strategies, and campaigns that Ecology is considering. Additional quantitative and qualitative research will enable Ecology to develop effective public outreach campaigns to foster environmentally preferable and healthy practices in the home. Such research will enable the department to track and evaluate the efficacy of its efforts over time and to help ensure that limited resources are directed toward the most effective and efficient outcomes.

APPENDIX A: RESEARCH METHODS AND DATA QUALITY

The survey was administered during the period of February 11th, 2007 and March 4th 2007 to residents of Washington State. Phone numbers for the study were provided by a reputable survey sampling organization, Survey Sampling International. Survey Sampling International used a mixed mode of listed-assisted random digit dialing to create lists of phone numbers for community based projects. This method enabled researchers to stratify their sample among urban and rural areas, as well as Eastern and Western Washington.

Interviewers spoke to an adult who made purchasing decisions for the household. Three attempts were made to contact an eligible respondent within each household. A refusal survey was conducted for a portion of those who refused to complete the full survey (see more information below).

The sample was split into groups by both Eastern and Western Washington and urban/suburban and rural residents. People in Eastern Washington and rural areas were included in the survey at higher rates than they normally appear in the population. Specifically, 200 surveys were completed from the greater Seattle area, 175 from Eastside Urban areas, 75 completes for Eastside Rural, as well as Westside Rural and Westside Urban. The “urban” areas also included suburbs of major metropolitan areas. This strategy was chosen to ensure that sufficient responses were received from each area to provide power to the analysis.

Because households were selected at higher rates in rural and Eastern Washington areas, sampling weights were applied. This allowed researchers to adjust the findings to be representative of the entire state. Data tables were produced by researchers at Washington State University’s Social and Economic Research Center (SERC) using SPSS for Complex Samples software. This software corrects for bias in statistical testing that arises from the sampling design.

Table A1 presents the final dispositions on all attempted telephone numbers. Six hundred and one residents responded to the survey, amounting to a 32% response rate. Eighty-eight respondents declined to participate in the study for both the full survey and the refusal survey, and an additional 27 were unable to participate due to language barriers beyond Spanish.

Table A1. Final Call Dispositions	
	<u>N</u>
Complete	601
Soft Refusal	634
Refused	88
No Answer/Machine/Busy	519
Callback	44
Refusal Survey completed	51
Total Valid Contact	1937
Bad Number	2555
Unable - Language	27
Unable - Physical/Mental	35
Household Not Qualified	19
Already Responded	5
Maximum Attempts Reached	2127
Total Invalid Contact	4768
Total Telephone Numbers Attempted	6705
Response Rate (completes/valid)	31%
Average Call Time per Complete	00:10:43

REFUSAL SURVEY

A refusal survey was conducted for a portion of those who refused to complete the full survey. The interviewers sought to administer this survey to respondents who declined attempts to convince them to complete the full survey. The purpose of the refusal survey was to gauge the level of response bias – that is, whether survey respondents differed from those who did not respond to the survey.

The refusal survey consisted of four questions: three attitude questions and one demographic question regarding level of educational attainment. The three attitude questions were chosen based on good variability of responses according to results of the pretest, and they addressed key points of interest. The refusal survey included these questions:

- In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?
- How often do you look for the ingredients or warning labels on the non-food products you consider buying?
- I trust that the goods I find in the store are safe for me and my family. (Interviewers asked respondents to rate their level of agreement or disagreement with the statement.)
- What is the highest grade or level of school that you have completed?

The 51 completed refusal surveys enabled researchers to test for any statistically significant differences between the population who chose to complete the survey and those who did not. No significant differences were found between the two groups for the attitude questions or demographic information.

Below are the descriptive population characteristics for the weighted sample.

Table A2. Demographics of Sample (weighted)	
	<u>%</u>
Females	65
Own Their Home	77
Children under age 6 present	18
<i>Age</i>	
18 - 34	15
35 - 49	31
50 - 65	35
older than 65	19
<i>Education</i>	
8th grade or less	3
Some high school, not graduated	2
High school graduate or GED	19
Some College or 2 year degree	37
4 year degree	23
More than a 4 year degree	16
<i>2006 Household income</i>	
Under \$20,000	14
\$20,000 to \$49,000	29
\$50,000 to \$74,000	22
\$75,000 to \$99,000	14
\$100,000 or more	21
Latino origin or descent	7

Table A3. Race (weighted sample)		
	<u>N</u>	<u>%</u>
White	516	87
Black or African American	12	2
Asian	7	1
Native Hawaiian or other Pacific Islander	6	1
American Indian or Alaska Native	24	4
Other	41	7

N=590; Percent may equal more than 100 due to multiple response categories.

APPENDIX B: SURVEY SCRIPT AND WEIGHTED FREQUENCIES

Readers should note that percentages in this section are based on all 601 respondents and do not necessarily reflect the same percentages used in the report's figures.

Figures in the report generally omit *don't know*, *not applicable*, and *refused* responses.

Question numbering is non-consecutive due to editing after the pretest of the survey.

INTRO:

• N =	601	100%
• Able to Complete	578	96%
• Unable to Complete.....	0	0%
• Needs Spanish Survey.....	0	0%
• Complete Refusal Survey.....	0	0%
• Complete Survey in Spanish	23	4%
•		

Q1: [More than 601 respondents due to multiple responses]

When you hear the word "toxic" or "hazardous substance," what kinds of things--that you have in your home, your garage or your basement--come to mind?

• N =	1276	100%		
• Paint	167	13%		
• Bleach, Clorox	160	13%		
• Cleaners (Household cleaners, specific or general; NOT detergent/Bleach/Drano; includes ammonia/chlorine)	263	21%		
• Anti-Freeze/coolant.....	32	3%		
• Drano; Drain cleaners	31	2%		
• Motor oil, lubricants, WD-40.....	69	5%		
• Gasoline, fuel, petroleum	93	7%		
• Batteries; Battery Acid.....	16	1%		
• Soap; Detergents	59	5%		
• Pest Control products (indoor, e.g., bug spray, flea bomb, rat poison) 10			24	2%
• Lawn and Garden chemicals (including outdoor pesticides)... 11	87	7%		
• Nothing..... 17	33	3%		
• Solvents (e.g., paint thinner/acetone/turpentine/benzene)..... 16	101	8%		
• Other	97	8%		
• Don't Know (do not read)..... 77	33	3%		
• Not Applicable (do not read)..... 88	6	0%		
• Refused (do not read)..... 99	5	0%		
•				

INFO1:

For this survey, the word "toxic" is used to describe ingredients and products with ingredients that can make people or animals sick.

• N =	601	100%
• Hit 'enter' to continue	601	100%
•		

Q2:

In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?

• N =	601	100%
• Never.....1	214	36%
• Rarely.....2	178	30%
• Sometimes.....3	100	17%
• Often.....4	43	7%
• Very often.....5	40	7%
• Don't Have Any / Not Applicable.....8	22	4%
• Don't Know (do not read).....7	3	1%
• Refused (do not read).....9	1	0%

Q3: [Multiple responses]

What kinds of concerns have you had?

• N =	412	100%		
• Animals/Pets ingesting; getting sick.....01	72	16%		
• Children ingesting; getting sick.....02	66	15%		
• Respiratory: breathing/Inhaling fumes; damage to lungs.....03	56	13%		
• Skin exposure; corrosive to skin.....04	19	4%		
• poisoning; general health concerns; long-term health effects .05	37	8%		
• Environmental: groundwater seepage, general.....06	33	8%		
• Disposal and/or Storage.....07	29	7%		
• Other.....08	47	11%		
• mention of the chemicals/area of concern, but not specific concerns 12			31	7%
• Not concerned (buy non-toxic, minimal/careful/no use of toxics) 13			31	7%
• Don't Know (do not read).....77	10	2%		
• Not Applicable.....88	3	1%		
• Refused (do not read).....99	6	1%		

Q4: [Multiple responses]

When you were concerned, did you... [select all that apply] [Open ends will pop up as their own questions for choices 2, 3, and 5]

• N =	455	100%		
• Store it out of reach.....0	43	8%		
• Remove the product from your house.....1	69	13%		
• Look for more information about the product or toxic ingredients 2			66	13%
• Look for information about safer or non-toxic alternatives?.....3	68	13%		
• Stop using the product.....4	65	13%		
• Find a replacement product that didn't give you the same concerns 5			86	17%
• or something else.....6	78	15%		
• Don't Know (do not read).....7	12	2%		
• Not Applicable (do not read).....8	19	4%		
• Refused (do not read).....9	11	2%		

Q4A:

Where would you look for more information about the product or toxic ingredients? *See Appendix C for responses*

• N =	61	100%
• Hit 'enter' to continue	Y	61 100%
• Don't know (do not read).....	7	0 0%
• Not applicable (do not read).....	8	0 0%
• Refused (do not read).....	9	0 0%
•		

Q4B:

Where would you look for information about safer or non-toxic alternatives? *See Appendix C for responses*

• N =	64	100%
• Hit 'enter' to continue	Y	64 100%
• Don't know (do not read).....	7	0 0%
• Not applicable (do not read).....	8	0 0%
• Refused (do not read).....	9	0 0%
•		

Q4C:

Where would you look to find a replacement product that didn't give you the same concerns? *See Appendix C for responses*

• N =	81	100%
• Hit 'enter' to continue	Y	81 100%
• Don't know (do not read).....	7	0 0%
• Not applicable (do not read).....	8	0 0%
• Refused (do not read).....	9	0 0%
•		

Q5:

At any time did you try to find a replacement?

• N =	247	100%
• Yes	1	88 36%
• No.....	0	155 63%
• Don't Know (do not read).....	7	3 1%
• Not Applicable (do not read).....	8	1 0%
• Refused (do not read).....	9	0 0%
•		

Q6:

How would you rate the ease of finding a replacement? Would you say it was very easy, somewhat easy, somewhat difficult or very difficult?

• N =	171	100%
• Very Easy	1	39 23%
• Somewhat Easy	2	55 32%
• Somewhat Difficult	3	52 30%
• Very Difficult.....	4	19 11%
• Don't know (do not read).....	7	1 1%
• Not applicable (do not read).....	8	3 2%
• Refused (do not read).....	9	2 1%
•		

Q7: [Multiple Responses]

What made it difficult to find a replacement? [Do not prompt. Check all that apply.]

• N =	187	100%		
• finding a replacement for the price you wanted / too expensive01	3	5%		
• finding information about alternative products02	27	14%		
• finding a place to purchase the product.....03	26	14%		
• finding a product with the characteristics you were looking for04	34	18%		
• finding a replacement that was as effective as the original05	26	14%		
• finding a replacement in the stores I regularly frequent/convenience 06			27	14%
• Other07	27	15%		
• Don't Know (do not read).....77	3	2%		
• Not Applicable (do not read).....88	4	2%		
• Refused (do not read).....99	3	2%		
•				

INFO2:

The next set of questions asks about what you do when you're buying products other than food.

• N =	601	100%		
• Hit 'enter' to continueY	601	100%		
•				

Q11:

How often do you look for the ingredients or warning labels on the non-food products you consider buying? Would you say always, often, sometimes, rarely or never?

• N =	601	100%		
• Always5	188	31%		
• Often4	148	25%		
• Sometimes3	87	14%		
• Rarely2	97	16%		
• Never1	74	12%		
• Don't Have Any / Not Applicable8	3	0%		
• Don't Know (do not read).....7	4	1%		
• Refused (do not read).....9	0	0%		
•				

Q13:

How helpful would it be to have a label similar to "certified organic" or "energy star" to show that a product has met a clear standard for being safe or non-toxic? Would you say extremely, very, somewhat, a little or not at all helpful? [Energy Star: A symbol that means the product saves energy. Products like fluorescent light bulbs or appliances. Certified Organic: A symbol that means a food product meets certain standards for organic ingredients or avoiding use of chemicals in growing the food.]

• N =	601	100%
• Extremely	204	34%
• Very.....	221	37%
• Somewhat.....	98	16%
• A little	34	6%
• Not at all.....	30	5%
• Don't Know (do not read).....	10	2%
• Not Applicable (do not read).....	1	0%
• Refused (do not read).....	3	1%

Q14:

Have you ever heard of "PBDEs" or polybrominated diphenyl ethers? [pronounced poly-bro-minay-ted die-phenul-eethers] [If they ask 'What are PBDEs?' or say 'no' or 'don't know'] PBDEs are a class of chemical flame retardants.

• N =	601	100%	
• Identified PBDEs as 'flame retardant'.....	5	1%	
• Yes - [probe:] Can you tell me more about that? [R offered incorrect response]	2	145	24%
• No.....	411	69%	
• Maybe	29	5%	
• Don't Know	11	2%	
• Not Applicable (do not read).....	0	0%	
• Refused (do not read).....	0	0%	

INFO3:

Switching topics, I'm going to read you a list of common household items. For each one, please tell me if you think they may contain lead. The first one is...

• N =	578	100%
• Hit 'enter' to continue	578	100%

Q15A:

vinyl lunch boxes

• N =	601	100%
• Yes, they may.....	198	33%
• No, they don't.....	223	37%
• Don't know	178	30%
• Not Applicable (do not read).....	1	0%
• Refused (do not read).....	1	0%

Q15C:

costume jewelry

• N =	601	100%
• Yes, they may.....1	402	67%
• No, they don't.....2	79	13%
• Don't know.....7	120	20%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%
•		

Q15D:

car batteries

• N =	601	100%
• Yes, they may.....1	482	80%
• No, they don't.....2	29	5%
• Don't know.....7	88	15%
• Not Applicable (do not read).....8	2	0%
• Refused (do not read).....9	0	0%
•		

Q15F:

computers

• N =	601	100%
• Yes, they may.....1	345	57%
• No, they don't.....2	85	14%
• Don't know.....7	171	29%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%
•		

Q15I:

microwave ovens

• N =	601	100%
• Yes, they may.....1	280	47%
• No, they don't.....2	136	23%
• Don't know.....7	184	31%
• Not Applicable (do not read).....8	1	0%
• Refused (do not read).....9	0	0%
•		

Q15K:

ceiling tiles

• N =	601	100%
• Yes, they may.....1	195	33%
• No, they don't.....2	183	31%
• Don't know.....7	218	36%
• Not Applicable (do not read).....8	4	1%
• Refused (do not read).....9	1	0%
•		

Q15N:

television sets

• N =	601	100%
• Yes, they may.....1	360	60%
• No, they don't.....2	86	14%
• Don't know.....7	155	26%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%
•		

Q16:

How much, if anything, have you heard or read about lead and its effects on people's health? Would you say...

• N =	601	100%
• Nothing.....1	30	5%
• A little.....2	141	24%
• Some.....3	225	38%
• A great deal.....4	125	21%
• A lot.....5	80	13%
• Don't know (do not read).....7	1	0%
• Not applicable (do not read).....8	0	0%
• Refused (do not read).....9	1	0%
•		

Q18:

Was your home built before 1980? (includes condos, apartments, rental houses)

• N =	601	100%
• Yes.....1	326	54%
• No.....0	241	40%
• Don't Know.....7	29	5%
• Not Applicable (do not read).....8	5	1%
• Refused (do not read).....9	0	0%
•		

Q19:

How much, if anything, have you heard or read about lead in the paint used in older homes?

• N =	326	100%
• Nothing.....0	8	2%
• a little.....1	45	14%
• some.....2	93	29%
• a great deal.....3	90	28%
• a lot.....5	87	27%
• Don't Know (do not read).....7	1	0%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	2	1%
•		

Q20:

If you were to take on a home painting project, where would you go for information on protecting your health? [DO NOT PROMPT]

• N =	0	100%
• Internet search [PROBE:] What websites?.....5	0	0%
• Very.....4	0	0%
• Somewhat.....3	0	0%
• A little2	0	0%
• Not at all.....1	0	0%
• Don't Know (do not read).....7	0	0%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%
•		

Q21: [More than 601 respondents due to multiple responses]

If you were to take on a home painting project, where would you go for information on protecting your health from lead hazards? [DO NOT PROMPT. Select all that apply. [Comment boxes for options 1 and 5 will come up as separate questions]

• N =	686	100%
• internet search	161	24%
• library.....2	16	2%
• talk to a store clerk.....3	267	39%
• ask someone I know.....4	21	3%
• contact an agency or organization.....5	52	8%
• something else.....6	54	8%
• I wouldn't contact anyone.....0	55	8%
• Don't know (do not read).....7	54	8%
• Not applicable (do not read).....8	5	1%
• Refused (do not read).....9	0	0%
•		

Q21A:

What websites would you search for information about protecting your health when painting?

• N =	159	100%
• Hit 'enter' to continue	149	94%
• Don't know (do not read).....7	10	6%
• Not applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%
•		

Q21B:

What agencies or organizations would you contact for information about protecting your health when painting?

• N =	43	100%
• Hit 'enter' to continue	42	98%
• Don't know (do not read).....7	1	2%
• Not applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%
•		

INFO4:

Now, I'm going to read you a list of statements that describe how some people might feel about toxic products. For each item, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree. You can also answer that you have no opinion. The first one is...

• N =	578	100%
• Hit 'enter' to continue	578	100%
•		

Q22:

Regulation of toxic products will strengthen Washington State's economy in the long run.

• N =	601	100%
• Strongly Agree	226	38%
• Somewhat Agree	167	28%
• Somewhat Disagree.....	51	9%
• Strongly Disagree.....	33	5%
• No Opinion.....	94	16%
• Don't Know (do not read).....	24	4%
• Not Applicable (do not read).....	1	0%
• Refused (do not read).....	4	1%
•		

Q23:

Concerns about the dangers of toxic products are exaggerated.

• N =	601	100%
• Strongly Agree	44	7%
• Somewhat Agree	112	19%
• Somewhat Disagree.....	144	24%
• Strongly Disagree.....	270	46%
• No Opinion.....	22	4%
• Don't Know (do not read).....	9	2%
• Not Applicable (do not read).....	0	0%
• Refused (do not read).....	1	0%
•		

Q26:

I trust that the goods I find in the store are safe for me and my family.

• N =	601	100%
• Strongly Agree	68	12%
• Somewhat Agree	224	37%
• Somewhat Disagree.....	181	30%
• Strongly Disagree.....	113	19%
• No Opinion.....	9	2%
• Don't Know (do not read).....	3	1%
• Not Applicable (do not read).....	0	0%
• Refused (do not read).....	3	1%
•		

Q27:

Companies rather than government have the responsibility to inform me about the hazards of their products.

• N =	601	100%
• Strongly Agree.....5	377	63%
• Somewhat Agree.....4	115	19%
• Somewhat Disagree.....2	35	6%
• Strongly Disagree.....1	50	8%
• No Opinion.....3	12	2%
• Don't Know (do not read).....7	6	1%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	7	1%
•		

Q30A:

[How important is it to you personally that Washington State government] provides education on toxic products and safer alternatives to school children and citizens? (Would you say...)

• N =	601	100%
• Extremely.....5	289	48%
• Very.....4	206	34%
• Somewhat.....3	87	15%
• A little.....2	13	2%
• Not at all.....1	5	1%
• Don't know (do not read).....7	0	0%
• Not applicable (do not read).....8	1	0%
• Refused (do not read).....9	1	0%
•		

Q30B:

[How important is it to you personally that Washington State government] requires manufacturers to label all their products with a complete list of all ingredients? (Would you say...)

• N =	601	100%
• Extremely.....5	355	59%
• Very.....4	156	26%
• Somewhat.....3	69	11%
• A little.....2	8	1%
• Not at all.....1	9	2%
• Don't know (do not read).....7	3	1%
• Not applicable (do not read).....8	0	0%
• Refused (do not read).....9	1	0%
•		

Q30C:

[How important is it to you personally that Washington State government] restricts the sale and use of specific products with known health risks? (Would you say...)

• N =	601	100%
• Extremely	264	44%
• Very.....	163	27%
• Somewhat.....	118	20%
• A little	18	3%
• Not at all.....	15	2%
• Don't know (do not read).....	13	2%
• Not applicable (do not read).....	2	0%
• Refused (do not read).....	8	1%
•		

Q30D:

[How important is it to you personally that Washington State government] requires thorough testing for the toxicity of all ingredients used in products that are sold in Washington State? (Would you say...)

• N =	601	100%
• Extremely	272	45%
• Very.....	179	30%
• Somewhat.....	104	17%
• A little	13	2%
• Not at all.....	15	2%
• Don't know (do not read).....	7	1%
• Not applicable (do not read).....	1	0%
• Refused (do not read).....	11	2%
•		

Q30E:

[How important is it to you personally that Washington State government] bans specific toxic chemicals with known health risks from products that are sold in Washington State? (Would you say...)

• N =	601	100%
• Extremely	276	46%
• Very.....	146	24%
• Somewhat.....	117	20%
• A little	31	5%
• Not at all.....	11	2%
• Don't know (do not read).....	10	2%
• Not applicable (do not read).....	3	1%
• Refused (do not read).....	6	1%
•		

Q31:

When you need information about toxic ingredients, who would you go to first?
Would you say...

• N =	601	100%
• Business	103	17%
• Government.....	131	22%
• Independent organization or non-profits	256	43%
• None of the Above (do not read).....	52	9%
• Don't Know (do not read).....	51	8%
• Not Applicable (do not read).....	6	1%
• Refused (do not read).....	2	0%

Q31A: [multiple responses]

When you need information about toxic ingredients, why would you go to businesses first?

• N =	97	100%	
• Convenience (I ask when I buy it, the website/phone/ contents on the label)	01	16	16%
• To get the MSDS from the business (Material Safety Data Sheet) 02		6	6%
• Seller of product should know about the product.....	12	12%	
• They HAVE THE MOST KNOWLEDGE of the product.....	13	13%	
• They are RESPONSIBLE FOR KNOWING about the product06	12	13%	
• Other	13	14%	
• "They made it"	15	16%	
• Trust businesses most; distrust others	7	7%	
• Don't know (do not read).....	2	2%	
• Not applicable (do not read).....	0	0%	
• Refused (do not read).....	1	1%	

Q31B: [Multiple responses]

When you need information about toxic ingredients, why would you go to governments first?

• N =	125	100%
• Trust the info from government (no vested interest, reliable, researched, honest, and/or unbiased info; in the public interest).....	38	31%
• I know how to access that info from the government; it's faster/convenient	02	
• Government's responsibility to know (they would know; they research, approve, and regulate; we pay taxes for them to know).....	50	40%
• Other	19	15%
• Don't know (do not read).....	1	0%
• Not applicable (do not read).....	0	0%
• Refused (do not read).....	1	1%

Q31C: [Multiple Responses]

When you need information about toxic ingredients, why would you go to an independent organization or non-profits first?

• N =	291	100%	
• distrust of government.....11	27	9%	
• other10	26	9%	
• Distrust of business; business more interested in sales than accurate info	01		30
• Government seen as a bad source (ineffective, inefficient, not responsible for providing info; protects business).....02	12	4%	
• Organization is not biased: Independents/Non-Profits don't have an agenda (political, monetary, other vested interest) 04	72	25%	
• Best Info: Trust independents/non-profits to release complete, unbiased, accurate information.....05	106	37%	
• Convenience and accessibility06	15	5%	
• Don't know (do not read).....77	3	1%	
• Not applicable (do not read).....88	0	0%	
• Refused (do not read).....99	0	0%	

Q32:

Have you ever heard of Washington State's Hazardous Substance Information and Education Office? [From the HSIEO website:] Our mission is to provide the public with information to help them make informed decisions about chemicals in their communities

• N =	601	100%
• Yes1	107	18%
• No.....2	473	79%
• Don't know7	21	4%
• Not Applicable (do not read).....8	0	0%
• Refused (do not read).....9	0	0%

INFO5:

These last few questions help us better understand who responded to our survey.

• N =	601	100%
• Hit 'enter' to continue Y	601	100%

Q33:

Do you own or rent your home?

• N =	601	100%
• Own.....1	461	77%
• Rent2	134	22%
• Don't know (do not read).....7	1	0%
• Not Applicable (do not read).....8	2	0%
• Refused (do not read).....9	3	1%

Q34:

Do you have any children under age six who live with you?

• N =	601	100%
• Yes	111	19%
• No.....	490	82%
• Don't know	1	0%
• Not Applicable (do not read).....	0	0%
• Refused (do not read).....	0	0%
•		

Q35:

What age group are you in? Would you say...

• N =	601	100%
• 18 to 34.....	87	15%
• 35 to 49.....	186	31%
• 50 to 65.....	209	35%
• older than 65.....	115	19%
• Don't know (do not read).....	1	0%
• Not applicable (do not read).....	1	0%
• Refused (do not read).....	3	1%
•		

Q36A:

Are you of Latino origin or descent?

• N =	601	100%
• No, not Spanish/Hispanic/Latino	553	92%
• Yes	42	7%
• Don't Know (do not read).....	1	0%
• Not Applicable (do not read).....	0	0%
• Refused (do not read).....	5	1%
•		

Q36B: [More than 601 respondents because of multiple responses]

What is your race? Please choose one or more of the following...

• N =	621	100%
• White.....	517	83%
• Black or African American	13	2%
• Asian	7	1%
• Native Hawaiian or other Pacific Islander.....	16	3%
• American Indian or Alaska Native.....	15	2%
• Other	41	7%
• Don't Know (do not read).....	2	0%
• Not Applicable (do not read).....	1	0%
• Refused (do not read).....	9	1%
•		

Q37:

What is the highest grade or level of school that you have completed?

• N =	601	100%
• 8th grade or less	15	3%
• Some high school, but did not graduate	13	2%
• High school graduate or GED	113	19%
• Some college or 2-year degree (included technical schooling).....	221	37%
• 4-year college graduate	138	22%
• More than 4-year college degree	94	16%
• Don't Know (do not read).....	0	0%
• Not Applicable (do not read).....	1	0%
• Refused (do not read).....	6	1%
•		

Q38:

What was the total income for your household in 2006?

• N =	601	100%
• Under \$20,000.....	71	12%
• \$20,000 to \$49,000.....	142	24%
• \$50,000 to \$74,000.....	107	18%
• \$75,000 to \$99,000.....	68	11%
• \$100,000 or more	104	17%
• Don't know (do not read).....	15	3%
• Not applicable (do not read).....	8	1%
• Refused (do not read).....	86	14%
•		

Q39:

[Ask only if needed:] I know this may sound silly, but are you male or female?

• N =	601	100%
• Male	209	35%
• Female.....	389	65%
• Don't know (do not read).....	0	0%
• Not applicable (do not read).....	0	0%
• Refused (do not read).....	4	1%
•		

INT99:

That is the end of the survey. Thank you for your time. Have a good day/evening.
or Gracias por su tiempo. Que tenga buenas tardes.

• N =	601	100%
• Complete	601	100%
•		

APPENDIX C: OPEN-ENDED RESPONSES

Q1: When you hear the word "toxic" or "hazardous substance," what kinds of things--that you have in your home, your garage or your basement--come to mind?

- A lot of chemicals for the yard, paint, turpentine, lacquer thinner, and cleaning products in the house.
- A lot of the food you get from the market.
- A lot of things probably in the garage. Solutions for cleaning and some of cleaners.
- A lot of things, household cleaners, chemicals, charcoal, pesticides, probably detergents, and things like that.
- A lot of things... bleach, cleanser, paint thinner, gas.
- Acetone. Propane. Thinner. Oil-based Paints.
- Acids.
- Advantage that I would put on my animals.
- Aerosols, ant poison, bleach, household chemicals.
- Alcohol and tobacco.
- All kinds of things, chlorine, bleach, antifreeze, Drano and cleaning fluids.
- All my cleaners and medications.
- All petroleum distillate, cleaning solvents, paint, herbicides, pesticides.
- Ammonia, bleach, all of our car oil, antifreeze, some paint thinners, oven sprays? I always wondered oven sprays. [sic]
- Ammonia, Purex, paint thinner.
- Ammonia.
- Ammonia. Paint thinner and paint. Different kinds of cleaners.
- Anti-freeze and any chemical.
- Anti-freeze and drain cleaner.
- Anti-freeze, bleach, different cleaners.
- Anti-Freeze, Bleach, Drano.
- Antifreeze, cleaners.
- Antifreeze, cleaning supplies, lots of things.
- Anti-freeze, oil, cleaners.
- Anti-freeze, oil, diesel.
- Anti-freeze, paint thinner, gasoline.
- Anti-freeze, paint, cleaning products.
- Anti-freeze.
- Anti-Freeze.
- Anti-freeze.
- Any cleaner.
- Any kind of cleaners. Detergents.
- Any kind of cleaning solutions and anything for gardening.
- Any kind of washing product.
- Any variety of chemicals like cleaners, ammonia, anti-freeze, oils, and lubricants. Some medicines are toxic.
- Anything that is misused.
- Anything that might burn the skin.
- Anything that you clean with.
- Anything with a Mr. Yuck sticker on it.
- Anything with bleach.
- Anything with gas in it, acetone.
- As little as possible. Paint and Drano.
- Asbestos, benzene.
- Aspirin, wood shop stuff.

- At the moment nothing.
- Bathroom cleaner, bleach.
- Bathroom cleaning supplies.
- Batteries, gas, everything.
- Batteries, paints, household cleaning items, computer parts.
- Battery acid or mold.
- Battery acid.
- Because I have two kids, I have toxics way in the back. Ammonia, Pine-Sol, paint.
- Benzoles.
- Bleach and bathroom cleaner.
- Bleach and cleaner type products.
- Bleach and cleaning supplies.
- Bleach or Clorox, oven cleaners, fingernail polish and remover. A lot of things. Anything in an aerosol can.
- Bleach, 409, bathroom and toilet cleaner, carpet cleaning solution.
- Bleach, ammonia, soap.
- Bleach, and 409.
- Bleach, anti-freeze, cleaners.
- Bleach, antifreeze, cleaning products.
- Bleach, anti-freeze.
- Bleach, anti-freeze.
- Bleach, anti-freeze.
- Bleach, any cleaning supplies that I have. Gasoline for the lawn mower. Gas heat; we are cognizant of that.
- Bleach, batteries to some degree, oil and Drano.
- Bleach, car batteries.
- Bleach, cleaners, things of that nature.
- Bleach, cleaning agents, and paint thinner.
- Bleach, cleaning products, gasoline, fertilizer, bug spray.
- Bleach, cleaning supplies, painting products, and car oil.
- Bleach, cleaning supplies.
- Bleach, degreaser, and oil.
- Bleach, detergents, gas, oil and paint.
- Bleach, dishwasher soap, furniture oil, glass cleaner, metal cleaner.
- Bleach, Drano.
- Bleach, drugs, cleaning stuff.
- Bleach, fertilizer.
- Bleach, fingernail polish remover, and other stuff my husband has in the garage. Carburetor cleaner, oil, gasoline, spray paint, and a propane tank.
- Bleach, furniture with fire retardants, foods with preservatives in a concentration that could be toxic, medications.
- Bleach, gasoline, medications, cleaning products.
- Bleach, gasoline, Teflon, paint, ammonia.
- Bleach, gasoline.
- Bleach, gasoline.
- Bleach, household cleaners, horse antibiotics, dog antibiotics, our own antibiotics. Is sheetrock toxic? Anything is toxic if you breath enough of it.
- Bleach, household cleaners.
- Bleach, laundry soap, bathroom cleaner, window cleaner, floor cleaners like Pine-Sol, tile cleaner.
- Bleach, laundry soap, cleaning supplies, paint, paint thinner, gasoline, oil.
- Bleach, laundry soap, oil, gasoline
- Bleach, Lysol, WD40, detergents.
- Bleach, maybe.
- Bleach, oil, cleaning goods, gas.
- Bleach, oil, gas.
- Bleach, old paint cans, Windex, and flea spray.

- Bleach, paint thinner.
- Bleach, paint thinner.
- Bleach, paint, and acids.
- Bleach, paint, batteries.
- Bleach, paint, cleaning agents.
- Bleach, paint, oven cleaner.
- Bleach, paint.
- Bleach, paint.
- Bleach, paint.
- Bleach, pesticides, and paint thinner.
- Bleach, rat poison, stuff like [sic].
- Bleach, soap, and Windex.
- Bleach, soap.
- Bleach.
- Bleach. Car cleaning things. Fertilizers and weed killers.
- Bleach. Cleaners. Paint Thinner. Gasoline. Motor Oil.
- Bleach. Everything else is locked in cupboard. Normal cleaners, household cleaners and detergent.
- Bleach. I try to be really cautious about toxic things. Maybe paint.
- Bleach. Oil. Household cleaners. Hazardous waste.
- Bleach. Paint.
- Bleach. Windshield Wiper Fluid. Auto Oil.
- Bleaches, cleaners.
- Bleaches, paint.
- Brake fluid, tooth paste, ammonia, bleach.
- Brush cleaner.
- Bug killer that I put on the lawn.
- Bug spray, gasoline.
- Bug spray.
- Bug spray.
- Candles.
- Cans of gasoline, or maybe toilet bowl cleaner.
- Car Batteries, batteries, cleaning chemicals, motor oil, gasoline.
- Chemical based products, paint, cleaning supplies.
- Chemicals like the gas for the lawnmower.
- Chemicals, but I don't know what chemicals I have. Just soap, household cleaning chemicals.
- Chemicals.
- Chemicals.
- Chemicals.
- Chemicals.
- Chemicals.
- Chlorine, antifreeze, ammonia, household cleaners.

- Chlorine, or paint.
- Cleaner, automotive products, coolants.
- Cleaner, oil, gas.
- Cleaners and paint.
- Cleaners for car parts, household cleaners.
- Cleaners for sinks, etc.
- Cleaners in the garage, brake fluid.
- Cleaners like bleach.
- Cleaners under the sink, paint thinners, gas and oil.
- Cleaners, chemicals, paint, paint thinner, things used for auto body detailing, chemicals used in the yard.
- Cleaners, gasoline.
- Cleaners, lacquer.
- Cleaners, oils and detergents.
- Cleaners, paint, pesticides.
- Cleaners, paint, solvents.
- Cleaners, paint.
- Cleaners, pesticides.
- Cleaners, soap, WD-40, gasoline, paint, paint remover.
- Cleaners, solvent, paint, stuff like that.
- Cleaners, solvents, paint.
- Cleaners.
- Cleaners. Bleach. Lysol.
- Cleaners. Paint.
- Cleaning agents, bug spray, and weed control.
- Cleaning agents, gas and oil, sprays, lubricants, pesticides, paint, weed killer, fertilizers.
- Cleaning agents, soap.
- Cleaning chemicals, paint.
- Cleaning chemicals.
- Cleaning chemicals.
- Cleaning compounds, beauty supplies, in other words things are stored under the sink. I deal with lead on lead sinkers, and just different chemicals.
- Cleaning fluids, paint, and camping fuel.
- Cleaning items, dish soap, dish washing detergent, Pine-sol, bleach, window cleaner.
- Cleaning materials, paint, perfume, cosmetics.
- Cleaning products, solvents, car maintenance stuff, insecticides, garden products.
- Cleaning products and anything you use pretty much.
- Cleaning products and pesticides.
- Cleaning products, gas, insecticides, bug killers.
- Cleaning products, gasoline, detergents.
- Cleaning products, gasoline, matches.
- cleaning products, oils
- Cleaning products, paint, insulation, formaldehydes.
- Cleaning products, paint.
- Cleaning products, paints, propellants, and cars.
- Cleaning products, pesticides, candles.
- Cleaning products, some yard stuff, detergents, things like that.
- Cleaning products.
- Cleaning products.
- Cleaning products.
- Cleaning products.

- Cleaning Products.
- Cleaning products.
- Cleaning Products.
- Cleaning products. Oil.
- Cleaning solution, gasoline.
- Cleaning solvents, ammonia, bleach.
- Cleaning solvents, gasoline or diesel, pesticides.
- Cleaning stuff.
- Cleaning stuff.
- Cleaning stuff.
- Cleaning supplies and leather cleaner.
- Cleaning supplies and paint.
- Cleaning Supplies and pesticides.
- Cleaning supplies, automobile products.
- Cleaning supplies, detergents, probably like Febreze spray, anything in an aerosol can. Cleaning items, solvents, paint and thinners.
- Cleaning supplies, garage stuff.
- Cleaning supplies, lawn care, fertilizers, fuel, old light bulbs.
- Cleaning supplies, oil.
- Cleaning supplies, paint, batteries.
- Cleaning supplies, paint, oil for car.
- Cleaning supplies, paint.
- Cleaning supplies, paint.
- Cleaning supplies, paint.
- Cleaning supplies, paints and Purex bleach.
- Cleaning supplies, paints, gasoline, hairspray.
- Cleaning supplies, yard stuff.
- Cleaning supplies.
- Cleaning things.
- Cleaning things.
- Cleansers, cleaning agents, used oil, there is all kinds of stuff.
- Cleansers, drain cleaners, dishwasher soap.
- Cleansers, paint, anything of the sort.
- Clorox and cleaners.
- Clorox and liquid plumber.
- Clorox Bleach, things under the counter, gasoline.
- Clorox cleaner.
- Clorox, bleach, paint, and stuff that goes with paint.
- Clorox, bug spray.
- Clorox, cleaners, paint thinner.
- Clorox, oil, gas.
- Clorox, oil, insecticide, cleaners.
- Clorox, paint, turpentine, toxic things, and cleanser.
- Clorox.
- Clorox.
- Clorox.
- Clorox.
- Clorox. Bug sprays. Castor oil.

- Clorox. Oils my husband has in the garage for the machines that he has. Windex. Cleaners. Stainless Steel cleaners. Oven Cleaners.
- Clorox. Paint Thinner. Dishwasher Soap. Laundry Soap.
- Coolant and dishwashing soap.
- Detergents, oil, paint, solvents, fingernail polish remover, paint thinner.
- Detergents, paint thinners.
- Dishwashing soap, bleach, WD-40.
- Don't have any.
- Don't have anything toxic in my house.
- Don't know.
- Don't know. Blanking.
- Don't pay much attention.
- Drain cleaner and cleaning solutions.
- Drain Cleaner, anti-freeze, oil, bleach, fertilizer, gasoline.
- Drain cleaner, detergents, paint, poisons, weed killer.
- Drain Cleaner.
- Drain cleaner. Paint thinner.
- Drain cleaners.
- Drano and paint thinner. All kinds of stuff. Weed killer, roundup stuff, D-Con.
- Drano, which is a very strong base, and solvents of various kinds.
- Drano.
- Drano.
- Drano.
- Empty Clorox bleach bottles, and I've often wondered about the hazards of some batteries.
- Everything.
- Everything.
- Everything. I know that a lot of things are toxic. The word toxic is overused.
- Fertilizer for the lawn, paint, Comet and Windex
- Fertilizer, cleaners, pesticides.
- Fertilizer, cleaning products, gasoline, oil, paint, bleach.
- Fertilizer.
- Fertilizers, pesticides, cleaners.
- Flea killer.
- Fuel.
- Garden chemicals, gasoline, oil, car stuff, household cleaners, bathroom cleaners, paint, pain thinner.
- Garden chemicals, pesticides, fertilizers, cleaning products, automotive type products: oil, waste oil.
- Garden items and aerosol sprays.
- Gas for my lawn mower, paint, oil, cleaning chemicals.
- Gas, bleach, ammonia, household cleaners.
- Gas, bleach, and toxins.
- Gas, drain-o, pure-ex, any cleaning agents.
- Gas, oil, and propane.
- Gas, oil.
- Gas, oil.
- Gas, old paint, and cleaners.
- Gas, paint, turpentine.
- Gas.
- Gas. Exhaust. Aerosol. Heavy metals.
- Gasoline for the mower. Soaps.
- Gasoline, bleach and stuff like that.
- Gasoline, bleach, ammonia, 409.
- Gasoline, cleaning fluids, detergents.
- Gasoline, cleaning products, and anti-freeze.
- Gasoline, household cleaning products.

- Gasoline, mineral spirits, powerful cleaners, lye.
- Gasoline, oil, Purex, I don't know. Ammonia
- Gasoline, oil, things like that. Also, bleach, and comet.
- Gasoline, paint, paint thinner.
- Gasoline, pesticides, like insecticides, some fertilizers, paint, and some household cleaning things.
- Gasoline, soap.
- Gasoline, soaps.
- Gasoline.
- Gasoline.
- Gasoline.
- Gasoline.
- Gasoline. Bleach. Borax.
- Gasoline. Paint Thinner. Bleach. Ammonia.
- Gosh anything that has potentially harmful chemicals, laundry detergents, cleaning supplies, bleach, oil for the lawnmower, gas for the lawnmower, any of those things and paint.
- Hardwood floor finish, gasoline, bleach, every-day house cleaners.
- Hopefully not much, we try to get rid of most of the toxic items we have. Try to be careful what we bring into the house.
- House cleaner.
- House hold cleaners, gasoline, paint thinners.
- House hold cleaning fluids, car oil.
- Household cleaners, oil, gasoline.
- I buy only natural cleaning stuff.
- I do not think I have anything.
- I don't have any.
- I don't have anything.
- I don't have hardly anything.
- I don't keep things like that around, I don't buy them.
- I don't keep too much of that around, Clorox, laundry room and some paint.
- I don't know
- I don't know.
- I don't know. Things in the garage.
- I don't think I have too many things that are toxic.
- I don't think we have anything toxic.
- I have cleaning supplies, and I have possibly pesticides in my garage.
- I probably have a lot in the household.
- I run a daycare so everything comes to mind. Clorox clean-ups is the one thing that comes to mind.
- I suppose ammonia, weed killers, and things for the lawn.
- I would think of cleaning things, antifreeze, automotive things, I suppose anything in the right amount could be toxic. I have some radiation check sources in my office.
- In garage possibly, might be some kinds of oil for the car.
- In my garage, acid stain for staining concrete, paint thinner. In my house, comet and bleach.
- Insect killer.
- Insecticide, cleaning supplies.
- Insecticides, gasoline, oil, some medications (possibly).
- I've gotten rid of most of them.
- Just about everything the E.P.A. doesn't want me to have. Manure, batteries, and cleaning products.
- Just gas in my car.
- Laundry soap, dish soap, air freshener, bleach, cleaner for the bathroom, Windex.
- Laundry stuff, paint, yard items.
- Lawn chemicals, fertilizer.
- Lead paint, wood stripper, lye, Drano.
- Lead, mold, dust.
- Lighter fluid.

- Lots of stuff. Gasoline, household detergents, cleaning products, paint, turpentine, and the list goes on.
- Lots of things. Cleaners, detergents, oils, batteries, things like thermometers with mercury.
- Lysol, dish soap, I don't know. Probably window cleaner.
- Lye, cleaner, paint.
- Many things any damp places would have, automobile fumes, medications.
- Mercury, bleach, gasoline, solvents, oil.
- Mercury, PCB.
- Mold.
- Mold.
- Most of the cleaners in the bathroom.
- Motor oil, paint, paint thinner, batteries, spray chemicals, herbicides.
- Motor oil.
- None.
- None.
- None.
- Not a lot, just some generic household cleaners.
- Not a whole lot.
- Not much, maybe a little ammonia for mixing to clean windows. We don't use any toxics or herbicides in yard/property.
- Not much.
- Not much.
- Not very much toxic around here, lacquer thinner.
- Nothing in my home; I normally don't have a garage.
- Nothing really.
- Nothing.
- Nothing. I have turpentine and ammonia.
- Nothing. We don't have toxic stuff around. Bleach at the most, but that is in the washing area.
- Oil based petroleum, lighter fluid, insecticides, paint, oil for tools, freezer so Freon.
- Oil, paint, and cleaning chemicals.
- Oil-based paint.
- Oils and sprays.
- Oils, cleaning supplies.
- Old paint, insecticide, fertilizer, usual garden stuff.
- Old paints cans, oil, insecticides.
- Old VLC paints, bug chemicals.
- Old watch cleaning chemicals, motor oil, drain cleaner, cleansers.
- Orange multi-surface cleaner. Lack. [sic]
- Oven cleaner, all cleaners.
- Oven cleaner, window cleaner.
- Oven cleaner.
- Oven cleaners, toilet cleaners.
- Paint and cleaning agents.
- Paint and cleaning supplies.
- Paint and gas.
- Paint and thinners, bleach, gas, soaps.

- Paint cans.
- Paint or lawn fertilizer.
- Paint products, stain removers, oven cleaner.
- Paint products.
- Paint remover, I've never thought about it.
- Paint remover, paint, bleach and any kind of cleaning fluid.
- Paint thinner and chlorines.
- Paint thinner, bleach, paints.
- Paint thinner, bleach, window and drain cleaner.
- Paint thinner, bleach.
- Paint thinner, bleach.
- Paint thinner, nail polish remover, bleach.
- Paint thinner, paint, Drano, sulfuric acids, any kind of household bleaches, motor oil, gasoline, any flammable liquids, propane containers, mixing compounds.
- Paint thinner, toxic chemicals, oils, gasoline, paint.
- Paint thinner, wood stripping material, insecticide.
- Paint thinner.
- Paint thinner.
- Paint thinner. Drano. Various kinds of paint.
- Paint thinners and cleaning chemicals.
- Paint thinners and detergents.
- Paint, any of the chemicals you use in your yard.
- Paint, bleach, cleaning supplies, paint thinner, antifreeze, gas.
- Paint, bug spray.
- Paint, chemicals.
- Paint, cleaners, gas.
- Paint, cleaners, shampoo, paint remover, acetone.
- Paint, cleaning materials, oil, antifreeze, stuff for cars.
- Paint, cleaning solutions.
- Paint, cleaning solvents, old car batteries.
- Paint, cleaning supplies, maybe ammonia and Clorox.
- Paint, cleaning supplies.
- Paint, fertilizer, insecticide, herbicide.
- Paint, fuel, fertilizer, weed killer, anti-freeze, glue, probably lots of plastics that coat things in the universe, anything petroleum based.
- Paint, garden chemicals, insecticides.
- Paint, gas, paint thinner.
- Paint, gasoline, and cleaning products.
- Paint, oil, and some cleaners
- Paint, oil, pesticides.
- Paint, oil.
- Paint, paint thinner, bleach.
- Paint, paint thinner, certain stuff for rust and hard water remover.
- Paint, paint thinner, cleaning supplies, bleach, rust remover.
- Paint, paint thinner.
- Paint, solvents, cleaners. There are a lot of other things, plastics that get too warm.
- Paint, solvents, cleaning chemicals, gasoline, motor oil.
- Paint, some cleaners, things like that.
- Paint, spray chemicals.
- Paint, the batteries, the bleach.
- Paint, turpentine.
- Paint, used oil, anti freeze.
- Paint.
- Paint.
- Paint.
- Paint.

- Paint.
- Paint.
- Paint.
- Paint.
- Paint. Bleach.
- Paint. Might have some sort of bug spray, and some kind of bug repellent. Any kind of cleaner is toxic, so I probably have quite a few things.
- Paints and solvents.
- Paints, cleaner, nail polish remover, medications. Also, antifreeze.
- Paints, cleaners.
- Paints, gasoline, insecticides
- Paints, lacquers, thinners.
- Paints, solvents, weed killer, some cleaners.
- Paints, solvents, weed killers, some types of cleaning solutions like ammonia, bleach.
- Paints, solvents.
- Paints, stuff in the garden area.
- Paints, thinners, cleaners, certain foods.
- Paints, thinners, other things like hydrochloric acid, bleach.
- Paints. Paint thinners. Cleaners. Almost any chemical composition.
- Pesticides, Clorox.
- Pesticides, some sprays, some mouse poisons.
- Pesticides.
- Pesticides. Herbicides. Batteries.
- Petroleum based substances.
- Photography chemicals, paint and cleaning products.
- Pine Sol, Clorox.
- Poison for insects, bleach.
- Poisons.
- Poisons.
- Pretty much everything we got. Oil, fuel, paint, turpentine. We are pretty aware we got a bunch of it.
- Pretty much everything, paint, soap and bleach.
- Probably some paint and that's about it.
- Probably the bleach, well, certain of my soaps I suppose, oil probably.
- Purex, any kind of cleaning solvent. Even the food we eat
- Purex, nail polish remover, and oven spray.
- Purex.
- Rat poison, Drano, dish soap. Garden sprays, sprays.
- Rat poison.
- Rat traps, garden chemicals and yard chemicals.
- Round-up.
- Several. Clorox, some of the other bleach substances, All tm. [sic] everything you might use on a farm, rotenone.
- Soap or bacteria things and bleaches.
- Soap, shampoo, pollution, waste, green house emissions.
- Soap.
- Solvents and cleaners.
- Solvents and pesticides.
- Some bug sprays, cleaning liquids and things. 409, drain cleaner, toilet bowl cleaner, oven cleaner.
- Some chemical cleaners.
- Some garden spray, paint.
- Some of the insecticides for mosquitoes.
- Sprays, I was a farmer. Lysol and stuff like that. Anything in a spray can.
- Sprays. Herbicides and Pesticides. Cleaners.
- Stuff you put in the toilet. Paint, lawn care stuff, weed killer, stuff that smells bad.

- The only thing I can think of paint remover.
- The paint that we have.
- There's toxicity everywhere you look: plastics, ashes, oils, cleaning supplies, solvents, paint.
- Things like bleach, cleaners, paints, stuff like that.
- Things like bleach.
- Things like motor oil that you have to get rid of carefully. Ammonia.
- Things under the bathroom sink or in the garage.
- Things we use in the yard, almost anything I use in the yard. Also, fertilizers or Ajax.
- Tile grout and sealer and drain cleaner.
- Try not to get anything like that.
- Turpentine. Paint. Bleaches. Any type of cleaning material. Pesticides.
- Typical household products. Pesticides, weed control products
- Unclogging a drain.
- Wasp killer. Paint. Detergent.
- WD40, Liquid Plumber in my kitchen.
- WD-40, oil, windshield cleaner.
- We don't have anything, but I guess solvents.
- We don't have too much of that around. Maybe in the garage but right at the moment I can't think of anything.
- We have little kids, so we don't use chemicals. For cleaning we use vinegar and baking soda. We compost for fertilizer and eat as much as possible from our garden.
- Weed killer, bathroom cleaner.
- Weed killer, Insect sprays, paint thinner.
- Weed killer.
- Weed killer.
- Weed killer.
- Weed killer. Drain cleaner.
- Well I live in a condo so there's no garage or basement. I'd say they are poisonous to people or poisonous to the environment.
- Well I live in an apartment so I don't have a garage or basement. I use Purex with bleach. Dish soap, laundry detergent and other things like that.
- Well I'm lucky I live in an apartment so I don't have many toxic things. So I don't have to worry about gasoline cans or anything like that. In my house, cleaning supplies.
- Windex, dishwashing Cascade, Comet.
- Windex, gas, and bleach.
- Window washer and stuff like that.
- Acido de las baterias , gasolina, aceite de los carros. [Battery acid, gasoline, car oil.]
- Clarisol, cosas tipo de limpiar. gasolina, cosas del carro. [Clarisol, cleaning type products, gasoline, car type products.]
- Cloro , disinfectantes para el bano.[clorox (bleach),bathroom disinfectants.]
- Cloro para llavar. [Bleach to wash (clothes).]
- Cloro, liquidos de jabon. [Bleach, liquid detergents.]
- Cloro, pine sol. [Bleach, Pine Sol.]
- El de lavar ropa, para llavar el bano, pintura. [Items to wash clothes, to clean the bathroom, paint.]
- Hay tantos quimicos. De limpieza como el cloro o spray de estufa. Liquidos de matar insectos.[There are so many chemicals. Cleaning products like bleach or stove cleaning spray. Insect killers.]
- Los detergentes, liquidos para limpiar ,medicinas. [Detergents, cleaning agents, medicines.]
- No tengo de esos productos porque los ninos. [I do not have those kinds of products because of the kids.]
- Para la limpieza, del campo los quimicos que uno traiga a la casa. [Cleaning items, the chemicals that one brings home from the fields (Referring to farming pesticides.).]
- Pesticidas y gasolina.[Pesticides and gasoline.]
- Pinturas para la casa, jabones de lavar ropa y del bano, cosas para limpiar el bano,[House paints, laundry detergent and bath soap, things to clean the bathroom with.]
- Solventes, pinturas, algunos aceites. [Solvents, paints, some oils.]

- Todo de la limpieza y para el jardin. [All cleaning and garden products.]
- Todo lo que indican el los botes que son toxico. [Everything that is indicated as toxic on bottles.]
- Veneno. [Poison.]
- WD40, anti-freeze articulos de limpieza como pine sol y el cloro. [WD40, anti-freeze, cleaning agents like pine sol and bleach.]

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Animals/Pets ingesting; getting sick

- A cat licked anti-freeze.
- A dog that would stay with us occasionally, I'd stop using anything that would make the dog sick.
- Animals getting into stuff. Like antifreeze.
- Animals getting into them.
- Animals.
- Anti-Freeze down near animals, kids dumping stuff out.
- Antifreeze with the dogs and cats and kids coming around.
- Are they going to be corrosive to skin? If I use a toilet bowl cleaner, will it hurt the cats if they drink from the toilet?
- Basically the pets: you can't control the things they eat. Doesn't have to be toxic.
- Cats getting into the antifreeze. My granddaughter finding my cleaning supplies.
- Children getting into them.
- Concerned about my animals getting into toxic stuff.
- Concerns for the indoor pet getting into things like under the sink. I have outdoor pets, we have a barn and a shop and I have concerns that those animals will get into poisons. We try to label things and keep them out of reach. We also have gloves and safety glasses for poisons for killing nuisance grasses.
- Dogs getting into things.
- Don't want the cats get into laundry detergent. And the kids I watch, they will go under the sink.
- How it affects the environment, but also more immediate is how it affects the neighborhood and if it would affect any animals; birds, dogs, things like that.
- How to dispose of them properly, store properly, and I have animals around.
- I always worry about anti-freeze and animals licking on it.
- I did remodeling and was concerned about what we might find. I have also lost two pets and am concerned about possible poisoning.
- I don't want the cats to get the rat poison.
- I had concerns for my birds when I bug-bombed my house.
- I have a pet that I am concerned about getting into stuff.
- I have a puppy. Anything you are able to eat is a concern.
- I have asthma, so I have a hard time with some cleaners. And I also have dogs.
- I have children and dogs, and I'm afraid they will eat them. I'm also afraid that they will end up in the groundwater.
- I have concerns with our animals with antifreeze in particular, concerns regarding we had somebody come by and treat our house for ants, and what they used in terms of insecticides. We don't use gardening products that are toxic.
- I have concerns with the pesticides and my pets.
- I have exotic cats that are attracted to bleach so I have to be careful, when I'm using it.
- I have pets and I wouldn't want them to get into anything.
- I have pets.
- I just am concerned about breathing the fumes from cleaning solvents. We have a garden and I go organic and I worry about things my husband uses on the garden. Things like the stuff that kills snails and things like rose fertilizers. We have a dog.
- I keep the chemicals away from my kids and animals.
- I make sure I use them safely so they don't kill me or my animals. Don't mix them, tighten lids, mark bottles, make sure kids can't get at them. Just common sense things.

- I use a mouse poison, and I have little animals and grandchildren. And I don't want it where they can get into it.
- I use bleach, so I keep that well sealed. I'm just afraid one of my animals will get in it.
- I worry about if... I put out for bugs [sic], and I worry about the dogs.
- If it is safe for the pets.
- If our dog gets into something.
- If the pets might get into them.
- I'm just very careful about limited use. Use them as infrequently as I can. I am concerned about my pets and the wildlife who live on the property.
- Just for the kid and the dog that they could drink, touch, or mess with it.
- Just making sure that they are cleaned up. Making sure none of them are going in the drain. Car products and oil. Making sure the animals don't get into it.
- Just pets getting sick and things getting to ground soil and water system.
- Just that my dogs or cats or grandchildren could get into them.
- Just when I clean that a pet might get into it.
- Kids or animals.
- Mainly just concerns about my cats, and it's hard to keep track of what they are doing after I clean the house or something.
- Making sure that pets don't have access.
- Making sure the dogs don't get the borax.
- Maybe if I have left something out soaking, that I have covered it so the animals won't get into it.
- My dog chewed up an ant bait thing and I called in to find out what was in it. If he was safe or not.
- My dog getting into them.
- My neighbors have pets and I don't want their pets exposed.
- One of things I didn't list is rat poison. I worry about my dog getting into it.
- Pets getting into the toxins and the toxins that go into the ground.
- Pets might get into them.
- Pets.
- Plants, especially the yellow flowers that harm my horses.
- Stuff that is used on food or with animals. Hormones and various treatments to food. Ingredients in soaps and shampoos, stuff they claim in 100% safe.
- That animals or my son will get in it.
- That kids or pet might get into them or that its been mislabeled.
- That our dog or kids will get into it.
- That possibly one of the animals could get into it.
- That, I don't know, spray them around my cats or my child.
- The antifreeze, I was worried about the animals getting into it. I thought it might be leaking from my radiator.
- We do have animals. Maybe using something we don't want animals to get into.
- We have 1 year old twins and animals.
- We have a small dog. I'm concerned that he would get into them.
- We live in the desert and I use a lot of chemicals to keep the bugs away. We also have kids and dogs.
- We spray with weed killer, and that the pet get into it.
- Well, I have eight cats and they are stupid and we had one that died from anti-freeze poisoning. I'm pretty sure that was where it was from.
- Well, that little kids and animals can get into it.
- When I used to wash our floors because of the animals and washing your car it goes into the sewer.
- With cleaners in the toilet because we have animals.
- Que mis hijos puedan injerirlos o el perrito. Mas de los ninos porque con la edad que tienen no saben. [That my children might inject them or the puppy. Mostly the kids because they are at the age where they do not know.]

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Children ingesting; getting sick

- Antifreeze down near animals, kids dumping stuff out.
- Antifreeze with the dogs and cats and kids coming around.
- Because I know the effects it had on me, and I do in-home childcare. So, I need to be careful with the kid's all around.
- Cats getting into the antifreeze. My granddaughter finding my cleaning supplies.
- Contact with skin. I have a small child.
- Don't want the cats get into laundry detergent. And the kids I watch, they will go under the sink.
- For my kids that they don't get into them. We keep them on a high shelf.
- Health concerns, I have kids.
- I check to make sure they are placed where they can't be gotten to by children.
- I don't use bleach very often because I have a child.
- I have a grandchild who is a toddler. I just keep a close eye on him and keep him out of the kitchen and bathrooms.
- I have a one year old and an eight year old. I've gotten myself sick with bleach before so we try to be careful that we don't inhale or ingest any products.
- I have children and dogs, and I'm afraid they will eat them. I'm also afraid that they will end up in the groundwater.
- I have small children so chemicals and cleaners are an issue.
- I have two little grand kids so I have concerns about that.
- I keep the chemicals away from my kids and animals.
- I make sure I use them safely so they don't kill me or my animals. Don't mix them, tighten lids, mark bottles, make sure kids can't get at them. Just common sense things.
- I really haven't had many. We don't have small children, just pets. Just bug spray really, we don't have any mouse or rat poisons.
- I use a mouse poison, and I have little animals and grandchildren. And I don't want it where they can get into it.
- It is just about not wanting my daughter to get sick. Honestly I have yet to find any toxic chemical that will affect me adversely.
- Just concerns about my kids getting into them.
- Just contact with chemicals, whether or not my kids are going to get into them, and maybe disposal.
- Just for the kid and the dog that they could drink, touch, or mess with it.
- Just hope the kids don't get into the stuff.
- Just making sure that things are ventilated when cleaning the shower so I don't knock myself out and making sure when my grandchildren are around there's nothing harmful they can get into.
- Just that I have a daughter, you never what might happen. The concern might be she might find something toxic and ingest it.
- Just that my dogs or cats or grandchildren could get into them.
- Just to keep them out of reach of my children especially the bleach and Drano type products.
- Just to make sure, I have a 4 year old daughter. To make sure she doesn't get them in her mouth.
- Kids getting into things.
- Kids might get into them.
- Kids or animals.
- Like when my two year old gets in to a drawer with cleaning fluids.
- Mostly just with cleaners that I'm using in the bathroom with my kids.
- Mostly with bleach in the laundry room is the biggest concern. Other than that the kids don't get into anything. My daughter uses bleach to do laundry. With that I'm concerned about the fumes because they're strong. I use it only when have to.
- Only when my grandchildren come over.
- Sometimes our garage door is open and a child would get in, but that's not too common.
- That animals or my son will get in it.

- That I would get Drano on my skin and that my cat will get Drano.
- That I would use it properly, that children wouldn't get into it.
- That it would impact my 17 month old daughter.
- That kids or pet might get into them or that its been mislabeled.
- That my children would consume some.
- That our dog or kids will get into it.
- That the kids will get into things in the garage.
- That, I don't know, spray them around my cats or my child.
- Things that could make me or my kids sick. Fumes are what I worry about most.
- Using them when my granddaughter is around.
- We have 1 year old twins and animals.
- We have a 7 year old, so of course we are concerned about her health and our own personal health as well.
- We have a baby so we have to make sure that she is not alone. She's just walking. Who knows when she starts climbing.
- We have a baby.
- We have grand children so we keep these things locked away.
- We have grandkids.
- We have young children, about the effects of chemicals.
- Well I have small children.
- Well, I have a toddler and I always make sure that I keep the cleaning solutions out of reach.
- Well, I have a two year old. So, I want to make sure the cleaners are out of reach.
- Well, just to keep them away from my children. Making sure that there is an adult around when they are being used.
- Well, our grandkids don't live too far away from us so you worry about them getting into stuff.
- Well, that little kids and animals can get into it.
- Well, when my grandson is here I guess. I worry about him getting into stuff.
- When grandchildren come and when bleach is around you got to make sure things are out of reach.
- Bueno yo me enferme de cancer el ano pasado. Aun, asi trato de tener cuidado porque los jovenes a veces no se dan cuenta de como utilizar los productos de limpieza. [Well, I was diagnosed with cancer last year. Even so, I try to be careful because the youngsters (teenagers) do not always pay attention on how to use cleaning products properly.]
- Bueno, en realidad es logico que uno prenda el ventilador Entonces no me preocupo tanto. [Well, Realistically, it is only logical that one should turn on the ventilator (when using hazardous products) so I do not worry too much.]
- La califacion a veces. [The heater at times.]
- Lo unico es que tengo mis nietos y tengo las cosas afuera del alcance de ellos. [The only thing is that I have my grandson's/grand daughter's and I keep the things out of their reach.]
- Me preocupa la pintura, los pegamentos para tapar ollos y lo de matar hormigas. Porque uno se puede intoxicar sin querer. [I am worried about paint, chaulk to cover holes and ant killer. Because one can be poisoned with out wanting to be so.]
- Pues con lo toxico, que se intoxique mi bebe. [Well, that my baby will become intoxicated with a toxic substance.]
- Que los ninos no los puedan agarrarlos. [That the children will not be able to get to them.]
- Que mi nina los pueda tomar. [That my daughter could possibly drink them.]
- Que mis hijos puedan injerirlos o el perrito. Mas de los ninos porque con la edad que tienen no saben. [That my children might inject them or the puppy. Mostly the kids because they are at the age where they do not know.]

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Respiratory: breathing/inhaling fumes; damage to lungs

- Anything that makes me breathe chemicals, and goes to the water system, and gives you cancer.

- Basically just one incidence where using a tile cleaner and the smell was really strong so I had to air the room out.
- Breathing and just touching. Absorbing cleaning supplies in the skin.
- Breathing in the air from aerosols.
- Breathing into your lungs or getting on your skin.
- Breathing vapors.
- Cleaner type stuff like Drano. I am worried about fumes in the house or contact on skin.
- Concerned that I remember to wear gloves and have proper ventilation.
- Concerned with not enough ventilation because of the chemicals I'm using. Bleach soaks in through my skin. and I can taste it. My mom has the same problem. People think I'm nuts, but it's true. I can taste it.
- Don't want to expose myself by inhaling for aphids [sic].
- Effects on the lungs.
- Enclosed spaces.
- Every year I go to the Hazard waste every year. I keep it up off the ground and little kids don't wander. It's off the floor so it's not leaking.
- Fumes, skin contact and dead brain cells.
- Fumes.
- I have a one year old and an eight year old. I've gotten myself sick with bleach before so we try to be careful that we don't inhale or ingest any products.
- I have an asthmatic child so I have to be careful about odors in the products I use, so he does not inhale them.
- I have asthma, so I have a hard time with some cleaners. And I also have dogs.
- I have such. I'm a "germophobe," so I use bleach a lot. I've tried to use vinegar. My big concern is that it is going to the water supply and we are breathing it in.
- I just am concerned about breathing the fumes from cleaning solvents. We have a garden and I go organic and I worry about things my husband uses on the garden. Things like the stuff that kills snails and things like rose fertilizers. We have a dog.
- I use bleach and I worry about the fumes because I am pregnant.
- I use Lysol to kill mold and stuff. How does it affect your lungs and your breathing? Does it make you sick if you inhale too much?
- I'd make sure that they weren't tossed down the storm drain and that I didn't use them on my hands for a long period of time. Also that I don't breathe them in when I'm in a small room. I wouldn't want to pour them in the garden.
- If the cleaning products are bad to breathe in or are bad for my skin.
- Just making sure that there is proper ventilation when using them, proper safety precautions.
- Just making sure that things are ventilated when cleaning the shower so I don't knock myself out and making sure when my grandchildren are around there's nothing harmful they can get into.
- Just that some things in cleaning stuff are obviously not very good for your respiratory system.
- Just that you're smelling things, that things are getting into your body.
- Just the odors from the cleaners.
- Just when your cleaning the fumes that you would be breathing.
- Mildew cleaner (the fumes).
- More like respiratory.
- Mostly breathing concerns. The other day I put a mask on because I did not want to breathe the fumes.
- Mostly with bleach in the laundry room is the biggest concern. Other than that the kids don't get into anything. My daughter uses bleach to do laundry. With that I'm concerned about the fumes because they're strong. I use it only when have to.
- My wife had a cerebral hemorrhage and needs 24 hr care. Anything that's hypertensive in nature, or aggravates her situation or is inhalable and reduces lung capacity would be bad.
- Not being safe to inhale the fumes when using the product.
- Skin irritations and fumes.
- Some of the cleaning things. It makes it difficult to breathe easily. You have to run a fan when you are using some of them.
- Sometimes you just wonder. If you're using a new product you worry about the fumes.

- The cleaning products because when I use them to clean the floor my mom has asthma and it really works up her asthma.
- There's been times I've used a respirator for construction projects.
- Things that could make me or my kids sick. Fumes are what I worry about most.
- Use too much bleach and the smell was bad.
- Ventilation and chronic illness.
- Well, when you paint your house, making sure it is ventilated. Some scrub cleaners when I need something stronger; the smell. Other than that I don't think we use too much of anything else.
- Well, whenever I'm using paint I am concerned about the fumes. When I'm using cleaning products that seem more toxic like paint thinner then I'm concerned.
- What am I breathing?
- What you are breathing in.
- What you're breathing or how you handle it.
- When I was pregnant I was using an oil based stain on wood and I knew I should not be inhaling the fumes.
- When trying to clean an enclosed area and using serious cleaning products with little ventilation, I worry about inhaling the products. Combining cleaning products.
- When you clean the carpet, and I worry about respiratory problems.

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Poisoning; General health concerns; long-term health effects

- Anything that makes me breathe chemicals, and goes to the water system, and gives you cancer.
- Are the things I am using the best as far as health and the safest? And is there something else that is safer that could do the job as well?
- Cancer, allergies.
- Dying of cancer.
- Exposure to cleaning products.
- Fumes, skin contact and dead brain cells.
- Gave me a very critical illness because there was so much black mold growing. Since then I've had Environment Test come in.
- Health concerns, I have kids.
- Health concerns.
- Health concerns: what it does to your body.
- High rate of cancers of the United States and in the county I live in in particular.
- I am aware, so health concerns.
- I do caregiving and housekeeping for other people, so some of the cleaners I use. Some of the cleaning agents we have at work and I have here. Mostly the cleaning stuff.
- I have concerns about my health and the environment. The ozone.
- I read recently that getting diesel is a cancer causing agent and I have a diesel pick-up so that concerns me.
- I think its cancerous. Most of the illnesses we have come from it. Everything that goes down the drain and pollutes the water and the air.
- Immediate effects or long-term effects.
- In they eyes when dealing with gas.
- Just that it might not be good for my long term health.
- Long-term exposure to Clorox.
- Long-term harmful effects of using certain products.
- My wife had a cerebral hemorrhage and needs 24 hr care. Anything that's hypertensive in nature, or aggravates her situation or is inhalable and reduces lung capacity would be bad.
- Poisoning.
- Poisonings, burns from bleach, basically them getting into what they are not supposed to.
- Something that might affect my health.
- That it can make me sick.

- Things that could make me or my kids sick. Fumes are what I worry about most.
- Toxins can cause cancer. I think that they can mentally confuse people. It's hard to tell what toxins are. They're getting in our food and fluoridated water.
- Ventilation and chronic illness.
- We have a 7 year old, so of course we are concerned about her health and our own personal health as well.
- What does it do to me or my kids, affects hormones, long-term effects.
- Whether or not it will hurt anybody or the ozone.
- Years ago I was poisoned with a mixture of bleach. So, I have a concern about that, and the smell is bad for me.
- Me preocupa la pintura, los pegamentos para tapar ollos y lo de matar hormigas. Porque uno se puede intoxicar sin querer. [I am worried about paint, chalk to cover holes and ant killer. Because one can be poisoned with out wanting to be so.]

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: mention of the chemicals/areas of concern, but not specific concerns.

- Anti-freeze that comes out of cars. Oils that you see on the road.
- Because I paint and finish things.
- Bleach products.
- Bleach used in clothes. I keep them locked up. I work at the Hanford Nuclear Center, and they made us aware of toxic chemicals.
- Changing oil.
- Cleaners.
- Cleaning stuff: it leaves a residue that is traceable.
- Come to think of it, I don't think we even have much in the garage, just average cleaners for the car.
- I believe the ammonia with the cat pee and bleach makes me nauseous.
- I guess one of the things is using like slug bait and things of that nature outside.
- I just am concerned about breathing the fumes from cleaning solvents. We have a garden and I go organic and I worry about things my husband uses on the garden. Things like the stuff that kills snails and things like rose fertilizers. We have a dog.
- I'm concerned about fertilizers and pre-emergence that are sprayed on the lawn.
- I'm just careful when I have bleach or any of those kind of things that I use. I don't leave them out. I put them away.
- It concerns me in the wintertime when there is anti-freeze.
- I've got some stuff I use to kill ants in the ant traps. I always wonder about that.
- Just spraying insecticide in the garage and stuff like that. When I spray my flowers.
- Like the paint, but we're real careful with that.
- Medicines that we keep. We watch about bee and ant traps, and bleach.
- More concerns over mold and mildew and biological agents.
- Mostly herbicides and insecticides.
- Mostly things outside like lawn care products.
- Old medications, paints, and garden chemicals.
- Only when doing my house did I stain the concrete and it was pretty toxic.
- Raid.
- Snail bait, stuff like that, yard stuff, pesticides.
- The cleaners.
- We just bought a new house, so I was just a little worried about the popcorn ceiling or the carpet.
- We live in the desert and I use a lot of chemicals to keep the bugs away. We also have kids and dogs.
- We painted so we dealt with that. My wife is very sensitive to chemicals. We use a lot of homeopathic solutions for cleaning.
- We spray with weed killer, and that the pet get into it.

- Well now and then, I will use a bug bomb in the spring. It says it is safe, but I worry about it.
- When I have to spray bug spray in the house.
- When you clean the carpet, and I worry about respiratory problems.
- La califacion a veses. [The heater at times.]

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Environmental: groundwater seepage, general

- Anything that makes me breathe chemicals, and goes to the water system, and gives you cancer.
- Basically, with painting products, how to dispose of paint thinner. Products used in maintaining the house: what products to choose. Paints that we don't have to use paint thinner with. We try very hard to use products that won't hurt the environment.
- Ground water.
- How it affects the environment, but also more immediate is how it affects the neighborhood and if it would affect any animals; birds, dogs, things like that.
- Hurting the environment.
- I don't have any, I'm concerned about the people next door, that pour out the stuff that goes into the water.
- I have children and dogs, and I'm afraid they will eat them. I'm also afraid that they will end up in the groundwater.
- I have concerns about my health and the environment. The ozone.
- I have had no concerns in my home, but other people who have been changing their oil or putting out stuff in their garbage cans that they aren't supposed to or what they are burning.
- I have such. I'm a "germophobe," so I use bleach a lot. I've tried to use vinegar. My big concern is that it is going to the water supply and we are breathing it in.
- I think its cancerous. Most of the illnesses we have come from it. Everything that goes down the drain and pollutes the water and the air.
- I would just say that with car wash detergent, when it is going down the drain, is it harmful to the water it goes into? We don't use fertilizers on our grass and I've heard that they are bad. I'm an animal lover so I try to keep everything natural.
- I'd make sure that they weren't tossed down the storm drain and that I didn't use them on my hands for a long period of time. Also that I don't breathe them in when I'm in a small room. I wouldn't want to pour them in the garden.
- It's really been runoff, knowing that the stuff gets put into the grass and runs off into the street down into the Sound.
- I've been concerned about herbicides because we garden and we live by a lake. We are concerned about fish, the Sound, and soil contamination.
- I've used Drano a couple times and I've been concerned about it getting into the water and from there getting into Puget Sound.
- Just about getting it in the water, because where does it go after it goes down the drain?
- Just pets getting sick and things getting to ground soil and water system.
- Keep it in a contained area, don't let it get in the water and stuff. Keep it safe. If you can do it reuse it recycling would be better.
- Mostly to the environment and health from breathing or skin contact.
- Pets getting into the toxins and the toxins that go into the ground.
- That it's not good for the world. I mean certain things.
- Toxic stuff in groundwater.
- Weed killer getting into the water.
- Well I think that they are bad for the environment.
- Well, I used to work for fish and wildlife. My concerns have to do with run-off.
- Well, that it might hurt somebody else; it might get into the food chain and hurt someone else.
- When I have to use Clorox it goes into the water table.
- When I used to wash our floors because of the animals and washing your car it goes into the sewer.

- When you see all oil in parking lots it has to go somewhere and I don't like where it goes.
- Whether or not it will hurt anybody or the ozone.

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Not concerned (buy non-toxic; minimal/careful/no use of toxics)

- Haven't had many.
- I don't have any, I'm concerned about the people next door, that pour out the stuff that goes into the water.
- I don't have anything toxic.
- I don't think about it much.
- I don't think about it that much. I try to keep those things out of my house.
- I have actually switched and now buy organic products.
- I haven't had any.
- I just try to get non-toxic things like vinegar and baking soda.
- I make sure I use them safely so they don't kill me or my animals. Don't mix them, tighten lids, mark bottles, make sure kids can't get at them. Just common sense things.
- I make sure not to mix bleach with other cleaning supplies
- I really haven't. I just try to buy stuff that isn't toxic.
- I stay away from toxic materials.
- I try not to have too much cleaning supplies. I use ammonia but that would probably be the most toxic thing that I have.
- I try to buy stuff that isn't toxic.
- I try to watch what I use.
- I watch what I use and take care of them so I have not had any concerns.
- I will read the directions before I buy it to see what I can or can't do and decide if I will buy it or not.
- I'm just very careful about limited use. Use them as infrequently as I can. I am concerned about my pets and the wildlife who live on the property.
- I'm not concerned about what is in my home because I know that it is safe. But when I'm shopping I try to be very aware.
- No real reason to be concerned, I try to use natural ingredients/products.
- Not to buy bad [sic].
- Not very many.
- That I might be better off using non-toxic household cleaning products.
- Them getting into it. I keep it up so I am not too concerned about it.
- There aren't many.
- Use as little as I can.
- We just don't use them.
- We painted so we dealt with that. My wife is very sensitive to chemicals. We use a lot of homeopathic solutions for cleaning.
- Well, I do not purchase a lot of them. It is not something that I think about all the time.
- Well, I don't really have a lot of concerns because I try to do things organically.
- Well, I just try to be careful of what I use and don't use.
- Bueno, en realidad es logico que uno prenda el ventilador Entonces no me preocupado tanto. [Well, Realistically, it is only logical that one should turn on the ventilator (when using hazardous products) so I do not worry too much.]

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Disposal and/or Storage

- Basically, with painting products, how to dispose of paint thinner. Products used in maintaining the house: what products to choose. Paints that we don't have to use paint thinner with. We try very hard to use products that won't hurt the environment.
- Concerned about whether I've had things stored properly or safely.
- Disposal.
- Draining anti-freeze and disposing of old paint.
- How to dispose of it.
- How to dispose of paints and batteries.
- How to dispose of them properly, store properly, and I have animals around.
- I don't know, just how to dispose of things.
- I make sure I get only what I need and then get rid of any leftovers so I don't have to store it.
- If something might leak.
- Just contact with chemicals, whether or not my kids are going to get into them, and maybe disposal.
- Just disposal of.
- Just how long is it going to take to take care of itself.
- Just make sure that they are put away properly.
- Just making sure that they are cleaned up. Making sure none of them are going in the drain. Car products and oil. Making sure the animals don't get into it.
- Just storage of fertilizers and weed killer, that sort of thing.
- Just trying to recycle the motor oil.
- Keep it in a contained area, don't let it get in the water and stuff. Keep it safe. If you can do it reuse it recycling would be better.
- Making sure everything is put away.
- Most of it is related to getting rid of it, and the city of Wenatchee does a toxic chemical recycling thing.
- Mostly how to dispose of them.
- My only concern is how to dispose of them.
- Proper storage and use.
- Spills and leaking.
- That the disposal is done properly and is used properly and stays out of the wrong hands.
- When using chemicals working on the car I try to trap them and throw them out.

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Skin exposure; corrosive to skin

- Are they going to be corrosive to skin? If I use a toilet bowl cleaner, will it hurt the cats if they drink from the toilet?
- Breathing and just touching. Absorbing cleaning supplies in the skin.
- Breathing into your lungs or getting on your skin.
- Chemicals on my skin, and I don't want to touch my mouth with it so I wash my hands.
- Cleaner type stuff like Drano. I am worried about fumes in the house or contact on skin.
- Concerned that I remember to wear gloves and have proper ventilation.
- Concerned with not enough ventilation because of the chemicals I'm using. Bleach soaks in through my skin. and I can taste it. My mom has the same problem. People think I'm nuts, but it's true. I can taste it.
- Contact with skin. I have a small child.
- I get rashes from soap.

- I'd make sure that they weren't tossed down the storm drain and that I didn't use them on my hands for a long period of time. Also that I don't breathe them in when I'm in a small room. I wouldn't want to pour them in the garden.
- If the cleaning products are bad to breathe in or are bad for my skin.
- Just getting it on my skin or mouth.
- Just wear gloves when you are using something with Clorox.
- Mostly to the environment and health from breathing or skin contact.
- Poisonings, burns from bleach, basically them getting into what they are not supposed to.
- Skin irritations and fumes.
- That I would get Drano on my skin and that my cat will get Drano.
- That probably they aren't labeled correctly so you don't really know. An example is Simple Green. When you pick up the bottle it says biodegradable, but I've read other stuff that says it is toxic and can be harmful if it gets into your skin. There are a lot of different products where I think that is the case. I don't think people realize that they are absorbed through the skin as much as they are. I mean that there is tons and tons and I can't even begin to name all of them. Even fluoride in Toothpaste, if you aren't careful with children, it says on it that you shouldn't let them swallow it.
- When I use Drano or something I'm worried about getting it on my skin.

Q3: What kinds of concerns have you had? [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Post-coding category: Other

- About how much stuff they put in that I can't pronounce.
- About making sure my hands are clean before I prepare food.
- Am I using it correctly.
- Any residual on a sponge.
- Fire.
- Flammability.
- How it affects the environment, but also more immediate is how it affects the neighborhood and if it would affect any animals; birds, dogs, things like that.
- I did remodeling and was concerned about what we might find. I have also lost two pets and am concerned about possible poisoning.
- I don't keep stuff down where somebody is going to use it.
- I just did a research paper on plastics. So I am more aware of not drinking out of Nalgens and microwaving plastics.
- I read instructions before I use them and use them safely. I am concerned that the instructions are on the label.
- I was pregnant and didn't want to use cleaning products.
- I'm just cognizant of things that we eat, like trans fat. I always make sure trans fat is low. I always make sure that I try to get bread with high fibers. Trans fat food is a major thing. Things that are very high in fat. No trans fat and we don't eat white flour, and everything is whole grain, like bread and rice.
- I'm pregnant. I'm not sure what is harmful or not.
- I'm the Codings Engineer at the Hanford plant.
- Just not being a chemist.
- Just that nobody gets into it.
- Just that they might be gotten into or used in a place where they are not supposed to.
- Just whether cleaning products are harmful.
- Just wondering if they are safe.
- Just you know, any concerns. We are all doing pretty well but it goes down the drain.
- Mainly it's the food. Not so much food poisoning but the quality of the food. What the FDA has to monitor or control. I'm not sure if I'm wrong or right, but the amount of preservatives that we consume. Canned food or non-organic food. I don't know if we should be concerned about that.
- Mainly with the household water.

- My biggest concern is over cleaning the toilet. I know that with too much bleach we can mess up our septic.
- Only when I'm cleaning the tub and I might mix something.
- Over doing the bleach in the bathroom.
- Poisonings, burns from bleach, basically them getting into what they are not supposed to.
- Probably with food products.
- Stuff that is used on food or with animals. Hormones and various treatments to food. Ingredients in soaps and shampoos, stuff they claim in 100% safe.
- That I would use it properly, that children wouldn't get into it.
- That probably they aren't labeled correctly so you don't really know. An example is Simple Green. When you pick up the bottle it says biodegradable, but I've read other stuff that says it is toxic and can be harmful if it gets into your skin. There are a lot of different products where I think that is the case. I don't think people realize that they are absorbed through the skin as much as they are. I mean that there is tons and tons and I can't even begin to name all of them. Even fluoride in Toothpaste, if you aren't careful with children, it says on it that you shouldn't let them swallow it.
- There has been nothing but health problems since I bought this house so everything.
- They are here. I use them.
- Too much radon in the house.
- We grow vegetables.
- We used some acids to clean so I just had to be careful.
- Well I guess if I had one it would be whether or not manufacturers were honest in advertising representation of products. Need greater enforcement of labeling.
- Well, about the Teflon. Like what toxins could be in food. So I started using stainless steel and cast iron.
- What they mean.
- What would happen if it got into my septic system.
- What you're breathing or how you handle it.
- You don't mix with food, or let food get near those things.

Q4: When you were concerned, did you... [Follow up for respondents if at least rarely concerned in Q2: In the past year, how often, if at all, have you been concerned about any toxic products you have or use in your house?]

Q4 Response: "...or something else?"

- Basically ignored it.
- Bought a protective mask.
- Clean everything a second with just water.
- Cleaned it up.
- Does not apply.
- Gas mask.
- Got them out of the way.
- Haven't done them yet, but I plan too.
- Hold my breath.
- I don't even think I was that worried about it. I left it alone.
- I have a website for toxic things for pets. Protect your pet from household dangers.
- I just closed the door where the rats were.
- I just hope my kids don't get into it.
- I just let it be.
- I just use it all. I only buy what I need and don't store it.
- I just used more care in using the product.
- I kept the cat in when I did slug bait for a couple of days.
- I kept the dogs in until it dried.
- I made sure the leak was fixed.
- I minimize using them.
- I opened the windows very wide. I had to clean up after some rats.

- I put it in a smaller bottle. I taught my daughter how to use it and how much to use. She only uses it for white towels and white clothes.
- I try not to buy stuff that is bad for the environment. I don't use anything in the garden that is banned for use.
- I use it because it works. I would like to use something that is not so bad.
- I ventilate well because it is a gas and leave the home for several hours.
- I was just careful.
- I was just more aware of things. I used to wash my car in the street, and now I wash it on the grass. I now put down cat litter if antifreeze spills.
- I was sure that I used it in a limited way and that it wasn't spilled. Using protection when necessary. I also don't use weed killer at all and only the minimal amount of insect killers.
- I wear gloves and try not to dispose of them in a way that might be hazardous.
- If I have a real concern I will change the product.
- I'll use a product even though it may be toxic; I use it safely. We do use alternatives, but not always.
- I'm concerned about all-around safety. A lot of people don't disclose what toxic chemicals are.
- I'm very careful with what I use and use them sparingly. Most are for lawn care.
- Just moved them out of the reach of the animals; they grew [sic].
- Just turn on the fan and leave the room.
- Kept using it, but used safety precautions.
- Kept using it.
- Limit to when I am going to use it and make sure everything is well ventilated.
- Looked for safer containers.
- More careful when I use it.
- My concern would lead me to properly store it.
- My husband finished staining the furniture.
- No, I just wore a mask and did what I had to do and put it away.
- None of these.
- Nothing.
- Nothing.
- On some of these I have no choice because they are work related.
- Opened the window and aired the house out.
- Oven cleaner fumes are really bad.
- Put it out of the way and then discard it.
- Put on a mask.
- Put them in a well-ventilated area.
- Rinsed it down the drain.
- Spanked the cat.
- Take some prevention measures.
- Tried to keep animals away from product.
- Try to avoid buying them.
- Used it and put it away.
- Used the product differently.
- Using it temporarily.
- Using them in more ventilated areas.
- Ventilated the house more while using the product.
- We just made sure we are careful using it.
- We keep the pet out of the reach of the product.
- We try to buy things that aren't much of an issue.
- We're more careful about use.
- When they have hazardous waste cleanup, we take our products.
- You just wanted the kids to stay away from it.
- Abri las ventanas y me alleje del lugar donde me pude contaminar. [I opened the windows and moved far away from where I could be contaminated.]
- Fijarme mas en el gas. Estar atenta que algo no pueda pasar. [Pay more attention to the gas. I was more aware so that nothing (bad) could happen.]

Q4A: Where would you look for more information about the product or toxic ingredients?

- At the hardware store.
- Doctor offices, internet, word of mouth, radio, health programs, books.
- Generally, the manufacturer. Sometimes structural engineers. Apparently some of the products list different classifications about respirator filter masks to see if they are good for fumes or small particles.
- I called an 800 number in the package.
- I check the web or a garden store.
- I read labels, online and newspapers.
- I would call the library.
- I'd probably go online.
- In the library.
- Internet.
- Internet.
- Internet.
- Internet.
- Internet.
- Label and the internet.
- Label or the internet or consult my environmental experts.
- On the box.
- On the computer.
- On the computer.
- On the ecology web page.
- On the internet.
- On the label and on the internet.
- On the label or search on the internet.
- On the label so that I don't mix it with anything it shouldn't be.
- On the label, drug related, internet.
- On the label.
- On the label. If we were really concerned we'd look in the internet.
- On the product itself or the internet.
- On the product itself.
- Online
- Online EPA, library, talk to other people who sell the product, a wide variety of things.
- Online.
- Other than the label, the internet.
- Read the label.
- Read the product label or go on the internet.
- Reading material.
- The container.
- The internet or books.
- The internet, the ingredient levels, what's chemically in there, I don't know everything.
- The internet.
- The internet.
- The internet.
- The internet.

- The internet.
- The internet.
- The label.
- The label.
- The library and the computer.
- The product and the internet.
- The web, the EPA, published articles.
- The web.
- Usually on the container.
- Watch the labels, read them and see what's in them and decide whether you think they're too bad or not.
- Website or government studies.
- Websites. I can't list them, but on the web they talk about hazards. Sometimes articles have some information on them. Sometimes magazines, sometimes in consumer reports.

Q4B: Where would you look for more information about safer or non-toxic alternatives?

- A book at the library.
- A commercial and reading labels.
- At the hardware store.
- Both online and natural food stores.
- Different places on the computer.
- Don't know for sure.
- From my specialist, and internet, and word of mouth.
- From television news programs and magazines, newspaper and internet.
- Gardening magazines and the internet. Oh, and newspapers.
- Google the product and see what other people say about it.
- Health foods store.
- I read the packaging.
- I'd probably ask my sister because she is really big on a natural lifestyle.
- In my junk mail. I keep getting all of this literature on all these things that you can do.
- Internet and library.
- Internet or hardware store and read the labels.
- Internet or to the medical library.
- Internet, library, nurseries, feed store.
- Internet, newspaper, friends.
- Internet.
- Internet.
- Internet.
- Internet.
- Internet.
- Internet. We get a paper about ecology and stuff like that in the newspaper. You can hit up the library, their books and stuff.
- Labels.
- Look at health food stores, look online, subscribe to vegetarian magazines that often have information about products that are safer and healthier to use.
- Many places.
- My health food store or online.
- On the internet and asking at wherever I purchase items. Like garden stores.
- On the internet, basically, from word of mouth. Baking soda, vinegar and lemon, they are all pretty good cleaners that are safe and natural.
- On the internet.
- On the internet. On the label.
- Online.
- Online.

- Online.
- Online.
- Online.
- Online.
- Online.
- Online.
- Telephone call just like what you are doing. The farm supply place. Just at the grocery store.
- The computer.
- The garden center.
- The health food store.
- The internet and the store.
- The internet, but I've had more difficulties finding non-toxic alternatives, one flyer about a non-toxic Drano alternative
- The internet.
- The store and looked for more products.
- The store to try different stuff.
- The web.
- The web.
- There's been a lot of literature. The newspaper, PCC, Group Health, Sierra Club.
- They are from Clean Environment Company Inc.
- Two places on the internet, to go out shopping to compare products by reading the labels.
- Website or whatever product I was using label.
- What I said before, the sources I just recited.
- Yahoo or Google.

Q4C: Where would you look to find a replacement product that didn't give you the same concerns?

- A convenience store.
- A lot of companies like Shaklee and Melaluca [sic] normally have cleaning products that aren't as harmful to the environment or yourself.
- A lot of places carry alternatives now. Trader Joes, Whole Foods, normal grocery stores.
- A store.
- A store.
- Any store.
- At target and Wal-Mart.
- At the grocery store.
- At Trader Joes.
- Basically the local health food store, they offer alternative products. I've also ordered online.
- Book called healthy healing.
- Called the company about where to store the items.
- Can't think of any.
- Computer.
- Depends on what it is could be, grocery store or health and I suppose the internet.
- Don't recall.
- Generally a nursery.
- Grocery store and buying green products.
- Grocery store or a recommendation.
- Grocery store.
- Grocery store.
- Hardware store or home improvement store 'cause they have both kinds, but the computer is the biggest thing.

- Hardware store.
- Health food store.
- Health food stores.
- I do research on the internet and read books.
- I have antifreeze that won't harm the animals.
- I looked online at the grocery store.
- I use Amway products, which are pretty safe.
- I used bleach water.
- I went back to the hardware store.
- I would go on the internet or go to some one who is in the industry.
- I would look at the ingredients very well (for new products).
- I would look at the store. I would figure out which one I wanted and then look to hopefully look to some interested 3rd party.
- I'm a label reader, so when I go to the store I look. Sometimes I get on the internet. But even with the other products, you can never be sure what is accurate anyway.
- I'm a librarian. I went on the web and looked up information.
- In the dictionary.
- In the stores where I know they sell biodegradable products.
- Internet would be my first choice.
- Internet, read labels, I don't know, whatever.
- Internet.
- Internet.
- It is an easy situation of just buying glass instead. I threw out all the plastics and went to Costco and bought glass. We also switched to a less toxic cleaning product.
- It would depend on the product. For instance, if we used it for ants, I would look for an alternative to chemicals.
- Just any store.
- Just ask when you go to the store you bought the product at if there's something that would replace it. That's what I did last at the pharmacy.
- Local gardener.
- Local grocery store, or automotive store.
- Look around Wal-Mart or something like that. See what they've got.
- More organic things than chemicals at any store.
- My chiropractic and yokes fresh market and huckleberries market.
- On the internet.
- One of my cleaners I substituted for Simple Green. I don't like the way it smells, but it is supposed to be safer and I got it at Costco. The alternative antifreeze I got at Schuck's or another auto supply and it was supposed to be safer or non toxic.
- Online and grocery and hardware stores.
- Online.
- Online.
- Online.
- Organic gardening books or websites.
- PCC or whole foods, natural markets.
- Pet store or Wal-Mart.
- Phone call I got from a salesman.
- Probably in the grocery store in the cleaning isle.
- Probably start at some place like Wal-Mart.
- Probably within a circle of peers who have the attitude I do about taking care of our land.
- Regular home remedies store.
- Retail store.
- Same.
- Search the labels, in the ads or magazines and on the news in the store.
- Skagit Valley Food Co-op.
- Some garden store places or Rite Aid-someplace with a good reputation.
- Stores. Purified water.

- The computer, look up concerns about the product.
- The department store where they have earth friendly stuff.
- The food co-op, sometimes the supermarket.
- The grocery store or where ever I happen to shop.
- The internet.
- The local store.
- The nursery.
- The organic metro product sections of stores and gardening supply stores.
- Trader Joes.
- Wherever I had to, some stores I trust more than others, often "Earthpet" will have non-toxic lawn care things, or I'd order over the internet.

Q7: What made it difficult to find a replacement? [Follow up for respondents less than very easy to find a replacement in Q6: How would you rate the ease of finding a replacement? Would you say it was very easy, somewhat easy, somewhat difficult or very difficult?]

Q4 Response: other

- A lot of those companies you have to be a member of.
- Because I have a lot of rust that I need to clean.
- Changed eating habits.
- Changing how I wash my dishes, and it's not as accessible. And stainless steel is more expensive.
- Depends on the product.
- Didn't put a whole lot of effort into it.
- I didn't go to the store.
- I don't have a car so I have to depend on other people. Also reading the label is difficult.
- I still have not found a replacement for bleach.
- If you like orange flavor. They have it in it with the Vitamin C. I know that they need it for the preservative, but why can't they get rid of it?
- It just took time.
- Just stuff I was familiar with; what I had.
- Lack of help and knowledge.
- Lack of information.
- Lack of knowledge.
- Living out in the middle of nowhere, there is no alternative or alternative resources for stuff like that.
- Long time use, a habit. I use it more often when my grandchild is here.
- Many times they are not available.
- Not many are available.
- Not too much variety.
- The critters in the back yard.
- The poison control center said that was still the best way to get rid of the droppings.
- They print things so small that it is hard to read the instructions without glasses. Makes it difficult to identify the ingredients in products and food too.
- Time to look for searching for a healthier option.
- Time.
- We live, like, 50 miles away from the grocery store, so, you know, you check the internet.
- You have to search for yourself. Read the fine print and the whole label. It is time consuming. You need to really read it. Whether it is toxic for humans and animals. Most people don't really read down through the label.

Q14: Have you ever heard of "PBDE's" or polybrominated diphenyl ethers? [If yes, Probe: Can you tell me more about that?]

Post coding category: Identified PBDE's as "flame retardant"; N=4

- Fire retardants, neurotoxin in many cases, carcinogens links to skin cancer and widely used in baby clothes and furniture upholstery, and Europe has banned it, and this country ought to ban it and actually ban it.
- I think they are used in furniture and flame retardant children's clothing. It has been found in humans and it is linked to cancers.
- They cause cancer and are a flame retardant.
- Well, I'm no expert. But basically it sounds like a man made chemical. Many times they don't even know what they do to you, but long term health risks. They can build up in your system or fat. I think that is the flame retardant one put into children's clothes and stuff. They first think it is great and only find out later how bad it is. Human beings pay the price, the profits are already made.

Q14: Have you ever heard of "PBDE's" or polybrominated diphenyl ethers? [If yes, Probe: Can you tell me more about that?]

Post coding category: DID NOT identify PBDE's as flame retardant; N=126

- A lot of people say that they are bad.
- A program on the news.
- A science teacher was talking about them. They are something a product gives off.
- By reading various articles on products.
- Carcinogens.
- Components of plastic that vapors off when heated. Especially in a microwave.
- Don't recall, but it is a familiar term.
- Finding high levels in breast milk and babies. It was from mattresses and carpets.
- Highly toxic for humans, prevalent in society because of past practices in manufacturing.
- How it gets into the bloodstream and how it is getting into the ocean from chemical dumps. It is found in seals and orcas and fish.
- I believe it's a chemical that's migrating from its original use.
- I can't remember now.
- I can't tell you exactly what I've heard.
- I do not know much about them, but I have heard about them.
- I don't know anything about it.
- I don't know exactly, I just know that they are not good for you.
- I don't know.
- I don't really know a lot about them.
- I don't really know much about that.
- I don't remember what they are.
- I don't remember.
- I have a degree in chemistry, so I know a lot about them.
- I have given up on reading acronyms.
- I have heard of them. They are in something.
- I have heard them on the news.
- I have just heard it.
- I have just heard the word.
- I have read about them, but not sure what they are.
- I have seen them on a label.
- I heard about it in conjunction with mattresses and pajamas.
- I heard about them in college.
- I just recognize the name.
- I just saw a special on how it was put on infant and toddler car seats.
- I know that they aren't good things.
- I read about it.
- I see it on product labels.
- I think I have heard of them, but I do not know what they are.
- I think it's a kind of pipe.
- I think I've heard it in connection with environment.
- I think I've heard it said before.

- They are anti-bacterials.
- They are bad.
- They are difficult to break down, in high quantities very toxic.
- They are in multiple products that are used every day.
- They are in our drinking water.
- They are not good for you.
- They are not good for you.
- They are not good.
- They are one of those toxic substances.
- They are particulates in gasoline aren't they?
- They are probably plastic based compound in a lot of products that is carcinogenic.
- They are toxic chemicals that were put into pesticides and caused problems throughout the environmental food chain.
- They are toxic to the environment.
- They are toxic.
- They are very toxic.
- They can effect the nervous system and reproductions.
- They come from plastic.
- They were talking about it at work.
- They'll kill you.
- They're largely found in plastics paint, other chemicals. In petroleum based products, lots of oils and fuels.
- They're not good for you, and when you inhale it makes your lungs do really bad things.
- Those are products that produce estrogens in the body if you heat plastics or drink from plastics.
- Used as a spray and propellants.
- Used in different kinds of plastic products.
- Vaguely.
- Was used to knock me out one time.
- We use them at work.
- Well I think it's usually a chemical involved in plastics of different kinds and epoxy units you weld with and also prestones or polyurethanes.
- Well, I used to work in Eastern Washington and the transformers that they used on the dams had PBDEs in them.
- Well, it is just a nasty chemical.
- When I was in the military, we had to be careful around a couple of chemicals and that was one of them.
- Yes, they are on the back of cleaners.
- No mas que si es toxico. [Only that it is toxic.]

Q21: If you were to take on a home painting project, where would you go for information on protecting your health from lead hazards?

Q21 response: something else

- A renter's pamphlet on lead paints for WA.
- All you have to do is read the labels on the cans.
- Ask the realtor.
- Check the label.
- Check with the hardware store.
- Common sense and wear a mask.
- Doctor.
- Don't the paint stores know?
- From Full House.
- Hardware store.
- Home Depot.
- Hospital.
- I know which ones would be appropriate.

- I take it for granted that they don't have lead anymore.
- I would get a water based paint.
- I would look at a can label.
- I would look at a label.
- I'm not worried about that stuff.
- I've taken classes for lead-based paint training. Anything under 78 would be a concern.
- Label on the paint can.
- Look at labels.
- Look at the back of the container for precautions.
- Look at the label.
- Look for labels.
- Look on the can label.
- Look on the label.
- My own background. I saw the horrors of lead in the city I grew up in.
- Nothing.
- On the paint.
- Paint can as well.
- Probably directions on the can. I am sure that they can not put lead in paint anymore.
- Proper cleanup and wear a suit. I would just know better.
- Read information on paint cans.
- Read the can.
- Read the label on the paint. I don't think most paint has lead in it these days.
- Read the label.
- Read the labels on paint cans.
- Read the labels.
- Read the paint label.
- Read the product I was using to paint with.
- Read your paint cans. Read what you're going to use in the house. You read what's in the insulation and if you're painting you read the paint can. That's just common sense.
- Reading the label on the paint.
- The cleaners.
- The label on the can.
- The label.
- The label.
- The labels on the cans from the store I bought them from.
- The manufacturer.
- The previous owners of the house.
- We just painted our house last summer. Paint is lead free.
- Con el dueño del apartamento. [With the owner (of the apartment building.)]
- En las etiquetas. [On the labels.]
- En las etiquetas. [On the labels.]
- En una clínica. [In a clinic.]
- Etiqueta de las pinturas. [paint can label.]
- Un doctor. [A doctor.]

Q21A: What websites would you search for information about protecting your health when painting? [asked if Q21 response included "internet search"]

- "This Old House", there's shows you see and they can tell you what to do.
- A do it yourself website.
- A site that talks about lead it self.
- An EPA site or Google "lead".
- Ask.com
- Call it up on Google.
- Can't think of any.
- Depending on the brand go to your search engine and find out

- I don't really know.
- I don't use computers either. If I need computer information I call my children and they search it for me. They know where to go and what to do.
- I have a list of different websites - anything from consumer reports to government agencies to non-profits.
- I just type in for the question. I don't know the websites.
- I might go to some of the paint manufactures and start there.
- I would go to Google.
- I would go to Google.
- I would go to the EPA.
- I would Google it and perform some other searches.
- I would Google it and say "painting products" or "non-lead based".
- I would Google it.
- I would Google. I would find it.
- I would have my friend search for me.
- I would have no idea. I would just Google it.
- I would just do a search at Google.
- I would just Google it and the OSHA website, the U.S. government's website. Occupational Safety and Health.
- I would just Google it.
- I would just Google it.
- I would just Google it.
- I would just search and look around.
- I would just start with a Google search.
- I would look up paint, but I would probably ask someone to help me.
- I would look up the project or a government site.
- I would probably go to Google or Yahoo.
- I would probably have my daughter go on and do it for me because she is a whiz at it. She would probably type in key words.
- I would probably just go into Google and search on that. Hazardous materials and stuff. I don't know exactly what website because it has been quite a while since I did that.
- I would search online and see what I find.
- I would search.
- I would use Google and type, "painting" and "protecting from lead poisoning".
- I'd probably just Google it.
- I'd start with Google and go from there.
- Just a Google search.
- Just a web search.
- Just depend on what came up when I Google. Not a manufacturer site. It would be a site I consider to be a non-involved, a 3rd party.
- Just put it in a search thing and search the sites that come up.
- Just search the internet.
- Key in the phrase "lead paint" and search from there.
- Look for paint additives or ingredients.
- NIH website.
- None off the top of my head.
- Not particularly. Google search.
- Not sure.
- Nothing off the top of my head.
- One that specialized in "Green" information.
- Paint company.
- Paint.com or the brand name.

- Probably start with government like the EPA or state equivalent.
- Public health website, Seattle/King County.
- Search engine.
- Search engine.
- Search engine.
- Search under lead paint hazards.
- Something having to do with paint.
- The Center for Disease Control.
- The EPA website and the local government office's website. Web search and look for as much as possible.
- The EPA website, if it's still up.
- The paint company site, home depot, or webbed, or just Google.
- This old house website.
- This old house.
- Though Seattle public utilities. There is a Hazmat.
- Type in lead paint safety factors.
- Under paints.
- US EPA and the Washington Department of Ecology.
- Usually Google.
- Washington State Department of Toxicology.
- Washington State websites. Google.
- WebMD.
- WebMD.
- What I do is use a query. It's going to end up one of two places: a sort of forum, the other is most likely a government site, and that could be state, or federal.
- Where ever I found something that came up that interested me.
- Yahoo or Google.
- Yahoo.
- Yahoo.

Q21B: What agencies or organizations would you contact for information about protecting your health when painting? [asked if Q21 response included “contact an agency or organization”]

- A friend.
- Actually in the past we've contacted OSHA, but we had a business when we did, and we're older now, so we've gathered information along the way.
- Agencies that build houses.
- Ask Lowes or anybody around who does painting so I know I'm getting the right product.
- Center for Disease Control.
- Center for Disease Control.
- Contractor.
- Department of Ecology.
- Department of Ecology.
- Ecology department.
- Ecology or the EPA website.
- Ecology, health.
- Environmental group.
- EPA.
- FDA or government agency.
- Health department.
- Health Department. Ecology Department.

- Health dept.
- Hospitals.
- Housing Authority.
- Manufacturer.
- None.
- Not sure, some sort of government site.
- OCEA. I think that it is state or federal.
- Painters or people who carry that type of product, city environment type of place.
- Probably state ecology department.
- State agency, United States Environmental Protection Agency.
- The Chelan-Douglas Health Department.
- The clean air organization.
- The county health department.
- The department of ecology.
- The Environmental Protection Agency, the Sierra Club-they give you other places to call. Also, Earth Gardens, they deal primarily with organic gardening but also alternative things around the yard.
- The EPA.
- The EPA.
- The health department.
- The Public Works Office.

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Convenience (I ask when I buy it, the website/phone/ contents on the label)

- Answers come faster there.
- Because it is like a natural instinct to check the labels. If you have a problem you call the company and ask them questions.
- Because most labels give you a warning and a number to call.
- Because that would be the easiest, because that's where I would be purchasing the product.
- Because trying to find the government stuff is so difficult.
- Convenience.
- I think it would be easier to get answers.
- It is not as easy to get to the government.
- It would be easiest.
- It's probably easier.
- It's where you buy the stuff.
- Quicker, I can go online quicker.
- Seems like the easiest place to contact.
- That's where I bought the product.
- The place that sells it, not the company, like a hardware store. I would go there for convenience.
- They made it, so I would start by reading a label, then search the web and I'm assuming it would bring up business sites.
- Well, because where else would I go beside the internet.
- Miro a la etiqueta o a alguien que trabaje en la tienda. [I look at the label or to some one who works at the store.]

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Seller of product should know about the product

- Because as the dealer or seller of the product, it is their responsibility to have knowledge about the product.
- Because I would go to the store I bought the product from for toxic information.
- Because they are the ones who are going to be selling it.
- Because they are the person I'm buying from.
- Because they sold the product so I figure they would have the information.
- Hopefully they would know what they were selling.
- I feel that they would be informed if they are selling it.
- If that is where I am going to buy the products they should know what they are selling.
- If they're selling it they should know about their product.
- If you go to a specific place they have a good idea on their product and the hazards.
- That's where you purchase the product. So they know what's in it and where it came from
- They are selling the product.
- They should know what they're selling.
- Well, I guess they should know about the products they are selling.
- Well, if they are responsible, they should not be selling something with toxic ingredients without letting people know. I think that they should not be selling it at all.

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: "They made it"

- Because they are the ones making it.
- 'Cause I want to see what they put down that they put in their product, and if they didn't satisfy me, I would go to the library. I would research it myself.
- I would go to the business that makes them.
- I would go to the manufacturer.
- I would just say they made the product.
- I'd check with the company first.
- I'd go to the business that makes the product I'm wondering about.
- It's their product.
- They are the ones that make the product.
- They are the ones who made it.
- They are the ones who make it.
- They made it, so I would start by reading a label, then search the web and I'm assuming it would bring up business sites.
- They make it.
- They're the ones making it.
- Well, I hope they would tell you the truth about the product, if they knew. Maybe whomever made it is who you should check with. I'm not sure how to answer that one.

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: They HAVE THE MOST KNOWLEDGE of the product

- Assuming they would have the most information about their products.
- Because they know the ingredients that are in their products.
- Go to somebody that might actually know about the product.
- I think that they would know.

- I would assume they would know what's in their products.
- I would think they would have the information on their product.
- The place that had the most beneficial information for me so I could get the right information
- They would have a listing of what should be there and what should not be there.
- They would have more information.
- They would know best. They would know what was going on.
- They would know the most about it.
- Well, I would think I would find more information there.
- With chemists working for them, they would understand the composition of the product that they are selling.
- Yo pienso que porque ellos son los que lo producen, me pueden dar mas informacion . [I think that I would because they are the ones that produce it (the products) and they can give me more information.]

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: They are RESPONSIBLE FOR KNOWING about the product

- Because they are the ones that handle that.
- I have faith they know what they're putting in products and know effects and take responsibility to provide info about that product.
- I think it's their responsibility.
- I would think they would be the ones to know, but then would they be telling the truth? I would worry.
- If I was trying a certain product I would hope that a business would be able to help me with that product. I would hope that they would have some literature about the product. After that I would probably go to the government.
- It was their job to know what is in their products.
- Manufacturers, because they are making it. They should know what the ingredients are and what the effects are. Then the government. There are all sorts of agencies... consumer affairs.
- They make it and should know what's going on in it.
- They sell it and they should know.
- They should know what is in their products.
- They should know what they are putting in the air.
- They're the ones that manufacture it so you go to them. If you can't get satisfaction from them you go over their head then go up to the chain to the government.
- Pues, como ellos son los que limitan sus productos.[Well, since they are the ones who limit (regulate) their products.]

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Trust businesses most; distrust others

- Because I think government should keep its nose out of it. We're already over-regulated. Things sold these days, that are sold in stores, are made by big companies, and they're sued for everything. If coffee is too hot, they get sued. The litigation risk carries with it. To get insurance to sell anything these days you need to have decent products. Need some oversight, but I think government is already doing plenty.
- Because you can't trust the government, and the local groups are either strongly for or strongly against, and you have to go with what's between, and that's business.
- I don't trust Washington State. Everything overly is regulated.

- I would trust them more.
- In my area I know the people who run the businesses and I trust them.
- Local businesses, because they provide more information to us. We know them personally, so we know they will be truthful to us.
- Most business are fairly reliable and truthful.
- That is the place to start. I might go further depending on how much I trust them.

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: To get the MSDS from the business (Material Safety Data Sheet)

- I am a HAZMAT technician and I would ask for the M.S.D.S. (material safety data sheets).
- I would go the company and would try to find the M.S.D.S.
- I'd go looking for the M.S.D.S.s, for the listing for their hazardness.
- So I could look up their M.S.D.S. online
- They are already mandated with the M.S.D.S on the labeling of their products.
- They're required to have an M.S.D.S. staff sheet on any product that's manufactured. Any manufacture is required to have it.
- They're supposed to have an M.S.D.S. on the product.

Q31A: When you need information about toxic ingredients, why would you go to businesses first? [asked if respondent chose “businesses” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Other

- Because I've been in business.
- Businesses, but I would go to all: Government, business, independent and non profit.
- I hope they would give me information.
- I inherently trust the good of the people, but my next step would be to go to a nonprofit organization.
- If the product did not have a label I would go to the business.
- Information.
- It's a big burden to put solely on government. It's not realistic without funding, mainly taxes. I think it's easier to regulate business.
- Most of my information I get out of the health department.
- My husband would be the one to do it.
- Somebody that works with the product. After that the Internet (google.com).
- The law already mandates this.
- To ask questions.
- To get information on the product.
- To know what is in them.
- Me imagino pues. [I Imagine so.]

Q31B: When you need information about toxic ingredients, why would you go to governments first? [asked if respondent chose “governments” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Gov't's responsibility to know (they would know; they research, approve, and regulate; we pay taxes for them to know)

- Because government should be responsible since we pay our taxes. We can't do that by ourselves.
- Because that's their job: to keep it away from people.
- Because they are supposed to be protecting us from things that are not good for us.
- Because they are the ones that can do something about it if there is a problem and they should know about what is being sold.
- Because they control the standards.
- Because they do tests that are not committing to any business or anything. They should know. They are non partial, hopefully.
- Because they force all the requirements for companies to put out M.S.D.S.'s.
- Because they have departments that are geared to that.
- Because they probably have a list of stuff in more detail.
- Because they probably have the most power to make sure it gets done, and because of that they would probably know the best answer.
- Because they should have all the information you need on that.
- Because they should know what they're doing. It's their responsibility; that's what we pay them for.
- Because they would be the ones that should have all the information.
- Because they're the broadest source for information.
- For the material data sheets. There is supposed to be regulation on that.
- Hopefully everything that's out there should be approved by them so they should have information about products.
- I assume that they would have the information that I was looking for.
- I assume they would have all the information.
- I assume they're supposed to know.
- I figure they should have that information.
- I guess they would have the information I was looking for
- I would assume that they have the most knowledge.
- I would imagine they have regulation and studies on qualities of parts per million or billions that would affect life.
- I would think that they would be actively regulating and watching over chemicals that are allowed to the public.
- I would think that they'd have the facts, and you would hope that you were getting the truth.
- I would trust that it's been researched and not just somebody's opinion.
- I'd rely on government agency websites. The Department of Ecology is a regulatory agency. There would be research. Any kinds of regulations would be there and any research done on anything would be on there.
- It is regulated. Then, I would go to an independent.
- Just because that is the best source of information.
- On the "Access Washington" site they would have the information on there and they have the responsibility to inform citizens.
- Seems to be that it would be the people in charge of protecting the rest of us.
- Someone has to have the information on everything.
- They are supposed to keep track of this and don't have any axes to grind.
- They are the ones that are supposed to protect us.
- They don't do anything else.
- They have information on it and study it.
- They know more about how to find out more about it.
- They might know a lot more.
- They normally have the information, but if they don't independent organizations would be next. Businesses would be last.
- They should know about it and regulate it.
- They should know all of this.
- They should know, but if it means they get kick-backs coming. So, it would probably be up to most of the non- profit people. If it's not safe they will probably tell you, because they don't get anything back.
- They would have the most say.

- Well they've probably got the resources to investigate it more, and private ones, well they are just going to tell you anything they want.
- You would think that they would.
- You'd think that they would know it all.
- Es un departamento como el departamento de la agricultura. Ellos son responsables de educar de la regulaciones. De como se compra y como se tire los productos toxicos. Nosotros no tenemos control sobre eso. [It is a department like the department of agriculture. They are responsible for educating us about the regulations. From how to buy it to how to throw away toxic products. We have no control over that.]
- Pues, ellos llevan a cabo regulaciones y me pueden decier mejor de los riesgos. [Well, they pass the regulations and can better inform me about the risks.]
- Porque me parece que tiendran la informacion correcta sobre los productos toxicos. [Because it seems to me that they would have the right information about toxic products.]
- Porque son ellos que hacen todas las reglas. [Because they are the ones who make the rules (laws).]

Q31B: When you need information about toxic ingredients, why would you go to governments first? [asked if respondent chose “governments” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Trust the info from Gov't (no vested interest, reliable, researched, honest, and/or unbiased info; in the public interest)

- Because hopefully they wouldn't be influenced or funded by corporations like non-profits or independents.
- Because I feel they have the money to spend on research and they tend to be non-biased.
- Because I think first of all business is swayed by the bottom. Sometimes the independents are swayed by the people that support them.
- Because I think that the government is always looking for the good of the citizens so they wouldn't lie about the information.
- Because I worked there, and I know the information that they have. I guess I would trust that.
- Because I would expect that to be more correct.
- Because they do tests that are not committing to any business or anything. They should know. They are non partial, hopefully.
- Because they're supposed to have the public's interest in mind and not some vested interest like in a business.
- Because with business and profit motives, my distrust level is high.
- Business is going to sell me something. Non-profit sometimes have an axe to grind. Government is fair.
- Governments got some level of interest in protecting the public and have done a lot of studies. It maybe a push I might go to non-profits too.
- Hopefully that they are unbiased and that they have the welfare of the common people at heart. That is what I would like to think.
- I figure that they are not biased.
- I figure they are going to be unbiased.
- I think they would be more reliable and unbiased.
- I trust them more than the private industry.
- I trust they are non biased.
- I would hope that it'd be the most reliable and most honest. Non-profits can exaggerate and businesses try to cover their own butts.
- I would hope they would be more realistic or truthful.
- I would never trust businesses over government.
- I would think that they'd be more likely to tell the truth, hopefully.
- Mostly I trust them. I'm a republican.
- Probably because the companies have a vested interest in getting the product out there. The government may not have as much of an interest in that happening.

- Probably, a government agent because I think that they would be honest about it.
- The businesses might not tell the story and governments will not have a bias.
- The studies that they do from that you will be able to make an informed decision.
- They are going to be honest.
- They are more honest.
- They are, I would hope, biased with the community's best interest at heart.
- They aren't really protecting the product.
- They have probably done the most thorough research.
- They should give you an honest opinion.
- They'd be the most objective.
- Well I guess they're probably on top of it and sometimes if you read reports they're sponsored by the people doing the stuff. Just like the drug companies, the National Health Association used to do all the testing on the new drugs to get approval but now the drug companies do it. So it is in their benefit to put out good reports.
- Well, I do not think they have a financial interest in it. They should just list it as a public service.
- Porque me parece que tendran la informacion correcta sobre los productos toxicos. [Because it seems to me that they would have the right information about toxic products.]

Q31B: When you need information about toxic ingredients, why would you go to governments first? [asked if respondent chose “governments” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: I know how to access that info from the Gov't; it's faster/convenient

- Again, the Center for Disease Control.
- Because of previous research online. I've found helpful information.
- Because the Google sent me there.
- Easier and thorough.
- Hopefully they tell me the truth faster than a business would.
- I could find them first.
- I think that they are the one's who control the poison number on TV.
- I work at a company and they require we post chemical sheets of all ingredients used on the products, so I'm just familiar with it.
- I would call the health department.
- I'd start with what the government would publish and then use a combination of government, independents, and businesses.
- I'd try to find their website and find the information I needed.
- King county provides access by phone and computer.
- The poison hotline and I'll ask them about products.
- They are in the phonebook.
- Wouldn't know where else to go.

Q31B: When you need information about toxic ingredients, why would you go to governments first? [asked if respondent chose “governments” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Other

- It's all about the politics.
- Business isn't going to tell you anything.
- Due to hazard waste materials can cause a lot of people to get ill [sic].
- Extension office at the county. I don't know where I would go from there, probably WSU.
- I don't know.

- I thought maybe I'd try to find out what they knew about it. Try to get information from them. If they know then they can tell you why.
- I use to have to haul hazardous materials, so if something went wrong I would go there first.
- I was going to say I'd go online.
- I would hope that they don't have a stake in the companies' profits so that they could get me a realistic perspective on the product. The problem is that I haven't done a lot of looking on the internet yet.
- I would probably go to government, but I would check them all.
- It came to my mind first.
- Maybe not.
- That is where it starts.
- They should know, but if it means they get kick-backs coming. So, it would probably be up to most of the non- profit people. If it's not safe they will probably tell you, because they don't get anything back.
- To ask my grandson.
- Well I don't know why I said the government.
- Well if they were doing it then that would be better.
- You hope for the best, who you can trust I don't know.

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose “independent organization or non-profit” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Best Info: Trust independents/non-profits to release complete, unbiased, accurate information

- An honest assessment would be more likely from an independent source.
- An independent viewpoint as opposed to government or business.
- An unbiased opinion.
- Because I can't trust the government or private sector. I would trust nonprofits.
- Because I could trust what I was finding out.
- Because I feel they're more unbiased and more factual.
- Because I think that they are more objective.
- Because I think that they are not as biased.
- Because I think that they would not lie to me.
- Because I think they are a bit more honest. They are not tied to a business or government.
- Because I think they give you more truth than the government or the manufacturers would.
- Because I think they have an unbiased opinion, or they are neutral.
- Because I think they're more inclined to tell the truth and do more research and a government or manufacturer will lie like they always have, they think that people are ignorant.
- Because I think they're non-biased.
- Because I trust them more.
- Because I would feel that I could trust them more.
- Because they are non-biased.
- Because they are non-biased.
- Because they will be objective, hopefully.
- Because they would be more informative.
- Because they would be more trustworthy.
- Because they would be on the lookout and be more aware. Businesses know what is in the product but may not be inclined to full disclosure.
- Called about the glass used in candle holders to make sure there was no lead in them. Trust them more.
- Cuz I think they're probably the most trustworthy. I think they're going to be very clear about everything.
- Diversified opinions; un-biased.

- Each has a certain degree of bias. Independent organizations would hopefully have as little bias as possible. And I'd check more than one.
- Hopefully they would be non-bias in the discussion of the particular project. The state tends to be swayed by lobbyists.
- Hopefully they would be unbiased.
- I believe they give the non-biased opinions.
- I don't feel like they would be swayed. Like they wouldn't be biased.
- I don't have a choice here, a company wouldn't necessarily be truthful and government the same. Independents might be more reliable, if they don't have anything to gain or lose, then it might be a more truthful evaluation.
- I don't really have a strong opinion about this since I haven't done it or when I do I go to a variety of sources. I don't particularly trust the company to tell me about their product. I would trust businesses and non-profits more.
- I feel like they are less biased.
- I feel like they would tell you everything, since they are unbiased.
- I figure that they would probably give more information than the government. They have no reason to restrict information.
- I think I can trust them more than the others.
- I think I trust them to give me the right answer.
- I think it would be more unbiased.
- I think the breadth of their knowledge and expertise. I'm thinking more of the non-profits.
- I think the companies have agendas and I think the government has agendas as well. I think the independent organizations would be objective.
- I think there would be a larger honesty factor and no conflicts of interest.
- I think they are probably less likely to be biased and more willing to inform me.
- I think they are trying to find out the truth where as the government has too many thing that they are trying to do and the businesses are trying to cover it up.
- I think they might be less biased and more objective.
- I think they would be a little bit more trustworthy.
- I think they would be less biased.
- I think they would have more unbiased information.
- I think they wouldn't be biased towards the product, who might just tell you what you want to hear and hide the hidden dangers of the product. Independent organization is not selling it.
- I thinks it's more likely to be accurate than what business would provide. And an independent organization's information would be more timely.
- I trust them more.
- I trust them more.
- I trust them.
- I would hope that they would be less biased than the others.
- I would hope they would have an unbiased opinion.
- I would trust them more.
- I'm hoping to get an objective answer and check with someone else.
- Independent organizations have no hidden agenda to skew their view one way or another. Usually an independent organization will report all their findings so a person can make their own decisions.
- Independent, because I don't think they have a biased opinion.
- Less likely to be biased, and competence.
- Maybe because they would be telling me the truth. They'd have no reason to lie. I don't particularly trust the government and businesses may have a conflict of interest. They want you to buy their product.
- More believable, more reliable, less personal gain and bias.
- Most reliable information.
- No bias, that way they are not working either or specifically the company.
- Non profits because of trust. I have a certain expectation of ethics for those organizations.
- Non-biased, business will lie to you, and the government is just too busy.
- Non-biased.
- Non-profit because I think they would have a more unbiased opinion.

- Non-profit because they are out to find the point and that is it. That is their goal, whether it turns out to be good or bad.
- Non-profits because they don't have any monetary involvement in it and because it doesn't matter to them one way or another. They are just informing us. They are more unbiased, at least they are supposed to be.
- Not biased.
- Often they do testing that maybe isn't completed on the government level.
- Only if the organization had no connection to the manufacture making the product was non-biased opinion.
- Probably because they're more truthful.
- Probably better information.
- Probably unbiased.
- Some non-profits can be liberal, and independents are in it to find out the facts.
- Sometimes I find that non-profits have a clear picture of what I am looking for. They are unbiased.
- Sometimes I think the government overly does it, and companies do to their advantage, and an independent would be more honest.
- Their independence, they wouldn't be prejudiced in either direction.
- They are independent and nonprofit able so they are not biased.
- They are less biased.
- They are looking for the truth.
- They are unbiased people.
- They are unbiased.
- They are usually unbiased.
- They do not lie.
- They don't have a interest in it. They would give the best information without an ulterior motive.
- They have less bias.
- They have no, what the government or business has and can get information from both sides.
- They have nothing to gain or lose from it. I can get more honesty [sic] from them. Well, unless they're being bought off.
- They probably have the most objective information.
- They should be unbiased.
- They would be more honest, they wouldn't have a vested interest.
- They would be more scientifically oriented and non-biased.
- They would be more unbiased.
- They would be the most informed. Business and government are going to be slanted a certain way. Governments have certain standards but it doesn't mean that they are safe for everyone. Non-profits would not be slanted.
- They would be unbiased.
- They would bring better answers.
- They would give me more specifics and try not to hide stuff.
- They would tell me the truth.
- They've not got an axe to grind. The others will have a bias.
- To get an unbiased opinion.
- To get rid of the biased.
- Trustworthiness.
- Unless they've been endorsed then they are a neutral party as far as providing the correct information.
- Well, for the most part, I would say that they should not have an agenda and they would be up front about what is in those chemicals.
- Well, they are probably trying to stay on top of everything. They would probably give me an honest answer.
- Well, they might have more information. The information they have they'd probably give more freely, less evasive about the information. They have nothing to lose, no backlash from somebody, like if they are tied to a larger company.
- You can trust them more.

- You would think they would be unbiased, but thats tough question. Maybe they would do a better job of giving you the facts.
- Pienso que ellos posiblemente tienen conocimiento. [I think that they may possibly have knowledge (information).]

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose “independent organization or non-profit” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits*?]

Post-coding category: Organization is not biased: Independents/Non-Profits don't have an agenda (political, monetary, other vested interest)

- Because I don't believe they'd have an ulterior motive for leading your interest in the wrong direction.
- Because I think they are most likely to not be paid off.
- Because I would trust them to be impartial.
- Because they are less influenced by lobbyists and self interest groups. More independent I guess you could say.
- Because they are not trying to make money. The people who are making money are going to hide that type of information.
- Because they aren't pushing anything.
- Because they don't get any money from outside lobbyists
- Because they don't have a vested interest.
- Because they don't have an investment in the outcome.
- Because they don't owe anybody anything.
- Because they have invested the time, and hopefully without financial strings attached. They are strictly doing this for information and health and not for monetary gain or hiding anything.
- Because they have nothing to gain or lose from it.
- Because they have nothing to lose to tell you the truth.
- Because they have the tools and have a non-prejudice approach.
- Because they're not trying to make money off the product.
- Because with them it's not a money issue, it's more a morality issue. You can't trust the executive of Exxon Oil to tell you the truth.
- 'Cause they are independent.
- Depends on if it's a food, medicine or a garden thing. Independent organizations seem not to be slanted in either direction. The company is trying to market their products.
- For financial reasons.
- Hopefully they would have nothing to gain for either side.
- I believe that they don't have any reason to not tell you exactly what they know.
- I don't believe they have their own agenda.
- I have a feeling they don't have any interest in supporting the system.
- I think that the government has gone too far overboard. They frequently determine an outcome before they do the research. A business has a personal investment in the product. An independent organization has nothing to gain.
- I think the companies have agendas and I think the government has agendas as well. I think the independent organizations would be objective.
- I think then it's not a paid perspective, it's an independent person's view point.
- I think there would be a larger honesty factor and no conflicts of interest.
- I think they don't have vested interest in exposing ingredients.
- I think they have no bias or financial interest in the product.
- I think they wouldn't be biased towards the product, who might just tell you what you want to hear and hide the hidden dangers of the product. Independent organization is not selling it.
- I wouldn't trust anyone having an issue in wanting to discuss their side.

- Independent organizations have no hidden agenda to skew their view one way or another. Usually an independent organization will report all their findings so a person can make their own decisions.
- Independents because I want a source that is separate from any sort of vested interest in the matter. I would have to examine their source, but I would be comfortable with their opinion.
- I've always been a little suspicious of how the government handles some things. They don't have a good track history. Non-profits are looking a little bit bigger, not influenced by big business.
- Lack of control from interested parties.
- Like a consumer report kind of thing, an independent analysis with no vested interests.
- No political agenda.
- Non profit because they wouldn't have a financial interest.
- Non profits because I think that they have nothing to gain by leaving important information out.
- Non profits because it was the best answer. I would probably just go on the internet. Non profit because they probably don't have a dog in the fight, meaning an agenda.
- Non-profits because they don't have any monetary involvement in it and because it doesn't matter to them one way or another. They are just informing us. They are more unbiased, at least they are supposed to be.
- Non-profits because they have nothing to gain.
- Non-profits because they have nothing to gain.
- Someone who doesn't have a stake in the outcome.
- The government has their own agenda for not wanting to disclose everything because they may be backing a huge corporation. Manufacturers have their own reasons for not wanting to. Non-profits and independent organizations don't usually have their own agenda. Corporations of course need to sell their own products.
- They are probably telling the truth due to lack financial investment. They are searching for truth.
- They aren't influenced by money, government are influenced by lobbyists and businesses are influenced by money.
- They aren't getting any money for telling me the truth. They aren't getting paid for it.
- They do not have investment interest.
- They don't have a monetary tie to the product.
- They don't have the pressure of making a profit, they don't, or a sale.
- They don't have an interest in it. They would give the best information without an ulterior motive.
- They don't have any agendas.
- They don't have anything to gain from it.
- They have nothing to gain or lose from it. I can get more honesty [sic] from them. Well, unless they're being bought off.
- They have nothing to hide. It's trying to be there to help out the people.
- They probably have no vested interest in profits.
- They would be less likely to be prejudiced or bought off.
- They would be more honest, they wouldn't have a vested interest.
- They would be the least biased.
- They would have less push from one side or the other.
- They're not politically motivated and don't an agenda.
- Unbiased opinion.
- Usually they don't have money interests. They have the betterment of mankind as their interest . They are not out to make a buck.
- Well, for the most part, I would say that they should not have an agenda and they would be up front about what is in those chemicals.
- Well, I feel like they are more unbiased.
- Well, I was thinking they wouldn't have a financial stake in the issue.
- Well, if they have nothing to lose or gain, if there is no money involved.
- Well, that word independent makes a lot of difference. You're not asking who's payroll you're on. If it's an industry representative saying it's safe, their track record not all that good.
- You have a third party without a vested interest, either politically or on the basis of consumer consumption. Based on the presumption that the independent entity is unbiased.

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose “independent organization or non-profit” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits?*]

Post-coding category: Distrust of business; business more interested in sales than accurate info

- Because I can't trust the government or private sector. I would trust nonprofits.
- Because I don't trust the government or I don't think that the government standards are high enough and businesses don't want to put the money into it. They want to make it as cheap as possible.
- Because I think they're more inclined to tell the truth and do more research and a government or manufacturer will lie like they always have, they think that people are ignorant.
- Because I would not necessarily trust the first two.
- Because one or the other would lie or at least be deceitful.
- Because the government, that the government should be heavily involved in that. I'm not sure I would trust the business or the government to give me the correct information.
- Because they would be on the lookout and be more aware. Businesses know what is in the product but may not be inclined to full disclosure.
- Because with them it's not a money issue, it's more a morality issue. You can't trust the executive of Exxon Oil to tell you the truth.
- Because you can't trust the person that's making money off it nor can you trust the people paid to be represent those companies in the government.
- Businesses have a vested interest and governments tend to be slower to respond for bureaucratic reasons. I would go to consumer report agencies first.
- Depends on if it's a food, medicine or a garden thing. Independent organizations seem not to be slanted in either direction. The company is trying to market their products.
- Government is too slow and corporations and sometimes the government have special interests.
- I don't trust the government or companies to protect our health.
- I don't have a choice here, a company wouldn't necessarily be truthful and government the same. Independents might be more reliable, if they don't have anything to gain or lose, then it might be a more truthful evaluation.
- I don't really have a strong opinion about this since I haven't done it or when I do I go to a variety of sources. I don't particularly trust the company to tell me about their product. I would trust businesses and non-profits more.
- I don't trust the other ones.
- I think that businesses look out for themselves and the government does not always look out for us and looks out for business.
- I think that the government are [sic] too controlling when against something, and businesses hide too much.
- I think that the government has gone too far overboard. They frequently determine an outcome before they do the research. A business has a personal investment in the product. An independent organization has nothing to gain.
- I think they are trying to find out the truth where as the government has too many thing that they are trying to do and the businesses are trying to cover it up.
- Independent because I think that the government is inefficient and that other people have biases.
- Maybe because they would be telling me the truth. They'd have no reason to lie. I don't particularly trust the government and businesses may have a conflict of interest. They want you to buy their product.
- Non-biased, business will lie to you, and the government is just too busy.
- Sometimes I think the government overly does it, and companies do to their advantage, and an independent would be more honest.
- The government has their own agenda for not wanting to disclose everything because they may be backing a huge corporation. Manufacturers have their own reasons for not wanting to. Non-profits and independent organizations don't usually have their own agenda. Corporations of course need to sell their own products.

- They have a little more to tell you as to why, I mean, if there is a product they might not tell you everything. The company wouldn't be as truthful. Usually there is a reason why non-profit is endorsing or not endorsing a product.
- They have no, what the government or business has and can get information from both sides.
- Well, because I don't have anymore faith in the government than I do the drug companies.

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose "independent organization or non-profit" in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits*?]

Post-coding category: Distrust of government

- Because I can't trust the government or private sector. I would trust nonprofits.
- Because I don't really trust what the government would say because they only tell you what they really want you to know.
- Because I don't trust the government or I don't think that the government standards are high enough and businesses don't want to put the money into it. They want to make it as cheap as possible.
- Because I think they're more inclined to tell the truth and do more research and a government or manufacturer will lie like they always have, they think that people are ignorant.
- Because I would not necessarily trust the first two.
- Because one or the other would lie or at least be deceitful.
- Because the government, that the government should be heavily involved in that. I'm not sure I would trust the business or the government to give me the correct information.
- Because you can't trust the person that's making money off it nor can you trust the people paid to be represent those companies in the government.
- Government is too slow and corporations and sometimes the government have special interests.
- Having worked for non-profits that have dealt with toxic issues, I don't trust the government to keep me informed and businesses do as little as they possibly can.
- Hopefully they would be non-bias in the discussion of the particular project. The state tends to be swayed by lobbyists.
- I don't believe the government anymore.
- I don't trust the government or companies to protect our health.
- I don't trust the government.
- I don't have a choice here, a company wouldn't necessarily be truthful and government the same. Independents might be more reliable, if they don't have anything to gain or lose, then it might be a more truthful evaluation.
- I don't trust the other ones.
- I think that the government has gone too far overboard. They frequently determine an outcome before they do the research. A business has a personal investment in the product. An independent organization has nothing to gain.
- I think the government is in on it. They get kickbacks for letting things go that they shouldn't.
- I've always been a little suspicious of how the government handles some things. They don't have a good track history. Non-profits are looking a little bit bigger, not influenced by big business.
- Maybe because they would be telling me the truth. They'd have no reason to lie. I don't particularly trust the government and businesses may have a conflict of interest. They want you to buy their product.
- The government has their own agenda for not wanting to disclose everything because they may be backing a huge corporation. Manufacturers have their own reasons for not wanting to. Non-profits and independent organizations don't usually have their own agenda. Corporations of course need to sell their own products.
- They have no, what the government or business has and can get information from both sides.
- Unbiased opinion.

- We have oysters around here, and the used toxics. The state allowed them to use it after ten years, after knowing that it was toxic. The independent organization told them to stop immediately. If the state will allow that to continue why would I trust them. There's too any politicians.
- Well, because I don't have anymore faith in the government than I do the drug companies.
- No sabre a dar con una empresa y el gobierno no me daria la razon. [I would not know how to get in touch with the businesses and the government would not give me the reason.]

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose “independent organization or non-profit” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits*?]

Post-coding category: Convenience and accessibility

- Because usually they have better access, and they are easier to understand.
- Easier finding information.
- I don't know of any others. I don't anything about the department of ecology. You don't ever hear anything about them, and so I don't know who to call.
- I have access to use different places.
- I think they are easier to reach.
- Independent organization because I just think that it would be the best place to start.
- It's probably online and easier to get to.
- My experience has been with using them both here and over-seas.
- The ease of access. Sometimes its nearly impossible to get information from a bureaucracy.
- The ease of information and accessibility.
- The information would be available readily on the internet.
- They usually tell me what I want to know and in a way I can understand.
- To start the ground work. I don't know where else to go so I'd probably start there.

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose “independent organization or non-profit” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits*?]

Post-coding category: Gov't seen as a bad source (ineffective, inefficient, not responsible for providing info; protects business)

- Because I don't think it's the governments responsibility to do a lot of the watch doggin [sic] I think we need to take responsibility ourselves.
- Because the government would have to much bureaucracy to give you an appropriate answer, would be faster
- Businesses have a vested interest and governments tend to be slower to respond for bureaucratic reasons. I would go to consumer report agencies first.
- Government is too slow and corporations and sometimes the government have special interests.
- I think that businesses look out for themselves and the government does not always look out for us and looks out for business.
- I think that the government are [sic] too controlling when against something, and businesses hide too much.
- I think they are trying to find out the truth where as the government has too many thing that they are trying to do and the businesses are trying to cover it up.
- Independent because I think that the government is inefficient and that other people have biases.
- It's so hard to get the government on the phone. You call and you get voice mail with options and usually of the options given none of them are what you are looking for.

- Non-biased, business will lie to you, and the government is just too busy.
- Sometimes I think the government overly does it, and companies do to their advantage, and an independent would be more honest.
- They would be more willing to help than the government.

Q31C: When you need information about toxic ingredients, why would you go to an independent organization or non-profit first? [asked if respondent chose “independent organization or non-profit” in Q31: When you need information about toxic ingredients, who would you go to first? Would you say *business, government, or independents or non-profits*?]

Post-coding category: Other

- Because I think, if they were really honest, we need more guys like Ralph Nader to expose what's really going on. I'd really like to [sic] governor Gregoire say no more nuclear waste at Hanford. Because we can work over there for a thousand years and never clean it up, and a lot of this is going into the Columbia river, which is a major problem.
- Easier to find on the internet.
- Google.com
- I think the government is occasionally hindered by what information they can put out there so if there is a site I trust I will often go there, even if it is primary literature.
- I would go online to look for information.
- I would go to the internet and what ever came up.
- I'm referring to the internet to look for information.
- Independent because they would pay more attention to what is in the products, I'm hoping.
- Internet, because its better than dealing with someone over the phone and being put on hold. It's quicker.
- It's people that usually have purpose [sic], it's professionals promoting a good cause.
- Like the poison center.
- Non profits because it was the best answer. I would probably just go on the internet. Non profit because they probably don't have a dog in the fight, meaning an agenda.
- Non-profits because my husband always does that.
- Normally they have a lot more leeway than the government in defining stuff, less restrictions on what they can and cannot publish. Then I go to the government sites.
- Poison control.
- Seems like the one who are most vocal about the topic.
- The information from the manufacturers.
- They have a little more to tell you as to why, I mean, if there is a product they might not tell you everything. The company wouldn't be as truthful. Usually there is a reason why non-profit is endorsing or not endorsing a product.
- They would be the most on top of this.
- They would have the knowledge of people who I could get a hold of.
- Washington Toxics Coalition.
- Well, because I couldn't find it on my internet.
- Well, because they should be committed to providing that information to the public.
- Well, that is where I go to first. The businesses second, and I am not sure that the government has current information. I would look at all of the information they provide and figure it out for myself.
- Well, they are probably trying to stay on top of everything. They would probably give me an honest answer.
- No sabre a dar con una empresa y el gobierno no me daría la razón. [I would not know how to get in touch with the businesses and the government would not give me the reason.]
- Porque son personas que ayudan sin buscar nada de uno. [Because they are people who help with out seeking anything in return (from you).]

APPENDIX D. ENDNOTES

¹ Washington State Department of Ecology, *Mercury Awareness Study: Survey of Residents, State of Washington*, prepared by Gilmore Research Group, November 2002.

² Local Hazardous Waste Management Program in King County, *Household Hazardous Waste Survey*, prepared by Evans/McDonough Company, September 2004.

³ E.g., Local Hazardous Waste Management Program in King County, *Household Hazardous Waste Survey*, prepared by Evans/McDonough Company, September 2004; and Local Hazardous Waste Management Program in King County, *King County Pesticide Survey: Summary Report*, prepared by Evans/McDonough Company, March 2000.

⁴ Washington State Department of Ecology, *Mercury Awareness Study: Survey of Residents, State of Washington*, prepared by Gilmore Research Group, November 2002.

⁵ Gender differences in levels of environmental concern are often reported in survey research. National surveys, such as Roper polls, note this trend; a decade of these studies are summarized in this report: Kevin Coyle, National Environmental Education and Training Foundation, *Environmental Literacy in America: What Ten Years of NEETF/Roper Research and Related Studies Say About Environmental Literacy in the U.S.*, September 2005. This report also finds that while women typically express greater concern about environmental topics, men usually score better on questions related to environmental knowledge, indicating that environmental literacy and concern do not always correlate.

Sample references from Washington State that support this trend include Local Hazardous Waste Management Program in King County, *King County Pesticide Survey: Summary Report*, prepared by Evans/McDonough Company, March 2000; and Local Hazardous Waste Management Program in King County, *Household Hazardous Waste Survey*, prepared by Evans/McDonough Company, September 2004.

⁶ These barriers to purchasing non-toxic alternative products are commonly accepted among public programs and in the literature. Sample supporting references range from local to international sources: e.g., Local Hazardous Waste Management Program in King County, *Household Hazardous Waste Survey*, prepared by Evans/McDonough Company, September 2004; and Clean Water Initiative, Marine and Coastal Policy Research Group, University of Plymouth (United Kingdom), *Barriers to Green Buying: Household Chemicals*, 2005.

⁷ Washington State Department of Ecology, *Mercury Awareness Study: Survey of Residents, State of Washington*, prepared by Gilmore Research Group, November 2002.

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