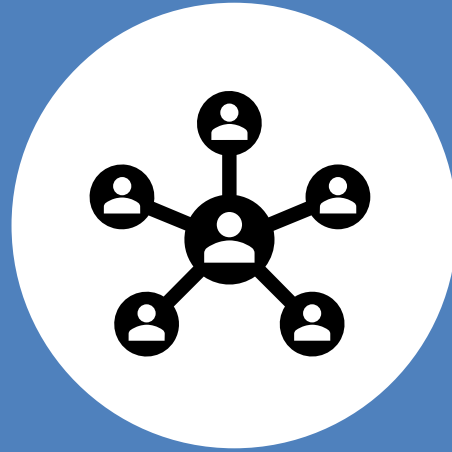




Contact Tracing Training for Volunteer Callers

Orientation to the Process

[illegible]

- We appreciate your willingness to help support the state and local health department staff.
- We hope this will be a great learning experience for you.
- This work comes with quite a bit of responsibility so please keep this training material and refer to it often.
- You must completely review this training presentation, pass a short quiz at the end of each section, complete the Non-disclosure agreement, then you can get to work!

Importance of your role as a volunteer

- By volunteering to reach out to contacts of cases
 - You are freeing up the LHD staff and allowing them to focus on investigating the people who have tested positive
 - You are getting scientifically valid and evidence-based information to people at risk of infection
 - You are helping to prevent the spread of the virus to even more people
 - You are offering comfort and advice to people who are likely feeling afraid and alone and helping them to protect their close contacts - including loved ones and family members

The Plan: Parts 1-4

This training should take you approximately 1 hour to complete plus 2-3 hours to review resource material

We will give you a brief overview of how and where your efforts fit into the bigger efforts of the Public Health response to the Covid-19 global pandemic

We will walk you through the script you will be using when you reach out to the person who has been named (traced) as a contact to a confirmed Covid-19 case.

We will next review the resources available to you and the person you have reached.

Finally, we will review how you will be receiving names and number, how you should be documenting and sharing the information you have gathered, to whom you should be reporting, and how often.

Part 1

What is Contact Tracing

Outbreak Investigation

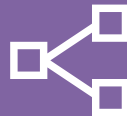


There are many steps to every infectious disease outbreak investigation



Some of the steps include:

- Verifying the diagnosis
- Creating a case definition
- Identifying and counting cases
- Developing and testing hypotheses
- Establishing control measures



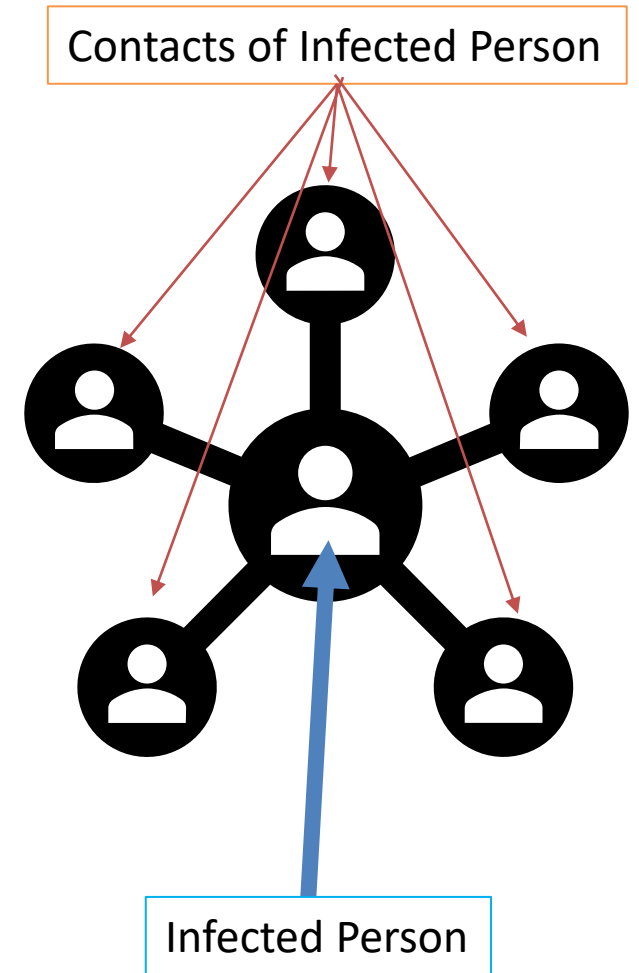
Each outbreak is different but most outbreaks involve these steps



Contact tracing is part of the effort to identify and count cases and prevent further transmission

Contact Tracing

- What is contact tracing?
 - Contact tracing is identifying persons who may have come into contact with someone who has an infectious disease.
 - These people are referred to as “contacts”.
 - Contact tracing is one tool that can be used to contain an outbreak.



Coronavirus: What is contact tracing and how can it slow the spread (1 min 45 sec) CDC March 10, 2020



Contact Tracing

- Why do public health departments conduct contact tracing?
 - People in close contact with someone infected with an infectious disease, such as COVID-19, are at higher risk of becoming infected.
 - These people are considered “exposed”
 - Exposed people may or may not get sick
 - But they could potentially infect others and further the spread of disease.
 - Educating people about their exposure status will help them to get care and treatment if they do become ill
 - It will also help them to prevent further transmission of the infection.
 - Public health routinely conducts contact tracing for diseases such as tuberculosis and measles, as well as for certain sexually transmitted diseases.



Will I be contacting known confirmed positive cases of Covid-19?

- Answer: No
- The state (MDHHS) or local health department (LDH) staff will be contacting the confirmed cases and collecting information about who had close contact with these cases
- You will not be responsible for determining who is a contact and who is not a contact and what the risk level is for each contact
- You will receive a list of contacts from your team leader
 - You will reach out to each person on your list and use a pre-made script to relay important information to them.
 - You may or may not be asked and to collect information from them.
- You will share important information with them.
- If one of the people you contact has symptoms consistent with Covid -19 infection, you will give them advice on what to do next. If they haven't had a test they are a probable case.

Some of your conversations may be difficult!



People will not be happy to hear that they have been exposed to the virus



They may be scared, too sick to talk, and/or they may have lost a family member to the virus



People may be angry at the person they think exposed them to the virus

You will not have that person's name, and that name is confidential

You can assure them that their information will be kept confidential as well



You, as the interviewer may take the brunt of a lot of fear and frustration



You will need to monitor your own emotional and mental health and take breaks as needed

De-Escalation Resource



One of the resources at the end of this training is called “Keys to De-Escalation”



This document includes good ideas for managing potentially difficult conversations including:

- Calm and center yourself first
- Seek first to understand, then to be understood
- Validate how someone feels
- Help people find options
- Allow for choice



Please take a few minutes to review this document

Check yourself quiz

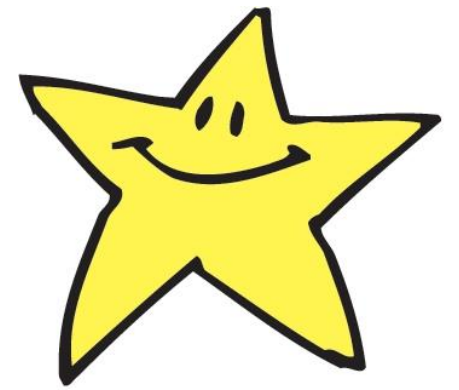


Contact tracing is:

- a) A commonly used tool for infectious disease outbreaks
- b) A tool that can be used to help contain outbreaks
- c) Can help identify people who may have been exposed to an infected person
- d) All of the above

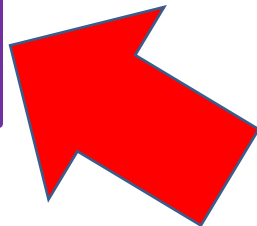
- Will I be contacting people who are confirmed to be infected with Covid-19?
 - a) Yes
 - b) No
 - c) I don't know
- Is it possible that I will contact someone who has become ill?
 - a) Yes
 - b) No
 - c) I don't know

Check yourself quiz



- Contact tracing is:
 - a) A commonly used tool for infectious disease outbreaks
 - b) A tool that can be used to help contain outbreaks
 - c) Can help identify people who may have been exposed to an infected person
 - d) All of the above

If you missed any questions,
please go back and review the
previous slides!



- Will I be contacting people who are known to be infected with Covid-19?
 - a) Yes
 - b) No
 - c) I don't know
- Is it possible that I will contact someone who has become ill?
 - a) Yes
 - b) No
 - c) I don't know

Part 2

The Script

The Script



When you are given an name and number to call, you will also be told which script to use, or what parts of a single script to use. You may be calling someone anywhere in the state, not just in your county.



You need to follow the script as closely as possible, but not sound like a robot



By following the script closely

Everyone will get the information they need quickly

The information shared will be accurate

Any information collected will be consistent

You will stay out of “deep waters” where you may not be comfortable

The Script-a reminder this may change quickly as the outbreak changes in Michigan

- A. Introduce yourself
- B. Why am I calling you?
- C. How did I get your name and contact information?
- D. Inform they have been identified as having contact with a person who recently tested positive for Covid-19
- E. Confidentiality for positive case and you as a contact
- F. Establish rapport
- G. Self-quarantine and self-monitoring
- H. What to do if you become ill
- I. What does daily monitoring look like?
- J. How often to expect contact
- K. Answers to FAQs



Reviewing the script – Introduction and Confirm ID

First contact if you reach them by phone

Hi is this_____?

My name is_____.

I am assisting the [Insert name of Local Health Department]

Note: if they are returning a call from either a text or message you have left, start by thanking them for calling you back and start by verifying their identity.

Just to be sure I'm talking to the right person could you please verify your age or date of birth and county of residence?

They respond

Thank you.

As I said, my name is_____ and I am assisting [Insert Name of Local Health Department]

Part of my role is to reach out/contact people who may have been exposed to infectious diseases and that is why I'm contacting you now.

Is this a good time to talk?

Reviewing the script – get email and privacy

Can I please get an email address for you? I will send you some information after we talk so you don't need to try to remember everything we talk about.

Just so you know everything we talk about is confidential.

Reviewing the script – Self-Quarantine

- *(Contact Name), you were identified as having had contact with a person who has tested positive for the Covid-19 virus.*
- *There are a few things I need to make sure you understand. Because you have had contact with an infected person, you need to put yourself into self-quarantine and monitor your symptoms until [14 days from exposure – this will be provided by MDSS/OMS]. As you know, all of Michigan has been ordered to stay at home as much as possible under the Governor's Stay Home, Stay Safe declaration, but there are a few more steps you should take.*
- *Within your residence, you need to minimize contact with people and pets in the home, stay in your own room if possible, use your own bathroom, avoid sharing any personal items such as dishes, towels, and bedding. This is to prevent spreading the virus to your own close contacts, if you are infected. There is guidance on CDC's website on how to do that.*
- *(Insert Name), you may or may not be infected, and even if you're infected you may not become ill. The tricky thing about this virus is that even if you're not feeling ill, you may be able to spread the virus to others, that's why we're asking you to self-quarantine.*

Reviewing the script: Symptoms = No

- If no symptoms—

That's great news! While you're in self-quarantine, you will need to monitor your own health. I can send you some information with instructions for how to monitor yourself for symptoms

We may periodically check in with you either via phone or mobile text service so we can see how you are doing and then pass along any additional information that may be helpful.

Reviewing the script: Symptoms = Yes

How is your health right now? Are you feeling sick? Specifically having any symptoms of sore throat, cough, shortness of breath, fever, feeling feverish, headache, abdominal pain, diarrhea, chills, muscle aches, vomiting?

- **If yes to COVID-19 symptoms -**

I'm sorry to hear you're not feeling well. Because you're ill, it's super important that you stay home until 72 hours after your symptoms have resolved. It is really important that you follow the disinfection recommendations in the fact sheet I'm going to send you and remember to cover your cough and wash your hands often. Because you have symptoms now someone else may be calling you back to get more information about your health. This might happen regardless if you have a positive test result or not.

If your symptoms become severe, you should contact your usual healthcare provider. Your health care provider will decide if you should be tested for COVID-19 or not.

- **Have you been tested for COVID-19?**

If you have been tested and your results are positive, I will let the Local Health Department know and they will contact you to do a more thorough interview

Symptoms = Yes. Test = Pending

- ***Have you been tested for COVID-19?***

If you have been tested and results are not available yet, it is important to remain isolated while you wait for test results. Please keep in mind that isolation helps prevent the spread of disease and protects you, your family, friends and community from getting exposed to a potentially life-threatening infection.

- ***A couple of quick questions:***

- *Is there anyone else living in your household? Can you tell me their names and approximate ages?*

[If yes, grab names and ages]

- *Are you living in a group facility or group home of any sort?*

[If yes, grab name and address]

Reviewing the script – Wrapping up

If you'd like, I can send you some information via email or walk you through the State of Michigan website. This information has recommendations on how to keep yourself and others "healthy" and what to do if you are already ill or become ill in the next 14 days.

If you do develop fever and/or respiratory symptoms, you should call your health care provider and report your symptoms and let them know the health department told you that you were exposed to a positive COVID-19 case.

Insert Name, do you have a healthcare provider to call if you become ill?

- **If no** – *you can call an urgent care or a federal qualified health center around you—but please call them first to tell them you are coming.*

If you do need to seek emergency care and/or transportation, please let the doctor's office, emergency room, or the 911 dispatcher know that you have been exposed to Covid-19. You should wear a mask during transport if you have one available.

Script – Parting words

Do you have any questions for me?

- **Have the FAQ and other info sheets ready**

If you think of questions later, you can reach me at (personal cell) or you can call the state hot line at 888-535-6136

If you are feeling anxious and could use someone to talk to you can call the SAMHSA Disaster Distress Hotline at 1-800-985-5990.

- **Insert some encouraging words**

Watch for an email from us with several attachments before the end of the day. www.mi.gov/coronavirus is also a handy site with lots of resources.

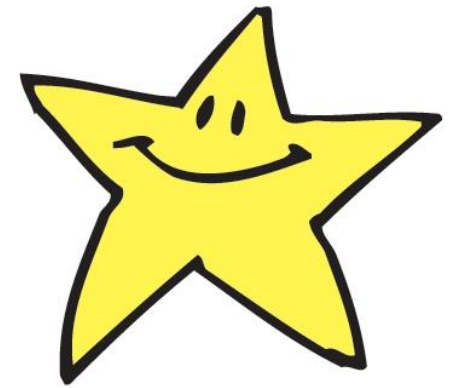
Thank you for your time!

Quiz: Script



- To verify that you are talking to the right person you will ask them to confirm their?
 - a) Age
 - b) County of Residence
 - c) Home address
 - d) Email address
 - e) Middle name
 - f) Name
- What are two pieces of information you will collect from each person you call?
 - a) Email address (if they are willing)
 - b) Test results if they have been tested and are positive
 - c) List of household member names
 - d) How long they have had symptoms

Quiz - Script



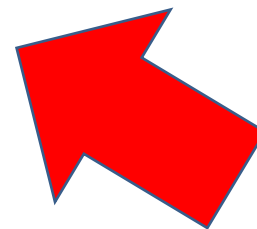
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- a) Email address (if they are willing)
- b) Test results if they have been tested and are positive
- c) List of household member names
- d) How long they have had symptoms

If you missed any questions,
please go back and review the
previous slides!



Part 3

Reviewing Resources

All resources mentioned will be available for download under the “Resources” heading of this course

Reviewing Resources

- You will need to spend a 2-3 hours reviewing all the resources about the outbreak including resources we have attached and the MDHHS Coronavirus Website.
 - You may get questions about other topics like unemployment, pets, food and water safety
- When you call people and they ask questions
 - Answer based on these resources
 - Don't "wing it"
- If you don't know, just say "I don't know the answer to that questions right now, but I can look into it and get back to you soon"
- Then you or the person can call the hotline or email to get help with the question (next slide)

www.michigan.gov/coronavirus/

Know this website!

Questions About COVID-19?



Call the COVID-19 Hotline at 888-535-6136,
7 days a week from 8 a.m. to 5 p.m.



Email COVID19@michigan.gov. Emails will be
answered 7 days a week, 8 a.m. to 5 p.m.



Quick links

- COVID-19 Volunteering and Donations
- Apply for unemployment benefits
- Apply for assistance with health insurance, food, and other needs
- Find resources in your local community
- Locate your local school meal pickup site
- Resources for small businesses
- Contact the U.S. Disaster Distress Hotline for 24/7 crisis counseling

You can direct people to the appropriate area of this website - www.michigan.gov/coronavirus/



**For Residents &
Communities**



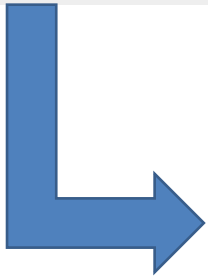
**For Health Care
Professionals**



For Childcare



**For Employers &
Workers**



What Is Coronavirus And How Do I Prevent It?

- [Frequently Asked Questions About Coronavirus Disease 2019](#)
- [Community Mitigation Strategies](#)
- [When is it safe to leave home?](#)
- [Coronavirus Disease 2019 Fact Sheet](#)
[English](#) | [Spanish/Espanol](#) | [Arabic](#) | [Simplified Chinese](#) | [Traditional Chinese \(Chinese characters\)](#) | [Korean](#) | [Burmese](#)
- [Spread of Germs radio spot](#)
- [Centers for Disease Control Information and Tips](#)
- [Interim Guidance: Get Your Mass Gatherings or Large Community Events Ready for Coronavirus Disease 2019 \(COVID-19\)](#)
- [Water Transmission and COVID-19](#)

Types Resources

- Resources for You - Volunteer Callers
- Resources to send to people exposed to a person infected with COVID-19
 - Send these to everyone you call!
- Resources for people you call who are sick with symptoms that match the COVID-19 symptoms



2 Resources for You – the Caller

- De-escalation handout
- MDHHS FAQ sheet
 - Michigan Department of Health and Human Services, Frequently Asked Questions sheet
- Review the MDHHS Coronavirus website
 - So you can refer people to the correct material
 - So you can make sure you are using the most up-to-date material
- Plus you should be familiar with all the handouts you are sending to people



3 Resources for people exposed to an person infected with COVID-19

- “Self-monitoring and self-quarantine” hand out
- “Cleaning and Disinfecting Your Home” hand out
- “What to do if you start feeling ill” hand out



4 Resources for people who are sick with symptoms that match the COVID-19 symptoms

- “10 ways to manage respiratory symptoms at home” handout
- “When is it safe to leave?” handout
- “Cleaning and Disinfecting Your Home” hand out
- “Steps to help prevent the spread of COVID-19 if you are sick” handout

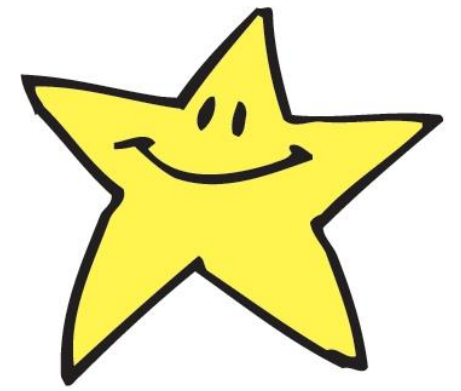


Quiz - Resources



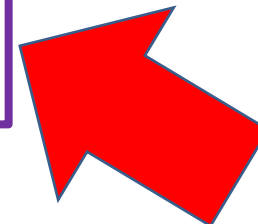
- If I don't know something, I should just make something up until I figure it out.
 - True
 - False
- I only need to know the content of the resources for me, the caller
 - True
 - False
- The resources I will send to a healthy person and sick person are the same.
 - True
 - False
 - Both – I will send some of the same material, but I will send additional fact sheets to ill people

Quiz - Resources



- If I don't know something, I should just make something up until I figure it out.
 - True
 - False
- I only need to know the content of the resources for me, the caller
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- The resources I will send to a healthy person and sick person are the same.
 - True
 - False
 - Both – I will send some of the same material, but I will send additional fact sheets to ill people

If you missed any questions, please go back and review the previous slides!



Virtual Phone Bank

- Go to www.openvpb.com
- Click on “Create an Action ID account”
- Use your personal email
- Set a password (make sure to write it down in order to remember it later)
- This will be the information you will use to sign into Virtual Phone Bank
- Click on the phone bank link that was sent by your volunteer coordinator, it will look similar to this:
- https://www.openvpb.com/vpb_bycode/FC95E3B-379609



Start Making Calls

Open Virtual Phone Bank (OpenVPB) is your tool to make phone calls to voters and automatically record their responses for your organization.

Get Started

Powered by NGP VAN.



Virtual Phone Bank

- Click on “Get Started”
- The contact that appears on your screen will be your first call.
- Each contact will have name, age, and preferred phone number listed.
- Dial the contact’s phone number and deliver the script.
- If your contact is not reached, click the “I Couldn’t Reach” button under the contact’s info

John Doe
(313) 111-1111
35-year old M

I Couldn't Reach John

Virtual Phone Bank

- If you couldn't reach your contact mark the reason why:
 - **Not Home** = Nobody answered, or the contact wasn't home
 - **Refused** = The contact refused a conversation with you
 - **Deceased** = You were informed the contact is deceased
 - **Spanish/Arabic** = The contact only spoke Spanish or Arabic which prevented the conversation
 - **Call Back** = The contact requested that you call back at a later time
 - **Busy** = The contact's phone was busy
 - **Left Message** = Nobody answered, and you left a message
 - **Wrong Number** = Someone answered and informed you the phone number is not for the contact
 - **Disconnected** = The phone number results in a disconnected message or tone
 - **Other Language** = The contact spoke another language which prevented the conversation

If you reach your contact, follow the script to select the appropriate answers from the drop- down menus:

How is your health right now, are you feeling sick?

Choose an option ▼

Virtual Phone Bank

- For any questions that require specific answers, type the responses into the notes section at the bottom of the screen in this format:
- Email = volunteer@gmail.com
- Employer = McDonald's
- Job = Cashier

Once you have completed the questionnaire, click on “Save and Next Call” to generate the next contact.

When you are finished making calls for the day, click on “Stop Making Calls”. All your data will be saved, and you will be signed out of Virtual Phone Bank.

To resume making calls at any time, just click the link and enter your account info.

Notes

Stop Making Calls

Save & Next Call

Virtual Phone Bank-Other Details

- You will be assigned a daily shift supervisor who you can email if you need help
- People will be called three times before we close them out
- Should I leave a message? Yes-we will give you a script
- What if I didn't finish my assigned contacts? No worries-they will be reassigned to someone else
- Some people will get a call everyday—you may call them one day and another public volunteer will call them another day



Next Steps

- You will be contacted by someone from Kolehose Strategies to sign up for shifts
- Kolehose may do some more training with you on the script or the data entry portal

The background features a series of thin, concentric circles in a light gray color, centered around the middle of the frame. A thick, solid black curved line, resembling a stylized 'C' or a swoosh, is positioned on the left side, partially overlapping the orange oval. The overall design is minimalist and modern.

Thank you so much!