

Checklist of Steps for Each *Contact*

Step 1: Introductions

- ☐ Identify your organization.
- ☐ Confirm the contact's identity.
- ☐ Inform them they were in close contact with someone who has COVID-19 and are at risk of becoming sick.
- ☐ Check in about length and safety of call.

Step 2: Check for Common Symptoms of COVID-19



Common symptoms

-	Fever (temperature over 100.4°F/38°C)
-	Tiredness (fatigue)
-	Muscle pain (myalgia)
-	Cough
-	Loss of taste or smell
-	Difficulty breathing
-	Headache
-	Sore throat

- If the contact has any of the symptoms above, please refer to your local protocol for how to respond. At minimum, instruct the contact to seek SARS-CoV-2 testing and follow Step 4 from *Checklist of Steps for Each Case*.
- If the contact has no symptoms, continue to Step 3.

Step 3: Instruct How to Quarantine

- ☐ Explain quarantine in simple terms:
 - ☐ **Quarantine** means that you should try to not have contact with other people, except if you need to see a doctor. If you live with other people, you might try to find another place to stay. Or you might use your own bedroom and bathroom. If you can't avoid being around other people, you should wear a mask at all times. The mask should completely cover your nose and mouth. You will need to do this for 14 days.
 - ☐ Quarantine restricts movement and contact of healthy people who have been exposed.
 - ☐ Quarantine duration is for 14 days since the last contact with the person who is infected.
- ☐ Check that the contact understands completely. Help them make a plan to quarantine.
- ☐ Identify challenges that may stop the contact from following your quarantine instructions.
- ☐ Offer resources to improve the contact's chances of following your quarantine instructions.



Step 4: Wrap up the Call

- ☐ Answer the contact's questions. Common questions include:
 - ☐ What happens if I get sick?
 - ☐ How do I get tested?
 - ☐ Do I need a mask?
 - ☐ Can you give me a letter for my job or landlord?
- ☐ Make a plan to follow up.

Step 5: Implement Regular Check-Ins

- ☐ Have they had any symptoms?
- ☐ Offer support for continued quarantine. (See Step 3.)

Quick Reminders

Symptoms Requiring Immediate Emergency Care

- Bluish lips or face.
- Faster breathing.
- Trouble breathing.
- Persistent pain or pressure in the chest.
- New confusion or difficulty waking up.

Active Listening Techniques

Paraphrasing: repeating what was just said to you, in your own words.

- *What I'm hearing is ...*
- *It sounds like ...*
- *You said ...*

Restating: putting words to the emotions being expressed to you.

- *You're scared/worried/angry.*

Silence: being quiet so that the other person can finish talking or thinking.

Phrases for Building Rapport

- *This is a difficult time.*
- *Everything is happening so fast.*
- *I hear you.*
- *I hear you when you say ...*
- *Right.*

What Is a Contact?

Contacts include but are not limited to people who had the following types of interactions with the case during the case's infectious period; that is, anyone who:

- Lives with the case.
- Was face-to-face and within 6 feet (1.8 meters) of the contact for 15+ minutes.
- Had direct physical contact with a case, such as kissing.
- Had direct physical contact with a case's secretions, such as touching the case's used tissues.