

CONTACT TRACING PROTOCOLS
November 18, 2020

Serving: Pomona College 1887 • Claremont Graduate University 1925 • Scripps College 1926 •
Claremont McKenna College 1946 • Harvey Mudd College 1955 • Pitzer College 1963 • Keck Graduate Institute 1997

101 South Mills Ave., Claremont, CA 91711
(909) 607-4341

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Contact Tracing Protocol based on Centers for Disease Control and Prevention and Los Angeles County Department of Public Health Guidelines

Updated 11/18/20

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**The Claremont Colleges Services
Contact Tracing Team Roles and Responsibilities**

Lead Contact Tracers:

Cindy Chu, Nurse Practitioner

Melissa Lego, Nurse Practitioner

Responsibilities:

1. Assign cases to Case Investigators
2. Assign contacts to Contact Tracers
3. Monitor case and contact dashboard
4. Evaluate when each contact can end quarantine per current Centers for Disease Control/Los Angeles County Department of Public Health guidelines
5. Serve as contact for Student Health Services providers and Campus Liaisons to receive reports of confirmed COVID-19 cases, probable COVID 19 cases instructed to undergo isolation, and contacts exposed to confirmed or probable COVID-19 cases instructed to quarantine
6. Assess training needs of Case Investigators and Contact Tracers and coordinate training opportunities as needed
7. Conduct daily summary meetings with each Case Investigator and Contact Tracer
8. Evaluate Case Investigator and Contact Tracer work
9. Manage any complex issues brought forth by Case Investigator or Contact Tracer
10. Via e-mail, notify Case Investigators and Contact Tracers of any updates of Centers for Disease Control/ Los Angeles County Department of Public Health guidelines regarding isolation and quarantine. Confirm receipt of notification from Case Investigators and Contact Tracers.
11. Notify SHS Medical Director and Los Angeles County Department of Public Health if cluster of 3 or more epidemiologically linked cases occur

Case Investigator: Licensed DO, MD, or NP that has completed the Contact Tracing Training protocol (Case Investigator duties may also be completed by Lead Contact Tracer)

Surge Capacity Workforce: licensed RN who has completed the Case Investigator and Contact Tracer Training Protocol

Responsibilities:

1. Conduct case interviews per Case Investigation Interview Protocol and document case interviews on contact tracing module
2. Conduct follow up calls of student cases and review daily symptom checklist of cases. Notify Lead Contact Tracer immediately if any case has been referred to Emergency Services
3. Consult with Lead Contact Tracer if case needs further assistance regarding isolation beyond what Case Investigator and Campus Liaison have provided

4. Inform each case of their isolation release date per recommendation of treating provider using current guidelines from Centers for Disease Control/ Los Angeles County Department of Public Health
5. Provide End of Shift Report daily to Lead Contact Tracer

Contact Tracer: Staff who have completed Contact Tracer Training Protocol

Responsibilities:

1. Conduct contact interviews per Contact Tracing Protocol and document contact interview in contact tracing module
2. Review each contact's daily symptom checklist and call each contact as indicated to review any development of symptoms, adherence to quarantine instructions, and needs arising from quarantine. Notify Lead Contact Tracer immediately if any contact has been referred to Emergency Services or if any contact becomes symptomatic.
3. Consult with Lead Contact Tracer if contact needs further assistance beyond what Contact Tracer and Campus Liaison have provided.
4. Provide End of Shift Report daily to Lead Contact Tracer

**The Claremont Colleges Services
Case Investigator and Contact Tracer Training Protocol**

Prior to conducting case interviews and contact interviews, Case Investigators and Contact Tracers must successfully complete the following training modules and earn the corresponding certificates:

1. Johns Hopkins University COVID-19 Contact Tracing Training
<https://www.coursera.org/learn/covid-19-contact-tracing/home/welcome>
2. Introduction to Trauma Informed Care for Disease Intervention Specialists.
<https://cdc.train.org/cdctrain/course/1090752/>

Case Investigators and Contact Tracers must also complete training on how to document case interviews and contact interviews on applicable contact tracing module.

As part of The Claremont Colleges Services Student Health Services staff, Case Investigators and Contact Tracers must have up to date certificates of completion of the following trainings:

- HIPAA Basics
- FERPA
- Harassment and Discrimination Prevention
- Checkpoint: Data Security and Privacy

If Case Investigator or Contact Tracer is not up to date on the above trainings, Case Investigator or Contact Tracer will notify Lead Contact Tracer so that these trainings can be arranged with Human Resources.

As response to the COVID-19 pandemic evolves, Lead Contact Tracers may coordinate additional training pertinent to contact tracing as needed.

**The Claremont Colleges Services
Contact Tracing Protocol**

1. TCCS will perform centralized contact tracing for all students and employees with confirmed or probable COVID-19 that have been present on The Claremont Colleges campus anytime during their infectious period or reside in local surrounding communities. Due to the rapidly evolving nature of guidance related to COVID-19, these definitions and protocols are subject to change as Public Health guidance is updated.
2. Definitions
 - a. Case - person diagnosed with laboratory confirmed COVID-19 or with symptoms consistent with COVID-19
 - i. SHS provider diagnoses patient with COVID-19 via positive lab test or with symptoms consistent with COVID-19
 - ii. Campus liaison reports positive case on their campus (student or employee)
 - iii. Patient self-reports positive diagnosis to SHS
 - b. Close Contact - a person who was within 6 feet of someone with confirmed or probable COVID-19 for a cumulative total of 15 minutes or more over a 24-hour period or had unprotected contact with a patient's body fluids and/or secretions during the infected person's infectious period (2 days before illness onset, or 2 days before test specimen collection for asymptomatic cases, until the patient is released from isolation)
 - i. Person is identified as a close contact by a patient with confirmed or probable COVID-19
 - ii. Person self-reports close contact with a case
 - iii. Campus liaison reports a close contact on their campus (student or employee)
3. Case Investigation Protocol
 - a. Person with confirmed or probable COVID-19 is reported to Lead Contact Tracer
 - i. Reporting person should include patient's name, date of birth, phone number, email, address or residence hall, date of diagnosis, date when symptoms started
 - ii. Any confirmed or probable cases should be reported to Lead Contact Tracer within 24 hours
 - iii. Lead Contact Tracer weekend call schedule will be provided to college liaisons
 - iv. Campuses performing contact tracing (either digital or manual) will submit the contact list to Lead Contact Tracer as soon as it is available
 - b. Lead Contact Tracer will assign case to Case Investigator (Case Investigation may also be completed by Lead Contact Tracer)
 - i. Case file is opened and documented in contact tracing module
 - ii. Case Investigator will make contact with the case within 24 hours
 1. If unable to make contact within 24 hours, contact campus liaison for

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- assistance (See Appendix A for list of liaisons)
2. Case interviews will be empathetic, culturally sensitive, and trauma informed
- iii. Case Investigation Interview (See Appendix E for script)
1. Confirm case's contact information and demographics
 2. Explain how information will be used and that all information will be confidential
 3. Collect pertinent medical history
 - a. Symptoms (Appendix B) and date of onset
 - b. Cases will be advised to follow up with health care provider if any worsening of symptoms
 - c. Screen for comorbid conditions associated with higher risk for severe disease (Appendix C)
 4. Collect information about how the case was potentially exposed
 5. Determine the infectious period (Appendix D)
 6. For laboratory-confirmed cases only
 - a. Assist the case in remembering all close contacts during infectious period
 - b. Collect information on how to connect with close contacts (name, date of birth, phone number, email, address)
 - i. Case will be instructed to notify contacts that are not members of The Claremont Colleges community of COVID-19 exposure and advise them to follow up with their local public health department (Appendix G)
 - ii. Complete COVID-19 Case and Contact Line List for Education Sector form and submit to LAC DPH within 1 business day
http://publichealth.lacounty.gov/acd/Diseases/EpiForms/COVID_OBlinelist_Education_Sector.xlsx
 7. Collect information on current living situation and where the case has been on campus during the infectious period (include dates and times)
- iv. Provide information on campus isolation protocols: <http://publichealth.lacounty.gov/acd/ncorona2019/covidisolation/>
1. For Students
 - a. Give contact information for campus liaison to assist with living, academic, and social support
 - b. Obtain consent from the student to release information to campus liaison to assist with support as needed
 - c. If it is determined that the student needs to be moved to another location for isolation, contact campus liaison to facilitate the move
 2. For Employees

- a. Give contact information for campus HR/liaison to assist with employment and social support
 - b. Obtain consent from employee to release information to campus HR/liaison to assist with support as needed
 - c. Staff will be referred to their primary care provider and local public health department for isolation recommendations and contact tracing follow up in their community (non-campus contacts) (Appendix G)
- v. Provide information on how to obtain medical care
1. Recommend COVID-19 testing for probable cases if they have not already been tested
 2. For Students
 - a. Medical health concerns - call SHS during regular clinical hours or contact their local primary care provider
 - b. Mental health concerns - call MCAPS for appointment or to connect with crisis therapist
 - c. Students may also obtain 24/7 medical and mental health telehealth services through 7C.Health
 3. For Employees
 - a. Medical health concerns - refer back to their primary care provider
 - b. Mental health concerns - refer to campus HR for Employee Assistance Program (EAP). May also seek care through their personal insurance plan or existing mental health provider
 4. Students and employees are instructed to promptly report COVID-19 test results to case investigator if testing done at outside facility
 5. All cases are advised to seek emergency care if they experience difficulty breathing, chest pain or pressure, bluish lips or face, confusion or difficult to awaken, or other serious symptom
- vi. For laboratory-confirmed cases, advise students that a case investigator or contact tracer will be contacting them via phone call or portal message on a daily basis until the end of the infectious period
1. Recommend patient monitor their temperature twice daily and seek medical advice (SHS, telehealth, other local provider, or ER) if any worsening of fever or other symptoms
 2. Patient will complete daily symptom survey (Isolation Survey)
 3. Case investigator will review daily symptom survey
 - a. Based on clinical judgement, case investigator/contact tracer will call patient if daily symptom survey is positive for worsening or increasing symptoms

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- interview is to stop the spread of COVID-19
- ii. Explain how information will be used and that all information will be confidential
 - iii. Confirm contact information and demographics, including living situation
 - iv. Gather additional information about the contact's potential exposure
 - v. Document any symptoms (Appendix B) and date of onset
 - vi. Recommend COVID-19 testing if not already tested
 1. Students advised to schedule testing at SHS or with their local healthcare provider/public health department (Appendix G)
 2. Employees advised to schedule testing with their own healthcare provider or public health department
 3. Students and employees are instructed to promptly report COVID-19 test results to contact tracer if testing done at outside facility
 - vii. Provide information on quarantine protocols:
<http://publichealth.lacounty.gov/acd/ncorona2019/covidquarantine/>
 1. For Students
 - a. Give contact information for campus liaison to assist with living, academic, and social support
 - b. Obtain consent from the student to release information to campus liaison to assist with support as needed
 - c. If it is determined that the student needs to be moved to another location for quarantine, contact campus liaison to facilitate the move
 2. For Employees
 - a. Give contact information for campus HR/liason to assist with employment and social support
 - b. Obtain consent from staff member to release information to campus HR/liason to assist with support as needed
 - c. Refer to their local public health department for follow up (Appendix G)
 - viii. Provide information on how to obtain medical care if they start to experience symptoms
 1. For Students
 - a. Medical care - call SHS during regular clinical hours or contact their local healthcare provider
 - b. Mental health concerns - call MCAPS for appointment or to connect with crisis therapist
 - c. May also obtain 24/7 medical and mental health telehealth services through 7C.Health
 2. For Employees
 - a. Medical care - refer back to their primary care provider

definitions)

- a. Contact tracers and case investigators will provide end of shift report to Lead Contact Tracer daily
 - i. Lead Contact Tracer will determine when contacts can be released from quarantine in conjunction with contact tracers
 - ii. Case investigators will determine when laboratory-confirmed cases can be released from isolation
 - iii. Treating SHS providers will inform Lead Contact Tracers/Case Investigators when isolation period ends for suspected cases
- b. Lead Contact Tracer will notify SHS Medical Director and Los Angeles County Department of Public Health if a cluster of 3 or more epidemiologically linked cases occur

Appendix A
Campus Liaisons

Claremont McKenna College

For Students and Employees:

Shivani Lal, RN (Hamilton Health Box)

Shivani.lal@hamiltonhealthbox.com

(909) 607-2301

(909) 240-4192 cell

Harvey Mudd College

For Students and Employees:

Anna Gonzalez, VP for Student Affairs and Dean of Students

angonzalez@hmc.edu

909.621.8125

Pitzer College

For Students:

Gabriella Tempestoso, Associate Dean and Director of Academic Support Services

gabriella_tempestoso@pitzer.edu

(909) 607-3553

For Employees:

Deanna Caballero, Assistant VP of HR and Payroll Services

Deanna_Caballero@pitzer.edu

(909) 621.8254 (ext 18254)

Pomona College

For Students:

Avis Hinkson, VP for Student Affairs and Dean of Students

avis.hinkson@pomona.edu

(909) 621-8017

For Employees:

Carol Saldivar, Senior HR Business Partner

carol.saldivar@pomona.edu

(909) 607-8365

Scripps College

For Students and Employees:

Anjila Lebsock, Safety Operations Specialist

ALEBsock@scrippscollege.edu

(909) 607-3972

Claremont Graduate University

For Students and Employees:

Alejandra Gaytan, Director HR

alejandra.gaytan@cgu.edu

(909) 607-4404

Keck Graduate Institute

For Students:

Cynthia Martinez, Dean of Students

deanofstudents@kgi.edu

(909) 607-7150

For Employees:

Cheryl Merritt, Assistant VP of HR and Employee Engagement

cheryl_merritt@kgi.edu

(909) 607-7853

The Claremont Colleges Services (TCCS)

For employees:

Crystal Rossetti, Director of Human Resources

crystalr@claremont.edu

(909) 607-6925

Appendix B
Symptoms of COVID-19*

Common symptoms of COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms.

*Per CDC Guidelines updated 5/13/20 (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>)

Appendix C High Risk Conditions*

Comorbid conditions associated with higher risk for severe COVID-19 disease:

1. Older age > 65 yo
2. Cancer
3. Chronic Kidney Disease (CKD)
4. Chronic Obstructive Pulmonary Disease (COPD)
5. Immunocompromised from solid organ transplant
6. Obesity (BMI > 30)
7. Serious Heart Conditions (CHF, CAD, cardiomyopathies)
8. Sickle Cell Disease
9. Diabetes Mellitus, type 2

Other conditions that may increase risk for severe COVID-19 disease:

1. Asthma, moderate to severe
2. Cerebrovascular disease
3. Cystic Fibrosis
4. Hypertension
5. Immunocompromised
6. Neurological conditions (e.g. dementia)
7. Liver Disease
8. Pregnancy
9. Pulmonary Fibrosis
10. Smoking
11. Thalassemia
12. Diabetes Mellitus, type 1

*Per CDC guidelines updated 7/30/20 (https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fgroups-at-higher-risk.html)

Appendix D
Infectious Period, Isolation Period, and Quarantine Period*

Infectious Period

Symptomatic cases - infectious period starts 2 days before symptom onset and continues until person no longer needs to be isolated

Asymptomatic cases - infectious period starts 2 days before their test was collected until person no longer needs to be isolated

Isolation Period

Cases may end self-isolation if they meet criteria set forth by [County of Los Angeles Department of Public Health Order of the Health Officer](#)

(http://publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO_Coronavirus_Blanket_Isolation.pdf)

Currently, this occurs when:

Symptomatic cases, if all 3 of the following conditions are met:

1. No fever for at least 24 hours without antipyretic medications
2. Symptoms have improved
3. At least 10 days have passed since symptoms started
4. For persons with severe illness or who are severely immunocompromised, consider extending duration of isolation to up to 20 days

Asymptomatic cases

1. End self-isolation 10 days after the positive COVID-19 test was taken
2. If an asymptomatic case develops symptoms, then they must meet criteria as noted above for symptomatic cases before ending self-isolation

Quarantine Period

Cases may end self-quarantine if they meet criteria set forth by [County of Los Angeles Department of Public Health Order of the Health Officer](#)

http://publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO_Coronavirus_Blanket_Quarantine.pdf

Currently, this occurs when:

1. If contact has no further contact with the case, quarantine period ends 14 days from last contact with the case

2. If contact continues to have contact with the case (e.g. live in the same household):
 - a. And able to avoid close contact with the case, quarantine period ends 14 days from when the case started home isolation
 - b. And have close contact with the case at any time, quarantine period ends 14 days after last close contact with the case
 - c. And unable to avoid close contact with the case, quarantine period ends 14 days after the case is released from home isolation
3. If notification of a contact received from a digital contact tracing app, quarantine period ends 14 days from the time close contact was reported on the app

Appendix E
Case Investigation Script

General Suggestions and Tips:

- The primary goal of leaving a voicemail, email message, or patient portal message is to get the case on the phone with you.
- Leaving a voicemail after the first call attempt is a good practice and allows the case to associate your phone number with Contact Tracing.
- It is okay to call the case more than once in the same day and indicates the urgency of your call.
- It may be helpful to use a calendar or specific dates (holidays, weekends, etc.) to help patients recall activities.
- Fear can slow down someone's ability to recall contacts. Providing reassurance and gentle prompts may help put the patient at ease. It is ok to redirect to a different part of the script and come back to items if they are stuck.
- Remember to be compassionate and empathetic. These are individuals who have recently learned that they were diagnosed with this virus. They may feel scared about this or about the possibility of having exposed others to the virus.

Voicemail Script:

Hello. This is a message for [insert name of case], and I am calling from The Claremont Colleges regarding COVID-19 contact tracing. We need to speak with you. Please give me a call back at (909) 607-9995. If I do not answer, please leave a voicemail with your name, phone number, and best times to reach you. I will get back to you as soon as possible.

Case Investigation Script:

Introduction and Confirming Identity:

Hello, my name is [insert name of case investigator] and I am calling from The Claremont Colleges. We are coordinating the COVID-19 response on the campuses.

Can I confirm that I am speaking with [insert name of case]?

If yes, ask them to confirm their address and date of birth. You should not read this information to them. If no, ask to speak to that person.

Thank you for confirming this information. You were recently tested for COVID-19 and your test result has come back positive, meaning that you are infected with the coronavirus or COVID-19 [or] Your provider has determined that you have symptoms consistent with COVID-19. We are calling everyone with confirmed or probable COVID-19 on the campuses.

Do you have time to speak with me now? The interview will take approximately 20 to 30 minutes.

If yes, continue with the interview. If no, ask for a time to call back.

COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most cases are mild or moderate and most people don't need to be in the hospital. Some cases can be more serious and cause pneumonia and breathing difficulties.

The purpose of this call is to collect information so that we can stop the spread of COVID-19.

First, we need to call the people you have been in contact with and let them know that they should be evaluated. Your name will not be disclosed to the contacts we call. All information you give us will be kept confidential unless there is a concern about your safety.

Second, it is critical that you self-isolate immediately in order to protect your friends and family, so that nobody else is infected.

If the person has a clinical question or concern:

If you have additional clinical questions, please contact your healthcare provider.

If the person requests medical care:

For Students:

If you believe you are having a medical emergency and you are on campus, you should call Campus Safety at (909) 607-2000. Would you like me to assist you in calling Campus Safety? Otherwise, you should contact Student Health Services, 7C.Health, or your local healthcare provider for nonurgent matters.

For Staff:

If you believe you are having a medical emergency, you should call 911 or go to your nearest emergency room. Otherwise, you should contact your healthcare provider for nonurgent matters.

If there are additional questions, consult with your supervisor.

Confirm Personal Details:

Before we start, let's make sure we have your correct contact information. We also need a few more details about you and the symptoms you have had. The information may be provided to the Department of Public Health. We will not share it with anyone else. The information we collect about you and the symptoms you have had is to help you and the campus community stay safe, not for other specific actions.

Collect or complete all of the information:

- Address
 - For students:
 - Residence Hall and room number (suite or traditional room)
 - Number of roommates
 - Number of people using shared bathroom
 - Any common areas in housing (e.g. shared kitchen, lounge area)
- Additional phone numbers
- Email address
- Race and ethnicity
- Gender
- Preferred language
- Next of kin/emergency contact information
- Occupation

Symptoms (Appendix B):

Have you had any symptoms? Even if these were minimal symptoms like being extra tired or a runny nose, we want to be sure to capture the first day you felt symptoms. When was the first day you felt any symptoms at all?

Indicate the symptom and date of onset.

Do you still have symptoms?

If no, indicate the date the symptoms resolved.

Testing:

Have you been tested for COVID-19?

If yes, list all test dates and results.

If no, recommend the patient have testing and give resources on where to get tested.

Clinical:

Have you been hospitalized or visited the emergency room during your illness?

If yes, indicate hospital details:

- Name of hospital
- Date of hospitalization and discharge
- If they were admitted to ICU

Some health conditions can increase your risk for severe illness (Appendix C). Do you have any other health conditions?

If no, proceed to exposure information.

If yes, collect information about health condition:

- Indicate year of diagnosis
- Severity, if available
- If pregnant, note LMP and gestational age

Exposure Information:

Next, I have a few questions about your usual activities and where you might have been exposed. This helps the colleges and the Department of Public Health gather information about the epidemic.

Do you know where you may have been exposed to the virus? Potential places include:

- Contact with someone that was sick in the 14 days before the onset of symptoms or day of testing
- Someone you live with or someone who lives in your residence hall
- A close friend or colleague
- A classroom or lab class
- Your workplace
- A healthcare setting
- A community event
- Travel

It's also possible that you do not know where you were exposed. Are there any other details you would like to provide about your possible exposure?

Document any exposure information, including dates, amount of time, and exact locations.

Contact Tracking for laboratory-confirmed cases of COVID-19:

Now I would like to talk to you about your activities around the time you became ill. One of the most important things that we can do as a community to stop the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself. We need to notify individuals you came into close contact with while you were contagious and urge them to be hypervigilant about developing symptoms and urge them to get tested. This will help them protect themselves and their families, and we want to make sure they receive the help they need to do that. During this process we do everything we can to keep your identity confidential, but sometimes that may not be possible, for example for activities where there was only one other person present. Do you have any questions before we start?

We know that your symptoms started on [insert date]. We are going to think through everyone you have been around for 2 days before that, meaning [insert date]. It looks like that was a [day of the week].

If no symptoms, use 2 days before the test date.

Think back to where you were that day and your life since then. Don't worry, we will go into detail. You might want to check your social media or calendar to help you remember.

I want you to think about people you are around routinely in your daily life: your family, friends, and coworkers or classmates. Think about anyone that

- You've been within 6 feet for a cumulative total of 15 minutes or more within a 24-hour period
- May have had contact with your body fluids or secretions, such as shared utensils or saliva, coughed or sneezed on, cared for you while you were ill, or had sexual contact with

For each contact, collect the following information and document with as much detail as possible:

- Name
- Phone number
- Date of birth, if available
- Type of exposure, including length of time
- Contact's preferred language
- Ask if the contact has been informed that they've been exposed (for example family or friend of the case).
- Workplace
 - Have you been at a job?
 - Let's go through your coworkers one by one.
 - Who do you share an office with?
 - Who do you have regular meetings with?

- Who is your boss?
- Who reports to you?
- Who do you eat meals with when you're at work?
- Let's now go through others you interacted with at work one by one
 - Do you have customers or clients you know by name?
 - How do you travel to and from work?
- Do you have another job you've been to? **If yes, repeat above questions**
- Social Events
 - Let's think through social or recreational things you've done.
 - Have you had a meal at anyone else's house recently or had someone to your house for a meal?
 - Have you met with any friends to go shopping or do any sports or anything fun recently?
 - Have you attended any parties?
 - Have you been to church?
 - What did you do last weekend?
 - Have you been to any restaurants recently?
 - Do you go to a gym or exercise classes?
 - Have you been to any gatherings or social events?
 - Have you been to any sporting events, concerts, or any other event where there were a lot of people?
- Have you been to a school?
 - Which buildings on campus have you visited? (ask about room numbers)
 - When and how long were you there?
- Have you been to a health appointment or health facility (other than where you got your test for COVID-19)?
- Let's look at your calendar together. Have you done anything unusual?
 - Any air travel?
 - Any road travel – car road trips, bus, trains?
 - Has anyone visited you from out of town?
 - Have you been shopping in the last two weeks?
 - Any rideshare such as Uber or Lyft?
- Household members or close friends
 - Tell me what family members and friends you have seen.
 - Who lives in your household?
 - Has any family visited you at home?
 - Do you live in a residence hall?
 - Do you share a room?

- Who shares a bathroom with you?
- Who uses the common spaces in your residence hall (e.g. kitchen, living room, etc.)?

If a case was in a place or at an event but does not know the names of potential contacts (e.g. restaurant, sporting event, etc.), get specific details about the place/event, including address, phone number, date, time in attendance.

Thank you for helping us identify any close contacts you may have had. We know that all of this can sound scary, but we also know that the only way to beat this pandemic is to work together as a community to stop it. The more contacts we find and get tested early, the more cases we can prevent. Thank you for helping us keep the campus community safe.

Reinforce that this information will be kept confidential.

If the contact is not a part of The Claremont Colleges community, advise the case to notify the contact of the exposure. Advise them that the contact will be reported to the LA County Department of Public Health and will be contacted by them as well. The case should advise the contact to quarantine and contact their health care provider for further advice.

Home Assessment and Isolation Precautions

Next, we'd like to talk about helping you stay safe during your illness at home. We will talk about what isolation means and how to reduce the risk so that nobody catches the virus from you.

FOR LOCAL, OFF-CAMPUS STUDENTS ONLY:

We have some questions about your home to assess your ability to isolate.

- Housing
 - What type of home do you live in?
- Basic Necessities
 - Over the next 2-3 weeks, do you have reliable access to:
 - Food (Reliable access to food: family, friend, neighbor able to deliver food while you remain in isolation or other food delivery service (local grocery store delivery, meals on wheels)
 - Medications
 - Heat, Water, Electricity
 - Phone service - Means of communication in the event of an emergency
 - Infection prevention and control supplies- soap, water, disinfectant, masks
 - Identified network of family, friends, and other social networks
 - Way to connect with social networks while in home isolation

- Space
 - Do you have a separate room for sleeping and daily activities where you can stay away from others in your household?
 - Do you have a separate bathroom that you can use?
 - If no, do you or someone you live with have the ability to clean the bathroom after each use?
 - Ability to have separate food preparation space or someone who is able to prepare and bring food to your isolation area
- ADLs & Mobility
 - Are you independent with your daily activities such as bathing, moving around your house to do your activities or do you have appropriate assistance?
- Caregiver
 - Caregiver available at home who can help meet daily needs
 - If no caregiver available, is person able to meet their daily needs while in isolation or quarantine such as preparing meals, cleaning, taking medications, with a plan to call for help if needed
 - Caregiver has access to mask if needs to be within 6 feet (2 meters) of patient to assist with activities of daily living
 - Patient/contact themselves or caregiver able to manage medications
 - Are you normally the primary caregiver for anyone else in your house?
 - If yes, is that person also ill with coronavirus?
 - If that person is not already ill, is there someone else who can fill this role for you while you are ill and isolating?
 - No need to leave home (or can make adjustments not to need to leave home) for other routine needs, such as taking out trash.
- At risk household members
 - Do you live with anyone who
 - Is more than 65 years old
 - Has chronic conditions such as: diabetes, chronic kidney disease, chronic lung disease, liver disease, or cardiovascular disease Is immunocompromised (e.g. HIV, cancer patients receiving chemotherapy, patients on immunosuppressant drugs)
 - Has extreme obesity?
 - Is on dialysis?
 - Has received a transplant?
 - Is pregnant
 - If any yes: Because some people are more at risk for serious illness from COVID-19, we recommend that, if possible, you take extra care to stay separate from them during the isolation period.

FOR ALL CASES:

We are going to talk about strategies for safely isolating today. Your campus liaison can provide support, help you obtain accommodations as needed, or can assist you with taking a leave from work. We will notify your campus liaison that you are in isolation and when you will be released from isolation.

If case opts out of notifying campus liaison, contact supervisor for consultation.

Contact campus liaison after the case interview is complete either via email or phone call. Document who you spoke with, date and time of call, and details of the call; or who you emailed.

Home Isolation Instructions

I will email you the home isolation instructions from LA County Department of Public Health:

<http://publichealth.lacounty.gov/acd/ncorona2019/covidisolation/>

Verify patient's email address.

For laboratory-confirmed cases:

To protect the people you care about, you must isolate yourself from others for at least 10 days but sometimes longer because we have to wait for the virus to clear from your body. Before you finish isolation, it has to be at least 10 days since you first felt sick PLUS 24 hours without fever (without the use of anti-fever medicines like Tylenol) PLUS improvement in your symptoms (like a significantly reduced cough or shortness of breath).

See Appendix D to calculate when isolation can end.

For suspected cases:

Your healthcare provider will determine when you can end isolation after they receive your laboratory results.

Protecting Others

- Stay home except to get medical care
 - Do not go to school, work, or public areas.
 - Stay away from others until you are cleared from isolation.
 - If you must leave home to get medical care, do not use public transportation. Use a personal vehicle if possible. If you are unable to drive yourself, keep as much distance between you and the driver, leave the windows down, and wear a mask or face covering.
 - If you need assistance with food or other necessities, contact your campus liaison for help.
- Separate yourself from other people in your home
 - Stay in a specific room and away from other people in your home as much as possible. It is particularly important to stay away from people who are at higher risk of serious illness.

- Use a separate bathroom. If this is not possible, clean the bathroom after each use.
- Stay at least 6 feet from others.
- Open windows or use a fan or an air conditioner in shared spaces in the home, if possible, to ensure good airflow.
- Do not allow visitors and limit the number of people in your home.
- Do not handle pets or other animals.
- Do not prepare or serve food to others.
- Wear a mask or cloth face covering when you are around other people.
 - You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a hospital or doctor's office. If you do not have a mask, wear a cloth face cover. Note, a mask or cloth face cover should not be placed on anyone who has trouble breathing or is unable to remove it without assistance.
 - If you are not able to wear a facemask or face cover, then people who live with you should not be in the same room with you. If they must enter your room, they should wear a facemask. After leaving your room, they should immediately clean their hands, then remove and sanitize or dispose of their facemask, and clean their hands again.
 - *Use masks and face covers with caution with children.* Infants and children under 2 should not wear cloth face coverings. Those between the ages of 2 and 8 should use them but under adult supervision to ensure that the child can breathe safely and avoid choking or suffocation.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw used tissues in a lined trash can and immediately wash your hands.
- Avoid sharing personal household items. Do not share dishes, cups, silverware, towels, or bedding with other people. Wash them thoroughly with soap and water after each use.
- Clean your hands often: before and after eating or preparing food, after using the bathroom, after sneezing or touching your face.
 - Wash your hands with soap and water for at least 20 seconds.
 - If soap and water are not available, clean your hands with a hand sanitizer that is at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Clean and disinfect all high touch surfaces, like counter tops, doorknobs, bathroom fixtures, computer keyboards, and phones, daily using household cleaning and disinfectant sprays and wipes.

Do you feel you are safely able to isolate at home?

For employees or local off-campus students, case investigators/contact tracers can call Los Angeles County Quarantine and Isolation Intake Call Center (833) 596-1009 for housing assistance if the patient cannot safely isolate/quarantine in their home. Patients cannot self-refer to this program.

Home Care

There is no specific treatment for the virus that causes COVID-19. Here are steps that you can take to help you get better:

- Rest
- Drink plenty of fluids (not alcohol)
- Take acetaminophen (Tylenol®) to reduce fever and pain if you have no contraindications to this medication. Note that these medicines do not “cure” the illness and do not stop you from spreading germs.

Seeking Medical Care

Make a note of when your symptoms started and continue to monitor your health daily. You should check your temperature twice daily, in the morning and the evening, and write your temperatures down. Stay in touch with your doctor and seek prompt medical care if your symptoms get worse. People who are 65 years and older or who have a health problem such as a chronic disease or a weak immune system may be at higher risk for serious complications.

For Students:

If you experience difficulty breathing, chest pain or pressure, bluish lips or face, confusion or hard to wake, or other serious symptoms and you are on campus, call Campus Safety at (909) 607-2000. If you are off campus, call 911 or go to your nearest emergency room. Let the dispatcher know that you have COVID-19.

If your concerns are not urgent, call Student Health Services at (909) 621-8222 during office hours. You can also have a telehealth visit 24/7 at 7C.Health or contact your local healthcare provider.

COVID-19 can be very stressful for people. If you need to speak with someone about your mental health, you can call Monsour Counseling Services at (909) 621-8202. You can also have mental telehealth through 7C.Health or by calling Monsour and press “1” to speak to a crisis therapist 24/7.

For employees:

If you experience difficulty breathing, chest pain or pressure, bluish lips or face, confusion or hard to wake, or other serious symptom, call 911 or go to your nearest emergency room. Let the dispatcher know that you have COVID-19.

If your concerns are not urgent, call your healthcare provider.

COVID-19 can be very stressful for people. If you need to speak with someone about your mental health, contact your campus liaison or HR to access the Employee Assistance Program (EAP). You can also contact your medical insurance provider for additional mental health resources.

Follow Up: (For students only)

We will be asking you to complete a daily symptom survey. Please complete the survey by noon each day. We will call you if there are any concerns related to your symptoms. Please make sure your voicemail is set up in case we miss you. We may contact your campus liaison or emergency contact if we are unable to reach you by phone and have concerns about your well-being. What is the best time for us to reach you? Do you have any further questions?

Review symptom survey daily. Document check in calls in contact tracing module. Include patient's temperature and symptoms. If patient is experiencing worsening or severe symptoms, immediately notify the Lead Contact Tracer. Send portal message acknowledging review of survey if symptom score is zero. Contact campus liaison if the case expresses difficulty with adhering to isolation.

Appendix F
Contact Tracing Script

General Suggestions and Tips:

- The primary goal of leaving a voicemail, email message, or patient portal message is to get the contact on the phone with you.
- Leaving a voicemail after the first call attempt is a good practice and allows the contact to associate your phone number with Contact Tracing.
- It is okay to call the contact more than once in the same day and indicates the urgency of your call.
- It may be helpful to use a calendar or specific dates (holidays, weekends, etc.) to help patients recall activities.
- You will not be giving clinical advice but you will be asking about symptoms. If you are uncomfortable at any point you should refer them to their provider.
- Remember to be compassionate and empathetic. These are individuals who have learned just recently that they were exposed to this virus. They may feel scared about this and implications for their health.

Voicemail Script:

Hello. This is a message for [insert name of case], and I am calling from The Claremont Colleges regarding COVID-19 contact tracing. We need to speak with you. Please give me a call back at (909) 607-9995. If I do not answer, please leave a voicemail with your name, phone number, and best times to reach you. I will get back to you as soon as possible.

Contact Tracing Script:

Introduction and Confirming Identity:

Hello, my name is [insert name of contact tracer] and I am calling from The Claremont Colleges. We are coordinating the COVID-19 response on the campuses.

Can I confirm that I am speaking with [insert name of case]?

If yes, ask them to confirm their address and date of birth. You should not read this information to them. If no, ask to speak to that person.

Thank you for confirming this information. A person who has been diagnosed with the virus has been in contact with you recently. This does not mean that you have coronavirus or will get coronavirus. Do

you have a few minutes for us to discuss what this might mean for you? The interview will take approximately 20 to 30 minutes. Any information you share will be kept confidential unless there is a concern for your safety.

If yes, continue with the interview. If no, ask for a time to call back within the next 24 hours.

If the person reports that they have had a positive COVID-19 test, collect the personal information and inform them that a case investigator will be contacting them. Collect date of test, result, place of test, type of test (nose swab, blood draw, finger stick). Notify Lead Contact Tracer of change in status from contact to case.

We believe you could have been exposed to COVID-19 in the last [] days.

COVID-19 is a new virus and is in almost all countries in the world. It can cause many types of symptoms but mostly affects the respiratory system, causing fever and cough. It spreads from an infected person from when they cough, breathe, sneeze or touch a surface that other people then touch. COVID-19 is extremely contagious, and it spreads very easily through contact. Luckily, most cases are mild or moderate and most people don't need to be in the hospital. Some cases can be more serious and cause pneumonia and breathing difficulties.

There are 2 key things we'd like to discuss with you today:

First, I would like to ask you about a list of symptoms.

Second, we will make a plan together to help you make sure that in case you did get the coronavirus, that your family and friends will not be put at risk.

Confirm Personal Details:

Before we start, let's make sure we have your correct contact information. We also need a few more details about you and the symptoms you have had. The information may be provided to the Department of Public Health. We will not share it with anyone else. The information we collect about you and the symptoms you have had is to help you and the campus community stay safe, not for other specific actions.

Collect or complete all of the information:

- Address
 - For students:
 - Residence Hall (suite or traditional room), room number
 - Number of roommates
 - Number of people using shared bathroom

- Any common areas in housing (e.g. shared kitchen, lounge area)
- Additional phone numbers
- Email address
- Race and ethnicity
- Gender
- Preferred language
- Next of kin/emergency contact information
- Occupation

Symptoms (Appendix B):

Let's first review what symptoms you may have. This is to check what you may be experiencing. You may need to see a healthcare provider and have a test done. Have you had any symptoms? Even if these were minimal symptoms like being extra tired or a runny nose, we want to be sure to capture the first day you felt symptoms.

Indicate the symptom and date of onset.

Inform Lead Contact Tracer so they can help determine whether contact should be treated as a case or not.

Do you still have symptoms?

If no, indicate the date the symptom resolved.

Clinical:

Some health conditions can increase your risk for severe illness (Appendix C). Do you have any other health conditions?

If no, proceed to referrals.

If yes, collect information about health condition:

- Indicate year of diagnosis
- Severity if available
- If pregnant, note LMP and gestational age

Referrals

Do you have a healthcare provider?

If yes:

Please call your provider. Tell them you were contacted by the Contact Tracing Team at The Claremont Colleges and told you were exposed to the coronavirus. Tell them you were instructed to call them as soon as possible because you should be tested.

Students can be tested at SHS free of charge. Employees should contact their healthcare provider or public health department for testing.

If no, advise students that they can be seen at SHS. Employees should be referred to their campus liaison for referrals or to their public health department for testing.

Please also note that if you are tested and your test shows you have coronavirus, we will speak again to gather information about people that you have been around since a few days before your symptoms started. That's good to think about now so your memory is fresh. From now on it will be important to separate yourselves from close contact with people and stay in your home.

Even if your test result is negative, you may still be infected but it is too early to show on the test. Therefore, you must stay in quarantine until 14 days from your last contact with the infected person.

Please promptly inform us of your test results if you are tested anywhere besides SHS.

Home Assessment and Isolation Precautions

Next, we'd like to talk about helping you stay safe during your quarantine at home.

FOR LOCAL, OFF-CAMPUS STUDENTS ONLY:

We have some questions about your home and we can also talk about what quarantine means.

- Housing
 - What type of home do you live in?
- Basic Necessities
 - Over the next 2-3 weeks, do you have reliable access to:
 - Food (Reliable access to food: family, friend, neighbor able to deliver food while you remain in isolation or other food delivery service (local grocery store delivery, meals on wheels)
 - Medications
 - Heat, Water, Electricity
 - Phone service - Means of communication in the event of an emergency
 - Infection prevention and control supplies- soap, water, disinfectant, masks
 - Identified network of family, friends, and other social networks
 - Way to connect with social networks while in home isolation
- Space

- Do you have a separate room for sleeping and daily activities where you can stay away from others in your household?
- Do you have a separate bathroom that you can use?
- If no, do you or someone you live with have the ability to clean the bathroom after each use?
- Ability to have separate food preparation space or someone who is able to prepare and bring food to your isolation area
- ADLs & Mobility
 - Are you independent with your daily activities such as bathing, moving around your house to do your activities or do you have appropriate assistance?
- Caregiver
 - Caregiver available at home who can help meet daily needs
 - If no caregiver available, is person able to meet their daily needs while in isolation or quarantine such as preparing meals, cleaning, taking medications, with a plan to call for help if needed
 - Caregiver has access to mask if needs to be within 6 feet (2 meters) of patient to assist with activities of daily living
 - Patient/contact themselves or caregiver able to manage medications
 - Are you normally the primary caregiver for anyone else in your house?
 - If yes, is that person also ill with coronavirus?
 - If that person is not already ill, is there someone else who can fill this role for you while you are ill and isolating?
 - No need to leave home (or can make adjustments not to need to leave home) for other routine needs, such as taking out trash.
- At risk household members
 - Do you live with anyone who is at high risk for severe COVID-19 disease? (Appendix D)
 - If yes: Because some people are more at risk for serious illness from COVID-19, we recommend that, if possible, you take extra care to stay separate from them during the quarantine period. This is to protect them in case you develop symptoms. Sometimes symptoms can take a few days to show up, so it's important we separate individuals who may be at risk. This is to be on the safe side. We are going to talk about what quarantine means.

FOR ALL CONTACTS:

We are going to talk about strategies for safely quarantining today. Your campus liaison can help you obtain accommodations as needed or can assist you with taking a leave from work. We will be notifying your campus liaison that you are in quarantine and will notify them when you are released from quarantine.

Contact supervisor for consultation if contact opts out of notifying campus liaison.

Contact campus liaison after the contact interview is complete either via email or phone call. Document who you spoke with, date and time of call, and details of the call; or who you emailed.

Quarantine Instructions

I will email you the quarantine instructions from LA County Department of Public Health:

<http://publichealth.lacounty.gov/acd/ncorona2019/covidquarantine/>

Verify patient's email address.

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others.

Quarantine helps prevent spread of disease that can occur before a person knows they are sick or if they are infected with the virus without feeling symptoms.

You need to stay in quarantine for 14 days from the last time you had close contact with an infected person. If you continue to live with or have contact with the infected person, you should stay in quarantine until 14 days after your last contact with that person or 14 days from when the infected person is released from isolation.

These are things you can do to reduce the risk that you transmit the virus to others in your household or family:

- Stay home. Do not go to work, school, or public areas.
- You may only leave your place of quarantine or enter another public or private place to get necessary medical care.
- Do not allow visitors.
- Separate yourself from others in your home (unless they are also starting quarantine around the same time as you).
 - Stay in a specific room and away from other people in your home.
 - It is very important to stay away from people who are at higher risk of serious illness. This includes people who are age 65 years or older or have a health problem such as a chronic disease or a weak immune system.
 - Use a separate bathroom, if available.
 - Stay at least 6 feet away from others. When this is not possible, wear a cloth face covering.
- Do not handle pets or other animals.
- Do not prepare or serve food to others.

Do you think you can quarantine safely in your home?

For employees and local off-campus students, case investigators/contact tracers can call Los Angeles County Quarantine and Isolation Intake Call Center (833) 596-1009 for housing assistance if the patient cannot safely isolate/quarantine in their home. Patients cannot self-refer to this program.

Seeking Medical Care

Make a note of when your symptoms started and monitor your health daily. You should check your temperature twice daily, in the morning and the evening, and write your temperatures down. Stay in touch with your doctor and seek prompt medical care if you develop any symptoms. People who are 65 years and older or who have a health problem such as a chronic disease or a weak immune system may be at higher risk for serious complications.

For Students:

If you experience difficulty breathing, chest pain or pressure, bluish lips or face, confusion or hard to wake, or other serious symptoms and you are on campus, call Campus Safety at (909) 607-2000. If you are off campus, call 911 or go to your nearest emergency room. Let the dispatcher know that you have COVID-19.

If you develop any symptoms that are not urgent, call Student Health Services at (909) 621-8222 during office hours. You can also have a telehealth visit 24/7 at 7C.Health or contact your local healthcare provider.

COVID-19 can be very stressful for people. If you need to speak with someone about your mental health, you can call Monsour Counseling Services at (909) 621-8202. You can also have mental telehealth through 7C.Health or by calling Monsour and press "1" to speak to a crisis therapist 24/7.

For Employees:

If you experience difficulty breathing, chest pain or pressure, bluish lips or face, confusion or hard to wake, or other serious symptom, call 911 or go to your nearest emergency room. Let the dispatcher know that you have COVID-19.

If you develop any non-emergent symptoms, call your healthcare provider.

COVID-19 can be very stressful for people. If you need to speak with someone about your mental health, contact your campus liaison or HR to access the Employee Assistance Program (EAP). You can also contact your health insurance provider for additional mental health resources.

Follow Up: (For students only)

We will be calling you periodically until your quarantine period ends. Please make sure your voicemail is set up in case we miss you. We will be asking you to complete a daily symptom survey. Please complete the

survey by noon each day. We will call you if there are any concerns related to your symptoms. Please make sure your voicemail is set up in case we miss you. We may contact your campus liaison or emergency contact if we are unable to reach you by phone and have concerns about your well-being. What is the best time to reach you? Do you have any further questions?

Review symptom survey daily. Document check in calls in contact tracing module. Include the patient's temperature and symptoms. If a patient is experiencing symptoms, immediately notify the Lead Contact Tracer to determine if we need to start a case investigation. Send portal message acknowledging review of survey if symptom score is zero. Contact campus liaison if contact is having difficulty adhering to quarantine.

Appendix G
Public Health Contact Information

Los Angeles County

COVID-19 Contact Tracing: (833) 540-0473

Information Line: 211

COVID-19 Provider Call Line: (213) 240-7941

DPH Acute Communicable Disease Control (ACDC) Education Sector Team: (888) 397-3993
or (213) 240-7821

ACDC-Education@ph.lacounty.gov

Fax: (310) 605-4274 or (888) 397-3778

City of Long Beach

Phone: (562) 570-4302

COVID Hotline for patients: (562) 570-4636

Fax: (562) 570-4374

Fax report to City of Long Beach if testing done at SHS and pt lives in Long Beach.

Form: <http://longbeach.gov/globalassets/health/diseases-and-condition/resources-for-providers/notification-from-medical-provider-of-covid-19-laboratory-results->

City of Pasadena

Phone: (626) 744-6043

Fax: (626) 744-6115

Fax report to Pasadena if patient was tested outside of Pasadena but lives in Pasadena.

Form: <https://www.cityofpasadena.net/public-health/wp-content/uploads/sites/32/COVID19-Lab-Results-Reporting-Form.pdf?v=1598977926763>

Orange County

Communicable Disease Control Division Phone: (714) 834-8180, #1 for providers to report COVID-19, #2 for pts with questions regarding COVID

Fax: (714) 834-8196

Only report to Orange County if testing was done outside of OC but pt lives in Orange County via telephone call. Do not report if pt was tested in Orange County.

Riverside County

Communicable Disease Phone: (951) 358-5107

Public Health Nurse Line: (951) 955-6483

Fax: (951) 358-5102

Only report to Riverside County if testing was done outside of Riverside but pt lives in Riverside County via telephone call. Do not report if pt was tested in Riverside County.

San Bernardino County

Communicable Disease Phone (for Providers): (800) 722-4794

Fax: (909) 387-6377

COVID-19 Hotline: (909) 387-3911

San Bernardino County COVID-19 Case Survey (pt can self-report for contact tracing):

https://dphsbcounty.co1.qualtrics.com/jfe/form/SV_1KPbjRQPDXOjDD

Only report to San Bernardino County if testing was done outside of San Bernardino but pt lives in San Bernardino County via fax.

Form: <https://wp.sbcounty.gov/dph/wp-content/uploads/sites/7/2020/04/COVID-19-SNF-Laboratory-Checklist-Final-040220.pdf>

San Diego County

Epidemiology Unit Phone: (619) 692-8499

Fax: (858) 715-6458

Fax report to San Diego County for any pt that lives in San Diego County.

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV/Reporting.html#par_content

Ventura County

Phone: (888) 870-0425

Fax: (805) 981-5200

CDC Clinician Call Center

(800) CDC-INFO (800-232-4636)