

MAKING CONTACT: A Training for COVID-19 Contact Tracers

Course Syllabus

This e-learning opportunity is dedicated to providing a foundation in contact tracing over the course of four lessons. The material includes how to identify, assess, and manage people who have been exposed to the infection.

The Basics of Coronavirus Disease 2019 (COVID-19)

Contact Tracers must understand the basics of coronavirus disease transmission in order to perform contact tracing and disease intervention activities effectively. This lesson will provide an overview of coronavirus disease 2019 (COVID-19), including its incubation and infectious period, symptoms, and how to prevent it.

By the end of this lesson, learners will be able to:

- Describe what COVID-19 is.
- Describe how to prevent COVID-19 transmission.
- List symptoms of COVID-19.
- Define social distancing, quarantine, and isolation.
- Describe the incubation and infectious period.

The Basics of Contact Tracing

The goal of this lesson is to provide an overview of the principles that will guide the work of Contact Tracers. Learners will encounter the basic definitions of contact tracing, gain an understanding of the steps involved, and become aware of the importance of confidentiality.

By the end of this lesson, learners will be able to:

- Define PUI, contact, and contact tracing.
- Describe the objectives of contact tracing.
- List four fundamentals of contact tracing.
- Describe the importance of privacy protections.
- Identify the four main steps involved in the contact tracing process.

Effective Communication and Interviews

Contact Tracers will conduct interviews with people who may have been exposed to COVID-19. Depending on how the contact tracing team is organized, Contact Tracers may also conduct interviews with persons under investigation (PUIs). This lesson will provide information on how to use effective communication techniques, prepare for and conduct an interview, and approach interactions with cultural humility.

By the end of this lesson, learners will be able to:

- Name at least three communication techniques for effective interviewing.
- Explain the importance of showing cultural humility during case interviews.
- Describe how to prepare for an interview.
- Explain the four parts of an interview.

Case Monitoring and Resources

Case Investigators and Contact Tracers will follow-up and monitor cases (PIUs or their contacts) to ensure they are following appropriate isolation or quarantine instructions and to track the development of any potential COVID-19 symptoms. This lesson will provide information on the different types of case monitoring and the activities Contact Tracers might be involved in.

By the end of this lesson, learners will be able to:

- Explain the difference between the two types of case monitoring.
- Describe potential follow-up activities that may be required during monitoring.
- Identify the types of resources and services that may be provided during the monitoring period.
- Explain what it means to escalate or “refer up” a case that needs more help than the Contact Tracer is able to provide.

