

October 6, 2020

COVID-19 Contact Information Training and Guidance

Training

Why is collecting contact information important?

Preventing the spread of COVID-19 is a shared responsibility and must be a top priority of every member of Iowa State University Extension and Outreach. Collecting contact information from every single person who spends any amount of time in the office will help protect the health and safety of others and reduce the likelihood of additional transmissions. In response to COVID-19 cases, the information collected may assist local or state public health departments or designee with contact tracing, thus reducing disease transmission.

Review: [COVID-19 Contact Information Form](#) (MyExtension, for staff only link)

Special Indications Related to On-Campus Settings

- To maintain a healthy campus, it is critically important all members of our Iowa State community (students, faculty, and staff) self-monitor for [COVID-19 symptoms consistent with Centers for Disease Control \(CDC\)](#), and stay at home if you are not feeling well.
- Testing is available at Thielen Student Health Center (TSHC) for students, faculty, staff, and employees with COVID-19 symptoms consistent with the CDC. They will need to complete a pre-screening questionnaire to help determine whether they need to be tested. For more information and to complete the questionnaire, go to the [ISU COVID-19 Response: Personal health webpage](#).
 - ***Students, faculty, and staff who tested positive for COVID-19 and your test was done off-campus within the past ten days, Iowa State University and the Public Health Team may not be aware of your positive result. Please fill out the confidential [Positive COVID-19 Reporting Form for Campus](#).***
 - Self-reporting is a safe and confidential process and will allow ISU's Public Health Team to provide support to those who test positive. Familiarize yourself with the [COVID-19 Return to Campus Workflow](#).
 - All students, faculty and staff should [self-isolate](#) while awaiting test results and compile a list of potential close contacts (those you have been within 6 feet of for more than 15 consecutive minutes). Write down their name, email, phone number, and most recent date of contact.

Definitions

Case Investigation - If someone is diagnosed with COVID-19 (becoming a "case"), an ISU case investigator will call and provide education about isolation, criteria to complete isolation, and resources to successfully complete isolation. The investigator also will gather a list of the person's close contacts. ISU case investigators will contact all ISU associated

individuals who have tested positive for COVID-19 either through self-report or who were tested at TSHC. Medical care is provided by the case's medical provider. For more information, go to the [ISU COVID-19 Response: Personal health webpage](#).

Contact Tracing - An ISU contact tracer calls all ISU associated close contacts who were identified from the case's investigation. They inform them of their potential exposure, provide education about quarantining, assist with resources to successfully complete their quarantine, and initiate symptom tracking. If you are not notified by a contact tracer, you are most likely a proximate contact (less than 15 consecutive minutes and more than 6 feet). For more information, go to the [ISU COVID-19 Response: Personal health webpage](#).

Special Indications Related to Off-Campus Settings

- Continue to provide online educational offering options whenever possible. Continuing to offer online access will help protect those who should continue to avoid gatherings, especially vulnerable community members.
- Include [COVID-19 Registration Statement](#) on registration forms or websites found on MyExtension (for staff only link).
- Use [COVID-19 Contact Information Form](#) on MyExtension to track every single person who spends any amount of time in the office. This includes staff and members of the public. Maintain rosters for events, however, collecting contact information at large gatherings is likely not feasible. **Based on recommendations received from Iowa public health officials on August 19, 2020, contact collections forms and documents should be kept for 28-30 days.**
- Appoint staff member(s) in charge of maintaining and storing the COVID-19 Contact Information Form.
- Considerations: The goal is to limit the spread of germs by not sharing equipment (pens, tablets, laptops) and maintain physical distance.
 - Consider by-appointment-only option.
 - A designated staff member could complete the COVID-19 Contact Form for each person entering the office by documenting on paper form or using an electronic log that can be shared (CyBox).
 - If asking each person to complete COVID-19 Contact Form, consider ability to clean and disinfect sign-in book, pen, and desk after each use, each person could provide own pen if possible.
 - Pre-registration for events is highly recommended. Discourage walk-ins and keep a copy of the class roster with final attendance indicated. This can be kept in place of using the COVID-19 Contact Form or used to update the electronic form after the program concludes. Note: Maintain rosters at events, however, collecting contact information at large gatherings is likely not feasible.

Guidance

What if a person that has been in the office becomes ill with COVID-19?

1. The local public health department or designee is notified by the state disease surveillance system of all individuals with positive test results in their county. They will conduct an interview with each individual to determine which contacts should be notified.
2. Extension staff do not have any responsibility for interviewing another individual but may be contacted by the local public health department or designee and should provide information if requested. It is critical that this information be complete and accurate. The COVID-19 Contact Information Form or event roster is what an office will use to provide local public health with the information they need.
3. The name of the individual with a positive test will not be released by the local public health department or designee but you may be asked questions about a specific day and time to help determine if others need to be notified. Please do not speculate who the individual might be. If the individual chooses to contact the extension office to disclose their positive test results, please remember that the person's identity is **confidential**. Share general information given by that individual (e.g., date, time, areas they were in, and people they were with while that individual was in the office) with county extension office leadership, extension staff, and council on a **need-to-know** basis.
4. County extension office leadership should work with the local public health department or designee on a case-by-case basis to determine next steps. Use the information given by them to help make decisions about an appropriate response regarding cleaning and disinfecting, notification of staff for purposes of monitoring for symptoms or self-isolation, etc. Follow the recommendations of the local public health department to respond appropriately to a positive case. Note, this may require a temporary closure of the office.

Frequently Asked Questions:

Q: If a person who has spent time in an Extension office tests positive, will the process of the local public health department or designee notifying Extension be automatic? This of course, presumes that the person has reported that they spent time at the Extension office.

Local public health departments are notified of all positive tests in their county automatically. Local public health staff or designees will contact the individual that tested positive and conduct an interview about close contacts. An Extension staff member will be notified if they are considered a close contact. The Extension office itself may not be contacted by the local public health department.

Q: If a person who has spent time in an Extension office tests positive and notifies county Extension staff of that fact, but the office does not receive a call from the local public health department, should they go ahead and call local public health to ask about next steps?

The local public health department is a great resource and should be contacted if you have questions.

This institution is an equal opportunity provider. For the full non-discrimination statement or accommodation inquiries, go to www.extension.iastate.edu/diversity/ext.