SOP: CCSU Student COVID-19 Contact Tracing

Created: 08/03/2020

Purpose: To establish procedures for student contact tracing and the University’s response related to positive cases on the CCSU campus.

Contact tracing is a universal public health tool that has been effectively used to contain the spread of communicable diseases on the CCSU campus, in local communities and nationally. CCSU has used this approach in collaboration with local authorities. Contact tracing is defined by the Centers for Disease Control (CDC) as:

“...contact tracing involves identifying people who have an infectious disease (cases) and their contacts (people who may have been exposed) and working with them to interrupt disease transmission. For COVID-19, this includes asking cases to isolate and contacts to quarantine at home voluntarily.”

In addition to the use of personal protective equipment (PPE) and physical (social) distancing, there are four primary and interdependent functions that the University will focus on in an effort to contain and mitigate the spread of COVID-19 on the CCSU campus. These functions include:

1. Testing of students and staff who are living in campus residence halls, as well as those in other potential high-risk groups
2. Contact tracing of individuals associated with the University who are identified as having come in contact with students, faculty or staff who test positive for COVID-19
3. Isolation of students known to test positive for COVID-19 or are symptomatic and awaiting test results
4. Quarantine of students (for up to 14 days) who have had contact with infected students and are asymptomatic

Although this protocol mainly addresses the procedures and practices involved in contact tracing of students, it is understood that a parallel and interdependent process has been established for contact tracing of faculty and staff; in addition, it is understood that protocols related to COVID-19 testing, as well as quarantine and isolation care, intersect with this contact tracing protocol. As such, areas of intersection are detailed throughout this protocol.

In order for contact training to be successful, the entire University community must embrace this initiative. Key elements of successful contact tracing include:
• Transparency with regard to contact tracing efforts and findings
• Cooperation with contact tracing efforts (while strongly encouraged, contact tracing is voluntary unless otherwise stipulated by law)
• Timeliness with regard to obtaining test results and gathering responses from contacts
• Completeness of contact lists
• Use of contact tracing data and analytics to inform the University’s response to the presence and location of the virus on campus
• Collaboration with local Department of Public Health officials

In order to ensure successful contact tracing and ultimately containment of COVID-19 virus on campus, the University will employ the following elements:

1. **Develop and utilize contact tracing protocols, forms and scripts**
   • Protocols will establish processes and procedures for testing, contact tracing, isolation and quarantine care.
   • Legal mandates vs. voluntary cooperation will be clearly stated.
   • Limits and limitations of confidentiality are clearly communicated and followed.
   • Person’s identified as in need of virus testing, contact tracing, quarantine care, and isolation care are informed and updated on status changes in a timely manner.
   • Emotional, social and mental health supports are offered throughout the process.
   • Standardized forms and/or templates are utilized to help ensure complete collection of necessary information.
   • Scripts are developed and utilized to guide activities and communication with cases and contacts.

2. **Establish and maintain a student contact tracing call center and team**
   • A COVID-19 student contact tracing call center is established and staffed by the student contact tracing team.
   • The phone number of the student call center is 860-832-1910
   • An identified team of contact tracers is established to conduct contact tracing.
   • The student contact tracing team will be available to receive phone calls Monday through Friday, from 7:00a.m.- 7:00p.m. After hours calls will be routed to the CCSU police dispatcher who will take messages, as well as have information about how to address a variety of issues and contact on-call consultation.
   • Team members primarily work remotely but may work on campus if necessary.
   • Team members conduct contact tracing, and are available to assist, advise and direct students if a student tests positive for COVID-19, is symptomatic or may have been exposed to COVID-19.
   • The team is led by two APRN supervisors who are responsible for managing the contact tracing system for students, scheduling of team members, assessing and addressing performance issues, making required notifications when required, serving as a liaison with the Human Resource contact tracing team and the health services provider team, and ensuring that all protocols and procedures are followed.
• Team members are trained in:
  o how to triage calls and redirect non-tracing calls when needed
  o use of the contact tracing data system in Medicat
  o contact tracing procedures and documentation
  o how to establish rapport
  o use of scripts
  o use of technology
  o follow-up procedures
  o access to student supports
  o notification of chain of command in the event that an urgent or emergency situation arises

3. **Implement technology solutions**
   • Technology is identified and implemented to allow for the collection, analysis and reporting of contact tracing activities.
   • Technology solutions are FERPA compliant to allow for the secure collection and storage of confidential student and faculty/staff information.

4. **Case reporting**
   • Students will call the Student Contact Tracing Call Center at 860-832-1910
   • Timely case identification is essential for effective contact tracing activity and virus containment.
   • Contact tracing activities commence immediately upon a positive test report by students, faculty, staff, authorized family members/guardians, and/or public health officials.
   • Positive COVID-19 cases reported to the University via the call center are reported to the director of environmental health and safety and the interim director of health services; one or the other will contact the local Department of Public Health.
   • The supervisors report any anomalies, urgent or emergency situations to the director of health services, who reports this information to the vice president of student affairs.

5. **Medical Consultation**
   • In the event that a student requests or requires a medical consultation, the contact tracing team member transfers the call to the Student Wellness Center’s (SWC) Health Services team at 860-832-1926
   • The call is not disconnected from the contact tracing team until a staff member in the SWC picks up the call.
   • A SWC’s Health Services APRN will provide requested consultation to students via the phone or a telehealth appointment depending on the nature of the call, and if necessary, provide recommendations and/or develop a follow up plan with the student (which may include an appointment with a SWC Health Services APRN or with the student’s primary care provider).
   • Students may also seek consultation from their primary care provider.
   • Students who have medical questions and want medical consultation, but do not have a primary care provider, or do not want to speak with their primary care provider or a SWC Health Services APRN, will be offered a list of community providers they can call.
6. Isolation and Quarantine Care

- Students who test positive for COVID-19 or are symptomatic but have not yet tested positive will be evaluated via a telehealth appointment by SWC Health Services and directed to isolate or go to a local hospital ER based on symptom severity.
- Students who have come in contact with someone who has tested positive for COVID-19 will be directed to seek COVID-19 testing and quarantine for up to 14 days.
- Students who live off campus who test positive for COVID-19, as well as any University contacts who live off campus, will be instructed to isolate or quarantine at home, and refrain from returning to campus until they provide evidence of medical clearance.
  - Students who live off campus who test positive for COVID-19, as well as any University contacts who live off campus, may not be able to isolate or quarantine safely at home; in these situations, with approval from the vice president of student affairs, students will be offered the opportunity to isolate or quarantine in the on campus Quarantine or Isolation Hall and refrain from leaving these facilities until they provide evidence of medical clearance and approval from the SWC health services team.
- Students who live on campus who test positive for COVID-19, as well as any University contacts who live on campus, will be provided with two options:
  - isolate or quarantine safely at home, and refrain from returning to campus until they provide evidence of medical clearance and SWC health services approval
  - isolate or quarantine on campus in the University’s Quarantine Hall or Isolation Hall and refrain from leaving these halls until they provide evidence of medical clearance and SWC health services approval
- Students are responsible for making arrangements to get home if that is their desired plan, and for notifying the University in a timely manner when they leave.
- Students who are directed to quarantine or isolate will be strongly encouraged to be tested for COVID-19 if they have not already done so.
  - The contact tracer will provide resources about COVID-19 testing on and/or off campus if needed.
  - Students will be asked to provide the University with documentation of COVID-19 test results if done off-campus.
  - Students who refuse to comply with recommended testing will not be permitted to quarantine on campus.
- Quarantine will remain in effect for up to 14 days from their last exposure to the COVID-19 infected patient; during this time, contacts are encouraged to stay home, monitor their health, and maintain social distance from others. The contact tracer will assist the contact in identifying the dates of their quarantine.
- Isolation care of students isolating on campus is monitored and managed by an RN under the direct supervision of a physician.
- Isolation care will remain in effect for a minimum of 10 days AND student is afebrile without medication for 72 hours AND student reports improving
symptoms AND is medically cleared in writing by a licensed medical provider in writing and approved by the SWC health services.

- Students may continue to take classes remotely if recommended to quarantine or isolate if they choose to do so, but may not attend classes in campus classrooms.
  - Students who are too ill to attend classes while in quarantine or isolation care will not be penalized academically for any missed work, assignments or tests, but may be required to make up this work.
  - The health services provider will notify the Dean of Students and the contact tracing data team of any students recommended for quarantine or isolation care.

- Medical clearance approvals are provided to the SWC Health Services team; a SWC physician or designee will review the documentation and provide notice of the clearance approval.

- The SWC Health Services team notifies the contact tracing supervisor, director of residence life, the data team, and the dean of students when COVID-19 medical clearances are approved.

7. Services to support students waiting for test results, isolation and quarantine.

- In an effort to meet student wellness needs and encourage adherence to testing, contact tracing, isolation and quarantine care, students will be offered medical, mental health, and social support.

- Students in quarantine or isolation care in an on-campus facility will receive daily medical check-in contacts, Wi-Fi access, health education materials, necessary PPE, thermometers, hand sanitizer, food service, laundry service, pharmacy service, and cleaning services.

- Students will receive guidance for addressing financial needs for testing, as well as while in quarantine or isolation care if needed.

- Students who have pets on campus will be responsible for making arrangements for their pet’s boarding and care while in quarantine or isolation care on campus.

8. Public communication.

- To support contact tracing efforts, the University will help the University community and local community understand that their participation and adherence to public health recommendations (including isolation and quarantine) are essential to contain the virus, protect the health and safety of others, and keep the campus open.

- Communication strategies include regular communication from University leadership, regular contact with local public health officials and local community leaders, contact with local media outlets when necessary, establishment of a call center to answer questions, and information posted on the University’s website.


- An appointed data team of University containment stakeholders will monitor and meet to review data and analytics of contact tracing efforts on a daily basis.

- The team will use this data to assess the success of the University’s efforts to contain the spread of the virus; in addition, the team will review the success of local and statewide efforts to contain the virus, statewide hospital admissions and capacity, and local death rate trends.
• The team will make recommendations to the University president regarding how to respond to this data.
• A dashboard will be utilized to track key indicators.

10. Privacy and data sharing.
• Privacy, security and protection of student (and faculty and staff) health information will comply with all FERPA requirements.
• Protected health information data will only be shared when required by state and/or federal law.

Procedures

Contact tracing for COVID-19 includes four primary steps that continue until the end of any possible transmission chain has been reached. At each step, the contact tracer must remain calm, be empathetic, refrain from giving medical advice, guidance or speculation, and reinforce that safety is the University’s first priority to help reduce the caller’s anxiety and/or fear. These primary steps include:

A. Identify and notify students of their confirmed or probable COVID-19 status, as well as provide direction and information regarding testing, quarantining, isolating, and where to get treatment if needed.

B. Interview students who have tested positive for COVID-19 and help them identify the people they were in contact with during their infectious period.

C. Locate and notify identified contacts of their potential exposure, interview them to assess if they have symptoms, provide information regarding testing if they do, and provide options regarding care if they are ill, as well as provide assistance with on campus care if indicated.

D. Monitor contacts and daily reports on each person’s symptoms and temperature for 14 days after the student’s last contact with the infected person while they were infectious.

Although the purpose of the student contact tracing call center is to engage in contact tracing, it is understood that students, and others, may contact the call center for other reasons. Various scenarios are provided below, along with the procedure for responding to these different types of calls.

I. Inquire about general COVID-19 or other related information

A. Ascertain if the caller is a student/parent/guardian
   1. Ask for name and Banner ID
   2. If calling on behalf of a student, get:
      a. caller’s name and phone number
      b. student’s name and Banner ID or date of birth
   3. Verify emergency contact information
4. If not a student, refer accordingly
   a. CCSU employee- Human Resources
   b. Others- appropriate CCSU department or local resource

B. Assess whether it is an emergency situation related to COVID-19 (i.e., declining quickly, difficulty breathing, blue lips or face, confusion, difficulty to awaken or stay awake and/or chest pain or pressure)
   1. Inform caller that you will transfer their call to a 9-1-1 dispatcher
   2. Transfer call and remain on-line until the dispatcher picks up.
   3. If not, answer question if known.

C. If caller is seeking medical advice or has a medical question:
   1. Do not give medical advice or speculation
   2. Refer students to the SWC Health Services Team or their primary care provider (PCP) to answer medical questions
   3. Refer all other callers to the caller’s PCP

II. Make a report of student who has tested positive for COVID-19 (AKA a “case”)

A. Ascertain if the caller is a student/parent/guardian
   1. Ask for name and Banner ID
   2. If calling on behalf of a student, get:
      a. caller’s name and phone number
      b. student’s name and Banner ID or date of birth
   3. Verify emergency contact information
   4. If not a student, refer accordingly
      c. CCSU employee- Human Resources
      d. Others- appropriate CCSU department or local resource

B. Assess whether it is an emergency situation related to COVID-19 (i.e., declining quickly, difficulty breathing, blue lips or face, confusion, difficulty to awaken or stay awake and/or chest pain or pressure)
   1. Inform caller that you will transfer their call to a 9-1-1 dispatcher
   2. Transfer call and remain on-line until the dispatcher picks up.
   3. If not, answer question if known.

C. If caller is seeking medical advice or has a medical question:
   1. Do not give medical advice or speculation
   2. Refer students to the SWC Health Services Team or their primary care provider (PCP) to answer medical questions
   3. Refer all other callers to the caller’s PCP

D. Proceed with collecting preliminary information and document information in Medicat
E. Inform student/parent/guardian/other that the student will need to be referred to the SWC for a telehealth appointment in order to proceed with isolation care
   1. Tracer puts caller on hold and contacts the SWC to inform them of the situation and that a telehealth appointment is needed
   2. Tracer transfers call to the SWC and stays on the line until the SWC picks up the call.

F. SWC APRN meets with student for telehealth appointment, completes assessment and confirms need for isolation care
   1. Isolation procedure initiated:
      a. Provide information regarding isolation options based on status
      b. Ascertain and help troubleshoot any identified challenges
      c. Provide student with information about the process going forward including provision of daily COVID monitoring and tracking information
      d. Instruct student to notify student contact tracing all center once medical clearance is obtained if isolating off campus
      e. Inform student that they cannot be out on campus until they submit medical clearance from their PCP or the University’s on-site medical professional and receive approval from the CCSU SWC Health Services Team
      f. Inform student that they may continue with attending classes if they are well enough to do so and that the dean of students will be notified to help ensure that the student is not penalized academically while in isolation
      g. Document in EHR decision regarding where isolation will take place
   2. SWC APRN informs call center team supervisor of any students who have been instructed to isolate
   3. Call center team supervisor will notify:
      a. director of health services, who will notify the vice president of student affairs
      b. dean of students, who will notify the relevant academic deans and student’s professors that the student is out due to illness
      c. HR if student was attending classes on campus so HR can determine if faculty/staff need to be notified and contact traced
      d. director of residence life if the student was living on campus, who will notify the student’s parent/guardian/significant other
      e. athletic director if the student is a CCSU student-athlete
      f. quarantine or isolation care residence halls RN and hall monitor if the student will be going to either of these levels of care on campus

G. SWC student call center team members initiate contact tracing.

H. SWC student call center members, in conjunction with supervisors and RN assigned to the Isolation Hall monitor tracking data of students they speak with
and/or assigned to them; this continues until the student is medically cleared and approved by the SWC Health Services team to return to campus.

III. Make a report of an asymptomatic individual who has been exposed to a COVID-19 positive individual (AKA a “contact”)

A. Ascertain if the caller is a student/parent/guardian
   1. Ask for name and Banner ID
   2. If calling on behalf of a student, get:
      a. caller’s name and phone number
      b. student’s name and Banner ID or date of birth
   3. Verify emergency contact information
   4. If not a student, refer accordingly
      a. CCSU employee- Human Resources
      b. Others- appropriate CCSU department or local resource

B. Assess whether it is an emergency situation related to COVID-19 (i.e., declining quickly, difficulty breathing, blue lips or face, confusion, difficulty to awaken or stay awake and/or chest pain or pressure)
   1. Inform caller that you will transfer their call to a 9-1-1 dispatcher
   2. Transfer call and remain on-line until the dispatcher picks up.
   3. If not, answer question if known.

C. If caller is seeking medical advice or has a medical question:
   1. Do not give medical advice or speculation
   2. Refer students to the SWC Health Services Team or their primary care provider (PCP) to answer medical questions
   3. Refer all other callers to the caller’s PCP

D. Proceed with collecting exposure information and document in Medicat

E. Tracer recommends that student seeks testing for COVID-19
   1. Provide information regarding testing sites
   2. Ascertain and help trouble shoot any identified challenges
   3. Request that caller call back to inform call center of test results

F. Inform student/parent/guardian/other that the student will need to be referred to the SWC for a telehealth appointment in order to confirm the need for quarantine
   1. Tracer puts caller on hold and contacts the SWC to inform them of the situation and that a telehealth appointment is needed
   2. Tracer transfers call to the SWC and stays on the line until the SWC picks up the call.

G. SWC APRN meets with student for telehealth appointment, completes assessment and confirms need for quarantine
1. Quarantine procedure initiated
   a. Provide information regarding quarantine options based on status
   b. Ascertain and help trouble shoot any identified challenges
   c. Provide student with information about the process going forward including provision of daily monitoring and tracking information
   d. Instruct student to notify SWC student call center once medical clearance is obtained
   e. Inform student that they cannot be out on campus until they submit medical clearance from their PCP or the University’s on-site medical professional and receive approval from the CCSU SWC Health Services Team
   f. Inform student that they may continue to attend classes remotely if they are well enough to do so and that the dean of students will be notified to help ensure that the student is not penalized academically while in quarantine
   g. Document decision in EHR regarding where quarantine will take place

2. SWC APRN informs call center team supervisor of any students who are instructed to quarantine

3. Call center team supervisor will notify:
   a. director of health services, who will notify the vice president of student affairs
   b. dean of students, who will notify the relevant academic deans and student’s professors that the student is out due to illness, as well as notify the student’s emergency contact.
   c. HR if student was attending classes on campus so HR can determine if faculty/staff need to be notified and contact traced
   d. director of residence life if the student was living on campus,
   e. athletic director if the student is a CCSU student-athlete
   f. quarantine or isolation care residence halls RN and hall administrator if the student will be going to either of these levels of care on campus

H. SWC student call center team members in conjunction with the supervisors and RN assigned to quarantine hall monitor tracking data of students they speak with and/or assigned to them; this continues until the student is medically cleared and approved by the SWC Health Services team to return to campus.

I. If student in quarantine tests positive for COVID-19, initiate isolation procedure (see section II, F) and begin contact tracing

IV. Make a report of student who has symptoms of COVID-19, but has not yet been tested or has not knowingly been exposed to someone who has tested positive for COVID-19

   A. Ascertain if the caller is a student/parent/guardian
1. Ask for name and Banner ID
2. If calling on behalf of a student, get:
   a. caller’s name and phone number
   b. student’s name and Banner ID or date of birth
3. Verify emergency contact information
4. If not a student, refer accordingly
   a. CCSU employee- Human Resources
   b. Others- appropriate CCSU department or local resource

B. Assess whether it is an emergency situation related to COVID-19 (i.e., declining quickly, difficulty breathing, blue lips or face, confusion, difficulty to awaken or stay awake and/or chest pain or pressure)
   1. Inform caller that you will transfer their call to a 9-1-1 dispatcher
   2. Transfer call and remain on-line until the dispatcher picks up.
   3. If not, answer question if known.

C. If caller is seeking medical advice or has a medical question:
   1. Do not give medical advice or speculation
   2. Refer students to the SWC Health Services Team or their primary care provider (PCP) to answer medical questions
   3. Refer all other callers to the caller’s PCP

D. Proceed with collecting initial information about student in question

E. Inform student/parent/guardian/other that per CDC and state guidelines the student is advised to:
   1. Seek COVID19 testing
      a. Provide information regarding testing sites
      b. Ascertain and help trouble shoot any identified challenges
      c. Request that caller calls back to inform call center of test results
   2. Contact their PCP if they have not done so already

F. Inform student/parent/guardian/other that the student will need to be referred to the SWC for a telehealth appointment in order to triage symptoms
   1. Tracer puts caller on hold and contacts the SWC to inform them of the situation and that a telehealth appointment is needed
   2. Tracer transfers call to the SWC and stays on the line until the SWC picks up the call.
   3. Health service provider completes telehealth assessment and notifies the SWC student contact tracing supervisor if COVID-19 testing and quarantine is recommended.

V. Make a report of a return to campus clearance

   A. Ascertain if the caller is a student/parent/guardian
1. Ask for name and Banner ID
2. If calling on behalf of a student, get:
   a. caller’s name and phone number
   b. student’s name and Banner ID or date of birth
3. Verify emergency contact information
4. If not a student, refer accordingly
   a. CCSU employee- Human Resources
   b. Others- appropriate CCSU department or local resource

B. Assess whether it is an emergency situation related to COVID-19 (i.e., declining quickly, difficulty breathing, blue lips or face, confusion, difficulty to awaken or stay awake and/or chest pain or pressure)
   1. Inform caller that you will transfer their call to a 9-1-1 dispatcher
   2. Transfer call and remain on-line until the dispatcher picks up.
   3. If not, answer question if known.

C. If caller is seeking medical advice or has a medical question:
   1. Do not give medical advice or speculation
   2. Refer students to the SWC Health Services Team or their primary care provider (PCP) to answer medical questions
   3. Refer all other callers to the caller’s PCP

D. Instruct student to upload written documentation of medical clearance into the Medicat EHR portal and await approval to return to campus from the SWC Health Services team
   1. Provide student with instruction on how to complete this upload
   2. Verify with SWC Health Services team to look for the upload and to notify the call center team member if the upload is completed within 48 hours

E. SWC health services physician or designee reviews medical information provided and determines if the student is approved to return to campus
   1. If not, student is informed of the reason and what is needed to provide approval
   2. If yes, student is informed of the decision, along with the following individuals on campus:
      • Vice President of Student Affairs
      • Director of Health Services
      • Director of Residence Life (if the student lives on campus)
      • Dean of Students
      • Supervisor of the Contact Tracing Team
      • Human Resources
      • Athletics Director (if student is a student-athlete)
      • RN in the Quarantine/Isolation Residence Halls
      • Hall Administrator of the Quarantine/Isolation Residence Halls