COVID-19 Contact Tracing Employee Procedures

Overview

Contact tracing is part of a public health process used in response to a confirmed COVID-19 or other infectious diseases. Contact tracing will be conducted by the Health Services Department in collaboration with Operation Services and Human Capital Management (HCM).

The goal of contact tracing is to maintain a safe work environment and prevent the spread of the infection to protect employees.

Confidentiality of Health-Related Information

Contact tracing is a private process. As part of local, state and federal laws, an employee’s personal information may not be released to the public or shared with individuals who may have come in contact with the infected employee. Employees are prohibited from disclosing confidential information about other employees.

An outbreak in the workplace often generates employee and public interest. Notification will be provided when the purpose of the notice is to control spread of the infection and protect those who have been potentially exposed.
Confirmed COVID-19 Case Process

Step 1

**Employee Reports Diagnosis to the District**
An employee who has received a suspected or confirmed COVID-19 diagnosis must notify Health Services within 24 hours by submitting the electronic COVID-19 Employee Contact Tracing Reporting Form. The form will be accessible online 24 hours a day, seven days a week. Health Services, the Benefits Department, and Operation Services will be notified simultaneously so they can respond quickly.

**COVID-19 Hotline**
972-925-4211

**Health Services**
972-925-3386
COVID19@dallasisd.org

Step 2

**Health Services Contacts the Reporting Employee**
Health Services receives the form and contacts the employee immediately within three (3) hours to review the following:
- Direct the employee to not return to work
- Confirm demographic information
- Confirm last onsite visit to a district location
- Identify other employees who potentially may have been exposed within two (2) days before symptoms began
- Provide information on isolation requirements and return to work protocols

Step 3

**Health Services Contacts Potentially Exposed Employees**
Health Services contacts potentially exposed employees within 24 hours to review the following:
- Direct the employee not to return to work
- Inform the employee of possible exposure
- Confirm demographic information
- Confirm last onsite visit to a district location
- Identify other employees who may have been in close contact within two (2) days before potential exposure
- Provide employee with information on quarantine requirements and return to work protocols
Confirmed COVID-19 Case Process

Step 4

Benefits Department Provides Resources to the Employee
The Benefits Department contacts the employee within 24 hours to review the following:
- Free COVID-19 testing locations
- Alternative Work Arrangement
- Americans with Disability Act (ADA) accommodations
- COVID-19 Emergency Paid Sick Leave Act or other related COVID-19 leave
- Family Medical Leave and General Medical Leave
- Hardship leave
- Sick Leave Bank (SLB)

Step 5

Health Services Contacts the Operation Services - Environmental Health and Safety Department
EHS will provide within 24 hours an intensive cleaning with an industrialized germ spray to exposed areas by completing the following:
- Disinfect the employee workspace and common areas
- Once the areas are cleaned, a clean notice will be posted
Contact Tracing Procedures

The contact tracing process is initiated when the District is notified that an employee has received a suspected or confirmed COVID-19 diagnosis.

**Step 1: Employee reports diagnosis to the District**

An employee who has received a suspected or confirmed COVID-19 diagnosis must notify Health Services within 24 hours by submitting the electronic COVID-19 Employee Contact Tracing Reporting Form (forthcoming).

- If the employee notifies his/her supervisor, the supervisor must notify Health Services at (972) 925-4211 or COVID19@dallasisd.org within three (3) hours of receiving the notification from the employee.
- The form will be accessible online 24 hours a day, seven days a week.

If the employee becomes symptomatic/sick at work a supervisor must send the employee home. The supervisor may also send home employees who have been in close contact with the employee. See the definition for close contact in Key Terms. If the employee has a suspected or confirmed COVID-19 diagnosis, the employee becomes a case for contact tracing and should follow the **Step 1** process.

**Health Services Department**

(972) 925-4211  
COVID19@dallasisd.org

Note: Health Services, the Benefits Department, and Operation Services will be notified simultaneously so they can respond quickly.

**Step 2: Health Services contacts the reporting employee**

Health Services receives the form and contacts the reporting employee by phone, text, email or video conference within three (3) hours (the exception will be after hours and on the weekends) of receiving notification from the employee to review the following:
Step 2: Cont’d

- Direct the employee not to return to work.
- Confirm demographic information such as date of birth, address, telephone number, position, work location, supervisor, etc.
- Document the last time the employee was onsite at a District location.
- Inquire about current health symptoms.
- Determine other employees (name, department) who the employee had close contact within the workplace two (2) days before symptoms began or two (2) days before positive test results.
- Provide employee with information on isolation requirements and return to work protocols.

Exception: An employee may report a COVID-19 diagnosis electronically 24 hours, seven days a week. Reports received after hours, weekends and holidays will be reviewed and executed within 24 hours.

Step 3: Health Services contacts potentially exposed employees

Health Services contacts potentially exposed employees by phone, text, email or video conference within 24 hours to review the following:

- Direct the employee not to return to work.
- Inform the employee of possible exposure.
- Confirm demographic information such as date of birth, address, telephone number, position, work location, supervisor, etc.
- Document the last time the employee was at a District location.
- Inquire about current health symptoms.
- Determine other employees (name, department) who the employee had close contact within the workplace two (2) days before symptoms began or two (2) days before positive test results.
- Provide employee with information on quarantine requirements and return to work protocols.

Exception: An employee may report a COVID-19 diagnosis electronically 24 hours, seven days a week. Reports received after hours, weekends and holidays will be reviewed and executed within 24 hours.

Note: The name of the person with a confirmed or suspected COVID-19 diagnosis will not be provided.

If the close contact employee tests positive for COVID-19, the employee becomes a case for contact tracing, and the process returns to Step 1.
What happens if I think I have been in close contact with an employee who has tested positive for COVID-19?
Contact Health Services at (972) 925-4211 or COVID19@dallasisd.org.

**Step 4: The Benefits Department provides resources to the employee**

The Benefits Department will contact the employee by phone, email or video conference within 24 hours to review the following:

- Free COVID-19 Testing Locations
- Alternative Work Arrangement
- Americans with Disability Act (ADA) accommodations
- COVID-19 Emergency Paid Sick Leave Act or other related COVID-19 leave
- Family Medical Leave and General Medical Leave
- Hardship leave
- Sick Leave Bank (SLB)

**Benefits Department**
(972) 925-4300
benefits@dallasisd.org

**Step 5: Health Services contacts the Operation Services-Environmental, Health, and Safety Department**

Operation Services will provide within 24 hours an intensive cleaning with an industrialized germ spray to exposed areas by completing the following:

- Disinfecting the employee workspace and common areas.
- Once the areas are cleaned, posting a clean notice.

Employees may be asked to discontinue use of the exposed workspace and common areas until a clean notice is posted.

**Operation Services-Environmental, Health, and Safety Department**
Daryl Daniels
(972) 925-5012
DDANIELS@dallasisd.org
Close Contact Defined

A “close contact” of a COVID-19 case is any person:

- Who had face-to-face contact with a COVID-19 case within 6 feet for more than 15 minutes (Close contact does not include activities such as walking by a person or briefly sitting across a waiting room or office.)

- Who had physical contact with a COVID-19 case (including, kissing or embracing, sharing eating or drinking utensils, talking to someone within 3 feet, physical examination, and any other direct physical contact between people)

- Who had unprotected direct contact with infectious secretions of a COVID-19 case (for example being coughed on)

- Who was in a closed environment (household, classroom, meeting room, etc. with a COVID-19 case for more than 15 minutes)

- Who was providing care to a COVID-19 case, especially without proper Personal Protection Equipment (PPE)
COVID-19 Contact Tracing FAQs

What is contact tracing?
Contact tracing is a disease control measure to identify persons who may have been exposed to an infectious disease (COVID-19, flu, etc.) and alert their close contacts of their exposure.

Why is contact tracing done?
The goal of contact tracing is to maintain a safe work environment and prevent the spread of the infection to protect employees.

Is contact tracing confidential?
Confidentiality is critical to the success of contact tracing. Your information will be confidential, and the identity of the person(s) who may have been exposed will not be shared.

How is contact tracing done?
Trained Health Services staff work with persons diagnosed with COVID-19 to help them recall everyone who they had close contact with while they were infectious. Health Services staff will notify the person(s) who may have been exposed (contacts) as quickly as possible to prevent additional spread of the disease.

What is a close contact?
A close contact is someone who was within six feet of an infected person for 15 minutes or longer starting two days from before symptoms appeared or two days before the infected person was tested for COVID-19.

What if I think I was in close contact with an employee who tested positive for COVID-19, and I have not received a phone call from Health Services?
Please contact Health Services at (972) 925-4211 or COVID19@dallasisd.org.

What if I was wearing a face mask?
Based on CDC guidance, a cloth-based covering may not protect the person wearing the mask, but it may keep an infected person wearing the mask from spreading the virus to others. The District requires that employees wear masks to minimize risk.
How will close contacts be notified?

A Health Services staff member will notify the contact by phone that they may have been exposed to COVID-19, provide information on symptoms and encourage them to self-quarantine, if needed, to prevent potential spread of the disease. The Benefits Department will provide information and resources to the employees.

Contact Information

Health Services  
(972) 925-4211  
COVID19@dallasisd.org  

Benefits Department  
(972) 925-4300  
benefits@dallasisd.org

What are close contacts asked to do?

Close contacts must stay at home (quarantine) and maintain social distancing (at least six feet) from others they live with until 14 days after their last known exposure. Close contacts should avoid contact with high risk persons, take their temperature and self-monitor for the following symptoms:

- Fever ($\geq 100.4$)
- Cough
- Chills
- Muscle Pain
- Fatigue
- Headache
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Shortness of breath or difficulty breathing
- New loss of taste or smell
- Sore Throat

If close contacts develop symptoms, they should seek medical care if needed, or call 911 if there is a medical emergency.
If I am sent home because I have potentially been exposed, what are the work expectations from the District?

Employees who may have been exposed to someone who has COVID-19 will be approved for an alternative work arrangement for the duration of the required quarantine.

What does quarantine mean?
Quarantine is the separation of a person(s) who may have been exposed (close contact) to someone who has COVID-19. Quarantine is for people who are not showing symptoms of illness.

What will be said to my close contacts about me?
The name of the person with confirmed or suspected COVID-19 will not be provided. Information about close contacts will not be provided to others.

How has contact tracing been used previously?
It was used during the 2014 Ebola virus outbreak and the SARS outbreak in 2003.

For more information about contact tracing:
Health Services
(972) 925-4211
COVID19@dallasisd.org