MAKING CONTACT: A TRAINING FOR COVID-19 CASE INVESTIGATORS AND CONTACT TRACERS
Course Syllabus

This independent study course provides a foundation in case investigation and contact tracing for coronavirus disease 2019 (COVID-19). The material includes information on identifying, assessing, and managing people who have, or have been exposed to, COVID-19 infection.

Unit 1: Public Health and COVID-19

Case Investigators and Contact Tracers should be familiar with key concepts about public health and the infectious disease they work with in order to do their work well. This unit provides an overview of public health and infectious diseases, introduces the basics of coronavirus disease 2019 (COVID-19), and explores the disease from a public health perspective.

Lesson 1: Introduction to Public Health and Infectious Diseases
Lesson objectives:
- o   Describe key concepts related to public health.
- o   Identify the approach for public health problem-solving.
- o   Identify the determinants of health.
- o   Explain the core functions of epidemiology.
- o   Describe the role public health plays in infectious disease prevention and control.

Lesson 2: The Basics of Coronavirus Disease 2019 (COVID-19)
Lesson objectives:
- o   Describe COVID-19.
- o   Identify the symptoms of COVID-19.
- o   Identify who is at risk for severe illness.
- o   Identify how to prevent COVID-19 transmission.
- o   Describe basic information about COVID-19 vaccines.

Lesson 3: COVID-19 from a Public Health Perspective
Lesson objectives:
- o   Describe COVID-19's incubation and infectious periods.
- o   Define the following key terms: community transmission, health equity, health disparities, health inequities, social distancing, quarantine, and isolation.
- o   Identify the goals of reducing community transmission.
- o   Identify the factors that result in increased COVID-19 risk for people from certain racial and ethnic groups.
- o   Describe public health recommendations for people with confirmed or probable cases of COVID-19, and for vaccinated people

Unit 2: Case Investigation and Contact Tracing

Case investigation and contact tracing are essential public health activities that involve supporting people and preventing the spread of infection. This unit provides an introduction to case investigation and contact tracing, including key terms and the steps involved in these two work functions.

Lesson 1: Introduction to Case Investigation and Contact Tracing
Lesson objectives:
- o Define key terms relating to case investigation and contact tracing.
- o Identify the principles of case investigation and contact tracing.
- o Describe key staff who support case investigation and contact tracing.
- o Define "privacy," "confidentiality," and "public good."
- o Describe the types of technology that can support the case investigation and contact tracing process.

Lesson 2: COVID-19 Case Investigation
Lesson objectives:
- o Identify the steps involved in the case investigation process.
- o Identify tips for locating cases, or people with suspected or confirmed COVID-19.
- o Identify the structure of a case interview.
- o Describe instructions for isolation.
- o Calculate the contact elicitation window.
- o Describe when source investigations may be useful.

Lesson 3: COVID-19 Contact Tracing
Lesson objectives:
- o Identify the steps involved in the contact tracing process.
- o Identify tips for locating contacts.
- o Identify the structure of a contact tracing interview.
- o Describe how to provide quarantine and monitoring instructions.
- o Calculate when to start and end quarantine.

Unit 3: Conducting Effective Interviews

Case Investigators and Contact Tracers must know how to communicate effectively during their interactions with cases and contacts. This unit provides information on effective communication techniques, how to approach interactions with humility, and the principles of risk communication and motivational interviewing. The unit also includes practical tips for interviews with cases and contacts, including how to prepare for an interview, and how to work with special populations.

Lesson 1: An Introduction to Communication and Culture
Lesson objectives:
- o Define rapport.
- o Identify effective communication techniques.
- o Identify active listening techniques.
- o Identify question types, such as open-ended, closed, probing, clarifying, and leading questions.
- o Describe technical terms with plain language.
- o Explain the importance of showing cultural humility.

Lesson 2: Conducting Effective Case and Contact Interviews
Lesson objectives:
- o Define risk communication.
- o Identify the principles of motivational interviewing.
- o Describe how to prepare for an interview.
- o Describe how to use an interpreter during an interview.

Unit 4: Monitoring and Support Services

There are a variety of activities that a Case Investigator, Contact Tracer, or another member of the team may be involved in to ensure that cases and contacts are able to safely and successfully complete isolation or quarantine. This unit will provide an overview of the basic activities involved in following up with cases and contacts, such as monitoring symptoms and linking individuals to medical services. It also includes a description of the resources and social support services that may be provided to help individuals during isolation and quarantine. The unit includes a review of the communication techniques that will come in handy when following up with individuals, and information on situations that might require a Case Investigator or Contact Tracer to turn to help from a supervisor.

Lesson 1: Monitoring and Following up with Cases and Contacts
Lesson objectives:
- o Identify the types of monitoring.
- o Describe the processes of monitoring and follow-up, and closing out a case or contact.
- o Describe the medical services and other activities that might be required during the follow-up period.

Lesson 2: Support Services and Communication during the Follow-up Period
Lesson objectives:
- o Identify basic resources and services.
- o Identify social support services.
- o Describe when to escalate a case or contact.
- o Describe communication during the follow-up period.