

Template Contact Tracing Email and Call Script

You can use the email and call script templates below if you need to notify your community that there was a confirmed case of COVID-19 among members and to answer the call if they are contacted by their local health department or a member of the COVID-19 Community Team.

We all must work together to help slow the spread of COVID-19. A key part of slowing the spread is understanding who has COVID-19 and who has been exposed to the virus. Through contact tracing, local health department staff and other COVID-19 Community Team members reach out to people who have recently come into close contact with someone who tested positive for COVID-19. Team members are calling to share the information and support people need to protect their family and loved ones.

For contact tracing to work and get people the information and support they need, everyone must do their part and answer the call.

The North Carolina Department of Health and Human has developed a series of communications resources to help inform your congregation that there was a confirmed case of COVID-19 among your members and to answer the call if/when they are contacted by their local health department or a member of the COVID-19 Community Team.

Email Template Alerting to a Known Case

Dear Congregation,

On [insert date], we were informed that one of our congregation members tested positive for COVID-19. While we cannot share any personal information about the individual, please know that they are taking the proper steps to ensure that they, along with their family and friends, are getting the support they need.

If you may have come into contact with this individual – either directly or indirectly – and have been exposed to the COVID-19 virus, you will be contacted by your local health department or a member of the COVID-19 Community Team.

When you see your local health department phone number or NC OUTREACH appear on your phone, please answer the call. These team members are calling to share the information and support you need to protect yourself and your loved ones, such as whether you should get tested, where you can find a testing site near you, and essential resources to support you during quarantine or isolation.

At <insert faith community name> we remain steadfast in our commitment to protect our families and our community. [insert any additional information on steps your faith organization is taking regarding additional cleaning, social distancing, mask wearing, support for those who may contract the virus, etc.]

Our strength lies in our community, our collective faith, and the our actions. Always remember that the simplest acts of respect and kindness can often have the greatest impact, so please wear a cloth mask

over your mouth and nose when you are around people who are not members of your immediate household.

Thank you for doing your part; thank you for answering the call; and thank you for protecting our community.

Sincerely,

Call Script

Good [morning/afternoon], [insert member's name].

This is [insert your name and role] from [insert faith organization name]. I am calling to inform you that a member of our [insert faith organization name] community has tested positive for COVID-19. Recognizing that some of our members may have been exposed to this individual – either directly or indirectly – we want you to know that you may be contacted by your local health department or a member of the COVID-19 Community Team.

When you see your local health department number or NC OUTREACH appear on your phone, please answer the call. These team members are calling to share the information and support you need to protect yourself and your loved ones, such as whether you should get tested, where you can find a testing site near you, and resources to support you during quarantine or isolation.

If you have any additional questions regarding the contact tracing process or COVID-19, you can contact XXX.