

# What to know about Contact Tracing in Connecticut



## What contact tracing is.

Contact tracing is the process of contacting all people who have tested positive for COVID-19 or have had contact with someone who tested positive. It is possible to be infected with COVID-19 and have no symptoms, so contact tracing is currently one of the best ways to identify and notify people who may be infected in order to slow the spread of COVID-19. Participating in contact tracing is a way to protect you, your family, and your community.

Contact tracers from the local and state health department will be in touch with you if you test positive for COVID-19, and will also call people you were in close contact with – but will keep your information protected. You will see “CT COVID TRACE” or the number for your local health department on your caller ID.

## Protecting your information.

The contact tracer will ask some questions that may feel personal, but it is important for you to answer honestly. Any information shared with a contact tracer is **confidential**, meaning that it will not be shared with anyone outside of the health department without your permission.

- If you speak to a contact tracer because you tested positive, and you give them the names of your contacts, **contact tracers will not identify you as the source of their information.**
- They will also never give your name or contact information to your employer, the police, or to immigration.

The only purpose for collecting this information is to provide you, and the people you may have had contact with, information and resources to keep you and your community safe.

## Notes about testing.

If you had close contact with a person who tested positive, your doctor or local health department may recommend that you get tested. If you have been tested, you will be asked for your phone number. **It's important to provide your phone number so that if you test positive, you can be informed and take the appropriate steps.**

Visit [ct.gov/coronavirus](https://ct.gov/coronavirus) for more information about COVID-19 in Connecticut

# The people calling you.

## Your doctor or health clinic

- Your doctor or health clinic will call you to let you know your test results. If you have a positive test, you may receive a call from a contact tracer before you receive a call from your doctor.

## Contact tracers from state and local health

- You will see “CT COVID TRACE” or the number for your local public health department on your caller ID.
- If you don’t answer, a contact tracer will leave a message.
- A contact tracer will identify themselves as part of the local or state health department.
- A contact tracer will ask for the person they need to speak with by name.
- The first conversation will be detailed and will last for about 30 minutes.

## Follow-up calls from local public health

- Contact tracing is a collaborative effort between the state and local health departments. Even though you have completed an interview with a contact tracer, you may still receive a follow-up call from your local health department. They may call to check in with you to see how you are feeling, and to see how you are doing while you are staying home. We know that on-going support is an important part of this process.

## Community Resource Coordinators (CRCs)

- CRCs are available to coordinate resources such as food, housing, and other things that may be required for self-isolation (meaning that you stay home and away from others).
- During your conversation with a contact tracer, if you indicate that you need support during self-isolation, or have challenges self-isolating, your information will be shared with a CRC in your community with your permission.

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# Questions contact tracers will ask, and why.

## Your information

- You will be asked to verify your date of birth, which is the piece of information used to verify your identity – so it's incredibly important.
- You will also be asked to verify the spelling of your name, your preferred language, and your address. You will also be asked for your address in order to connect you with resources in your community should you need them.

## Details about how you feel, the people encountered, and events you attended while you might have been contagious

- You will be asked about your symptoms (if you have any), and how you are feeling. They may be specific questions such as: do you have a cough?
- You will be asked when you started to feel symptoms (if you have any), and it's okay if you can't remember. The contact tracer will try to help. This is to help you figure out how long you may need to self-isolate, and ultimately how long you may need community services.
- The contact tracer will ask if it's okay if someone checks in with you regularly to see how you're feeling.

## Places you have recently visited

- You will be asked about locations that you have recently visited in order to determine if other people who have also visited those places might be infected as well.
- The contact tracer will ask you for names of locations as well as specific events or gatherings that you have recently attended.

## Your contacts

- You will be asked for the name, phone number, and email of people you had contact with while you might have been contagious.
- While you are encouraged to tell the people you have been in contact with that you have tested positive, the contact tracer will *never* share your name or that you tested positive for COVID-19.

## Your needs

- Contact tracers will ask you a few questions about things that may affect your ability to stay at home while recovering as recommended.
- They will ask things like whether you have difficulty isolating in your current housing, need to care for children, elderly, or family members with disabilities, your ability to get food, have concerns about income or employment, and your safety.
- These answers can help us connect you with the support you need to self-isolate.

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## Recommendations for self-isolation.

A contact tracer will ask that you self-isolate. That means you will be asked to *stay home*, and take the following steps:

- Monitor your symptoms. If you have an emergency warning sign such as trouble breathing, seek emergency medical care immediately.
- Ideally you should stay in a separate room from other household members and use a separate bathroom, if possible.
- If separate rooms are not an option, stay as far away from household members and pets as possible.
- Don't share personal household items, like cups, towels, and utensils.
- Wear a mask when you are around others.

Recommendations may update as time goes on and may be different for those who have already tested positive.

## Be aware of scams.

If there are opportunities for scam artists to prey on us when we are vulnerable, they will. That is why it is so important to know what a contact tracer will do, and what they will not. If someone does any of the things below – hang up the phone – it's a scam.

*A contact tracer will never:*

- Ask for your social security number, money, bank account information, credit card number, immigration status, or salary information.
- Contact you on social media.
- Ask you to call a number that starts with "1-900" or "900".
- Ask you to click on a suspicious link in a text or email. However, if you opt in to electronic monitoring via text or email, you will receive texts from (855) 670-0299, or emails from [SVC-Covid19@ct.gov](mailto:SVC-Covid19@ct.gov).

*If you believe you have fallen victim to a scam, you should contact the Department of Consumer Protection by emailing [dcp.complaints@ct.gov](mailto:dcp.complaints@ct.gov), or by visiting [ct.gov/DCP/complaint](https://ct.gov/DCP/complaint).*

## More information about contact tracing.

For more information, visit [portal.ct.gov/Coronavirus/ContaCT](https://portal.ct.gov/Coronavirus/ContaCT).

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