

The following is intended to be a guide for the initial conversation that CRCs are to have with individuals who have been flagged as requiring Q&I support. Of note, the topics discussed below are meant to be a guide and we are relying on the expertise of the CRC to adjust the conversation as appropriate.

## Introduction

- Thank the individual for self-quarantining or self-isolating (Q&I) and working with us to prevent the spread of the virus
  - Recognize that Q&I for 10 – 14 days is challenging, and we appreciate their efforts
- Ask the individual what they know about the value of Q&I, and the spread of COVID-19
  - Offer to share information (if they are interested) about why Q&I is important (focus on trying to get an individual to self-motivate to Q&I successfully)
- Understand overall responsibilities, priorities, cultural considerations that influences the individual's ability to Q&I successfully
  - This includes familial responsibilities, needing to care for family members, etc.
- Understand the existing supports that the individual may already be leveraging
  - This includes the need for a caretaker / nurse / health worker due to disability / age (e.g., help with getting in and out of bed, perform daily activities, etc.)
  - Offer to help connect the individual to said supports

## Detailed Discussion of Areas where Additional Support may be Required

*Note: The CRC should review the responses the individual gave to the contact tracing system and adjust their approach to the conversation based on those responses.*

*We wish to avoid re-traumatizing individuals by asking the same questions repeatedly. Instead, this conversation should be focused on getting more details about the areas that have been identified.*

### Topic 1: Concern about “own bathroom and bedroom to stay by yourself”

If the individual answers “yes” to this question, the following topics should be explored:

- *(If available)* Offering to explore options for a separate space / hotel room to Q&I in for 10 – 14 days
- *(If the individual does not wish to move)* Understand overall living situation (number of bedrooms, number of bathrooms, others who are living in the same space, the common areas, overall size of the space)
- PPE the individual / family has access to (face masks, gloves, hand sanitizer)
- Cleaning supplies the individual / family has access to (disinfectant, soap) and the ability to clean regularly
- Ability to have their own personal hygiene supplies (razors, toothbrush, towels, etc.)
- Ability to have their own dishes for eating
- How laundry is done
- How food is prepared and the spaces where it is consumed

## Topic 2: Concern about Income or Employment

If the individual answers “yes” to this question, the following topics should be explored:

- Current employment situation (where they work)
  - Ability (if at all) to telework
- Current income level
  - How individual’s income impacts family situation (are they the primary income earner), how income will impact the family’s quality of life
- Urgency of replacement income – how long an individual can wait for replacement income
- Concern about being fired if they Q&I

## Topic 3: Concern about Managing other Health Conditions

If the individual answers “yes” to this question, the following topics should be explored:

- Understand if individual has enough medication / medical supplies for 10 – 14 days
- Understand who current healthcare provider is and offer to connect to provider to get additional help
- Understand disability concerns (if any) and switch in-person assistance to telehealth (if appropriate)

## Topic 4: Concern about Ability to get Food

If the individual answers “yes” to this question, the following topics should be explored:

- Number of people to be supported with food delivery
- Resources available for food storage and preparation (fridge, kitchen, etc.)
  - Preferred type of food to be delivered – meals or ingredients
- How often food delivery should happen
- Understand dietary restrictions / cultural considerations
- Education about resources available and help place food order

## Conclusion

- Ask about other needs the individual may need
- Summarize the needs that have been discussed, confirm what the individual needs
- Ask about preferred mode of communication (phone, text, email, social media)
  - If possible, discuss options for getting the technology required to the individual
- Discuss next steps, individualized action plan, and plan for follow-up
  - Provide your contact information / phone number in case they need to get in touch
- Thank the individual for their support and time, and thank them from being part of the solution to reduce the spread of COVID-19