#StayStrongNC

Partner COVID-19 Testing Toolkit

September 24, 2020

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PURPOSE & GOAL

Introduction

Since the start of the pandemic, North Carolina took early and aggressive action to slow the spread of the virus, managed shortages of testing and PPE supplies, developed hospital surge plans, and built testing and contact tracing capabilities. Our collective actions prevented our health care systems from being overwhelmed and provided valuable time to build our state's capacity to respond to the crisis. Still, the risk of COVID-19 remains as more North Carolinians are leaving their homes for work and other needs.

We have the following important goals in our fight against COVID-19:

- Protect ourselves, our loved ones, and our neighbors from getting seriously ill
- Restore our economy and get North Carolinians back to work safely
- Get our children back to school so they can learn, play, and thrive
- Address the disproportionate impact of COVID-19 on historically marginalized populations

To achieve these goals, we all must remain vigilant and play an active role in the strategy to slow the spread of COVID-19:

STRATEGY TO COMBAT COVID-19	WHAT THE STATE IS DOING	WHAT THE PUBLIC CAN DO
Slow the Spread: Prevention	• Phase reopening of sectors/activities to minimize spread of COVID-19 • Require face coverings that cover the nose and mouth (indoors and outdoors) when physical distancing of 6 feet is not possible • Promote the 3Ws (Wear, Wait, Wash)	• Practice the 3Ws (wear a face covering that covers the nose and mouth, wait 6 feet, wash your hands) and encourage friends and family to do the same • Employers should follow NCDHHS guidance for specific settings
Know Who Has COVID-19 and Who Has Been Exposed: Testing and Tracing	• Build a statewide testing & contact tracing infrastructure • Surge resources in hardest hit communities & populations	• Get tested if symptomatic or if you think you are exposed to COVID-19 • Answer the call from the contact tracing team
Support People to Stay Home: Isolation and Quarantine	• Ensure access to non-congregate shelters for people who need to isolate • Enact policies to enable people to miss work and stay at home, leverage NCCARE360 to connect to supports	• Stay home when you can, especially when sick • Support employees to stay home when sick to minimize the spread of COVID-19

Intentional Focus on Historically Marginalized Populations

Due to longstanding and pervasive inequities, American Indians, African American/Black and LatinX/Hispanic communities are being disproportionately impacted by COVID-19. The health disparities seen during COVID-19 did not start with this pandemic but have long existed in this country and our state. The NC Department of Health and Human Services (NCDHHS) is committed to providing testing that is trusted by and accessible to our communities of color. This document is intended to help those trusted community partners support culturally and linguistically appropriate testing in our hardest hit communities.

How to Use this Toolkit

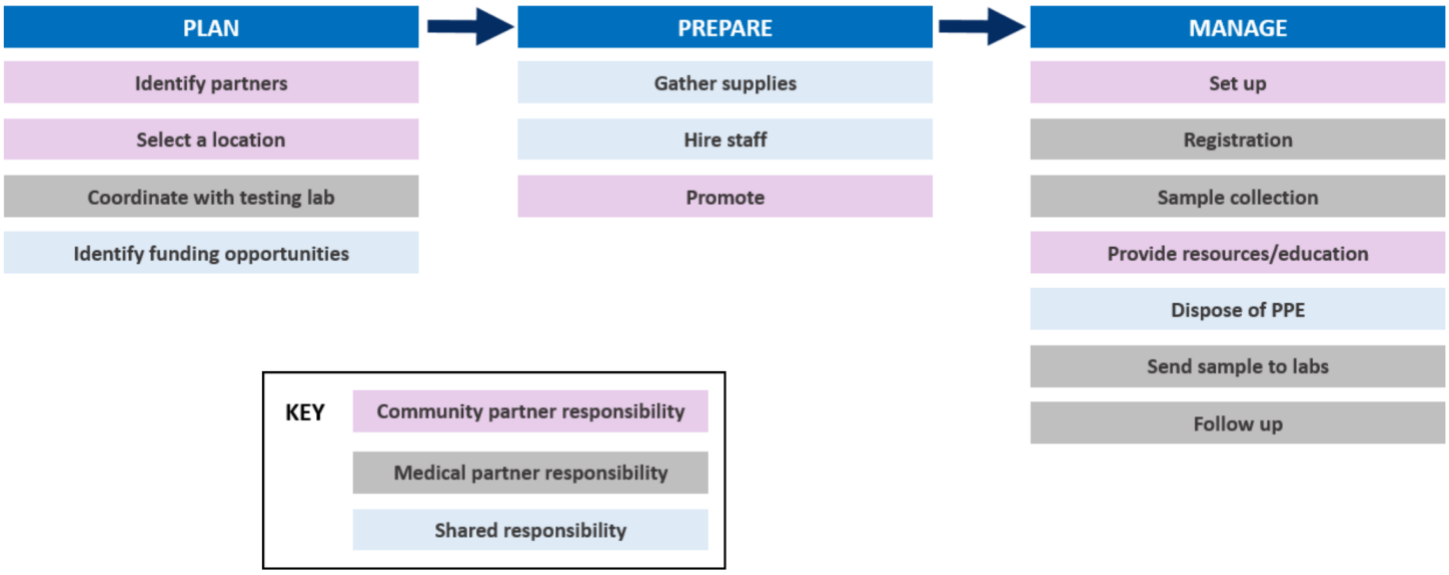
- **Who is this toolkit for?** Any community organization seeking to run community testing events (single, multi-day)
- **What is in this toolkit?** This toolkit contains recommended information to plan for and operate community testing for COVID-19. This is intended as a companion publication to the guidance shared in "COVID-19 Community Testing in Historically Marginalized Populations: Best Practices"
    - It will help community organizations understand how to:
        - Select a testing location that is easily accessible, especially for historically marginalized populations
        - Staff a testing event, understand what supplies are needed, and obtain personal protective equipment (PPE)
        - Operate an event and support individuals as they come to get tested

- **Where do you start?** Start by contacting your testing event partners:
  - **Medical Partner** (i.e. medical professional or doctor)
    - Responsible for ordering the tests for the individuals and communicating results to individuals
    - In many cases, the medical partner will be the Medical Director at an FQHC, the Local Health Department, or a community physician
    - Per the new standing order, it is possible to work directly with a laboratory instead of a medical partner. The standing order can be found online: NC DHHS Standing Order for COVD-19 Testing
      - If this is the case for your testing event, please work directly with the laboratory to understand your responsibilities and the laboratory's responsibilities
  - **Local Health Department** (LHD)
    - Helps you navigate county, state, and federal rules and regulations as you plan and run the testing event
- There are many ways to set up a testing event, and different levels of support are available from the county, state, and federal level
- This toolkit outlines best practices for host a community testing event *Please Note*: NCDHHS will not be running these events, but instead will provide support related to logistics, supplies and technical assistance
- Best practices and guidance subject to change with CDC updates

Steps to Plan and Operate a Community Testing Event

Throughout the process of planning and operating a testing event, both you and your medical partner will have different responsibilities. Best practices for both parties are outlined in this toolkit. Throughout the toolkit you will see steps identified as **"Medical partner responsibility"** that the medical partner will be responsible for completing and **NOT** the community partner. It is important to work closely with your medical partner throughout the planning process to make sure both teams are clear on the expectations. If you are partnering with a laboratory to host your testing event, please check directly with the laboratory to understand what steps they will take responsibility for, what steps you will share responsibility for, and what steps are your responsibility. Partnering with a laboratory and a medical partner will differ, dependent on the chosen laboratory.

The chart below outlines the steps for each partner, and which steps may be a shared effort.



PLAN

Best Practices

During planning, keep these best practices in mind:

- **Use a location that is most easily accessible by your local community:** Both drive-thru and walk-up test events have their own set of benefits:
  - **Drive-thru test event:**
    - Minimizes concerns around social distancing, enhances staff safety, and preserves personal protective equipment (PPE)
    - Requires additional safety measures, including people to direct cars to decrease the risk of accidents
    - Ability to walk up should still be honored at drive-thru events
  - **Walk-up test event:**
    - More accessible to individuals who may not have a car (particularly benefits LatinX community)
    - Requires additional planning to ensure social distancing throughout the process, including for people waiting in line
- **Include trusted community partners in the leadership team:** For some people, their first experience with the public health system may be at the testing event. Create an environment that inspires confidence and trust.
  - Include community organizers, social media influencers, and grassroots leaders
- **Community engagement and promotion:** Engage the local community and plan promotions for the event
  - *Please see "Communications" on page 9 for more information*
- **Accessibility for people with disabilities:** The testing location should be accessible to people with disabilities
  - For more information on accessibility, please visit the ADA website: Accessibility at Testing Sites

Select a Location

The chosen testing location should be a well-known location that is easily accessible and can support testing needs. The amount of space needed will depend on the number of testing stations you are looking to host, but generally you will need an open and large space with easy traffic flow. Look for a location that has or can temporarily support the following:

- Refrigerated storage and water
- Shelter
  - If outside: secure, heavy-duty tents to endure heavy wind, rain, and sun; cover staff and electronics
  - Large enough space to social distance
- Toilet facilities and handwashing facilities (portable rentals if indoor facility is not close)

Coordinate with Labs

- **Medical partner responsibility:** The medical partner will handle the coordination with the lab and securing collection devices for the testing event. According to NCDHHS provider guidance, testing is available through commercial labs, health system labs, and the North Carolina State Laboratory of Public Health (NCSLPH).
  - For more information, please refer to the NCDHHS provider guidance available online: COVID-19 Provider Guidance.

Funding Guidance

Local partners and businesses are often willing to help support COVID-19 relief efforts in your community. Some opportunities may include:

- **Supplies:** Reach out to local businesses and community organizations to identify potential partners for your testing event (i.e. restaurants: lunch for staff, office stores: printing for forms and signage)
- **Medical partner responsibility:** Payments will most likely be handled by the medical partner. Please use the following guidance to meet insurance reimbursements:
  - **Individuals with health insurance**: Gather health insurance information during registration
  - **Health Resources and Services Administration (HRSA)**: Funding may be available for uninsured individuals. More information can be found online: HRSA reimbursement website
  - **Medicaid Optional COVID-19 (MCV) Testing Program:** North Carolina residents who are uninsured and meet the citizenship and legal immigration status requirements of the Medicaid program. may be eligible for certain testing costs. More information can be found online: MCV Testing Program Bulletin (or fact sheet available here: MCV Testing Fact Sheet)

PREPARE

PLAN → PREPARE → MANAGE

Best Practices

Once location and partners have been determined, use the below best practices to prepare for the testing event:

- **Provide additional medical services at the event or connect to additional health resources:** People in communities that are high-risk for serious illness and those without a general physician or access to health care may exhibit more symptoms than others. Consider partnering with a FQHC to provide these additional services
- **Upload your testing event on Find My Testing Place**: Upload your testing event (both single or multi-day) to Find My Testing Place on the NCDHHS website
  - Forms to submit a new community testing event can be found online: Community Testing Events
- **Include the Division of Services for the Deaf and Hard of Hearing in planning**: DSDHH will consult with the planning team to ensure the event has the right tools in place to serve hard of hearing individuals
  - Contact information can be found online: Regional Centers for Deaf and Hard of Hearing

Supplies Checklist

Listed below are **suggested supplies** to have on-hand at your testing event. Some materials may not be needed depending on how registration will be completed, the type of testing performed, medical partner, etc.

OVERALL NEEDS:

- ☐ Outdoor tent
  - Should be large enough to protect staff, supplies, and cars from the elements
- ☐ Folding tables
- ☐ Chairs
- ☐ Large trash can with liners
- ☐ Trash can with bio-hazard bag **(Medical partner responsibility)**
- ☐ Identification for staff (colored name tag stickers, matching face coverings, etc.)
- ☐ Cones/barriers (for pathways/traffic control)
- ☐ Signage
  - At roadway entrance
  - Directional signs throughout
- ☐ Basic food and beverage provisions for staff
  - Provide bottled water all day

FOR THE REGISTRATION STATION:

- ☐ Intake forms **(Medical partner responsibility)**
  - **Best Practice:** use an electronic health record to optimize data collection
  - Additional supplies needed: tablet with data service or MiFi (with chargers)
- ☐ General office supplies (pens, clipboards, etc.)
  - If using paper forms, plan to provide pens for individuals to keep; pens should not be shared
  - Dry-erase boards or tablets can be helpful to communicate with those with hearing loss
- ☐ Technology needs: (*for printing testing labels*)
  - 1 laptop computer
  - 1 printer (and labels)
- ☐ Sanitation supplies (hand sanitizer, sanitizer spray, sanitizing wipes, etc.)
- ☐ 2-way radio

FOR EACH TESTING STATION:

- ☐ One (1) hard-sided cooler (~60 quart)
- ☐ Testing kits **(Medical partner responsibility)**
- ☐ Sharps container(s) **(Medical partner responsibility)**
  - Only needed for nasopharyngeal testing
- ☐ 2-way radio(s)
- ☐ Sanitation supplies (hand sanitizer, sanitizer spray, sanitizing wipes, etc.)
- ☐ Swag bags for individuals **(best practice** for community testing events)
  - Cloth face covering
  - Water bottle
  - Basic first aid supplies
  - Education materials
  - Please see *"Frequently Asked Questions"* on page 12 for educational information

FOR THE SUPPLY STATION:

- ☐ Refrigerator with AC Power at supply station (Size will depend on number of daily tests planned)
- ☐ Calibrated data logger thermometer **(Medical partner responsibility)**
- ☐ Frozen packs for cooler storage and transportation
- ☐ Extension cords
- ☐ Personal protective equipment (PPE):
  - Gloves
  - Face coverings: surgical masks, N95
  - Face shields
  - Isolation gowns
- ☐ Extra sanitation supplies
- ☐ General office supplies (markers, tape, etc.)
- ☐ First-aid kit(s)/basic vital sign equipment **(Medical partner responsibility)**

Types of Sample Collection

- **Medical partner responsibility:** The medical partner will handle the ordering and administering of tests. For your reference, the FDA has authorized four sample collection methods to diagnose COVID-19:
    - Nasopharyngeal specimen (NP)
    - Oropharyngeal specimen (OP)
    - Nasal mid-turbinate swab
    - Anterior nares (nasal swab) specimen

For more information on the different types of testing, please visit the CDC guidelines available online: Interim CDC Guidance on COVID-19 Testing

Staff Roles

The list below outlines **recommended staff roles** to consider:

- ☐ **Event Manager**
    - Oversees general operations of the testing event
    - *PPE Required*: face covering, gloves
- ☐ **Registration Technician(s)**
    - Conducts registration to assist people as needed
    - *PPE Required*: face covering, gloves, face shield
- ☐ **Registered Nurse(s) or Medical Professional (Medical partner responsibility)**
    - Performs sample collection or oversees technicians collecting samples
    - Places collected specimen in sample bag
    - *PPE Required*: gown, gloves, N95, face shield
    - If using self-administered test collection:
        - A medical consultant while Testing Technicians assist with individual sample collections
        - *PPE Required*: face covering, gloves
- ☐ **Testing Technician(s)**
    - Receives intake form and vial label from Registration Technician
    - Verifies authorization form and identification at testing station
    - Receives sample and accompanying documentation from Registered Nurse and places in cold storage
    - *PPE Required*: face covering, gloves
- ☐ **Traffic Controller(s)**
    - *Needed if using drive-thru*
    - Directs vehicles to the appropriate lane for testing
    - Ensures individuals do not leave their vehicles
- ☐ **Media Liaison**
    - Manages media requests and works with local media

Best Practices:

- **Clear identification:** With face coverings and additional PPE, it is difficult to identify staff at the event. Consider using colored name tags or matching face coverings so staff are easily identifiable
- **Avoid highly uniformed staff:** Fear of authorities may deter people from coming to a testing event
- **Volunteers:** Volunteers are a great way to increase community engagement
    - It is important to provide clearly defined roles, schedules, and written safety instructions in advance
    - Assign a designated point of contact (such as the Event Manager) to address questions
- **Bi-lingual resources:** When possible, utilize bi-lingual staff to ensure people who speak languages other than English are comfortable at community testing events

Request Resources

Supplies:

- If possible, order supplies through existing supply chains (i.e. current suppliers) and check with your medical partner to see if they have access to additional supplies
- US Department of Health and Human Services has identified non-traditional suppliers offering PPE and other supplies, available online at: Vetted Non-Traditional Suppliers Offering PPE and Other Supplies and Services
    - The Division of Services for the Deaf and Hard of Hearing (DSDHH) can provide resources for assistive listening devices, clear face coverings, etc. to facilitate accessibility

        - For more information, please visit their website at: DSDHH
- After exhausting all ordering options and conservation measures, it is possible to order PPE through the state:
    - You can request supplies and PPE online from NCDHHS online: Request PPE from state resources
    - Please note there is high demand for these resources, and all requests may not be filled

Staff:

- **Additional staffing resources may be available through your Local Health Department (LHD)**
    - Work with your LHD to see what options are available for additional staff for your testing event
- Include a sign language interpreter to support testing accessibility for the deaf and hard of hearing
    - A list of sign language interpreters is available online at: Sign Language Interpreter Directory

Create Daily Schedule

Creating a daily schedule can help staff plan what hours they will be needed, and help you estimate how many samples you will be able to collect in a day

- Plan for 7 to 11 minutes per sample collection, per person
- Be sure to schedule staff breaks:
    - Given favorable environmental conditions, those working in full PPE should be allowed a 20-minute break roughly every 2 hours; weather and location type may dictate this timeframe

Communications

A well-attended testing event includes advanced promotion and engagement, some best practices include:

- **Planned promotions**: Finalize important details (date, time, location) in advance and start promoting the event as early as possible
    - Some ideas include posting flyers at local grocery stores or restaurants, posting on social media
- **Community engagement:** Bring in non-medical partners to volunteer at the event to encourage greater attendance and engagement
- **Community influencers:** Work with local leaders and influencers to post videos encouraging individuals to come get tested on social media
- **Identify additional channels:** Ask organizations to share with members (i.e. ask faith leaders to share with congregants, notify local schools or colleges, etc.)
- **Work with local media:** Local media outlets are often willing to promote testing events**.** If interviews can be completed before the event, there is less concern of privacy issues
    - Distribute a press release to local media to provide them with relevant details
- **Promote 'no cost' testing:** Individuals may not consider using insurance for testing as 'free', so be aware of language the testing event uses, and try to promote testing that is available at 'no cost' to individuals

NC DHHS has a variety of tools you can edit to promote your testing event:

- Editable Press Release Template
    - *Please see "Appendix A" on page 14 for the NCDHHS Press Release template in English*
    - *Please see "Appendix B" on page 16 for the NCDHHS Press Release template in Spanish*
- DSDHH has regional centers that can consult and assist the team with the promotion and planning to ensure access and accessibility for the deaf and hard of hearing
    - Contact information can be found online: Regional Centers for Deaf and Hard of Hearing

NC DHHS has a variety of tools available for public communication. Please use the resources below to raise awareness about prevention, testing and contact tracing in your community:

- The "Whatever Your Reason" Toolkit can be found online: Whatever Your Reason Toolkit
    - The toolkit includes campaign materials to encourage North Carolinians to wear a mask in our collective fight against COVID-19
- The "Prevent and Protect Media Toolkit" can be found online: Prevent and Protect Media Toolkit
    - This toolkit includes social media resources and flyer templates (in both English and Spanish)
- Radio ads may be found online, which can be aired by any radio station or entity
    - You can access radio ads online: Radio Ads
- Videos are available for download, which can be played in community centers or at testing events to encourage safe practices
    - You can access videos online: Video PSAs

MANAGE

Set Up

The testing event should have three distinct and separate stations:

- **Registration Station**: Register people and fill out testing sample labels
- **Testing Station(s)**: Collect the sample and provide resources and education
- **Supply Station**: Store samples and extra supplies

When you arrive at the testing event, be sure to:

- Perform symptom screening and temperature checks on all incoming staff and any visitors
  - For more information on COVID-19 symptoms, visit NC DHHS online: COVID-19 Symptoms
- Ensure all staff have access to proper PPE as position dictates
  - Staff who are responsible for collecting samples or are in direct contact with members of the public being tested, will need to wear a N95 mask or surgical mask, two layers of gloves, isolation gown, and a face shield
  - All other staff not in direct contact with individuals being tested should wear gloves and a face covering
- Have cold storage set up for your testing kits
  - Specific directions for your kits may vary, check with your testing lab to confirm specific requirements

Throughout the testing day, the Event Manager should:

- Ensure proper infection control procedures are met, including sample collection and PPE utilization
- Monitor staff safety around the facility and moving vehicles

Registration

Please Note: Personal information must be kept strictly confidential as it is considered a private health record

- **Medical partner responsibility:** Your medical partner should provide instructions on what information is needed from individuals and how you will be capturing information
- **Gathering the correct information:** Per the standing order, please make sure the correct patient data is being collected at registration
  - For more information, please reference the standing order available online: COVID-19 Statewide Standing Order
- **Best Practice**
  - Have individuals write down their name to avoid spelling errors
  - It is recommended to use an electronic health record to gather personal information at a testing event
  - A guide for effective communication with people who are deaf, hard of hearing, or deaf blind can be found online: Effective Communication by DSDHH

For more information on who should be tested for COVID-19, please refer to the Provider Guidance available online at: NCDHHS Provider Guidance

Sample Collection

- **Medical partner responsibility:** Staff at the testing event will be trained to collect the sample. For your reference, the individual will run through the testing event following the steps below:
  - Instruct individual to approach the testing station
    - If using drive thru: Instruct individual to drive up to testing station and turn off vehicle
  - Test is administered by the Registered Nurse
  - Test is promptly stored in the on-site refrigerator
- **Best Practice:**
  - **Avoid influence or pressure:** Avoid pressure or perception of influence and ensure that everyone has the final choice in the decision to complete testing or not

Resources and Education

It is recommended to provide information on where individuals can find community resources and access to COVID-19 related education. Please see below for recommended next steps once a sample has been collected:

- Inform the individual that they will be contacted by the Medical provider or their Local Health Department with test results
  - *Please see "Follow Up" on page 11 for more information*
- Provide community resources brochure, and educational information
  - *Please see "Frequently Asked Questions" on page 12 for more information*
- If the patient is symptomatic, consider recommending the patient to reach out to close contacts to suggest they also get tested

PPE Disposal

PPE should be properly disposed of after leaving the testing area to prevent any potentially hazardous exposure. Remove all PPE in the following order:

- Step 1: Gloves
- Step 2: Gown
- Step 3: Wash hands for 20 seconds, or use hand sanitizer
- Step 4: Remove face shield, goggles, and/or face covering
- Step 5: Properly dispose of biohazardous waste
  - Biohazardous waste guidelines for North Carolina are available online: NC State Guidance
- Step 6: Wash hands for 20 seconds, or use hand sanitizer

For more information on how to properly take off PPE, please refer to the CDC guidelines available online:
CDC PPE guidelines

Sending Samples to Labs

- **Medical partner responsibility:** The medical partner will coordinate with the testing lab to ensure samples are properly transported to the testing lab facility
- **Best Practice:**
  - Transport or send collected specimens to the testing lab facility at least once a day

Follow Up

- **Medical partner responsibility:** Post-test follow-up is a shared responsibility among the medical partner, the local health department and the individual being tested. The community partner will not handle any follow-up

FREQUENTLY ASKED QUESTIONS

As individuals get tested, they may have a variety of questions. Below are talking points for testing event staff to reference if individuals have additional questions or concerns

Contact Tracing

While your testing event will not be directly involved in contact tracing, you may get questions about contact tracing. Staff at the testing event should be able to provide basic information

- **What is contact tracing**
  - Contact tracing identifies people who have recently been in close contact with someone who has tested positive for COVID-19
  - Helping people know if they have COVID-19 or may have been exposed is critical to ensuring they have the resources and support they need and helps slow the spread of the virus
  - For more information on contact tracing, please use this infographic online: Contact Tracing (English), Contact Tracing (Spanish)
- **How it works**
  - A person tests positive for COVID-19
  - The Local Health Department, with support from the COVID-19 Community Team, contacts the individual
    - Their goal is to ensure that individual has all the necessary resources and support needed to isolate
    - Additionally, they ask questions to understand who that individual has been recently in close contact with
  - A member of the Community Team then reaches out close contacts by phone or email to:
    - Notify them that they have recently been near a person who tested positive for COVID-19
    - Recommend that they get tested for COVID-19 (immediately if symptomatic or 6 days after last know exposure to COVID-19 if asymptomatic)
    - Advise them of the need to quarantine alone at home and avoid contact with other members of their household for 14 days past their last known exposure to COVID-19
    - ***The team does not reveal the name or any personal information of the person who tested positive***
- **Why it is important**
  - This helps North Carolina rapidly identify those who may have been exposed to COVID-19 and get them information and resources to minimize additional exposures and quickly provide the support and resources to protect them and their loved ones
- If people are looking for more information regarding contact tracing, please refer them to NCDHHS website: NCDHHS: Contact Tracing

Isolation & Quarantine

Please use the below messages to encourage individuals to take additional precautions while they wait for test results and if they get a positive diagnosis:

- If you have tested positive for or have symptoms of COVID-19, please stay home and avoid contact with other members of your household. Self-isolation helps to prevent the spread and promote recovery. Individuals should stay home until:
  - It has been 10 days since first symptoms
  - **AND** fever-free for 3 days without fever-reducing medicine
  - **AND** symptoms have improved
- If you have been exposed to COVID-19, but are not having symptoms, please remain 6 feet away from others, including at home if possible, for at least 14 days. Self-quarantining helps to prevent the spread of COVID-19
- If you do not have a place to isolate or quarantine at home, other options may be available. Please contact your Local Health Department or NC 2-1-1 for more information
  - *Please see "Additional Community Support" on page 13 for more information*
- We realize it can be very hard to quarantine and isolate due to extenuating circumstances (employment, childcare, etc.). NCDHHS has a variety of resources available through NC211 and NCCARE360 to help you through this unprecedented time
  - *Please see "Additional Community Support" on page 13 for more information*

Next Steps After COVID-19 Testing
NCDHHS has outlined guidance for recommendations on what individuals need to do while they wait for test results, after they get their results, and other home care. Guidance is available online: Steps for People After COVID-19 Testing

How to Prepare for Isolation and Quarantine
Additional information on how to prep for isolation and quarantine can be found online: Home Care Isolation Guidance

Privacy & Data

Individuals may inquire who will have access to their personal health data. Below is some information to address their concerns:

- **Personal information is always kept strictly confidential and is considered a private health record**
- The following parties will have access to personal health data
  - Labs
    - The lab is legally required to gather personal health data before they can run the test
    - They will share contact information with the provider so results can be delivered
  - Medical Partner
    - The doctor ordering the test will have access to personal health data so they can accurately report test results to the individual
  - Public Health Department
    - All contagious disease test results are reported to the local and state Public Health Department by state law
    - The Public Health Department will use contact information to follow up on positive cases
    - May take the form of local health departments, state health departments, or contact tracers
- All identifying information is removed for reporting use
  - This data helps the state better understand the impact of COVID-19 on age groups, counties, etc.

Additional Community Support

NCDHHS and community partners have a variety of resources available to support your local community. It is recommended to have this information on hand to distribute to individuals as they complete their testing. As individuals need access to additional community resources, please refer them to the NCDHHS resources listed below:

- **Community Health Workers (CHW):** In certain counties, CHW are available as a resource to connect residents with available support options. If you are in a supported county, please refer individuals to your local CHW
  - *Please see "Appendix D" on page 19 for more information on Support Services*
- **NC 2-1-1:** Residents can find free and confidential information on health and human services and resources within their community
  - Please visit NC 2-1-1 for more information
  - *Please see "Appendix C" on page 18 for more information on NC 2-1-1*
- **NCCARE360:** Providers and individuals can utilize NCCARE360 to identify and connect to medical and non-medical health related resources
  - Please visit NCCARE360 for more information
  - *Please see "Appendix C" on page 18 for more information on NCCARE360*
- Additional NCDHHS COVID-19 Related Resources
  - **Isolation/Quarantine and Social Distancing Sheltering Assistance**:
    - To find local non-congregate sheltering options, call your Local Health Department or NC 2-1-1
    - For more information on the program, please visit: NCDHHS Non-Congregate Sheltering
  - **Food, Education, Mental Health & Wellness, Farmer Grants Assistance:**
    - For more information on help available, please visit NCDHHS Disaster Assistance
  - **Business & Non-Profit Assistance:**
    - For more information on help available, please visit NCDHHS Disaster Assistance
- Toll-free COVID-19 Helpline: **877-490-6642**
  - NCDHHS and Community Care of North Carolina, Inc. (CCNC) representatives are available to answer individuals' COVID-19 questions and help them find the care they need
  - CCNC will staff this helpline from 7:00 a.m. to 11:00 p.m., seven days a week
-

APPENDIX

Appendix A: Press Release for Community Testing Events (English)

Purpose: This short media alert is designed to be shared with broadcast and radio contacts
Audience: Media contacts

Media Alert

<INSERT DATE>

COVID-19 Testing Events Available for <INSERT COUNTY NAME HERE>

<INSERT COUNTY NAME> is seeing a rise in COVID-19 cases, including increased cases of community transmission.

<INSERT YOUR LOCAL HEALTH DEPARTMENT NAME> is working with community partners to increase testing of people who may not currently have symptoms, but may have been exposed to COVID-19, especially people from historically marginalized populations who have been disproportionately impacted by COVID-19. In addition, testing is a priority for anyone who has symptoms or those who may have been exposed to COVID-19, including:

- Anyone who has attended a mass gathering including a protest
- Anyone who works in a setting at higher risk of exposure such as a grocery store, restaurant, gas station, or child care program
- People who live or work in high-risk settings such as long-term facilities, homeless shelters, correctional facilities or food processing facility.

"When more people get tested and we all work alongside the COVID-19 Community Team to do our part with contact tracing, we can protect our loved ones and slow the spread of the virus," said <INSERT LOCAL HEALTH DEPARTMENT DIRECTOR OR OTHER KEY SPOKESPERSON NAME HERE> "Together, we can limit the impact on our community."

Testing events with availability in <INSERT COUNTY OR COMMUNITY NAME HERE> for COVID-19 testing include:

<INSERT TESTING EVENT 1 NAME
INSERT HOURS
INSERT LINK
INSERT ADDITIONAL INFO ABOUT SCREENING>

<INSERT TESTING EVENT 2 NAME
INSERT HOURS
INSERT LINK
INSERT ADDITIONAL INFO ABOUT SCREENING>

<INSERT TESTING EVENT 3 NAME
INSERT HOURS
INSERT LINK
INSERT ADDITIONAL INFO ABOUT SCREENING>

<NOTE TO AUTHOR: FEEL FREE TO INSERT MORE TESTING LOCATIONS AS YOU CUSTOMIZE>

Additionally, there are upcoming testing events in our county. Those include:

<INSERT NAME AND LOCATION
INSERT DATE

INSERT HOURS
INSERT ADDITIONAL INFORMATION (INCLUDING ANY TESTING REQUIREMENTS) HERE>

<NOTE TO AUTHOR: FEEL FREE TO INSERT MORE EVENT DATES AND LOCATIONS AS YOU CUSTOMIZE>

After testing, the COVID-19 Community Team will reach out to people who have tested positive for COVID-19 or who have been near someone with COVID-19 and connects them with needed supports. People should be sure to answer the call when the COVID-19 Community Team reaches out. They will get a text message from the number 45394 or email from NC-ARIAS-NoReply@dhhs.nc.gov with further instructions.

If the Community Team reaches out with a phone call, either NC OUTREACH or <INSERT YOUR LOCAL HEALTH DEPARTMENT PHONE NUMBER USED FOR CONTACT TRACING> will appear on their phone. The Community Team represents communities across North Carolina and will be available to provide support and information in multiple languages.

More Information

<INSERT YOUR LOCAL HEALTH DEPARTMENT INFORMATION AND WEBSITE LINKS HERE>

For more information on testing and contact tracing, please see the NCDHHS Frequently Asked Questions about Testing (covid19.ncdhhs.gov/Testing) and Frequently Asked Questions about Contact Tracing (covid19.ncdhhs.gov/ContactTracing). For the latest information on COVID-19, visit nc.gov/covid19. For more data and information about North Carolina's testing strategy, visit the North Carolina COVID-19 Dashboard: covid19.ncdhhs.gov/dashboard

Appendix B: Press Release for Community Testing Events (Spanish)

Propósito: Esta breve alerta de medios está diseñada para ser compartida con la transmisión y los contactos de radio
Audiencia: Contactos de medios en las comunidades

Alerta a los medios

<INSERTAR FECHA>

Eventos de prueba disponibles para COVID-19 <INSERTAR NOMBRE DEL CONDADO AQUÍ>

<INSERTAR NOMBRE DEL CONDADO> está viendo un aumento en los casos de COVID-19, incluido el aumento de los casos de transmisión comunitaria.

<INSERTE SU NOMBRE DEL DEPARTAMENTO DE SALUD LOCAL> está trabajando con colaboradores de la comunidad para aumentar las pruebas de personas que actualmente no tienen síntomas, pero que pueden haber estado expuestas a COVID-19, especialmente a personas de poblaciones históricamente marginadas que han sido impactadas desproporcionadamente por COVID-19 . Además, las pruebas son una prioridad para cualquier persona que tenga síntomas o para quienes hayan estado expuestos al COVID-19, que incluyen:

• Cualquier persona que haya asistido a una reunión masiva, incluyendo una protesta.
• Cualquier persona que trabaje en un entorno con mayor riesgo de exposición, como una tienda de comestibles, un restaurante, una estación de servicio de gasolina o un programa de cuidado infantil.
• Personas que viven o trabajan en entornos de alto riesgo, como facilidades de hogares a largo plazo, albergues/refugios para personas sin hogar, instalaciones correccionales o instalaciones/plantas de procesamiento de alimentos.

"Cuando más personas se hacen la prueba y todos trabajamos junto con el Equipo de la Comunidad COVID-19 para hacer nuestra parte con el rastreo de contactos, podemos proteger a nuestros seres queridos y retrasar/reducir la propagación del virus", dijo <INSERTAR DIRECTOR DEL DEPARTAMENTO DE SALUD LOCAL U OTRO NOMBRE CLAVE DE UN PORTAVOZ AQUÍ> "Juntos, podemos limitar el impacto en nuestra comunidad".

Los eventos con disponibilidad en <INSERTAR CONDADO O NOMBRE DE LA COMUNIDAD AQUÍ> para la prueba COVID-19 incluyen:

<INSERTAR NOMBRE DEL EVENTO DE PRUEBA 1
INSERTAR HORAS
INSERTAR EL LINK
INSERTE INFORMACIÓN ADICIONAL SOBRE LA PRUEBA>

<INSERTAR NOMBRE DEL EVENTO DE PRUEBA 2
INSERTAR HORAS
INSERTAR EL LINK
INSERTE INFORMACIÓN ADICIONAL SOBRE LA PRUEBA>

<INSERTAR NOMBRE DEL EVENTO DE PRUEBA 3
INSERTAR HORAS
INSERTAR EL LINK
INSERTE INFORMACIÓN ADICIONAL SOBRE LA PRUEBA>

<NOTA PARA EL AUTOR: NO dude en insertar más ubicaciones de prueba a medida que personaliza>

Además, hay próximos eventos de prueba en nuestro condado. Estos incluyen:

<INSERTAR NOMBRE Y UBICACIÓN
INSERTAR LA FECHA

INSERTAR HORAS
INSERTE INFORMACIÓN ADICIONAL (INCLUYENDO CUALQUIER REQUISITO DE PRUEBA) AQUÍ>

<NOTA PARA EL AUTOR: TENGA LIBERTAD DE INSERTAR MÁS FECHAS DE EVENTOS Y LOCALES A medida QUE PERSONALIZA>

Además, hay próximos eventos de prueba en nuestro condado. Estos incluyen:

<INSERTAR NOMBRE Y UBICACIÓN
INSERTAR LA FECHA
INSERTAR HORAS
INSERTE INFORMACIÓN ADICIONAL (INCLUYENDO CUALQUIER REQUISITO DE PRUEBA) AQUÍ>

<NOTA PARA EL AUTOR: TENGA LIBERTAD DE INSERTAR MÁS FECHAS DE EVENTOS Y LOCALES A medida QUE PERSONALIZA>

Después de la prueba, el Equipo de la Comunidad COVID-19 se comunicará con las personas que dieron positivo para COVID-19 o que hayan estado cerca de alguien con COVID-19 y serán conectados con los recursos de apoyo necesarios. Las personas deben asegurarse de contestar la llamada telefónica cuando el Equipo Comunitario COVID-19 se comunique. Recibirán un mensaje de texto del número 45394 o un correo electrónico de NC-ARIAS-NoReply@dhhs.nc.gov con más instrucciones.

Si el Equipo de la Comunidad se comunica por medio de una llamada telefónica, aparecerá NC OUTREACH o <INSERTAR EL NÚMERO DE TELÉFONO DEL DEPARTAMENTO DE SALUD LOCAL UTILIZADO PARA EL RASTREO DE CONTACTO> en su teléfono. El Equipo de la Comunidad representa a las comunidades de todo Carolina del Norte y estará disponible para brindar apoyo e información en varios idiomas.

Más información

<INSERTE LA INFORMACIÓN DE SU DEPARTAMENTO DE SALUD LOCAL Y LOS ENLACES DEL SITIO WEB AQUÍ>

Para obtener más información sobre las pruebas y el seguimiento de contactos, consulte las Preguntas Frecuentes sobre pruebas de NCDHHS (covid19.ncdhhs.gov/Testing) y las Preguntas Frecuentes sobre Seguimiento de contactos (covid19.ncdhhs.gov/ContactTracing). Para obtener la información más reciente sobre COVID-19, visite nc.gov/covid19. Para obtener más datos e información sobre la estrategia de prueba de Carolina del Norte, visite el Panel COVID-19 de Carolina del Norte: covid19.ncdhhs.gov/dashboard.

Appendix C: NC 2-1-1 and NCCARE360 Fact Sheet

As testing continues, many people who have tested positive with or been exposed to COVID-19 will need additional resources to safely isolate or quarantine. Testing events should use the statewide **NC 2-1-1** and **NCCARE360** resources to connect people to the resources they need.

What is NC 2-1-1?
NC 2-1-1 is an information and referral service that provides free and confidential information on community health and human services resources. NC 2-1-1 operates 24 hours a day, seven days a week, 365 days a year and is available in most languages.

NC 2-1-1 can refer callers to organizations in their community best able to meet their specific health and human services needs including food, shelter, energy assistance, housing, parenting resources, health care, employment, substance abuse treatment, as well as specific resources for older adults and for persons with disabilities, and more. **Dial 2-1-1 or TTY 888-892-1162 for assistance.**

What is NCCARE360?
NCCARE360 is the first statewide network that unites health care and human services organizations via a shared technology platform that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 helps health and community-based organizations in all 100 North Carolina counties make electronic referrals, communicate in real time, securely share client information, and track outcomes together.

How does NCCARE360 work?
NCCARE360 has a community engagement team located across the state working with community-based organizations, health plans, health systems, and government agencies to create a statewide coordinated network. The team directly supports the community through every step of joining the network, including training and workflow support, to ensure that each partner is supported.

How can I use NCCARE360 to refer people to the resources they need?
Anyone in North Carolina can request services and be connected to community resources.

If you are a licensed user of NCCARE360, you can make the referral directly through the NCCARE360 platform to organizations statewide and track the outcomes of those referrals.

If you are not a licensed user of NCCARE360:

- You can request assistance on behalf of the person you are serving at NCCARE360.org. As the network coordination center, the team at NC 2-1-1 will receive the web-based referrals and reach out to the person in need of assistance to identify the right resource and make the referral.
- Joining NCCARE360 is free for all community-based organizations and county agencies! If your organization wants to join the network, please connect at NCCARE360.org/join.

People who need resource directly: Anyone who needs assistance can search NCCARE360's repository of more than 10,000 local services at nccare360.org/resources, or complete an online form at nccare360.org/request-assistance.

Appendix D: Support Services Fact Sheet

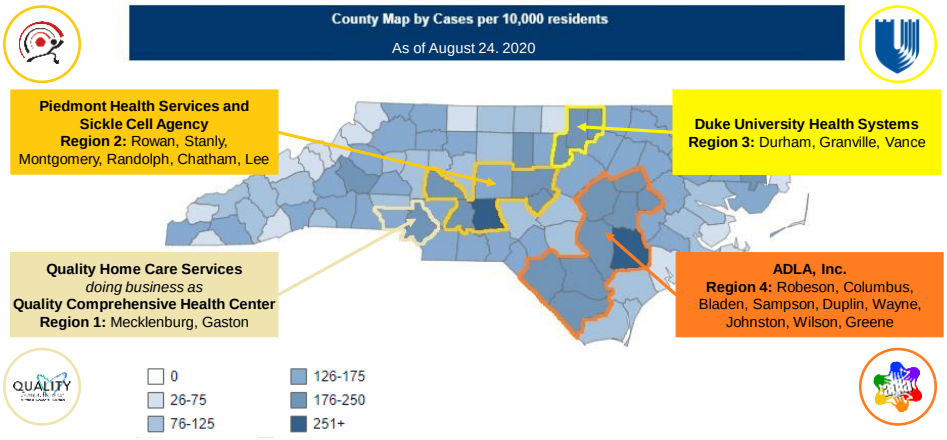
Connecting Residents to COVID-19 Isolation and Quarantine Support

Anyone who tests positive for or has been exposed to COVID-19 needs to quarantine or isolate for as long as 14 days, meaning that they need to separate themselves from others, including anyone in their household. Many North Carolinians struggle to safely quarantine or isolate and still meet basic needs. In order to help North Carolinians who need to quarantine or isolate due to COVID-19, NC DHHS is covering the cost of certain support services to allow them to do so safely and effectively.

This document outlines how COVID-19 testing staff, case investigators, contact tracers, primary care providers (PCPs), Local Health Department (LHD) staff, and other partners can connect NC residents to these covered services.

What are Support Services?

The COVID-19 Support Services Program is an innovative new program to support individuals in targeted counties who need access to primary medical care and supports to successfully quarantine or isolate due to COVID-19. Currently, four vendors are subcontracting with additional partners to deliver services to the following counties:



NC DHHS is covering the cost of five categories of support services based on identified need. Individuals will also have access to primary medical care via telehealth. These services will be provided at no cost to the resident and include:

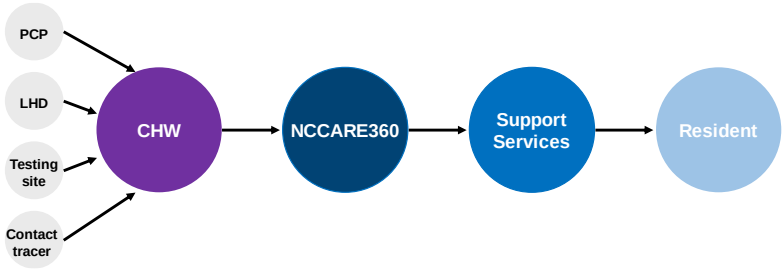
1. Nutrition assistance (specifically, home-delivered meals and groceries)
2. A one-time COVID-19 relief payment to assist the individual and his or her family in meeting basic living expenses while in isolation or quarantine (e.g. housing, food, utilities, medical costs, childcare costs, or household bills)
3. Private transportation provided in a safe manner to/from testing sites, non-congregate shelter, or medical visits
4. Medication delivery
5. COVID-related over-the-counter supplies (i.e. face mask, hand sanitizer, thermometer, cleaning supplies)

In the program, Community Health Workers (CHWs) connect individuals to organizations that can provide these services and monitor individuals' needs throughout the quarantine or isolation period. Regional partners and local community-based organizations will provide access to primary medical care and deliver social supports to individuals in isolation or quarantine and their families.

Your Role

Testing site staff, contact tracers, LHD staff, and PCPs can help residents get access to the support services they are eligible for by following the steps below:

1. Confirm the resident has been asked to quarantine or isolate by a healthcare professional
2. Confirm the resident requires support services and access to primary medical care to do so safely and effectively
3. Refer the resident to the CHW vendor that covers his or her county, as listed on page 21, through NCCARE360 (*if you are licensed*) or share the CHW vendor's contact information with the resident. The CHW vendor will connect the resident to covered support services if the resident is eligible
4. If the resident lives in a county that is not listed on page 21 as having CHW coverage, you can refer the resident to NCCARE360 for support



Eligibility for Support Services

Residents must have been directed by a healthcare professional to quarantine or isolate due to one of the following reasons:

- Tested positive for COVID-19; or
- Taken a COVID-19 test and is waiting for the results; or
- Been exposed to someone who has tested positive for COVID-19; or
- As a precautionary measure because the individual is in a high-risk group (*per CDC guidelines available online here: People at Increased Risk*)

Once you connect the resident to a CHW, the CHW will ask the individual to attest (through the form available here: Attestation Form) to certain additional eligibility criteria, including that he or she:

- Lives in an area where support services are covered
- Has been asked by a health care professional to quarantine or isolate
- Will only be able to safely and effectively quarantine or isolate with one or more of the support services
- Does not have alternative means of accessing the support services
- Agrees to remain in quarantine or isolation for the entire length of time he or she is directed to do so.

Program Details

Community Health Workers (CHWs): A CHW is a frontline public health worker who is a trusted member of the community. CHWs are hired and trained to support individuals and families in the communities they serve. Over 300 CHWs will be contracted with the North Carolina Department of Health and Human Services (the Department) to connect residents to medical and social supports related to COVID-19, including diagnostic testing, primary care, case management, nutrition assistance, behavioral health services, and financial assistance. CHWs will leverage NCCARE360 to connect residents to support services where available. **In order for a resident to receive support services that are covered by the Department, you must refer them to one of the CHW vendors listed on page 21.**

NCCARE360: is the first statewide network that unites health care and human services organizations via a shared technology platform that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 helps health and community-based organizations in all 100 North Carolina counties make electronic referrals, communicate in real time, securely share client information, and track outcomes together.

Community Health Worker Contact Information

The table below outlines the vendors providing access to CHWs in the counties eligible for support services. Please use the provided contact information to connect residents to their local CHW based on their county of residence. If a county is covered by multiple CHW vendors, either vendor may be contacted based on specific needs and preferences.

Support Services Partner	Contact	
Curamericas Global	**Andrew Herrera** • (919) 801-0612 • Andrew@curamericas.org	
Keystone Peer Review Organization	**Lisa Bennett** • lbennett@kepro.com	**Renee White** • (919) 523-7999 • stwhite@kepro.com
Mt. Calvary Center for Leadership Development	**Jimmy Tate** • (910) 284-9382 • tatej99@gmail.com	**Carol Highsmith** • (910) 789-1886 • ch0917@ec.rr.com
One to One with Youth	**Danny King** • (919) 922-7713 • dking@adlainc.org	**Inonda King** • (919) 731-2119 • kone2one@aol.com
Southeastern Healthcare of NC	**Joyce Harper** • (919) 987-2798 • jharper@sehcnc.com	**Evelyn Sanders** • (919) 987-2791 • Esanders@sehcnc.com
Vidant Health	**Melissa Roupe** • (252) 847-9350 • myroupe@accesseast.org	**Crystal Dempsey** • (252) 847-5162 • crystal.dempsey@vidanthealth.com

County	Vendor
Bladen	Mt. Calvary Center for Leadership Development
Chatham	Curamericas Global
Columbus	Mt. Calvary Center for Leadership Development
Duplin	Mt. Calvary Center for Leadership Development
	One to One with Youth
	Vidant Health
Durham	Curamericas Global
Gaston	Curamericas Global
	Keystone Peer Review Organization
Granville	Curamericas Global
Greene	One to One with Youth
Johnston	Curamericas Global
	One to One with Youth
	Southeastern Healthcare of NC

County	Vendor
Lee	Curamericas Global
Mecklenburg	Keystone Peer Review Organization
Montgomery	Keystone Peer Review Organization
Randolph	Curamericas Global
Robeson	Mt. Calvary Center for Leadership Development
Rowan	Keystone Peer Review Organization
Sampson	Mt. Calvary Center for Leadership Development
	One to One with Youth
Stanly	Keystone Peer Review Organization
Vance	Curamericas Global
Wayne	Curamericas Global
	One to One with Youth
Wilson	One to One with Youth

For more information or with questions, please contact Amanda Van Vleet at amanda.vanvleet@dhhs.nc.gov and John Resendes at john.resendes@dhhs.nc.gov.

Appendix E: COVID-19 Terminology Glossary

Term	Definition
Asymptomatic	Showing no symptoms of disease. A person infected with the virus can be asymptomatic because they are in an early stage of infection and symptoms have not yet developed ("pre-symptomatic"), or they may not develop any symptoms at all during their infection.
COVID-19	The name of the disease caused by the novel coronavirus, SARS-CoV-2, and is short for "Coronavirus Disease 2019" (Source: WHO)
Close contact	A person who may be at risk of a contagious disease because of their proximity or exposure to a known case
Contact tracing	The process of identifying, assessing, and managing people who have been exposed to a contagious disease to prevent onward transmission (Source: WHO)
Coronavirus	A family of viruses that cause illness ranging from the common cold to more severe diseases, such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV)
Epidemic	An increase, often sudden, in the number of cases of a disease above what is normally expected in that population in that area (Source: CDC)
Isolation	Separating sick people with a contagious disease from those who are not sick (Source: CDC)
N95 respirator (face mask)	Personal protective equipment that is used to protect the wearer from airborne particles and from liquid contaminating the face
Pandemic	An epidemic that has spread over several countries/continents, usually affecting many people (Source: CDC)
Personal Protective Equipment (PPE)	Personal protective equipment (PPE) refers to protective clothing, helmets, gloves, face shields, goggles, surgical masks, respirators, and other equipment designed to protect the wearer from injury or help prevent wearer exposure to infection or illness (Source: FDA)
Quarantine	Separating and restricting the movement of people exposed (or potentially exposed) to a contagious disease (Source: CDC)
Self-quarantine	Staying home and away from other people as much as possible after exposure
Shelter in place	All residents must remain at their place of residence, except to conduct essential activities, essential businesses, and essential government functions
Social distancing	Measures taken to reduce person-to-person contact in each community, with a goal to stop or slow down the spread of a contagious disease
Specimen	A sample for medical testing
Symptomatic	Showing symptoms of COVID-19
Viral transport medium	Solution for the preservation of samples for viral diagnosis and testing (Source: CDC)