COVID-19 Virtual Training Academy

May 7-8, 11-13, 2020

Addressing common challenging situations

Background
The purpose of this session is to put together your tools from all sections of this training and apply them to common challenging situations.

Instructions

1. In your small groups, discuss each case and brainstorm how you might respond.

2. Next, try it out! For each scenario, select one person to play each of the following roles:
   a. ***Contact Tracer or Case Investigator***
   b. ***Contact or client***

3. After each role play discuss as a group what went well and what could have gone better. Remember that everyone is new to these skills and all feedback should be given in a constructive and empathic manner. Use the observer checklist to remind you of some of the approaches you may wish to use in the interview.

> **Tools**
>
> Expressing **empathy**: OAR (open-ended questions, reflections)
>
> Expressing **gratitude** for what people are doing to protect others (affirmations)
>
> Using **ask-tell-ask and closing the loop** to explore and build on their knowledge
>
> **Action planning** to identify first steps
>
> Exploring **ambivalence** (e.g., pros/cons, ruler)
>
> Modeling **cultural humility** (e.g., acknowledging what you don't know, checking your assumptions)

4. Continue to rotate through scenarios through the time. If you complete all scenarios, start again at the first scenario, with new people taking on each of the roles.

Part I: Challenging scenarios: *Discuss with your group the scenarios below. What parts of your toolbox (on previous page) might you use? What might you ask or say next?*

Scenario	What parts of your "toolbox" would you use?	What might you say or ask next?
Trust/confidentiality Your contact/client asks multiple times who you are, why you are asking these questions, and what you will do with the information you gather.		
Dismissive You get a strong sense that the contact/client is not taking this seriously and is not going to adhere to quarantine.		
Anxiety/Fear The person you call is very afraid of potential COVID-19. Feels like they are worried about family members and friends and heard that it is hitting particular groups harder.		
Mistrust The person you called feels like the government is not giving good information and you representing public health are a part of it.		
Cultural The person perceives you to be of a different cultural background and asks how could you possibly know what is best for them right now?		
Anger Your contact/client gets angry and says, "How do you expect me to stay in my room for two weeks? It's bad enough that I can't play basketball. Now you're telling me that I can't even go outside?"		
Trust/confidentiality II Your contact/client does not know who they were in contact with who tested positive and pushes you to share the name.		
Troubleshooting Your contact/client seems amenable to quarantine, but says they are a smoker and their family doesn't let them smoke inside.		

Scenario	What parts of your "toolbox" would you use?	What might you say or ask next?
Resource concerns Your contact/client says, "What am I supposed to eat for two weeks?"		

Part II: Role-play: *Now let's start putting this together! One person will play a contact tracer and one a contact.*

- **Contact tracer**: *Use the script below to call your contact.*
- **Contact:** *Select one of the scenarios above to roleplay (aim for low to moderate difficulty!)*
- **Everyone else:** *Use the checklist on the next page to observe what the contact tracer did well and what other tools they might wish to use!*

COVID-19 Contact Tracing Phone Call Script

Introduction

Hello, my name is _____. May I speak to (_____)? (Confirmed it is _____) Thank you _____. I'm calling on behalf of the _____Department of Public Health COVID-19 contact tracing team. Contact tracing aims to identify people who have come in close contact with someone who has COVID-19 and give information on limiting the spread of the virus. This is a very important part of the public health response to COVID-19 and will get us closer to stopping the spread of the virus in our community and nationwide. This is a confidential phone call.

I am calling to notify you that you have had close contact with someone who tested positive for COVID-19. You may already be aware of this. I have some important recommendations and information to share   with you and a few questions to ask. The information that you share during our conversation will be used by the Department of Public Health to limit the spread of the virus. This call should take about 10-20 minutes. What is your preferred language to communicate in?

Demographic and Contact Information

Bridge phrase: "*I just want to let you know I will be asking a number of questions to get all the information that is needed to best determine how we can help you. I will be entering the information into the secure data entry application while we talk, so if I pause a minute it is because I am making sure I have everything input correctly.*"

- o   What is your first name and last name?
- o   What is your date of birth?
- o   What is your address?
- o   What is your cell phone number? Or confirm the one you called is the cell. *"Is this the best way to reach you in the future?"*

Skills checklist

Asking permission (Respecting autonomy)	
□	Asks permission before offering new information or recommendations
OAR (Expressing empathy)	
□	**Open ended questions**: Explores
□	**Affirmations**: Recognizes effort/accomplishments/intention
□	**Reflections**: Paraphrases or reflects on contact's perspective or feelings
Setting the Agenda	
□	Shares things that contact tracer/case investigator wants to talk about
□	Asks contact/client what concerns they want to discuss (e.g., accessing supplies)
□	Asks if there is anything else until the contact/client has no more items
□	Restates what they heard contact/client say
□	Reviews agenda including both contact tracer/case investigator and contact/client items and asks if it is okay to discuss in that order
Ask-Tell-Ask & Closing the Loop	
□	Asks **permission** to talk about COVID-19 and quarantine
□	Asks open-ended questions to assess knowledge
□	Uses contact's words as cue for the next sentence
□	Provides information or advice ONLY when contact/client asks or patient doesn't know
□	Provides accurate information
□	Asks contact/client to restate new information in their own words
□	Did not know the information and said, "I don't know but I will find out and get back to you"
□	Comments and tone are friendly and non-judgmental
Exploring ambivalence	
□	Exploring pros and cons
□	Confidence/importance rulers
Modeling cultural humility	
□	Acknowledging what they don't know
□	Suspend judgments
Action Planning	
□	Asks open-ended questions to identify barriers or concerns about quarantine
□	Uses reflective and non-judgmental statements to validate contact's concerns
□	Asks open-ended questions to help contact/client identify potential solutions
□	Offers a menu of options that other people use if contact/client doesn't have ideas
□	Alerts contact/client to relevant resources
□	Asks open-ended questions to allow contact/client to select their preferred option
	Contact tracer/case investigator helps the contact/client plan for effective quarantine, including…
□	What (often a first step)

□	How	
□	When	
□	Where	
□	With whom	
□	Asks the contact/client about their confidence on a scale of 1–10 (7 or higher means patient is feeling confident)	
□	Sets date/time to follow up	
Observations and suggestions for improvement:		