



# COVID Liaison Guide

## School, Child Care, and Youth Settings

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For current guidance, please visit the SFDPH COVID-19 information on schools, childcare, and youth programs at

[www.sfcddcp.org/covidschoolschildcare](http://www.sfcddcp.org/covidschoolschildcare)





## Overview

This guide is intended for use by administrators and designated *COVID Liaisons* at schools, child care centers and child- and youth-serving agencies located in the City and County of San Francisco (CCSF). The purpose of this guide is to help schools and programs in the CCSF to respond to COVID-19 exposures, as well as suspected and confirmed COVID-19 cases, in their student and staff communities. This document:

- provides links to key local and state guidance;
- describes the role of the *COVID Liaison*;
- defines key terms related to this role;
- maps out how to respond to the most common COVID-19 scenarios;
- presents criteria to determine when individuals may return to school or a program following suspected or confirmed instances of COVID-19; and
- offers tools, templates and resources for individuals serving as *COVID Liaisons* and their organizations.

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**[www.sfdph.org/covid19schoolschildcare](http://www.sfdph.org/covid19schoolschildcare)**

This guide draws from the excellent work of colleagues in other jurisdictions, particularly the City of Berkeley's COVID Liaison Guide and Alameda County Office of Education (ACOE) and the Alameda County Public Health Department's (ACPHD) [COVID-19 School Guidance: Alameda County School Reopening Plans](#) and Santa Clara County's [COVID Designee Tool Kit<sup>1</sup>](#) and [COVID Prepared: Reopening Santa Clara County K-12 Schools](#).

This guide is meant to be an evolving resource. It will be updated regularly to reflect changes in policies, guidance and best practices as they occur. We encourage users of this guide to routinely check the [San Francisco Department of Public Health](http://www.sfdph.org) website, and the date on the guide, to make sure you have the most recent version. We hope this information supports a safe and healthy reopening and ongoing operations at your site.

To submit feedback, suggestions or changes, please contact: [schools-childcaresites@sfdph.org](mailto:schools-childcaresites@sfdph.org).

<sup>1</sup> Not available on the web.



## Jurisdiction and Guidance

We encourage all users of this document to remember that State and local Public Health Orders should guide and inform *COVID Liaisons* in their roles during the pandemic. **Entities that are located in San Francisco**, including schools, child care centers and child- and youth-serving agencies, **are subject to the City and County of San Francisco Department of Public Health Officer Orders**.

When the State of California’s COVID-19 guidance differs from the CCSF Public Health Officer Orders, **entities and individuals located in San Francisco must adhere to the most restrictive guidance**. For example, [CCSF Reopening Tk-12 Schools Guidance](#) requires all school aged children TK-12th grade to wear face coverings. In contrast, the State of California’s [Industry Guidance: Schools and School-Based Programs](#) strongly encourages face coverings for individuals 2 years old through second grade and requires face coverings for 3 grade through high school. **In this case, the local guidance is more restrictive and, therefore, is the guidance that everyone living, working and/or attending schools or programs in San Francisco must follow.**

The following guidance documents are of particular relevance to the work of *COVID Liaisons* and should serve as useful references to *COVID Liaisons*, school and program administrators, staff and parents:

- [City and County of San Francisco: Public Health Orders](#)
- California Department of Public Health (CDPH): [COVID-19 Industry Guidance for Schools and School-Based Programs](#)
- CDPH: [COVID-19 and Reopening In-Person Learning Framework for K-12 Schools](#)
- CDPH: [Guidance Related to Cohorts \(and FAQ\)](#)
- CDPH: [COVID-19 Industry Guidance: Child Care Programs and Providers](#)
- CDPH: [COVID-19 Industry Guidance for Youth Sports](#)
- CDPH: [COVID-19 Industry Guidance for Day Camps](#)

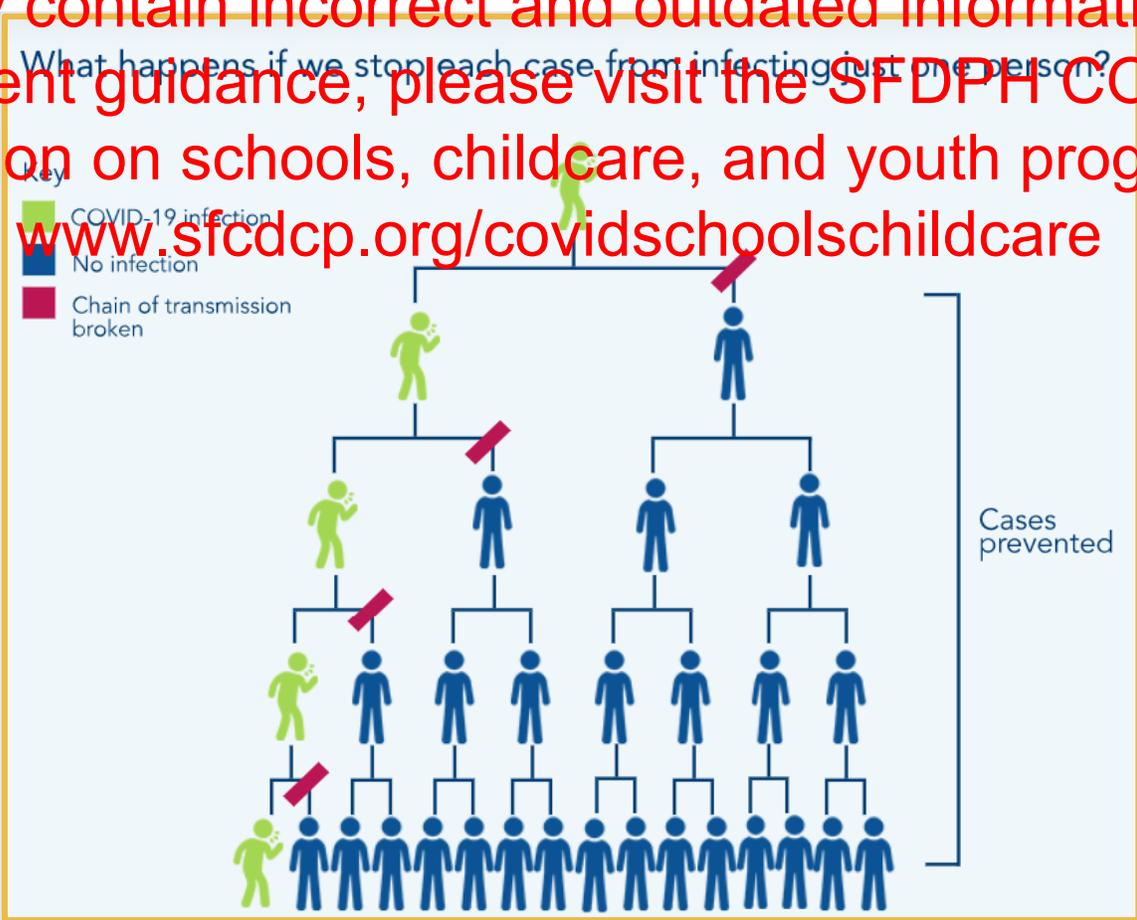
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### The Role of the COVID Liaison

COVID Liaisons ("Liaisons") play an essential role in helping to stop the transmission of COVID-19 in San Francisco schools, child care and youth settings. CCSF requires that each school site designate at least two Liaisons. Though not required, child care centers and other child- and youth-serving agencies are strongly encouraged to designate Liaisons as well.

The Liaison works closely with identified school/program administrator(s) and the Site COVID Support Team to quickly and appropriately respond to students and staff who exhibit COVID symptoms and/or who may have been exposed to infected individuals. Liaisons report confirmed COVID cases in your organization to the SFDPH Schools and Childcare Hub using the guidance and tools provided in this document. As illustrated in the image below, each case of COVID-19 that is swiftly reported significantly prevents the spread of the pandemic over time.



Source: Kaiser Permanente, <https://about.kaiserpermanente.org/community-health/news/kaiser-permanente-commits-63m-to-support-contact-tracing-in-california>

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**Liaisons’ responsibilities fall in three main areas explained in greater detail below:**

- 1. Track, respond to and follow up on suspected and confirmed COVID cases and exposures (close contacts);**
- 2. Serve as the main point of contact with the CCSF regarding students and staff members who test positive for COVID-19; and**
- 3. Inform and guide the community on matters related to COVID-19.**

At the core of this role, COVID *Liaisons* work with members of their communities on highly confidential issues, namely possible exposure to and/or confirmed positive test results for COVID-19. Preserving individual privacy in these situations is extremely important. Please remember to adhere to [Health Insurance Portability and Accountability Act \(HIPAA\)](#) and [Family Educational Rights and Privacy Act \(FERPA\)](#) regulations and to remind those around you that we are all required to protect the confidentiality of members of our community.

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**IMPORTANT:** *Liaisons* and their organizations are required to share information with the SFDPH Schools and Childcare Hub regarding individuals with confirmed COVID-19 and those who may have had close contact with persons with COVID-19.

**For current guidance, please visit the SFDPH COVID-19 information on schools, childcare, and youth programs at**

**[www.sfcddcp.org/covidschoolschildcare](http://www.sfcddcp.org/covidschoolschildcare)**

⇒ **Respond to suspected and confirmed COVID cases and exposures**

*Liaisons* are responsible for responding to suspected and confirmed COVID cases and notifying and providing guidance to individuals who may have been exposed to an infected individual. They are often the first point of contact for a staff member or student who has tested positive for COVID-19. *Liaisons* are a resource to other members, administrators, students and parents when concerns arise around a member of the community exhibiting COVID symptoms, possible exposure and other COVID-related issues.

*Liaisons* track students and staff who are in home quarantine or isolation and guide them on meeting the criteria for a safe return. When suspected cases of COVID arise during the school or program is open, the *Liaisons* make sure that parents/guardians are notified right away. In addition, *Liaisons* ensure that student(s) or staff who exhibit symptoms, may have been exposed or who test positive for COVID-19 are ushered to a separate designated room or space until they are picked up or able to leave safely.

⇒ **Serve as the primary contact with the City and County of San Francisco**

*Liaisons* are responsible for notifying the San Francisco Department of Public Health (SFDPH) Schools and Childcare Hub within one hour of being informed of a positive case in their community. A school can submit their **initial case report** to CCSF via email or telephone at:



## COVID-19 Positive Case Reporting:

SFDPH Schools and Childcare Hub

Call: 628-217-7499 or

Email: [Schools-childcaresites@sfdph.org](mailto:Schools-childcaresites@sfdph.org)

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may contain incorrect and outdated information. It is critical that CCSF DPH receive this information as soon as possible in order to limit the spread of the disease. Quick referrals are needed to obtain care and support for individuals who test positive and to prevent their families and others around them from contracting the virus.

For current guidance, please visit the SFDPH COVID-19

information on schools, childcare, and youth programs at [www.sfdph.org/covid19schoolschildcare](http://www.sfdph.org/covid19schoolschildcare)

**Liaisons gather information and report positive cases to the SFDPH when they occur, including collecting exposure information and completing a line list of close contacts that contains the names and contact information of individuals who may have been exposed to someone confirmed to have tested positive for COVID-19.** See [Appendix B](#) for the SFDPH [Exposure Investigation Tool](#) and [Appendix C List of Close Contacts](#) template. The Exposure Investigation Tool contains information about the “Case” – the individual who tested positive. The List of Close Contacts contains information for all individuals with whom the positive individual came into close contact (see close contact definition below) during the contagious period. In accordance with [HIPAA Privacy and Security Rules](#), all information provided in this form must remain confidential (and it will not impact immigration status).

Students and staff should have all the information they need regarding resources and next steps as part of the exposure notification sent out by the school / COVID-19 Liaison. However, If you believe that student or staff member requires an additional follow up call from CCSF schools contact tracing team to ensure they are connected to resources, are properly following protocols, and are getting tested, please indicate that on the linelist. This follow up call should be reserved for students or staff members who may need more care coordination, for example: from a low income, part of a vulnerable population, believed to be uninsured or underinsured, etc.

CCSF Contact tracing staff will follow up with all contacts that are associated with a cluster or an outbreak at a school to ensure they have received all the support and guidance that they need.

**Liaisons should send the completed line list in a secure email to the SFDPH Schools and Childcare Hub as soon as possible and within 1 hour.** At any time in the process, SFDPH Schools and Childcare Hub staff will be available to provide guidance and answer questions that Liaisons may have about the process.



⇒ Inform and guide the community on COVID-19 issues

Liaisons help educate students, parents and staff about the transmission of COVID-19, and share COVID-19 updates and guidance related to their role. Initially, Liaisons help prepare the school or program community, including staff and families, for what will likely transpire should a suspected or confirmed case of COVID-19 occur on your site. This includes proactively letting staff and families know how they will be notified should there be a positive case of COVID-19 at the site and emphasizing that the school or program will adhere closely to State of California and City and County of San Francisco protocols in all COVID-19 related situations. It is important that everybody (i.e., students, staff, parents) in the school or program community know who is serving in the Liaison role, the Liaisons' general responsibilities and how to reach a Liaison with questions or concerns.

Liaisons write and distribute exposure notices to community members regarding possible exposures and known cases in the community. Recommendations on when to issue specific communications, as well as template letters, are included in the "Response Guide to Suspected and Confirmed COVID-19 Cases" section (below).

This document has been retired and may contain incorrect and outdated information. For current guidance, please visit the SFPDPH COVID-19 information on schools, childcare, and youth programs at

Division of Responsibilities: Liaison vs. SFPDPH Schools and Childcare Hub

www.sfdcp.org/covidschoolschildcare

Below is an overview of the breakdown of responsibilities of Liaisons as compared to the SFPDPH Program in the case that a student or staff member at a school, child care center or other youth program tests positive.

When Someone Tests Positive:

Role of COVID Liaison vs. SFPDPH Schools and Childcare Hub<sup>2</sup>

Table with 2 columns: COVID Liaison\* and SFPDPH Program\*. Rows list responsibilities such as 'Provide isolation instructions', 'Collect case information', 'Report case to SFPDPH within 24 hours', etc.

<sup>2</sup> Adapted from Santa Clara County's COVID Designee Tool Kit. This resource is not available on the web.



<ul style="list-style-type: none"> <li>✓ Send exposure letters to close contacts</li> <li>✓ Send known case letter to community</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide support and quarantine guidance to close contacts</li> <li>✓ Track positive individual until end of isolation and close contacts until end of quarantine</li> </ul>
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*\*Preserve confidentiality of affected individuals throughout*

## The Site COVID Support Team

The Centers for Disease Control (CDC) describe the central responsibilities that school/program administrators have for protecting the health, safety and wellbeing of students, staff, their families and communities.<sup>3</sup> COVID Liaisons take the lead on a portion of these COVID-related activities that are needed to prevent transmission of COVID-19 at their site or organization.

In order to carry out these tasks, designated individuals need to be assigned as members of the Site COVID Support Team to carry out specific pieces of this work at the direction of the Liaisons and/or Site Administrator. This team should be created and trained as soon as possible to ensure that they are ready for their first case. Examples of Site COVID Support Team tasks might include:

- Modifying and sending out exposure notification letters/emails
- Calling families to notify them of exposures and to request pick up
- Escorting and supervising students in the isolation room (awaiting pick up)
- Identifying students exhibiting symptoms during entry screening, escorting them to isolation and contacting their parents
- Tracking which students are out because of COVID, when they are expected back and whether they have met the requirements needed to be clear for return

These and other tasks may remain the full responsibility of the Liaisons and Site Administrator or may be delegated. The School/Program Administrator will need to work closely with the Liaisons and the COVID Support Team to clearly delineate responsibilities. In order to stop the chain of transmission in a school or program community, all team members need to know their roles and be able to execute them quickly.

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<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/prepare-safe-return.html>



## Getting Started in the Liaison Role

Getting key pieces in place will set the stage for a more coordinated and efficient response to the COVID cases and exposures when school is fully in session.

Below are some recommendations of where to start:

- ✓ **Assemble a Site COVID Support Team:** Identify the core group of individuals at your site who will have responsibilities during COVID responsibilities. Use the Support Team
- ✓ Determine who will be responsible for what. Meet regularly to make needed changes.
- ✓ **Study the COVID Liaison Guide and other resources:** This Guide is meant to provide COVID Liaisons with information and resources. It will be updated regularly. Other helpful resources include the Center for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH) websites.
- ✓ **Review Liaison Guide tools:** The appendices of this Guide contain a number of tools, templates and forms to support COVID Liaisons in the roles.
- ✓ **Personalize tools for your school:** You may not need to send out exposure and known case letters right away, but you can get them ready in advance by personalizing the templates in the [Summary section](#)
- ✓ **Send letter to community introducing COVID Liaisons and their role:** Let the community know that there are two point people at your site designated to respond to COVID issues that arise. Community members should know who is in the COVID Liaison role, what your responsibilities are and how and what they can expect to hear from Liaisons when cases and exposures occur. This letter is a good opportunity to emphasize that COVID Liaisons and everyone in the community need to adhere to confidentiality guidelines when individuals are affected by the pandemic.
- ✓ **Ask questions:** Feel free to bring questions to the Liaison training sessions. If you need answers sooner, send an email to: [schools-childcaresites@sfdph.org](mailto:schools-childcaresites@sfdph.org).

## Key Terms

**Case Investigation and Contact Tracing:** These are public health strategies designed to support patients and warn contacts of exposure in order to stop chains of transmission. Case investigation involves interviewing each positive case, helping them recall everyone with whom they have had close contact during the timeframe while they may have been infectious, assessing outbreak risk, and providing guidance/isolation orders.



Contact tracing entails informing a positive case's close contacts, warning these exposed individuals (close contacts) of their potential exposure as rapidly and sensitively as possible and providing guidance for quarantine. To protect patient privacy, contacts are only informed that they may have been exposed to a patient with the infection. They are not told the identity of the patient who may have exposed them. (Definitions from the [Centers for Disease Control and Prevention](#).)

**Close Contact:** A *close contact* is defined as a person who spent at least 15 minutes within 6 feet of someone with COVID-19, whether all at one time or cumulatively, while the person was infectious. In the See more info on *infectious period* below. In some situations, it may be difficult to determine which individuals fall into the *close contact* category. In such cases, an entire cohort, classroom or other group may need to be considered to be *close contacts* (i.e., exposed), particularly if people spent time together indoors.

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**Cohort:** A *cohort* is defined as a stable group of students and staff with fixed membership that stays together exclusively for not less than 3 weeks in order to limit transmission of COVID-19. Members of a *cohort* remain together for all activities throughout the day (including lunch, recess, specialty classes, etc.) and avoid contact or mixing with others outside the group.

For current guidance, please visit the SFDPH COVID-19 information on schools, childcare, and youth programs at

**Health Screening:** Schools and other programs must implement *health screening* for all students and staff for exposure to and symptoms of COVID-19 each day before allowing them to enter the school or program. The purpose of the *health screening* is to limit the spread of COVID-19 among students and program staff.

[www.sfdph.org/covid19schoolschildcare](http://www.sfdph.org/covid19schoolschildcare)

**Infectious Period:** The infectious period for a SYMPTOMATIC individual with COVID-19 begins 2 days prior to symptom onset until they are isolated/cleared based on symptom assessment. The infectious period for an ASYMPTOMATIC individual with COVID-19 is considered to be 2 days prior to 1st positive test collection date UNTIL 10 days after the collection date.

**Isolation:** Keeps someone who exhibited COVID-19 symptoms or who tested positive for COVID-19 (with or without symptoms) away from others, even in their own home. A person suspected of having COVID-19 based on displaying symptoms must follow [isolation instructions](#) for at least 10 days. In order to return to school/work, in all cases, an individual must: (1) be fever free for 24 hours without using fever-reducing medication; **and** (2) feel better (even if symptoms are not completely resolved). If the person was never tested for COVID-19 and wants to return to school or work before 10 days in isolation, they also must have a note from a medical evaluator stating that an alternative diagnosis has been made and their symptoms are not due to COVID-19. If an individual tested negative and wants to return before 10 days, they also must provide a medical evaluator note to verify they received a negative COVID-19 test **and** their symptoms are not due to COVID-19. If it is not possible to consult with a medical evaluator, the individual must obtain a COVID-19 negative test result indicating that a molecular test or a PCR



was performed. An asymptomatic person with confirmed COVID-19 should *isolate* for 10 days from the collection date of their first positive test. A symptomatic person with confirmed COVID-19 should *isolate* for at least 10 days from the onset of symptoms. After the full isolation period, the person can leave isolation when: (1) they have been fever-free for 24 hours without using fever-reducing medication; **and** (2) they feel better (even if symptoms are not completely resolved).

**Medical Evaluator:** A Physician, Nurse Practitioner or Certified Physician Assistant.

**Quarantine:** Keeps a person who was in close contact with someone who tested positive for COVID-19, but who has not developed COVID-19 symptoms, away from others. Someone who had close contact with a person who had COVID-19 should *quarantine* for 14 days after your last contact with the COVID-19 positive individual (See [Appendix A](#) or [quarantine instructions](#)) even if they never had symptoms or received a negative COVID-19 test result. Quarantine is required following exposure to COVID-19, because an exposed individual still may develop symptoms and/or become infectious to others throughout this 14-day period. If at any point an individual in quarantine develops COVID-19 symptoms, they may be considered a case and, if so, would need to follow [isolation instructions](#).

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**Symptoms of COVID-19:** People with COVID-19 may have a wide range of *symptoms* – including mild *symptoms* to severe illness. The list does not include all possible *symptoms*, but does list the most common *symptoms* at this time. *Symptoms* may appear 2 - 14 days after exposure to the virus.

**People with these symptoms may have COVID-19:**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Fever or chills | <input type="checkbox"/> Cough                | <input type="checkbox"/> Shortness of breath or difficulty breathing |
| <input type="checkbox"/> Fatigue         | <input type="checkbox"/> Muscle or body aches | <input type="checkbox"/> Congestion or runny nose                    |
| <input type="checkbox"/> Headache        | <input type="checkbox"/> Sore throat          | <input type="checkbox"/> New loss of taste or smell                  |
| <input type="checkbox"/> Diarrhea        | <input type="checkbox"/> Nausea or vomiting   |  |



## Response Guide to Suspected & Confirmed COVID-19 Cases

Scenario	Action	Communication
<b>HAS SYMPTOMS</b>		
<p style="font-size: 2em; font-weight: bold; text-align: center;">1</p> <p>A student or staff member:</p> <ul style="list-style-type: none"> <li>exhibits COVID-19 symptoms; <b>OR</b></li> <li>answers "yes" to a health screening question; <b>OR</b></li> <li>has a temp of 100° F or higher</li> </ul>	<ul style="list-style-type: none"> <li>Send student/staff member home (or advise to stay home). If pending pick up, isolate in a room or area away from others.</li> <li>Advise student/staff member to contact their healthcare provider.</li> <li>Refer student/staff member to <a href="#">COVID-19 testing resources</a>.</li> <li>Advise student/staff member to follow <a href="#">Guidelines for Home Isolation</a> [<a href="#">Chinese</a>] [<a href="#">Spanish</a>] [<a href="#">Tagalog</a>] [<a href="#">Russian</a>] [<a href="#">Arabic</a>] [<a href="#">Korean</a>] for at least 10 days, unless a COVID-19 is ruled out by a health provider.</li> <li>Advise student/staff member to share test results with school administrator as soon as possible:               <ul style="list-style-type: none"> <li><b>If positive:</b> Advise continued isolation [<a href="#">Chinese</a>] [<a href="#">Spanish</a>] [<a href="#">Tagalog</a>] [<a href="#">Russian</a>] [<a href="#">Arabic</a>] [<a href="#">Korean</a>] and see Return-to-School criteria in <b>Scenario A</b>.</li> <li><b>If possible:</b> follow actions in <a href="#">Scenario C</a> (if possible). See Return-to-School criteria in <b>Scenario C</b>.</li> <li><b>If negative:</b> Advise continued <a href="#">Isolation</a> [<a href="#">Chinese</a>] [<a href="#">Spanish</a>] [<a href="#">Tagalog</a>] [<a href="#">Russian</a>] [<a href="#">Arabic</a>] [<a href="#">Korean</a>] and see Return-to-School criteria in <b>Scenario A</b>.</li> </ul> </li> </ul>	<p>Cohort/School/Site remains <b>OPEN</b></p> <p><b>Communication:</b> None required</p>

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EXPOSED TO SOMEONE WHO TESTED POSITIVE (CLOSE CONTACT\*)

2

A student or staff's household member, or someone with whom they have been in close contact,\* tests positive for COVID-19.

- Send student/staff member home (isolate, if pending pick up) or advise to stay home.
- Advise student/staff member to contact their healthcare provider.
- Refer student/staff member to [COVID-19 testing resources](#).
- Advise student/staff member to follow [Guidelines for Home Quarantine](#) [[Chinese](#)] [[Spanish](#)] [[Tagalog](#)] [[Russian](#)] [[Arabic](#)] [[Korean](#)] for at least 14 days from last exposure to confirmed case.
- Advise student/staff member to share test results with school administrator as soon as possible:
  - **If positive:** Follow actions in **Scenario 4 (Tests Positive)**. See Return-to-School criteria in **Scenario C**.
  - **If negative:** Advise continued [Quarantine](#) [[Chinese](#)] [[Spanish](#)] [[Tagalog](#)] [[Russian](#)] [[Arabic](#)] [[Korean](#)]. See Return-to-School criteria in **Scenario B**.

Cohort/School/Site remains **OPEN**  
**Communication:** None required

\*A **Close Contact** is defined as a person who spent at least 15 minutes within 6 feet of someone with COVID-19, whether all at one time or cumulatively, while the person was infectious. See Key Terms section (above) for more information.

**Note:** Testing is recommended, but not required, for asymptomatic students/staff members 4 - 10 days after their last close contact with someone who tested COVID-19 positive.

Scenario

Action

Communication

EXPOSED TO A CLOSE CONTACT OF SOMEONE WHO TESTED POSITIVE

3

A student or staff member had close contact\* with someone who had close contact\* with someone who had COVID-19

- Student/staff member may return to school/class immediately without any special restrictions
- Advise student/staff member to practice steps to stay healthy:
  - Physical distance 6 feet
  - Wear a face covering
  - Wash hands often with soap and water for 20 seconds or use hand sanitizer with 60% alcohol
  - Avoid touching eyes, nose and mouth

\*A **Close Contact** is defined as a person who spent at least 15 minutes within 6 feet of someone with COVID-19, whether all at one time or cumulatively, while the person was infectious. See Key Terms section (above) for more information.

Cohort/School/Site remains **OPEN**  
**Communication:** None required



TESTS POSITIVE (1 – 2 people)

<p><b>4</b></p> <p>1 – 2 student(s) or staff member(s) tests positive for COVID-19</p>	<p><u>Steps to Take with Positive Student/Staff Member:</u></p> <ul style="list-style-type: none"> <li>• Send student/staff member home (isolate, if pending pick up) or advise to stay home.</li> <li>• Advise positive student/staff member to follow <a href="#">Guidelines for Home Isolation</a> [<a href="#">Chinese</a>] [<a href="#">Spanish</a>] [<a href="#">Tagalog</a>] [<a href="#">Russian</a>] [<a href="#">Arabic</a>] [<a href="#">Korean</a>] for at least 10 days. See Return to School criteria in <b>Scenario C</b>.</li> <li>• Create list of student/staff member’s close contacts at school.</li> <li>• Send the list of close contacts using the <a href="#">template</a> to the Schools/Childcare Hub email <a href="mailto:Schools-childcaresites@sfdph.org">Schools-childcaresites@sfdph.org</a>.</li> </ul> <p><u>Steps to Take with Close Contacts*:</u></p> <ul style="list-style-type: none"> <li>• Follow actions in <a href="#">Scenario 2 (Exposed to Confirmed Positive)</a></li> </ul> <p><u>Notifications:</u></p> <ul style="list-style-type: none"> <li>• Schools must immediately (within one hour of learning of the result) report any positive or inconclusive test result to SFDPH Schools and Childcare Hub: call 628-217-7499 and email <a href="mailto:Schools-childcaresites@sfdph.org">Schools-childcaresites@sfdph.org</a>.</li> </ul> <p><u>Steps to Disinfect Facility:</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Clean and disinfect spaces</a> where COVID-19 positive staff member/student spent significant time (15 mins or more).</li> </ul> <p><i>*A <b>Close Contact</b> is defined as a person who spent at least 15 minutes within 6 feet of someone with COVID-19, whether all at one time or cumulatively, while the person was infectious. See Key Terms section (above) for more information.</i></p>	<p><b>COHORT(S) QUARANTINED</b> for 14 days from last exposure</p> <p><b>CLOSE CONTACTS QUARANTINED</b> for 14 days from last exposure</p> <p>School/Site remains <b>OPEN</b></p> <p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• Send <a href="#">Exposure Letter to Close Contacts/Cohort Members</a></li> <li>• Consider <a href="#">Schoolwide/Sitewide Notification of a Known Case</a></li> </ul>
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Scenario	Action	Communication
<b>CLUSTER TESTS POSITIVE (2 or more people)</b>		
<p><b>5</b></p> <p>2 or more students or staff members test positive for COVID-19:</p> <ul style="list-style-type: none"> <li>within a 2 week period, AND</li> <li>they are not members of the same household</li> </ul>	<ul style="list-style-type: none"> <li>Follow actions in <b>Scenario 4</b>.</li> <li>Schools must immediately (within one hour of learning of the result) report any positive or inconclusive test result to SFDPH Schools and Childcare Hub: call 628-217-7499 and email <a href="mailto:Schools-childcaresites@sfdph.org">Schools-childcaresites@sfdph.org</a>.</li> <li>Outbreak Management Group Schools Team will work with the school/site to determine whether the cluster is an outbreak that requires a public health outbreak response.             <ul style="list-style-type: none"> <li>The School may be asked to perform more widespread testing of students and staff to further determine the extent of the cluster/outbreak</li> </ul> </li> <li>Full or partial closure of in-person school/site operations may be necessary in the case of an outbreak.</li> <li>More information on school/district closure and reopening below.</li> </ul>	<p>School/site may be subject to <b>PARTIAL or FULL CLOSURE</b></p> <p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>Send <a href="#">Exposure Letter</a> to Close Contacts/Cohort Members</li> <li>Send <a href="#">Schoolwide/Sitewide Notification of a Known Case</a></li> </ul>

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Excerpted from the California Department of Public Health, [Reopening Framework for K-12 Schools in California](#), July 17, 2020:

• **What are the criteria for closing a school?**

Individual school closure is recommended based on the number of cases, the percentage of the teacher/students/staff that are positive for COVID-19, and following consultation with the Local Health Officer. Individual school closure may be appropriate when there are multiple cases in multiple cohorts at a school or when at least 5 percent of the total number of teachers/student/staff are cases within a 14-day period, depending on the size and physical layout of the school.

The Local Health Officer may also determine school closure is warranted for other reasons, including results from public health investigation or other local epidemiological data.

• **If a school is closed for in-person learning, when may it reopen?**

Schools may typically reopen after 14 days and the following have occurred: cleaning and disinfection; public health investigation; and consultation with the local public health department.

• **What are the criteria for closing a school district?**

A superintendent should close a school district if 25% or more of schools in a district have closed due to COVID-19 within 14 days, and in consultation with the local public health department.

• **If a school district is closed, when may it reopen?**

Districts may typically reopen after 14 days, in consultation with the local public health department



### Return-to-School Criteria

Scenario	Action
<b>HAD SYMPTOMS, IN ISOLATION</b>	
<p style="text-align: center;"><b>A</b></p> <p>Student or staff member is in isolation because they exhibited COVID-19 symptoms <b>OR</b> responded “yes” on a health screening <b>OR</b> had a temperature of 100° F or above</p>	<ul style="list-style-type: none"> <li>○ The student/staff member should remain in <u>ISOLATION</u></li> <li>● <a href="#">[Chinese]</a> <a href="#">[Spanish]</a> <a href="#">[Tagalog]</a> <a href="#">[Russian]</a> <a href="#">[Arabic]</a> <a href="#">[Korean]</a> until meeting <b>ALL</b> return-to-school criteria.</li> <li>● <b>Student/staff member can return to school when:</b> <ul style="list-style-type: none"> <li>○ They have had no fever for at least 24 hours, without using fever-reducing medicines, such as acetaminophen (Tylenol) or Ibuprofen (Advil or Motrin); <b>AND</b></li> <li>○ They feel better (symptoms do not have to be completely resolved); <b>AND</b></li> <li>○ <b>If no test result:</b> <ul style="list-style-type: none"> <li>▪ At least 10 days have passed since symptoms first appeared; <b>OR</b></li> <li>▪ They provide a medical evaluator note indicating that an alternative diagnosis has been made <b>AND</b> their symptoms are not due to COVID-19; <b>OR</b></li> </ul> </li> <li>○ <b>If negative test result:</b> They provide a medical evaluator note to verify they received a negative COVID-19 test <b>AND</b> their symptoms are not due to COVID-19; <b>OR</b>, if it is not possible to consult with a medical evaluator, they must obtain a COVID-19 negative test result indicating that a molecular test or a PCR was performed; <b>OR</b></li> <li>○ <b>If positive test result:</b> Follow actions in <b>Scenario C</b>.</li> </ul> </li> </ul>

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<b>CLOSE CONTACT TO A CONFIRMED CASE, IN QUARANTINE</b>	
<p style="text-align: center;"><b>B</b></p> <p>Student or staff is in quarantine following close contact with someone who tested positive for COVID-19</p>	<ul style="list-style-type: none"> <li>● The student/staff member must remain in <u>QUARANTINE</u> <a href="#">[Chinese]</a> <a href="#">[Spanish]</a> <a href="#">[Tagalog]</a> <a href="#">[Russian]</a> <a href="#">[Arabic]</a> <a href="#">[Korean]</a> for 14 days from last exposure <b>even if they never had symptoms or received a negative COVID-19 test result.</b></li> <li>● During the 14 days following exposure to COVID-19, this person still may develop symptoms and/or become infectious to others.</li> </ul>



TESTED POSITIVE, IN ISOLATION



Student or staff member is in isolation after testing positive for COVID-19

- The student/staff member should remain in ISOLATION [Chinese] [Spanish] [Tagalog] [Russian] [Arabic] [Korean] until meeting **ALL** return-to-school criteria.
- **ASYMPTOMATIC students/staff can return to school when:**
  - They have been in isolation for at least 10 days since their 1st positive test collection date; **AND**
  - They did not develop any symptoms during isolation.
- ~~**SYMPTOMATIC students/staff can return to school when:**~~
  - They have been in isolation for at least 10 days after the onset of symptoms; **AND**
  - They have had no fever for at least 24 hours, without using fever-reducing medicines, such as acetaminophen (Tylenol) or ibuprofen (Motrin or Advil); **AND**
  - They feel better (symptoms may not be completely resolved).

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For current guidance, please visit the SFDPH COVID-19 information on schools, childcare, and youth programs at [www.sfcdcp.org/covidschoolschildcare](http://www.sfcdcp.org/covidschoolschildcare)



## Summary: Responding to a Positive Case

Below are some tips to make the process of handling a confirmed or suspect case as efficient as possible.

- a. See the *Quick Guide* for what to do when you have a suspected or confirmed COVID case: <https://www.sfdph.org/dph/files/ig/COVID-19-QuickGuide-Suspected-Confirmed-COVID-Schools-Childcares-Programs.pdf>
- b. For any **confirmed cases**, please utilize the *Exposure and Investigation tool* to collect the important details about the case BEFORE contacting the School/Childcare Team. See tool here: <https://www.sfdph.org/dph/files/ig/exposure-investigation-tool.pdf>
- c. If possible, obtain a copy of the lab report and attach to *Exposure and Investigation tool*. If the school does not have the test results yet, please note the test results are pending.
- d. Report the case to the School/Childcare Team at [schools-childcaresites@sfdph.org](mailto:schools-childcaresites@sfdph.org) (please put SECURE: in the subject line) OR phone: (628) 217-7499. An on-call public health professional will get back to you as soon as possible.
- e. After consulting with the School/Childcare Team, you may be asked to identify close contacts that were exposed at the site. When conducting interviews with possible close contacts, and informing them that they may have been exposed to COVID 19, **do not disclose the identity of the person with COVID-19 as required by law.**
- f. If close contacts are identified, please provide details on a line list ([see template](#)) and email securely to [schools-childcaresites@sfdph.org](mailto:schools-childcaresites@sfdph.org) **within 24 hours.** (Please put SECURE: in the subject line of the email).
- g. Communicate to your school. SFDPH has developed several communication templates for schools to use depending on the nature of the case. Translations are pending for all documents listed below.
  - i. [Close Contact Advisory — Children and Youth under 18](#)
  - ii. [Close Contact Advisory — Adult](#)
  - iii. [General Exposure Advisory — Children and Youth under 18](#)
  - iv. [General Exposure Advisory — Adult](#)
  - v. [Notification of an exposed school member sample letter](#)

As a reminder, all guidance and communication templates can be found under the Schools section at:

<https://www.sfcdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/>



# Appendix

## A – Isolation and Quarantine Guidance



San Francisco Department of Public Health

What you Need to Know	If You're Getting a COVID-19 Test – page 1
	Home Isolation Steps – page 2
	Home Quarantine Steps – page 2
	Steps for BOTH Isolation & Quarantine– page 3

### If You're Getting a COVID-19 Test

- The test checks for COVID-19 virus in your body right now.
- Results are reported to the Department of Public Health, so that health staff can help identify infections and keep them from spreading. Health staff are trained to keep your personal information private.

#### WHILE WAITING FOR TEST RESULTS

If you have COVID-19 symptoms → follow [Home Isolation Steps](#) (page 3) (note: if you have COVID-19 symptoms AND you have tested positive for COVID-19 in the last 3 months, talk to your healthcare provider about what to do next)

- If you do not have COVID-19 symptoms, but you have recently had "Close Contact" with a person who has COVID-19 → follow [Home Quarantine Steps](#) (page 2)
- If no COVID-19 symptoms or close contacts → stay safe, wait for test results.

For more detailed information about what to do if you get tested for COVID-19, please see the poster: <https://sf.gov/sites/default/files/2020-11/Articles/OurCovid19Test-111620-web.pdf>

#### WHEN YOU RECEIVE YOUR TEST RESULTS

**Positive Results (virus detected).** A "positive" viral test generally means you had COVID-19 infection on the day you were tested. Follow [Home Isolation Steps](#) (page 2) Note: If you tested positive for COVID-19 in the last 3 months AND you have recovered from that past infection but your test is still positive, talk to your healthcare provider about what to do next.

**Negative Results (virus not detected).** A "negative" viral test means you probably do not have COVID-19 infection right now. This is a little tricky, so read carefully:

- If you have had no COVID-19 symptoms or close contacts, then you do not have COVID-19. Done!
- If you have had no COVID-19 symptoms but you did have recent close contact with a person who has COVID-19, then continue to follow [Home Quarantine Steps](#) (page 2).
- If you had COVID-19 symptoms, the negative test result could be wrong -- you still might have COVID-19. This is because the test is excellent but not perfect.
  - At a minimum, follow [Home Isolation Steps](#) until you feel better, with at least 1 day with no fever
  - Or, ask your healthcare provider when you should stop following the [Home Isolation Steps](#)
  - Or, if you are in close contact with a "vulnerable" person, you might want to keep following [Home Isolation Steps](#) until at least 10 days have passed since your symptoms first started

**COVID-19 symptoms:** fever at least 100.4°F, chills, cough, shortness of breath, difficulty breathing, sore throat, muscle aches, headache, feeling unusually weak or tired, nausea, vomiting, diarrhea, congested or runny nose, or losing the sense of smell or taste.

A **Close Contact** is someone who had any of the following types of contact with a person with COVID-19 (regardless of whether either party was masked) while they were contagious: 1) was within 6 feet of the person with COVID-19 for a total of 15 minutes or more during a 24 hour period, 2) lived or stayed overnight with a person with COVID-19, 3) was the intimate sex partner of a person with COVID-19, including only kissing, 3) took care of or got taken care of by someone with COVID-19, OR 4) had direct contact with the body fluids or secretions with a person with COVID-19 (e.g. got coughed or sneezed on or shared eating or drinking utensils)

**Vulnerable** means age 50 years or more, or has medical conditions such as heart, lung, or kidney disease, diabetes, obesity, cancer, sickle cell, or a weakened immune system. See more at [www.sfdcp.org/vulnerable](http://www.sfdcp.org/vulnerable)

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B – COVID-19 Investigation Tool



San Francisco Department of Public Health

COVID-19 INVESTIGATION TOOL for Schools, Childcares and Other Programs for Children and Youth

Updated 12/1/2020

Upon learning that a staff, student, or visitor has tested positive for COVID-19,

- 1. Call the SFPDH Schools and Childcare Hub (628) 217-7499, or email Schools-childcaresites@sfdph.org. The form below may help you organize information BEFORE calling the Hub and seeking consultation.

- 2. AFTER consulting with SFPDH Schools and Childcare Hub, you may be asked to help identify and notify close contacts.

This document has been retired and may contain incorrect and outdated information.

When conducting interviews with possible close contacts, and informing them that they may have been exposed to COVID-19, do not disclose the identity of the person with COVID-19 as required by the Americans with Disabilities Act and the Family Education Rights and Privacy Act (FERPA).

For current guidance, please visit the SFPDH COVID-19 information on schools, childcare, and youth programs at www.sfdcp.org/covid/schoolschildcare

Form with fields: Name of Person Who Tested Positive or Suspected Case, Date of Birth, Address, Phone, Role/Position, School/Office/Department, Date that Symptoms First Appeared, Type of Symptoms (check all that apply), Last Day at School/Work, City where person was tested?, Date of the COVID-19 test?, COVID-19 Test Result, Name/Position of Person Who Completing This Form, Contact Info (phone/email), Date.



C – List of Close Contacts of a Positive COVID 19 Case

List of Close Contacts of a Positive COVID-19 Case

Sample template for schools, childcare, and programs for children and youth. Updated 11/29/2020

Complete the information below for all school- or office-related close contacts, and send it to SFDPH within 24 hours of when your program was informed of the positive COVID-19 case. SFDPH contact tracers will call the people below to help them get tested and quarantine.

Instructions: List everyone who had close contact to the person with COVID-19, starting 2 days before the person’s symptoms started (if the person was asymptomatic, 2 days before they were tested). Close contacts include all staff and children in the same cohort as the person with COVID-19 as well as other people who were within 6 feet of the person with COVID-19 for periods of time that add up to a total of 15 minutes or more in 24 hours.

Parent/Guardian name is only needed if the close contact is a student.

To submit the completed form, call the SFDPH COVID-19 Schools and Child Care Hub at 628-217-7499 or send a secure email to schools-childcaresites@sfdph.org.

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Site Name (school or office):

Case Name (person with COVID-19) & Date of Birth:

Classroom/Pod:

www.sfdcp.org/covidschoolschildcare

Table with 6 columns: Close Contact First Name, Last Name; Parent/Guardian First Name, Last Name; Phone Number; Date of Birth; City/County of Residence. Rows 1-20.

\* Add more rows if necessary