# Parent/Guardian COVID-19 Notification Call Script Template

This call is to inform you that an individual in **[SCHOOL/TRANSPORTATION/ACTIVITY]** has been diagnosed with COVID-19. At this time, the positive individual is isolating, we are identifying all close contacts, and we are conducting the appropriate cleaning and disinfection of the facility.

Your child has not been identified as a close contact of the individual. We do encourage you to watch your child for any symptoms of COVID-19 including a fever, cough, shortness of breath or difficulty breathing, chills, fatigue, muscle pain or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or other signs of new illness that are unrelated to a preexisting condition, such as seasonal allergies. If your child does develop these symptoms, please keep them home from school and contact your child’s health care provider for evaluation and/or testing.

Unless you are notified separately that your child was identified as a close contact of the case, your child’s exposure risk for COVID-19 is considered low, and we do not recommend testing unless your child develops symptoms.

Unless your child experiences any symptoms of COVID-19 or tests positive for COVID-19, there are no restrictions for your child or any other household members. If your child does develop symptoms or test positive for COVID-19, please contact **[NAME AND CONTACT INFORMATION FOR COVID-19 ILLNESS MONITORING LEAD]**.

If you have any questions, please contact **[NAME AND CONTACT INFORMATION FOR SCHOOL COVID-19 COORDINATOR]**.

***\*Close contact definition for caller’s reference if needed****: A close contact is someone who was exposed a person with COVID-19 infection. A close contact is generally defined as someone who was within 6 feet of a COVID-19 case for 15 cumulative minutes or more over a 24-hour period of time during the case’s infectious period. In a K-12 indoor classroom, the close contact definition excludes students who were at least three feet away from an infected student when both students were consistently and correctly wearing face coverings/masks. The definition of a close contact may vary in some situations (e.g., less time spent in close proximity to an unmasked person who is coughing, direct cough/sneeze spray, or other contact that is more intense like sharing drinks, eating utensils, etc.). The ultimate determination of close contact is made by the local health jurisdiction during its investigation; it may delegate this determination if appropriate.*