

# COVID-19 Contact Tracing Scenarios: Disaster Shelters

DISCLAIMER: All names and events included in these scenarios are fictitious and intended for training purposes only. These scenarios are not based on real people or events.

***The scenarios in this document can be used by trainers and team leads to build skills for contact tracers. Staff in training and newly trained staff can use these scenarios to role-play how they would interview contacts, find out if they have any barriers to self-quarantine, and address those barriers. Specific scripts based on these scenarios should incorporate jurisdiction-specific processes and resources.***

## Learning Objectives

- Apply contact tracing methods for use in a disaster shelter setting
- Demonstrate ability to build rapport with contacts to ensure an honest discussion
- Identify high-risk situations for transmission of COVID-19
- Assess a contact's need for medical care
- Identify challenges to isolation/quarantine
- Demonstrate knowledge of local resources for social supports
- Demonstrate ability to answer questions from patient or contact

***The following scenarios can be used in a variety of ways as a teaching tool depending on the skill set of the audience, time constraints, and level of supervision. The trainer would act as an observer and offer suggestions for improvement to the role-players. Suggestions for how to use the following scenarios include:***

1. Full interview role-play with an experienced contact tracer playing the role of contact while the student uses the locally developed script to practice interview skills
2. Use each scenario as a starting point for discussion of the challenges contact tracers may face
3. Segment interviews where each partner set is assigned a portion of the interview (e.g., demographic, instructions for isolation, contact elicitation) and scenarios to role-play and hone contact tracing skills



**U.S. Department of  
Health and Human Services**  
Centers for Disease  
Control and Prevention

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

## Scenario #1:

### Background:

Mr. D'Italo is a recent contact to a person diagnosed with COVID-19. Mr. D'Italo has been participating in outdoor soccer games in a suburb of Philadelphia twice a week since March, along with a core group of 15-20 adults and their teenage children.

On Friday night, Scott last played soccer with this core group of adults and teenagers. That same evening after the game, one of Mr. D'Italo's teammates began exhibiting multiple symptoms of COVID-19. On Saturday morning, the D'Italo family departed to the Jersey shore for a one-week vacation. On that same day, Mr. D'Italo's teammate was tested for COVID-19. On Monday, Scott's teammate was confirmed positive and Scott was identified as a close contact. Mr. D'Italo was informed of his teammate's illness and possible transmission during the soccer game. On Monday evening, the South Jersey borough ordered a general emergency evacuation for low-lying areas of the island, which included the D'Italo rental property.

The borough also identified four shelters where occupants in evacuated areas could take shelter. On Tuesday morning, the D'Italo family reported to the nearby shelter and informed the shelter manager of the potential exposure from the soccer game last Friday. Mr. D'Italo and his family have exhibited no symptoms of COVID-19 illness.

### Information for Scott D'Italo:

You are a married 60-year-old man with three daughters, ages 12, 14, and 16. You are a business entrepreneur, and work primarily out of your own home, except for business travel. Because the storm has taken an unexpected turn over the last three days, your family decided the shelter was the best option to ride out the storm. You have not taken business travel since March due to the pandemic.

### Tips for Observer:

- How does the contact tracer build rapport with the contact?
- Does the contact tracer refer Mr. D'Italo to appropriate resources for the D'Italo family to be medically evaluated/tested?
- Should the contact tracer follow up with those reporting to the same shelter where the D'Italo family reported?
- How should the shelter managers address an individual that is potentially positive for COVID-19 reporting to the shelter during a nearby hurricane strike?
  - » Should the shelter managers isolate individuals and their families, reporting to the shelter that are potentially positive with COVID-19?
  - » How should shelter managers control cross-contamination for shared resources in the shelter (e.g., bathroom facilities)?
  - » Should shelter managers identify dedicated staff to assist those individuals that are COVID positive?
- What information should the contact tracer give to Mr. D'Italo and the shelter managers about how to quarantine in the shelter, including with family members and others in the shelter?
- Should there be coordination between Pennsylvania contact tracers and New Jersey health departments?

## Scenario #2:

### Background:

Rob Sampson is a recent contact of a person diagnosed with COVID-19. Mr. Sampson attended a music gathering four days ago where he and three other musicians sang and played instruments together while outdoors under a medium-sized carport “tent” (10’x25’). One of the musicians returned home that evening and developed fever and nausea. Mr. Sampson developed symptoms three days after the music gathering. On the day Mr. Sampson developed symptoms, a hurricane evacuation was ordered, and multiple local shelters were identified for residents unable to evacuate. Late that evening as the hurricane approached, Mr. Sampson and his family reported to the hurricane shelter. Upon entry, Mr. Sampson informed a shelter manager of his potential illness and that he has a fever.

### Information for Rob Sampson:

You are a married 49-year-old man with a 9-year-old daughter and 13-year-old son. You are a history teacher at the nearby high school. You have completed the school year working remotely from home since the school closing in March. Following the state’s transition of reopening to the green phase, where outdoor dining is permitted, you have returned to summer musical performances with your band, playing outdoors at restaurants. On the night following your musical gathering with friends, your band performed at the Edgewood Café where ten tables for four were filled with dining guests. At that time, you were feeling fine and had no signs or symptoms of COVID-19.

### Tips for Observer:

- How does the contact tracer build rapport with the contact?
- How should the shelter managers address an individual that is potentially positive with COVID-19 reporting to the shelter during a nearby hurricane strike?
  - » Should the shelter managers isolate individuals, and their families, reporting to the shelter that are potentially positive with COVID-19?
  - » How should shelter managers control cross-contamination for shared resources in the shelter (e.g., bathroom facilities)?
  - » Should shelter managers identify dedicated staff to assist those individuals that are COVID positive?
- Does the contact tracer refer Mr. Sampson to appropriate resources for the Sampson family to be medically evaluated/tested?
- What information does the contact tracer give Mr. Sampson and the shelter managers about how to quarantine in the shelter, including with family members and others in the shelter?
- Does the contact tracer follow up with the restaurant where Mr. Sampson performed? Does the contact tracer follow up with the other musicians that have played with Mr. Sampson?