

Contact Tracing

A Confidential Public Health Resource

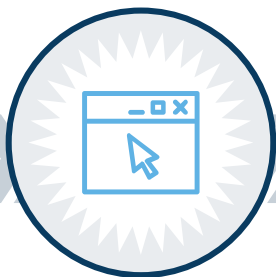
What is Contact Tracing?

Contact Tracing is a process used by the Kentucky Department for Public Health to help stop the spread of diseases like COVID-19.

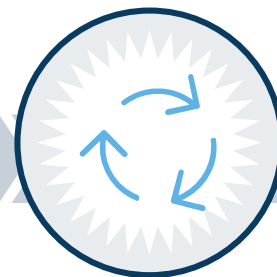
Goal: Stop the Spread and Save Lives



Public Health workers reach out to individuals who have contracted COVID-19 to assess their situation and **track any recent in-person contacts.**



Tracers reach out to identified contacts to **provide instructions and connect them to local resources.**



By **following instructions** provided by the Tracer, contacts help **stop the spread** of COVID-19 and **save the lives of Kentuckians.**

Calm and Center Yourself First



Remain calm, cool, and collected to help create a positive situation for you and the caller

Seek First To Understand Then To Be Understood



Be an active listener in order to understand what the caller needs; this will help you help the caller quickly and efficiently

Validate How Someone Feels



Understanding someone's circumstance can help relax callers and release tension on both sides of the phone

Help People Find Options



The caller may not see all possibilities and it is easier for you to provide perspective

Allow for Choice



People will choose what they feel is best, and someone else's decisions are not a reflection of you or your work