

Summary: Contact Tracer

- Complete an online training program and pass a test following course completion
- Call contacts of newly diagnosed cases of Covid-19
- Communicate with contacts of Covid-19 positive persons in a professional and empathetic manner
- Collect and record information on symptoms into a database
- Provide contacts with approved information about Kentucky quarantine procedures, and if appropriate, refer them to testing according to protocol
- Follow a script to inform contacts about the importance of quarantine and what to do if symptoms develop
- Use a telephone, computer and electronic equipment to capture data
- Maintain strict confidence of any information acquired during calls
- Load information into designated database
- Maintain daily contact with supervisor

Summary: Seniors Caller

- Complete a one-hour online training program
- Using a prepared script, make phone calls to Senior citizens identified by Louisville Metro Gov't to provide concerned contact with another person, and to determine whether the Senior has any needs
- If needs are identified, make referral to Metro United Way Resource Line (211)
- Document call, findings and referral if made on form provided
- Maintain strict confidence of any information shared during the call
- Maintain daily contact with program supervisor