

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**Centers for Disease Control and Prevention (CDC)**  
**Guidelines for Notification of Possible Exposure**

“If you identify a case, inform people who might have been exposed.” – *cdc.gov*

In a circumstance where there is a confirmed COVID-19 case on campus, it is critical to maintain confidentiality of the student or staff member as required by the Americans with Disabilities Act and FERPA. (*cdc.gov*) *No guidelines exist to inform secondary groups beyond those who have the possibility of direct, primary exposure.*

**COMMUNICATION PROTOCOLS**

**Scenario #1: Employee/Student Symptom Notification or Tests Positive or Negative - Communication Flow**

Student—Inbound Communications

Student -> Instructor -> Dean -> (Dean/Instructor) Vice President -> President -> Communication Response Team (who is this? Should include Owen, Wyman,. David, Ron, Bruce and Guisselle)

*Instructors should notify their Deans. Instructor and Dean should not copy other faculty or administrators in email communication to protect the privacy of the student. The Dean will work with their Vice President to identify other students who had direct exposure and contact them via telephone and/or email. If a faculty or staff member was exposed, HR will notify them. The documentation to forward to the communication response team should include but not limited to:*

- *Class lists if classroom exposure*
- *Department or area of exposure (library, building, etc.)*
- *Dates and times of exposure*

Outbound Communications

Direct supervisor -> Student with possible exposure

CC:

Assigned VP -> to be notified

College President to be notified

\*If employees are impacted, please contact HR (Betts or Fong)

*It is ideal to contact each student via telephone. If email is used, all outbound email communication should be sent individually to each student. It should not be sent in a group or in a group with a blind copy.*

**Scenario #2: Employee Symptom Notification or Tests Positive or Negative - Communication Flow**

Employee –Inbound Communications

Manager -> Immediate Supervisor/VP -> College President or VC/CTO for notification purposes. Please let VC Letcher, VC Fong, CTO Hawkins, and ED nunez know of situation asap)

Outbound Communications

Manager -> Immediate Supervisor/VP -> College President or VC/CTO for notification purposes. Please let VC Letcher, VC Fong, CTO Hawkins, and ED nunez know of situation asap)

**Chabot-Las Positas Community College District**

**COVID-19 Communication Protocol**

V2

**SCENARIO #1: Symptom Notification Occurs from Employee/Student:**

- 1) **Understand timeframe of exposure:** According to the CDC, once exposed, symptoms typically present within 2-14 days. It is important that we understand the date(s) the student or staff member was on campus when the exposure occurred.
- 2) **Direct self-quarantine:** Self-quarantine and/or monitoring of symptoms should take place for 14 days following exposure. Notification of exposure should take place immediately upon notification within this 14-day time period. For instance, if exposure happens on April 1, notification should occur between April 1 and April 15.
- 3) **Contract tracing begins:** The supervisor/instructor shall request the student and staff member complete the contact tracing questionnaire provided by Alameda County Public Health relating possible close contacts at the worksite/instructional site for a minimum of 14 days prior to the onset of symptoms.
  - a. Contact tracing documents shall be returned to the supervisor, instructional Dean or campus Vice President. If contact tracing is unable to be completed by the staff/student due to onset of symptoms or other reason the supervisor/instructor shall submit the entire employee attendance list for the worksite or the entire class attendees for the date of reported symptoms and the prior 14 days.
- 4) **Use Email communication templates enclosed:**
  - a. Communication #1- send to contact tracing group
  - b. Communication #2- send to department/college (as President deems appropriate)

**SCENARIO #2: Staff/Student/Campus User Reports Covid-19 Positive or Physician Determined Presumptive Positive Case:**

- 1) **Self-quarantine:** Upon receipt of the report of the positive/presumptive positive test, or while waiting for test results the staff/student shall remain self-quarantined under Alameda County Public Health Orders.
- 2) **Contract tracing/communications:** For all identified close contacts, the supervisor/instructor shall notify all individuals that they may be in contact with a person who may be or is positive for Covid-19 and that they should contact their personally health care provider for additional advice. All notified contacts are encouraged to self-quarantine in accordance with Alameda County Public Health Orders for 14 days.
  - a. **For instruction:** In the case of a reported positive/presumptive positive case within the instructional classroom, the instructional class for which the student was enrolled shall be moved to an online format for 14 days from the last in-person meeting of the instructional class. Additionally, the positive/presumptive positive student identification shall be provided to the VP Academic Services for tracing of other potential in-person class attendance.
  - b. **For instructional staff who are positive/presumptive positive** for Covid-19, all in-person instructional classes taught during the period 14 days prior to onset of symptoms shall be moved to an online format for a period of 14 days and only

**Chabot-Las Positas Community College District**

**COVID-19 Communication Protocol**

V2

resumed upon clearance of the instructional staff to return to work by a medical professional. A substitute instructor can be assigned to the online class in accordance with academic policies.

**3) Use Email communication templates enclosed:**

- a. Communication #3- send to contact tracing group
- b. Communication #4- send to department/college (as President deems appropriate)

**FOR DISTRICT OFFICE COMMUNICATIONS:**

- 1) Communication protocol will include a general overview of weekly reports (summary) with COVID cases in both scenario #1 and #2 (aka communication #5).

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**COMMUNICATION #1-Letter to Employee with Possible Exposure (TO: contact tracing group)**

Date

**SENT VIA CLPCCD EMAIL**

[Employee Name]

[Employee Email]

RE: Notice of Potential Exposure

Dear **[Employee]**:

This letter is to inform you that a co-worker has reported symptoms that are typical for Covid19. While this individual has not been confirmed to have Covid19, they have been asked to self-quarantine and to seek health professional advice immediately. Right now we only know that the District has reason to believe that the individual was on-campus on [Date] and you may have been exposed to the individual. For now, we ask that you monitor your symptoms more closely for the next 14 days and to report any symptoms you may feel could be related to Covid19 to your supervisors.

When we get additional information, we will relay that to you, but please understand that we are unable to provide personal information or additional details at this time due to personal privacy issues.

According to the CDC and the Alameda County Public Health Department, if you are not exhibiting any symptoms at this point in time, then you are considered to be a very LOW risk of acquiring the disease from this exposure since XX days have passed from the date of exposure.

We encourage you to monitor yourself and your family for the following symptoms listed below. We ask that you watch for symptoms onset that are not related to preexisting medical conditions or as a result of other underlying medical conditions, not related to Covid-19.

- fever
- cough
- body aches
- shortness of breath

If you should develop one or more of these symptoms, please CALL your doctor or nearest urgent care for guidance. If shortness of breath is severe, seek emergency treatment via a hospital emergency room (please call ahead) or call 911 (please make them aware of potential exposure). Should you or a family member develop the symptoms listed, please isolate the individual from other members of the family. If you or a family member have a confirmed case of COVID-19, please inform your immediate supervisor.

We understand that this news may be unsettling and cause for concern. Please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

- Continue to practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine;
- Always thoroughly wash your hands for at least 20 seconds with soap and water;
- Use hand sanitizer when soap and water are not available;
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and then immediately wash or sanitize your hands; and
- Please stay home if you are sick.

The [CDC website](#) is an excellent resource to find reliable answers to your questions. We encourage you to educate yourself on what you can do to protect yourself and your family. Please know that we prioritize your safety and wellbeing. We will continue to monitor the situation and provide updates as needed. If you have questions, or need more information please visit the COVID-19 [district website](#).

Sincerely,

Immediate Manager

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**COMMUNICATION #1-Letter to Student with Possible Exposure (TO: contact tracing group)**

Date

**SENT VIA CLPCCD EMAIL**

[Student Name]

[Student Email]

RE: Notice of Potential Exposure

Dear **[Student]**:

This letter is to inform you that a classmate or faculty has reported symptoms that are typical for Covid19. While this individual has not been confirmed to have Covid19, they have been asked to self-quarantine and to seek health professional advice immediately. Right now we only know that the District has reason to believe that the individual was on-campus on [Date] and you may have been exposed to the individual. For now, we ask that you go home, monitor your symptoms closely for the next 14 days. Please work with your instructors to accommodate the continuity of your classroom instruction.

When we get additional information, we will relay that to you, but please understand that we are unable to provide personal information or additional details at this time due to personal privacy issues.

According to the CDC and the Alameda County Public Health Department, if you are not exhibiting any symptoms at this point in time, then you are considered to be a very LOW risk of acquiring the disease from this exposure since XX days have passed from the date of exposure.

We encourage you to monitor yourself and your family for the following symptoms listed below. We ask that you watch for symptoms onset that are not related to preexisting medical conditions or as a result of other underlying medical conditions, not related to Covid-19.

- fever
- cough
- body aches
- shortness of breath

If you should develop one or more of these symptoms, please CALL your doctor or nearest urgent care for guidance. If shortness of breath is severe, seek emergency treatment via a hospital emergency room (please call ahead) or call 911 (please make them aware of potential exposure). Should you or a family member develop the symptoms listed, please isolate the individual from other members of the family. If you or a family member have a confirmed case of COVID-19, please inform your instructor.

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

We understand that this news may be unsettling and cause for concern. Please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

- Continue to practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine;
- Always thoroughly wash your hands for at least 20 seconds with soap and water;
- Use hand sanitizer when soap and water are not available;
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and then immediately wash or sanitize your hands; and
- Please stay home if you are sick.

The [CDC website](#) is an excellent resource to find reliable answers to your questions. We encourage you to educate yourself on what you can do to protect yourself and your family. Please know that we prioritize your safety and wellbeing. We will continue to monitor the situation and provide updates as needed. If you have questions, or need more information please visit the COVID-19 [district website](#).

Sincerely,

**Assigned VP or Dean**

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**COMMUNICATION #2-Letter to District/Campus Community (FYI of symptom report)**

Date

**SENT VIA CLPCCD/COLLEGE EMAIL**

RE: For your information only: COVID symptoms report

Dear **Colleagues:**

This communication is to inform our district/campus community that a co-worker has reported symptoms that are typical for Covid19. While this individual has not been confirmed to have Covid19, they have been asked to self-quarantine and to seek health professional advice immediately. If you have not been directly contacted and thus identified in the contact tracing process, then consider this only an informational communication.

We will continue to provide updates, but please understand that we are unable to provide personal information or additional details at this time due to personal privacy issues.

We understand that this news may be unsettling and cause for concern. Please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

- Continue to practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine;
- Always thoroughly wash your hands for at least 20 seconds with soap and water;
- Use hand sanitizer when soap and water are not available;
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and then immediately wash or sanitize your hands; and
- Please stay home if you are sick.

The [CDC website](#) is an excellent resource to find reliable answers to your questions. We encourage you to educate yourself on what you can do to protect yourself and your family. Please know that we prioritize your safety and wellbeing. We will continue to monitor the situation and provide updates as needed. If you have questions, or need more information please visit the COVID-19 [district website](#).

Sincerely,

**President**



**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**Communication #3: Email to Faculty/Staff When a Positive Case is confirmed (TO: contact tracing group)**

[Employee Name]

[Employee Email]

RE: Notice of positive case confirmed

Dear **[Employee]**:

**College/District** leadership has been informed that an **employee/student** has tested positive for COVID-19. The employee/student was **attending a class/meeting/working in the [location]** on **DATE XX**. In accordance with Alameda County, you are reported as a close contact. \* When CLPCCD leadership learns that we have an **employee/student** report that they have been confirmed as testing positive for COVID19, we immediately provide notice to each individual that we believe had direct contact with the infected individual and direct them to self-quarantine.

We ask that you return to your home, we ask that you reach out to your personal health care professional and follow all guidelines of the Alameda County Quarantine Order for the next 14 days. If you feel you are developing symptoms while away from work please report any symptoms you may feel could be related to Covid19 to your supervisor.

If your personal health professional determines you may return to work prior to the expiration of the 14-day quarantine please have your health care professional provide a note allowing you to return to the workplace/classroom.

When we get additional information, we will relay that to you, but please understand that we are unable to provide personal information or additional details at this time due to personal privacy issues.

The individual is currently under medical care and we continue to check on their progress. It has now been **XX** days since anyone within CLPCCD has had direct contact at the work site with the individual.

With strict adherence to CDC guidelines, we clean and disinfect the areas where the employee had contact.

We encourage you to monitor yourself and your family for the following symptoms listed below. We ask that you watch for symptoms onset that are not related to preexisting medical conditions or as a result of other underlying medical conditions, not related to Covid-19.

- fever
- cough
- body aches
- shortness of breath

**Chabot-Las Positas Community College District**

**COVID-19 Communication Protocol**

V2

We understand that this news may be unsettling and cause for concern. Please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

- Practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine;
- Always thoroughly wash your hands for at least 20 seconds with soap and water;
- Use hand sanitizer when soap and water are not available;
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and then immediately wash or sanitize your hands; and
- Stay home if you are sick

If you should develop one or more of these symptoms, please CALL your doctor or nearest urgent care for guidance. If shortness of breath is severe, seek emergency treatment via a hospital emergency room (please call ahead) or call 911. Should you or a family member develop the symptoms listed, please isolate the individual from other members of the family. If you or a family member have a confirmed case of COVID-19, please inform your supervisor via email.

Yes, this information is unsettling, but we WILL get through this. We must support each other and remain positive. We are a community that cares for one another so please remotely reach out to support each other. Please reach out to your immediate supervisor for any additional questions.

Signature,

**Direct Supervisor**

Definitions:

\*Close contact: A close contact is someone who has been within 6 feet of a person who is positive for COVID-19 for at least 15 minutes (Source: Alameda County Public Health Department, August 6, 2020)

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**Communication #3: Email to Students When a Positive Case is confirmed (TO: contact tracing group)**

Dear **[Student Name]**:

RE: Notice of positive case confirmed

**College** leadership has been informed that an **employee/student** has tested positive for COVID-19. The employee/student was **attending a class/meeting/working in the [location]** on **DATE XX**. In accordance with Alameda County, you are reported as a close contact. \* When CLPCCD leadership learns that we have an **employee/student** report that they have been confirmed as testing positive for COVID19, we immediately provide notice to each individual that we believe had direct contact with the infected individual and direct them to self-quarantine.

We ask that you return to your home, we ask that you reach out to your personal health care professional and follow all guidelines of the Alameda County Quarantine Order for the next 14 days. If you feel you are developing symptoms while away from the classroom please report any symptoms you may feel could be related to Covid19 to your **instructor**. Please work with your instructors to accommodate the continuity of your classroom instruction.

If your personal health professional determines you may return to the classroom prior to the expiration of the 14-day quarantine please have your health care professional provide a note allowing you to return to the workplace/classroom.

When we get additional information, we will relay that to you, but please understand that we are unable to provide personal information or additional details at this time due to personal privacy issues.

The individual is currently under medical care and we continue to check on their progress. It has now been **XX** days since anyone within CLPCCD has had direct contact at the work site with the individual.

With strict adherence to CDC guidelines, we clean and disinfect the areas where the **employee/student** had contact. Again, it is important to reiterate that we believe only **XX** students came into contact with this **employee/student**.

We encourage you to monitor yourself and your family for the following symptoms listed below. We ask that you watch for symptoms onset that are not related to preexisting medical conditions or as a result of other underlying medical conditions, not related to Covid-19.

- fever
- cough
- body aches
- shortness of breath

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

We understand that this news may be unsettling and cause for concern. Please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

- Continue to practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine.
- Always thoroughly wash your hands for at least 20 seconds with soap and water;
- Use hand sanitizer when soap and water are not available;
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and immediately wash or sanitize your hands; and
- Stay home if you are sick

If you should develop one or more of these symptoms, please CALL your doctor or nearest urgent care for guidance. If shortness of breath is severe, seek emergency treatment via a hospital emergency room (please call ahead) or call 911. Should you or a family member develop the symptoms listed, please isolate the individual from other members of the family. If you or a family member have a confirmed case of COVID-19, please inform your instructor via email.

We must support each other and stay positive. It is the perfect time to stay at home, shelter in place, and focus on your studies. We know this is a stressful time for our college and our greater community. Yes, this information is unsettling, but we WILL get through this together. Please reach out to your **INSERT NAME** for any additional questions.

Signature,

**Assigned Dean**

Definitions:

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**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**Script When Calling Student with Possible Exposure**

Hello, my name is NAME and I am the TITLE at COLLEGE/DISTRICT.

I am calling to notify you that we had a positive case of COVID-19 on CAMPUS and we believe you may have been exposed on DATE. I know this information is unsettling.

Out of an abundance of caution, we urge you to monitor your health for the following symptoms that may appear 2-14 days after exposure:

- Fever
- Cough
- Shortness of Breath

Should you experience any of these symptoms, please call your doctor or nearest urgent care for guidance. If shortness of breath is severe, seek emergency treatment via a hospital emergency room (please call ahead) or call 911. Should you or a family member develop the symptoms listed, please isolate the individual from other members of the family. If you or a family member have a confirmed case of COVID-19, please inform your instructor via email. Also, please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

- Practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine
- Always thoroughly wash your hands for at least 20 seconds with soap and water
- Use hand sanitizer when soap and water are not available
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and immediately wash or sanitize your hands; and stay home if you are sick

Yes, this information is unsettling, but we will get through this.

**Chabot-Las Positas Community College District**  
**COVID-19 Communication Protocol**  
V2

**COMMUNICATION #4-Letter to District/Campus Community (FYI POSITIVE COVID test)**

Date

**SENT VIA CLPCCD/COLLEGE EMAIL**

RE: For your information only: positive case confirmed

Dear Colleagues:

**College/District** leadership has been informed that an **employee/student** has tested positive for COVID-19. The employee/student was **attending a class/meeting/working in the [location]** on **DATE XX**. Those who came into close contact\* with the infected individual have been notified.

When CLPCCD leadership learns that we have an ill **employee/student**, we immediately provided notice to each individual that we believe had direct contact with the infected individual and directed them to self-quarantine. If you have not been individually notified, it means that we do not believe you had direct contact with the **employee/student**.

The individual is currently under medical care and we continue to check on their progress. It has now been **XX** days since anyone within CLPCCD has had direct contact at the work site with the individual.

We understand that this news may be unsettling and cause for concern. Please continue to follow the precautionary steps that reduce the spread of COVID-19, including the following:

- Continue to practice social distancing by remaining at home with your family unless it is for work or obtaining essential items like food and medicine;
- Always thoroughly wash your hands for at least 20 seconds with soap and water;
- Use hand sanitizer when soap and water are not available;
- Practice good respiratory etiquette for coughs and sneezes by covering your nose and mouth with tissue, cloth, or inner elbow, and then immediately wash or sanitize your hands; and
- Please stay home if you are sick.

The [CDC website](#) is an excellent resource to find reliable answers to your questions. We encourage you to educate yourself on what you can do to protect yourself and your family. Please know that we prioritize your safety and wellbeing. We will continue to monitor the situation and provide updates as needed. If you have questions, or need more information please visit the COVID-19 [district website](#).

Sincerely,

**Chabot-Las Positas Community College District  
COVID-19 Communication Protocol  
V2**

**District or College leadership**

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