



COVID – 19 CONTACT TOOLKIT

August 2021

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If you receive a telephone call from or on behalf of a member of staff or a student, about a positive test result for Covid-19, close contact with someone who has tested positive for Covid-19, contact from Track and Trace asking them to self-isolate or they are self-isolating because they are experiencing Covid-19 symptoms, you should follow the steps detailed below:

Step 1 – Complete the attached telephone log attached in page 2. Try to get answers to all of the questions on the list if you can.

Step 2 – Using the information gathered on telephone log, the Line Manager of the staff member or Curriculum Manager of the student with the positive Covid-19 test result, is to record this report as a Covid-19 ‘Incident Type’ on the online Accident Incident Reporting (AIR) system. This can be accessed via the Staff Intranet. The telephone log should be shredded and disposed of.

Step 3 – Organisational Development will then contact the Assistant Principal, Human Resources and the Head of HR (if the case involves a member of staff) and will contact the Vice Principal, Curriculum and External Relations and Assistant Principal, Human Resources (in the case of a student).



Once these steps have been completed, the College Management will follow the COVID -19 Flow diagram attached on page 3.

Telephone Log - What do I ask?

Name of Caller			
Calling on behalf of			
Contact Telephone Number			
Staff		Student	
1. Caller has tested positive for Covid-19			
a. Have they been in College since they tested positive?			
b. When was the last time they were in College and where were they?			
2. Caller has been in contact with someone who has tested positive for Covid-19			
a. Have they been in College since they had this contact?			
b. When was the last time they were in College and where were they?			
c. Do they have Covid-19 symptoms?			
3. Caller has been informed to self-isolate by NHS Scotland Test and Protect due to contact with someone who has tested positive for Covid-19			
a. When was the last time they were in College and where were they?			
4. Caller is experiencing Covid-19 symptoms and has ordered a Covid-19 test/awaiting the test result			
a. Have they been in College since they started experiencing the symptoms?			
b. When was the last time they were in College and where were they?			
5. Caller lives with or someone who has Covid-19 symptoms or someone in their extended household has the symptoms and is awaiting the results of a Covid-19 test			
a. When was the last time they were in College and where were they?			
6. What department do they work in or what course are they on?			
7. Who is their line manager or Curriculum Manager?			
8. What has the caller been told to do by Health Protection Scotland?			

Process flowchart: What to do if there is a suspected or confirmed case of COVID-19



