**Script - calling a family member/guardian of a customer who is a primary close contact of a COVID-19 case**

Hello. My name is NAME.

I am the JOB TITLE from the Northcott SITE ADDRESS accommodation service. Unfortunately I am calling you today to inform you that your family member/loved one CUSTOMER NAME has been in contact with someone who has tested positive for COVID-19. This makes CUSTOMER NAME a primary close contact.

INSERT SOMETHING HERE ABOUT THE CURRENT STATUS OF THE CUSTOMER’S HEALTH.

CUSTOMER NAME will:

* Need to have a COVID-19 test (we are arranging for this)
* Need to wear a face mask
* Need to isolate at SITE ADDRESS for 14 days since they had contact with the positive COVID-19 case. The end of their isolation will be END OF ISOATION DATE.
* Not be allowed visitors until the END OF ISOLATION DATE.

Please rest assured that we will very closely monitor CUSTOMER NAME’s health. If there is any increase in health concerns we will contact our doctor and/or the Public Health Unit for advice and support.

I will next be in contact when we receive CUSTOMER NAME’s test result.

Do you have any questions?

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I will send you an email which reiterates this process so you can read over it and come back to me if you have any questions.

Take care and I’ll talk to you on INSERT DAY unless you call me before then.

INSERT NAME