

MAKING CONTACT:

A Training for COVID-19 Case
Investigators and Contact Tracers

UNIT 4 GLOSSARY

Active monitoring: A type of case or contact monitoring where the health department or partner agency is responsible for establishing regular communication with the individual.

Affirmations: Words of encouragement that motivate the respondent to keep talking.

Crisis counseling: A type of communication that helps individuals to focus on the situation, identify immediate needs, and access resources and support. The goal is to empower the individual and provide the necessary resources to support them throughout the quarantine or isolation period.

Medical monitoring: The act of tracking a person's symptoms or other health characteristics over time.

Nonverbal communication: Communication that happens through gestures, facial expressions, and tone of voice.

Paraphrasing: Restating what the respondent has said in different words.

Reflecting: Putting words to a respondent's emotional reactions.

Self-monitoring: A type of case or contact monitoring in which the case or contact monitors themselves. This may include checking for symptoms or taking their temperature each day.

Social support services: Also called "social supports," these include the resources and services that go beyond COVID-19 health and medical care. These support services are important because they can help address a range of needs and provide individuals with resources to help them safely and successfully complete isolation or quarantine.

Transitional case management plan: This type of plan is made by a Case Investigator and their team, and includes information on how the case will maintain a safe isolation when moving from one setting to another.

Verbal communication: Communication that is spoken.

Visual communication: This type of communication involves using photographs, drawings, charts, and graphs to share information.

Written communication: Sharing a message through pamphlets, flyers, emails, letters, etc.