



Republic of the Philippines
DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center
EDSA corner Quezon Avenue, West Triangle, Quezon City



MEMORANDUM CIRCULAR
NO. 2020-127

TO : ALL DILG REGIONAL DIRECTORS, PROVINCIAL AND CITY DIRECTORS, AND ALL OTHERS CONCERNED

SUBJECT : GUIDELINES IN THE IMPLEMENTATION/ ROLL OUT OF THE BUILDING RESILIENCE OF LGUs FOR THE NEW NORMAL: EMBRACING COVID-19 CONTACT TRACING WORK

DATE : 30 SEP 2020

1. BACKGROUND

- 1.1. As the COVID-19 pandemic continues to spread around the world, the World Health Organization (WHO) has urged countries to scale up the testing, isolation and contact tracing of COVID-19 patients in order curb outbreaks and local transmissions of the virus. These steps are regarded as the cornerstones of non-pharmacological response measures across national governments.
- 1.2. In the Philippines, tactical response strategies are guided by a carrier-centric approach, called “End-to-End T3 Management System: Test, Trace, and Treat.” Precisely because each component is multifaceted and inextricable from each other, so must capacities be strengthened across the board.

- 1.3. To add, the Center for Disease Control and Prevention noted that successful case investigation and contact tracing for COVID-19 is dependent on a robust and well-trained workforce. Contact tracing is a specialized competency, requiring basic knowledge on key medical concepts and skills on sensitive and interpersonal interviewing. Contact tracers must have sufficient knowledge on COVID-19 and contact tracing procedures and demonstrate skills on effective communication and empathic attitude in dealing with a case or a contact.
- 1.4. Following the WHO recommended ratio for contact tracers and community population of 1:800, the Philippines need an estimated 130,000 contact tracers. At present, there are around 130,000 contact tracers including volunteers. With this current number, DILG is set to hire additional 50,000 contact tracers more. All of these contact tracers need to be trained on contact tracing
- 1.5. With this, the Department of the Interior and Local Government (DILG) - Local Government Academy (LGA) – instructed by the DILG Secretary– has developed the Training on COVID-19 Contact Tracing to address the glaring capacity gaps on the contact tracers and the contact tracing measure of the government.
- 1.6. Specifically, this capacity development program shall support the Contact Tracing Teams (CTT) of local governments by strengthening their competencies in performing contact tracing. Thus, this shall also support the national government's overall response strategy in managing COVID-19.

2. PURPOSE

- 2.1. This circular is issued to provide the mechanics in the implementation and rollout of the Building Resilience of LGUs for the New Normal: Embracing COVID-19 Contact Tracing Work, a basic training course for contact tracers developed by the DILG- Local Government Academy in collaboration with the Philippine Public Safety College (PPSC) and the Department of Health (DOH).

Drawn from the functions of the Contact Tracing Team (CTT), additional modules may be designed, organized and implemented by Central Office, LGA, or Regional/ Provincial Management Team. These modules may dive deeper on subject areas such as (1) digital contact tracing tools, (2) communicating to communities on contact tracing, and (3) data management and reporting for COVID-19.

3. PROGRAM DESCRIPTION

Building Resilience of LGUs for the New Normal: Embracing COVID-19 Contact Tracing Work is a basic course for contact tracers (CTs). Based on the identified functions and responsibilities of contact tracers, the training shall address the need to enhance specific competencies of the CTs (*Annex 1*).

3.1. Objectives

The primary objective of the training program is to enhance the competencies of the CTs in managing and implementing contact tracing work in their localities. At the end of the learning activity, the participants are expected to:

1. Identify the roles of LGUs in the broader response of the government to the COVID-19 pandemic;
2. Describe critical information on COVID-19, including its origins, clinical signs and symptoms, risk factors, diagnosis, transmission, and infectious period;
3. Explain key concepts and steps in contact tracing, including data management and reporting procedures; and
4. Demonstrate effective communication and active listening to ensure cooperation throughout the investigation using a non-violent communication framework.

3.2. Target Participants

The primary target of the training are the members of the Contact Tracing Team as stated in the DILG MC 2020-077, to include other members as identified by the LGU and who are performing as contact tracers:

- Local Epidemiology Surveillance Unit (LESU)
- Representatives of the following:
 - PNP City/Municipal Police Station
 - Bureau of Fire Protection
 - Population Commission
 - Non-Government organizations (NGOs)
- LGU volunteers
- Members of Barangay Health Worker (BHW)
- Members of Barangay Health Emergency Response Team (BHERT)
- Members of Barangay Public Safety Officer (BPSO)
- Hired Contact Tracers

Other members of the LGU Task Force Against COVID-19 and members of the Diagnostic and Testing Team, Patient Management and Monitoring Team, and the Logistics and Resources Support Team are encouraged to participate. This is in anticipation of the common situation that people perform multiple tasks and may also be involved in contact tracing.

3.3. Delivery Mode

Delivery Mode 1: Regionally-Managed F2F/Virtual Training

Recognizing the difficulty for distance learning, regional offices can deliver the training via face-to-face or virtual, or a combination of both. This can be managed and implemented by DILG RO, and can also be implemented by LRIs (e.g., with public health/medicine-related programs). Standard module & learning materials will come from LGA, and may be contextualized and translated by DILG ROs. For F2F, minimum health standards must be maintained.

Delivery Mode 2: Virtual Instructor-Led Training (VILT)

In this mode, the learner needs access to equipment and the internet, and must have a unique email address. This mode is a combination of synchronous and asynchronous sessions. The synchronous sessions are live talk sessions led by expert resource persons. While the asynchronous sessions are delivered via the NEO Platform. The asynchronous part provides the participants with more learning materials to explore, activities to accomplish in order to support understanding, and an avenue to interact with their co-participants or fellow contact tracers. This mode shall be LGA-managed and supported by the DILG Regional Offices

Delivery Mode 3: Self-Paced and Open Course via NEO

This mode is purely asynchronous and is offered via the NEO Online Platform. The course utilizes a combination of recorded lectures and other learning materials. Learners need access to equipment and internet connection, and must have a unique email address. This will be mainly managed by LGA, supported by regional e-facilitators.

3.4. Strategy of Implementation

The training is centrally managed by DILG-Local Government Academy (DILG-LGA). As such, LGA led the development of the design and implementation of the training. For the development of the design and module materials, LGA closely worked with the Philippine Public Safety College (PPSC) and the Department of Health (DOH).

LGA and DILG Regional Offices shall work together for the implementation and rollout. This is in recognition that there will be thousands of contact tracers across the country who need to be given training before they are deployed. The DILG Regional Offices may decide on the most appropriate modality to be employed for contact tracers within their area of jurisdiction. They are also encouraged to implement strategies to widen their coverage or target while monitoring the quality and effectiveness of the training. They may consider partnering with local resource institutions.

The criteria for the selection of LRIs to be engaged are (1) has function room and appropriate equipment for face-to-face training, (2) has expertise in managing virtual sessions, (3) has strong and reliable internet connection, appropriate apps, and equipment for the live virtual sessions, (4) has pool of possible resource persons, and (5) has previously worked on local governance capacity building.

3.5. Issuance of Certificate of Participation or Attendance

Delivery Mode 1: Regionally-Managed F2F/Virtual Training

The DILG Regional Office, being the implementer of the training in this particular mode of delivery, shall issue the Certificate of Participation to participants who have completed the session, accomplished the pre- and post-activity evaluation forms, and answered the assessment.

Delivery Mode 2: Virtual Instructor-Led Training (VILT)

Under this mode of delivery, LGA shall issue the Certificate of Participation to participants who have completed the following tasks: (1) Enrollment in the NEO Online Course, (2) attendance to all the live talk sessions, and participation to group exercises and quizzes, (3) accomplishment of the pre- and post- activity evaluation forms, (4) participation in discussion forum in the NEO online platform, and (5) accomplishment of the final assessment.

Participants who have not attended the live sessions but have not completed the other tasks shall be given the Certificate of Attendance by LGA. Proof of attendance shall be required.

Delivery Mode 3: Self-Paced and Open Course via NEO

LGA, through the NEO Platform, shall issue Certificate of Participation to participants of the open course who have successfully completed all activities of the course and who has scored at least 80% in the final assessment. For those who have only completed at least 75% of coursework, a Certificate of Attendance shall be issued.

4. INSTITUTIONAL ARRANGEMENTS

4.1. The Department of the Interior and Local Government, through the Local Government Academy, shall spearhead the implementation of the program and will work in partnership with the DILG Regional and Field Offices, other National Government Agencies, Local Resource Institutions, Civil Society Organizations, and other development partners. They shall as follow:

4.2. DILG Central Office

4.2.1. Provide direction and guidance, and issue necessary policy guidelines for the implementation of capacity building for contact tracers

4.2.2. Provide counterpart funds to the DILG Regional and Field Offices for the conduct of the roll out

4.3. Local Government Academy

4.3.1. Prepare roll out implementation guidelines;

4.3.2. Develop standard learning activity design;

4.3.3. Develop and package course materials (presentations, AVPs, reading materials, etc.) and assessment tools;

4.3.4. Develop online learning platform;

4.3.5. Develop and implement monitoring and evaluation system;

4.3.6. Orient regional implementers on the guidelines (course design, online learning platform, M&E, etc.);

4.3.7. Determine the schedule for Mode 2: Virtual Instructor-Led Training (VILT), and Mode 3: Self-Paced and Open Course

4.3.8. Manage the implementation of the Virtual Instructor-Led Training (VILT), and the Self-Paced and Open Course

4.3.9. Identify course monitors to be randomly assigned to scheduled learning activity

4.3.10. Prepare consolidated report for the Secretary of the Interior and Local Government

4.4. DILG Regional Offices and Field Offices

- 4.4.1. Organize a regional/ provincial training management team
- 4.4.2. Assign a regional focal person with whom LGA will coordinate with for training concerns
- 4.4.3. Market the training program
- 4.4.4. Identify other training needs of the contact tracers in their locality
- 4.4.5. Organize learning activities/ training to address other training needs of the CTs
- 4.4.6. Partner with LRIs for the implementation of the basic training course, and other capacity building activities for CTs
- 4.4.7. Engage DOH and other relevant national government agencies at the regional or local level to serve as resource speakers for select modules of the training, and to provide other training interventions for contact tracers
- 4.4.8. Translate or update materials, as applicable
- 4.4.9. For Open Course by LGA
 - 4.4.9.1. Enroll interested participants in the online course thru LGA
 - 4.4.9.2. Act as online facilitator for regional participants
- 4.4.10. For F2F/Virtual Sessions
 - 4.4.10.1. Organize and manage the learning activity (this may also be done by partner institutions)
 - 4.4.10.2. Provide LGA with schedule of activities and other information (e.g., links to virtual sessions)
 - 4.4.10.3. Consolidate and submit accomplishment report to LGA via LGAMES (RO)

5. CONSTITUTION OF PROGRAM MANAGEMENT TEAMS

The DILG Regional Offices shall organize the following management teams at the regional and provincial levels, generally, to facilitate coordination across different levels, learning activity management, and reporting. Below is the proposed composition of the management teams and their corresponding roles and responsibilities. The DILG Regional Offices are given the discretion to identify other or additional members of the team. In addition, DILG ROs shall submit name and contact details of their regional coordinator or focal person to whom the national team (LGA) may coordinate with.

| Management Team | Roles, Responsibilities, and Requirements |
|---|---|
| <p>Regional Management Team</p> <ul style="list-style-type: none"> ● Regional Director ● DILG LGRRC Manager ● Chief, LGCDD ● Chief, LGMED ● All Provincial Directors ● Regional Focal Person | <ul style="list-style-type: none"> ● Plan the regional implementation ● Provide direction and guidance to the Provincial Management team for the effective implementation of the program ● Ensure that standards are adhered to in the conduct of various activities of the program ● Facilitate engagement of LRIs and other partners for the implementation of the training ● Conduct necessary marketing and promotion activities on the training ● Facilitate invitation and enrollment of participants in the LGA-Managed activities, i.e., Modality 1 and 2 ● Monitor and evaluate the conduct of the training within the region ● Facilitate issuance of Certificates of Participation for activities conducted by the RO ● Organize other training related to contact tracing, or link LGUs to training providers, when necessary (e.g., database management, contact tracing tools, cognitive interviewing, etc.) ● Consolidate reports from provincial offices, prepare and submit necessary reports (e.g., LGAMES for LGA monitoring, other reports as requested by DILG Central Office or LGA). Include observations and recommendations. |
| <p>Provincial Management Team</p> <ul style="list-style-type: none"> ● DILG Provincial Director | <ul style="list-style-type: none"> ● Plan the provincial implementation ● Conduct necessary marketing and promotion activities on the training ● Manage the conduct of learning |

| Management Team | Roles, Responsibilities, and Requirements |
|--|--|
| <ul style="list-style-type: none"> ● Cluster Heads ● City Director (if applicable) ● Provincial Focal Person ● LRI Representatives (if partnership has already been established) | <p>activities at the provincial/ city/ municipal level</p> <ul style="list-style-type: none"> ● Ensure that standards are adhered to in the conduct of various activities of the program ● Monitor and evaluate the conduct of the training within the province ● Facilitate issuance of Certificates of Participation, especially for activities conducted at the provincial/city/municipal level ● Organize other training related to contact tracing, or link LGUs to training providers, when necessary (e.g., database management, contact tracing tools, cognitive interviewing, etc.) ● Maintain database of trained contact tracers and other participants ● Submit accomplishment reports to DILG Regional Office |

6. SCHEDULE OF IMPLEMENTATION

The LGA shall determine the schedule of implementation of the Mode 2: Virtual Instructor-Led Training (VILT) and the Mode 2: Self-Paced and Open Course, between within September to December 2020. While, the Regional Offices shall determine the implementation schedule for activities that are directly managed by them.

In all cases, LGA and DILG ROs shall ensure that contact tracers are provided with this training as part of their capacity development.

7. MONITORING AND EVALUATION

7.1. Course Monitors

Course monitors shall be deployed as one of the means to assess effectiveness of the training considering the standards set. They will document the proceedings with keen interest on strategies that work best for the region. LGA shall organize course monitors from LGA. The course monitors shall do random checking on scheduled learning activities of the ROs.

7.2. Accomplishment of Pre- and Post- Evaluation

The objective of the pre- and post-evaluation forms is to generate feedback from the participants mainly to enhance the conduct of similar activities. LGA shall develop the forms that will be provided to regional offices to be accomplished by the participants of the roll out. LGA shall provide a simple reporting template for the pre- and post- evaluation results. Forms may be accomplished in hard copy or via online forms.

7.3. Reporting through the LGA Monitoring and Evaluation System (LGAMES)

The monitoring and evaluation of the program shall be jointly done by LGA and DILG ROs. The DILG ROs shall upload reports in the LGA Monitoring and Evaluation System (LGAMES). LGAMES is an online system designed to receive reports and analyze data to ensure the efficient and systematic monitoring of the implementation of the program and its components. LGAMES is accessed thru <https://lgames.lga.gov.ph>. A separate monitoring guidelines may be issued for this purpose.

8. EFFECTIVITY

This Memorandum Circular shall take effect immediately.

9. ANNEXES

Annex 1: Learning Activity Design

Annex 2: Competency Requirement for Contact Tracers and
Significant Module/s

10. APPROVING AUTHORITY



EDUARDO M. AÑO
Secretary, DILG ↑



DILG-OSEC 09302020-008

Annex 1: Learning Activity Design

Building Resilience of LGUs for the New Normal: Embracing COVID-19 Contact Tracing Work

LEARNING ACTIVITY DESIGN

I. BACKGROUND

As the COVID-19 pandemic continues to spread around the world, the World Health Organization (WHO) has urged countries to scale up the testing, isolation and contact tracing of COVID-19 patients in order to curb outbreaks and local transmissions of the virus. These steps are regarded as the cornerstones of non-pharmacological response measures across national governments.

In the Philippines, tactical response strategies are guided by a carrier-centric approach, called “End-to-End T3 Management System: Test, Trace, Treat.” Precisely because each component is multifaceted and inextricable from each other, so must capacities be strengthened across the board. For example, experts from the University of the Philippines (UP) has warned that mass testing without effective contact tracing will only stem possible new infections, especially as the government loosens restrictions and quarantine measures. They also reported that contact tracing is the “weakest link” in the country’s response measures, thus underscoring the need to hire and train more personnel to perform said function.

To add, the Center for Disease Control and Prevention noted that successful case investigation and contact tracing for COVID-19 is dependent on a robust and well-trained workforce. Contact tracing is a specialized competency, requiring basic knowledge on key medical concepts and skills on sensitive and interpersonal interviewing. Contact tracers must have sufficient knowledge on COVID-19 and contact tracing procedures and demonstrate skills on effective communication and empathic attitude in dealing with a case or a contact.

Notwithstanding, both the Department of Health (DOH) and the Department of the Interior and Local Government (DILG) have placed huge responsibilities to local government units (LGUs) in conducting contact tracing. In many ways, the weight of managing the COVID-19 crisis equally falls on LGUs as much as it does on the country’s public health system – both of which are systems that intersect in unique and critical functions such as contact tracing.

With this, the Department of the Interior and Local Government (DILG) - Local Government Academy (LGA) – instructed by the DILG Secretary– has developed the Training on COVID-19 Contact Tracing to address the glaring capacity gaps on the contact tracers and the contact tracing measure of the government. Specifically, this capacity development program shall support the Contact Tracing Teams (CTT) of local governments by strengthening their competencies in performing contact tracing. Thus, this shall also support the national government’s overall response strategy in managing COVID-19.

II. TARGET AUDIENCE/ PARTICIPANTS

The primary target of the training are the members of the Contact Tracing Team as stated in the DILG MC 2020-077, to include other members as identified by the LGU and who are performing as contact tracers:

- Local Epidemiology Surveillance Unit (LESU)
- Representatives of the following:

- PNP City/Municipal Police Station
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- LGU volunteers
- Members of Barangay Health Worker (BHW)
- Members of Barangay Health Emergency Response Team (BHERT)
- Members of Barangay Public Safety Officer (BPSO)
- Hired Contact Tracers

Other members of the LGU Task Force Againsts COVID-19 and members of the Diagnostic and Testing Team, Patient Management and Monitoring Team, and the Logistics and Resources Support Team are encouraged to participate. This is in anticipation of the common situation that people perform multiple tasks and may also be involved in contact tracing.

III. LEARNING OBJECTIVES

The primary objective of the training program is to enhance the competencies of the Contact Tracing Teams in managing and implementing contact tracing work in their localities. At the end of the learning activity, the participants are expected to:

1. Identify the roles of LGUs in the broader response of the government to the COVID-19 pandemic;
2. Describe critical information on COVID-19, including its origins, clinical signs and symptoms, risk factors, diagnosis, transmission, and infectious period;
3. Explain key concepts and steps in contact tracing, including data management and reporting procedures; and
4. Demonstrate effective communication and active listening to ensure cooperation throughout the investigation using a non-violent communication framework.

The learning objectives apply to all proposed modes of delivery.

IV. DELIVERY MODE

The proposed learning activity will be delivered in three (3) learning modalities:

Delivery Mode 1: Regionally-Managed F2F/Virtual Training

Recognizing the difficulty for distance learning, regional offices can deliver the training via face-to-face or virtual, or a combination of both. This can be managed and implemented by DILG RO, and can also be implemented by LRIs (e.g., with public health/medicine-related programs). Standard module & learning materials will come from LGA, and may be contextualized and translated by DILG ROs. For F2F, minimum health standards must be maintained.

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In this mode, the learner needs access to equipment and the internet, and must have a unique email address. This mode is a combination of synchronous and asynchronous sessions. The synchronous sessions are live talk sessions led by expert resource persons. While the asynchronous sessions are delivered via the NEO Platform. The asynchronous part provides the participants with more learning materials to explore, activities to accomplish in order to support understanding, and an avenue to interact with their co-participants or fellow contact tracers. This mode shall be LGA-managed and supported by the DILG Regional Offices

Delivery Mode 3: Self-Paced and Open Course via NEO

This mode is purely asynchronous and is offered via the NEO Online Platform. The course utilizes a combination of recorded lectures and other learning materials. Learners need access to equipment and internet connection, and must have a unique email address. This will be mainly managed by LGA, supported by regional e-facilitators.

V. LEARNING PLAN

The learning plan shall be provided together with the learning materials.

Building Resilience of LGUs for the New Normal: Embracing COVID-19 Contact Tracing Work is composed of four (4) modules.

Module 1: Overview of Health Emergency Strategic Response: Situating Contact Tracing Work. This module will present the Philippine government strategy in responding to the COVID-19 pandemic to contain the spread of the virus and mitigate socio-economic impact. This module will also allow the LGU to reflect on how contact-tracing initiative can best support the intentions of the COVID-19 strategic response. It will also put emphasis on the role of LGUs in fostering health governance and public safety. There are two (2) lessons under this module:

- Lesson 1: Overview of National Health Emergency Strategic Response: Situating Contact Tracing to Local Governance, Roles and Competencies of Contact Tracing Team
- Lesson 2: Situating Contact Tracing to Public Health Safety

Module 2: Describing the Elements and Associated Risks of COVID-19. The module will explore the science of COVID-19, including its origins, clinical signs and symptoms, risk factors, diagnosis, transmission, and infectious period. These essential anchors will inform the use of various public health tools such as contact tracing, isolation and quarantine. Contact tracing is a public health practice that has been successful in breaking the chain of transmission of other infectious diseases, including measles and tuberculosis. There are 3 lessons under this module:

- Lesson 3: What is Covid-19? Signs and Symptoms, and Transmission
- Lesson 4: Infectious Period and Diagnosing COVID-19
- Lesson 5: Calculating Infectious Period and Why Stopping the Transmission is Important?

Module 3: Analyzing Contact Tracing Processes and Tools. The module will explore the various public health tools such as contact tracing, quarantine and isolation. It will also show how the COVID-19 infection and transmission will inform the use of these tools. Additionally, it will discuss practical experience of LGU in contact tracing

- Lesson 6: Steps in Contact Tracing? What is a Case and a Contact? What is Isolation and Quarantine?
- Lesson 7: Contact Tracing Technology & Data Management & Confidentiality & Ethics of Contact Tracing
- Lesson 8: Harmonized Contact Tracing Report Template
- Lesson 9: Sharing of Contact Tracing Practice

Module 4: Coaching Contact Tracing Team. Building effective team and effective communication are cornerstones in advancing contact tracing work. The module will explore various tools such as building rapport with cases and contacts, active listening, and asking the right kinds of questions and emphatic approaches to connect and engage people in the community. In this module, participants will be provided with several examples and experiential exercises that will demonstrate interactions how not to conduct yourself as a contact tracer.

- Lesson 10: Effective Communication Skills for Contact Tracer
- Lesson 11: Active Listening and Effective Questioning

VI. STRATEGY OF IMPLEMENTATION

The training is centrally managed by DILG-Local Government Academy (DILG-LGA). As such, LGA led the development of the design and implementation of the training. For the development of the design and module materials, LGA closely worked with the Philippine Public Safety College (PPSC) and the Department of Health (DOH).

LGA and DILG Regional Offices shall work together for the implementation and rollout. This is in recognition that there will be thousands of contact tracers across the country who need to be given training before they are deployed. The DILG Regional Offices may decide on the most appropriate modality to be employed for contact tracers within their area of jurisdiction. They are also encouraged to implement strategies to widen their coverage or target while monitoring the quality and effectiveness of the training. They may consider partnering with local resource institutions.

The criteria for the selection of LRIs to be engaged are (1) has function room and appropriate equipment for face-to-face training, (2) has expertise in managing virtual sessions, (3) has strong and reliable internet connection, appropriate apps, and equipment for the live virtual sessions, (4) has pool of possible resource persons, and (5) has previously worked on local governance capacity building.

VII. VENUE AND SCHEDULE OF IMPLEMENTATION

Most of the learning activities shall be held remotely, given the restrictions on mobility and need for social distancing measures. The LGA shall determine the schedule of implementation of the Virtual Instructor-Led Training (VILT), and the Self-Paced and Open Course between August to December. The Regional Offices shall determine the implementation schedule for activities which shall be directly managed by the Regional or Field Offices. Implementers of face-to-face training shall ensure that minimum health standards are strictly employed. In all cases, LGA and DILG ROs shall take into consideration that contact tracers shall be immediately be given the basic training course ideally before deployment.

VIII. LEARNING EVALUATION

Learning assessment shall be given to the participants of the training, in any modality, after the completing the sessions for the regional implementation, and lectures and activities for the first and second modality. The participant shall pass the course if he/she gets a minimum of 80% of the maximum number of points of the assessment. A maximum of two retakes may be afforded to the participant.

Annex 2: Competency Requirement for Contact Tracers and Significant Module/s

**Building Resilience of LGUs for the New Normal:
Embracing COVID-19 Contact Tracing Work**

**COMPETENCY REQUIREMENT FOR CONTACT TRACERS
AND SIGNIFICANT MODULE/S**

| Competency Requirements | Significant Module |
|---|---------------------|
| KNOWLEDGE (Conceptual Understanding) | |
| <p>Foundational Knowledge of COVID-19 Virus</p> <ul style="list-style-type: none"> ● Attain sufficient understanding on the basic scientific and medical terms on COVID-19 virus, its incubation and infectious period, transmission, symptoms and preventing it. ● Functional understanding of defining a case and contact including the associated exposure, pre-symptomatic and asymptomatic infection; signs and symptoms. ● Acquire sufficient understanding on infection prevention and control to include social distancing; quarantine and isolation, testing and treatment. <p>Functional Knowledge on Passive and Active Contact Tracing</p> <ul style="list-style-type: none"> ● Understand the goals and approaches of contact investigation and contact tracing of COVID-19 case and contacts in the community while having functional capability of case reporting. ● Sufficient knowledge on core legal, policies and protocols and associated roles and responsibilities of various levels of government so as the basis in the COVID-19 contact tracing program. ● Attain understanding of patient confidentiality, including the ability to conduct interviews without violating confidentiality (e.g., to those who might overhear their conversations). | Modules 1, 2, and 3 |
| SKILLS (Procedural Know-how) | |
| <p>Effective Communication Skills</p> <ul style="list-style-type: none"> ● Ability to think critically, solve problems and demonstrate sound judgement in dealing with issues and concerns of diverse individuals during a time of crisis and distress; ● Apply the techniques of motivational interviewing skills such as using open-ended questions, active listening and empathic conversation. ● Ensure the timely and accurate recording of information from case/contact interviews and provide accurate clinical advice as directed by protocols and procedures. | Module 4 |
| ATTITUDE (Disposition and Motivation) | |
| Embracing Empathy in Dealing with a Case/Conflict | Module 4 |

| Competency Requirements | Significant Module |
|--|--------------------|
| <ul style="list-style-type: none"> ● Ability to show empathy and be able to modify and adapt the motivational techniques and interviewing tools for the differing needs of case and contacts especially in stressful and difficult situations. ● Ensure polite, efficient and appropriate communications exist at all time and provide accurate information on appropriate support if needed. ● Ability to handle confidential information with discretion and in pursuant to Data Privacy Act of 2012 <p>Appreciating the Contact Tracing and Contact Tracers</p> <ul style="list-style-type: none"> ● Ability to relate the importance of contact tracing as a critical aspect of COVID 19 response ● Ability to show enthusiasm and dedication for contact tracing work with the understanding of its significance to public safety and health security ● Ensure completeness and accuracy of work done guided by his/ her understanding that contact tracing, when systematically accomplished, will break the chain of COVID 19 transmission | <p>Module 1</p> |