

# COVID-19 Case Investigation and Contact Investigation in Residential Congregate Settings in New York City

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# Welcome

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Health Department

# Housekeeping

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- Our understanding of the COVID-19 pandemic is rapidly evolving
- This presentation is based on our knowledge as of June 23, 2020, 10 a.m.
- All participants will be muted
- There will be about 20 minutes for questions and answers (Q&A)
- Please type questions in the Q&A box

# Agenda

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- Background
- Case investigation and contact investigation in residential congregate settings
- NYC Health + Hospitals Take Care: Isolation Hotels
- Questions and answers

# Background

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# COVID-19 in NYC as of June 22, 2020

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## Cases, Hospitalizations and Deaths

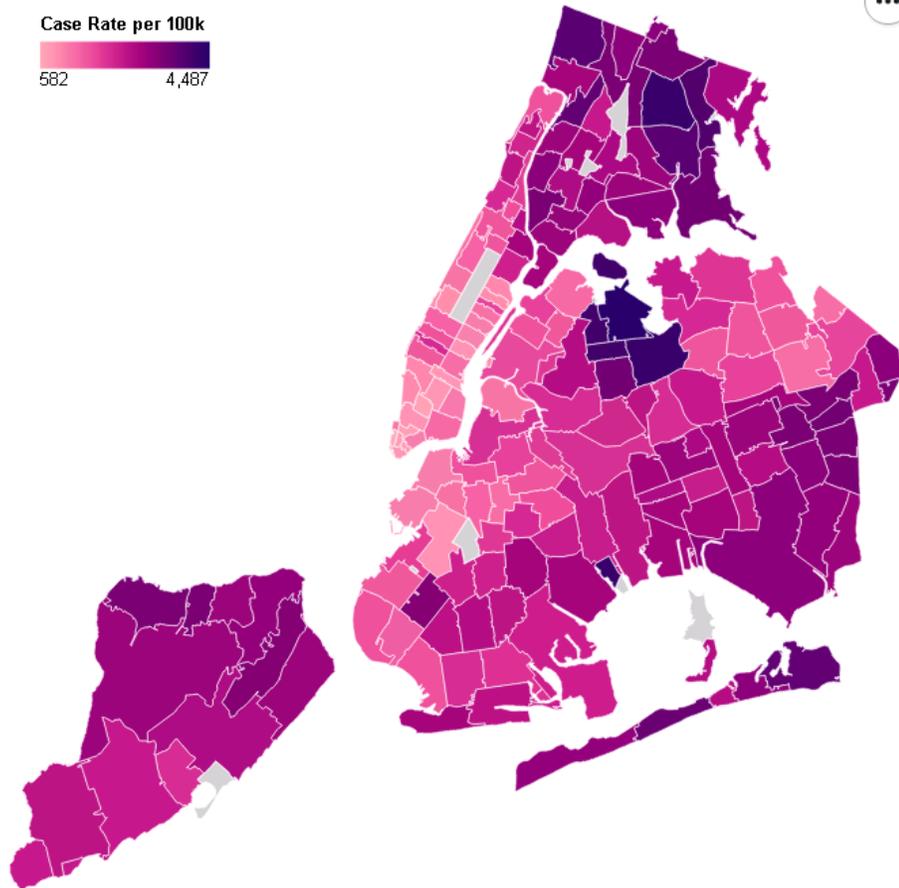
|  |                           |
|--|---------------------------|
| <b>Cases</b>   | <b>209,562</b>            |
| <b>Hospitalizations</b>  | <b>54,412</b>             |
| <b>Confirmed deaths*</b><br>Deaths following a positive COVID-19 laboratory test                               | <b>17,636</b>             |
| <b>Probable deaths</b><br>Cause of death reported as "COVID-19" or equivalent, but no positive laboratory test | <b>4,685</b>              |
| <i>Updated:</i>  | <i>June 22, at 1 p.m.</i> |

*\*Due to data collection differences, the City's reported total of confirmed deaths for any given day is usually different than [the State's data about NYC deaths](#). For more information, [visit our Github repository](#).*

[Get the data](#) • Created with [Datawrapper](#)

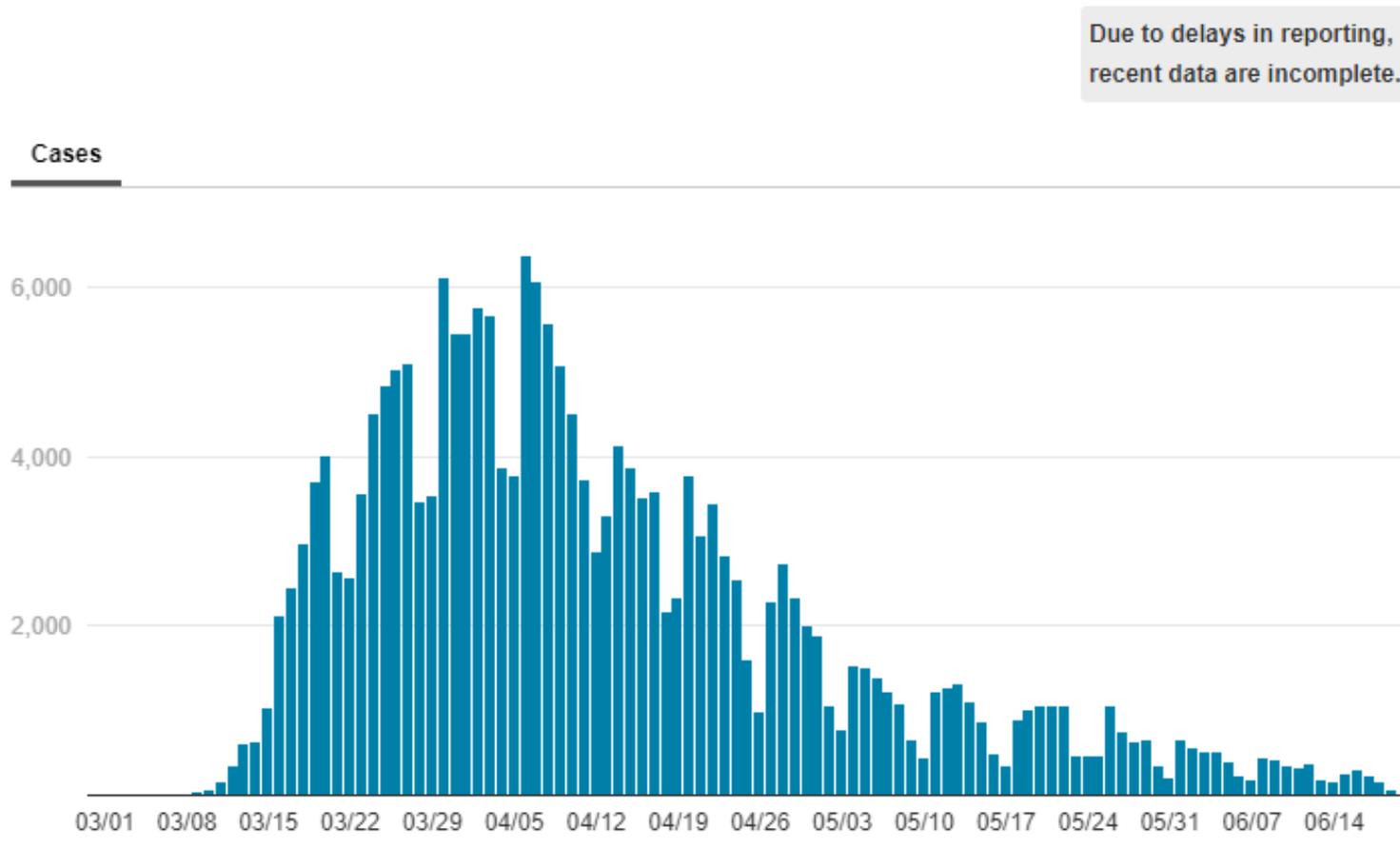
# COVID-19 Cases by Neighborhood in NYC, from March 1 to June 20, 2020

- Case rate
- Death rate
- Percent positive tests
- Case count
- Death count

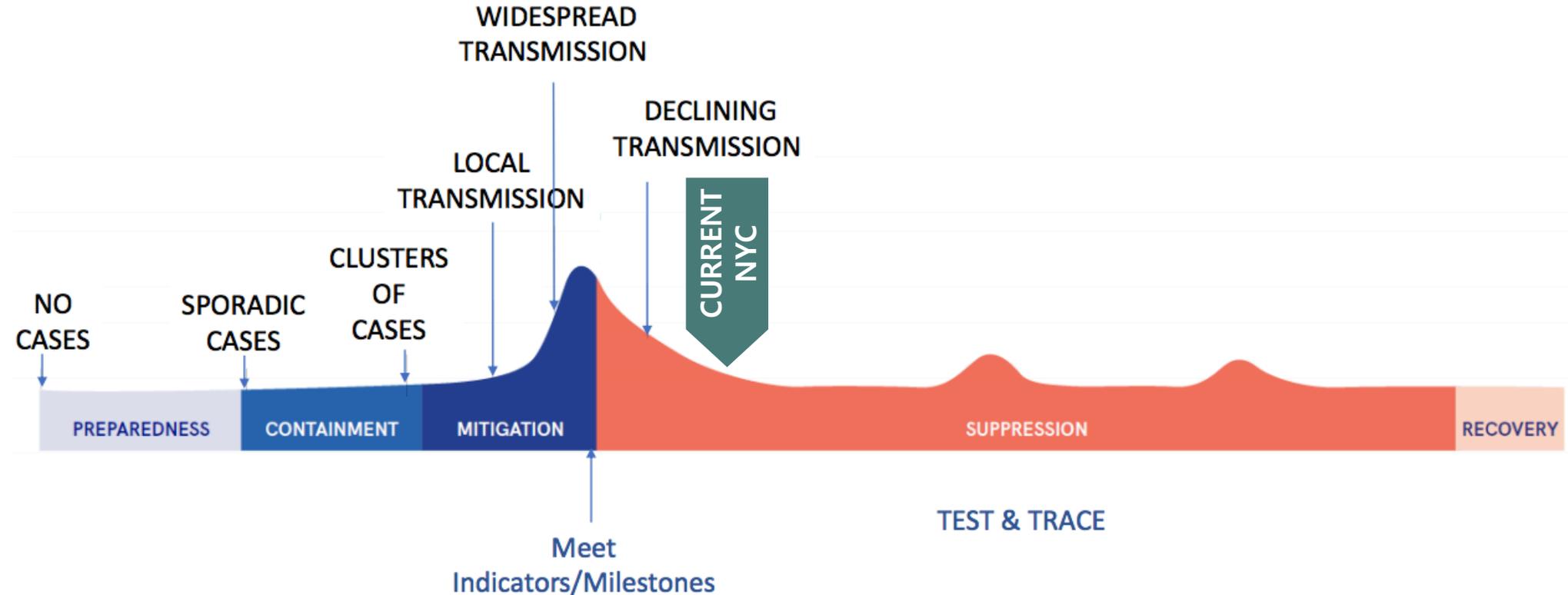


- Every NYC neighborhood has been impacted
- Case rates from 582 per 100,000 in Battery Park City to 4487 per 100,000 in East Elmhurst

# Number of Confirmed COVID-19 Cases by Diagnosis Date, February 29 to June 20, 2020



# NYC is Moving Toward the Suppression Phase



Source: Vital Strategies COVID-19 Playbook. Prevent Epidemics website. Updated June 8, 2020. [https://preventepidemics.org/wp-content/uploads/2020/04/COV040\\_COVID19Playbook\\_v2-1.pdf](https://preventepidemics.org/wp-content/uploads/2020/04/COV040_COVID19Playbook_v2-1.pdf)



# Multi-Pronged Approach to Stopping COVID-19

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- **Test:** Rapidly expand COVID-19 testing to detect infections
- **Trace:** Identify cases, identify their contacts, and recommend isolation (to cases) or quarantine (to contacts)
- **Take Care:** Connect New Yorkers to resources so they can safely isolate or quarantine at home or in a hotel

# NYC Testing Recommendations as of June 2020

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- **All New Yorkers** should receive a COVID-19 diagnostic test
- **Repeat testing** should be considered if a person's previous test was negative and they:
  - Have symptoms of COVID-19
  - Were exposed to someone who's suspected or confirmed to have COVID-19
  - Are planning to visit someone at the highest risk for severe COVID-19 illness (for example, people 65 or older and people with serious underlying medical conditions)

# Symptoms of COVID 19

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- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell
- Less common symptoms have been reported, including diarrhea, nausea and vomiting
- Older patients may have atypical signs or symptoms, such as delirium or falls

# Widespread Testing is Now Available in NYC

- Walk-in testing is available at NYC Health + Hospitals public hospitals and clinic sites
- Free testing is available by appointment for essential workers and vulnerable populations at One Medical

Testing Near You  
Powered by community. Brought to you by Castlight

Share:

Testing availability differs by states, please check your state guidelines for testing criteria. Anyone with symptoms should self isolate and talk to a healthcare professional.

- 1 If you are experiencing symptoms of COVID-19, such as fever, cough, or shortness of breath, please contact your healthcare provider or telehealth program to discuss whether you should be evaluated for testing.
- 2 Each coronavirus test provider will determine if testing is appropriate based on your symptoms, risk factors and test availability.
- 3 Call the coronavirus test site before you go to learn about testing criteria, availability, and hours. This information is changing daily.

FIND A TESTING SITE

Address

Submit

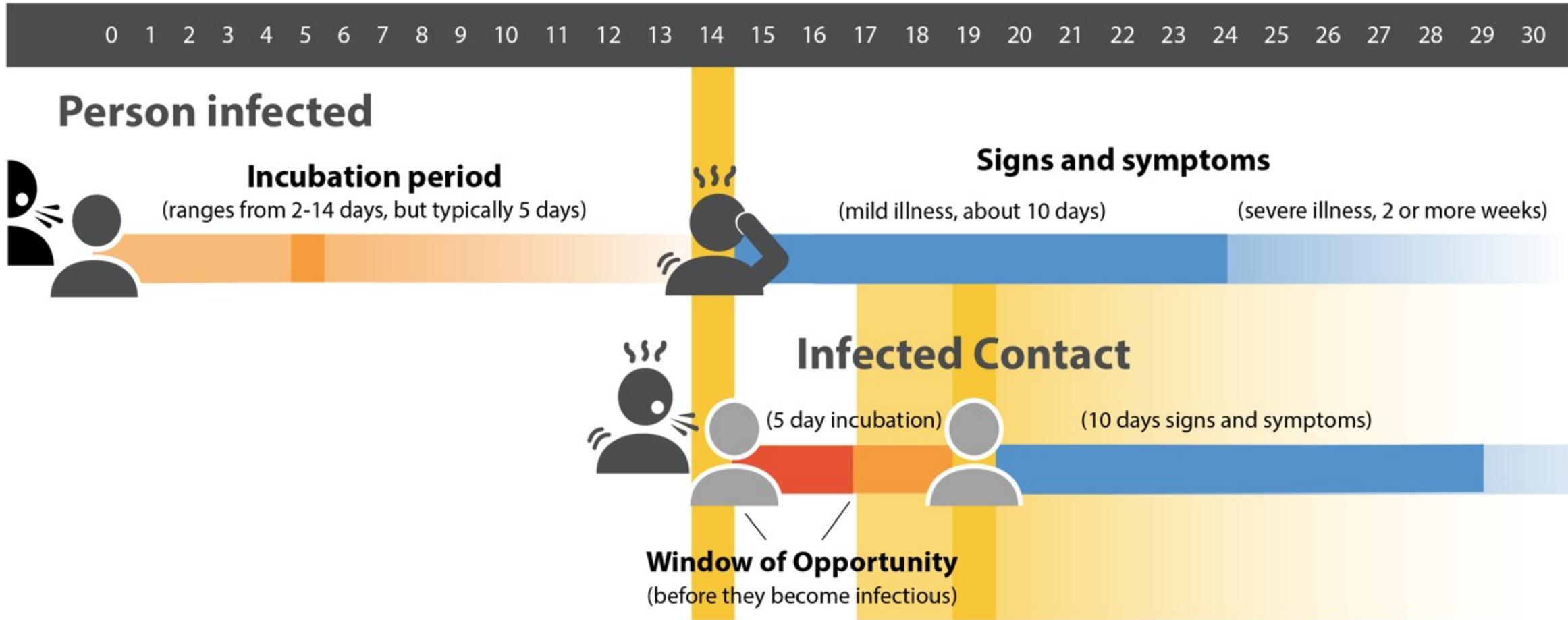
COVID-19 Testing. New York City Department of Health and Mental Hygiene.  
<https://www1.nyc.gov/site/coronavirus/get-tested/covid-19-testing.page>.

# Contact Investigation: Key Concepts

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- **Incubation period:** time between exposure and onset of symptoms
- **Infectious period:** time when a person can transmit an infection to others
- **Isolation:** separation of people with a contagious disease from people who are not sick
- **Quarantine:** separation of people who were exposed to a contagious disease to see if they become sick

# CALENDAR DAYS



**Source:** COVID-19 Contact Tracing. Center for Teaching and Learning, John Hopkins Bloomberg School of Public Health. <https://www.coursera.org/learn/covid-19-contact-tracing>.

# Contact Investigation: Key Steps

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- Starts with a positive test result, which indicates a new case
- The individual is interviewed by public health staff and educated about isolation
- The person is asked to recall everyone they had close contact with during the time they may have been infectious

**Source:** Case Investigation and Contact Tracing: Part of a Multipronged Approach to Fight the COVID-19 Pandemic. Centers for Disease Control and Prevention website. Updated April 29, 2020.

<https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>.

# Contact Investigation: Key Steps

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- These “contacts” are notified of potential exposure as soon as possible
- Contacts are provided with education about quarantine, risk and connection to testing (if indicated) and other services
- Contacts who develop symptoms are advised to isolate, are referred for testing and are evaluated for need of medical care

**Source:** Case Investigation and Contact Tracing: Part of a Multipronged Approach to Fight the COVID-19 Pandemic. Centers for Disease Control and Prevention website. Updated April 29, 2020.

<https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>.

# Contact Investigation: Core Principles

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- Protect case confidentiality
- Approach cases and contacts in a sensitive manner
- Promptly identify and act on any new illness among contacts
- Provide comprehensive wraparound services so additional interventions are safe, feasible, acceptable and effective
- NYC Health Department staff routinely conduct contact tracing for diseases such as tuberculosis, HIV, other sexually transmitted infections, and measles

**Source:** Case Investigation and Contact Tracing: Part of a Multipronged Approach to Fight the COVID-19 Pandemic. Centers for Disease Control and Prevention website. Updated April 29, 2020.

<https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>.



# **Case Investigation and Contact Investigation in Residential Congregate Settings in New York City**

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# Overview

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- The NYC Health Department will lead case investigation and contact investigation in residential congregate settings through a dedicated unit: **COVID-19 Congregate Settings Investigation and Response Unit (CSIRU)**
  - This group will use a comprehensive, team-based approach
  - Focus is on facility-based transmission and facility support
- Contact tracing among people who do not live in a congregate settings (for example, facility staff) will be conducted through the **NYC Health + Hospitals Test and Trace Corps**

# Site Types

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- Residential programs licensed or funded by the New York State Office for People With Developmental Disabilities
- Residential and crisis treatment programs (including sites licensed or funded by the New York State Office of Addiction Services and Supports)
- Residential programs licensed or funded by the New York State Office of Mental Health
- Residential programs for individuals living with HIV/AIDS

# Site Types

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- NYC Department of Youth & Community Development residential programs
- NYC Administration for Child Services residential programs
- Shelters
- Correctional facilities
- Nursing homes
- Adult care facilities

# Core Objectives

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- Ensure timely identification of people infected with SARS-CoV-2, people who have been exposed to SARS-CoV-2, and people at high risk for poor outcomes
- Lower the risk of transmission among residents and staff
- Ensure continuity of essential medical, behavioral health and social services
- Build capacity within settings to support outbreak preparedness and prevention
- Promote equity, respect and dignity

# Core Activities

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- Identify cases of COVID-19 occurring in congregate residential settings
- Coordinate with state and local agencies
- Notify and coordinate with facility management
- Conduct case investigation interviews and assess possible transmission
- Identify contacts and facilitate contact monitoring
- Provide technical assistance and support
  - Provide isolation and quarantine recommendations; provide behavioral health support; and recommend environmental controls

# Core Activities

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- Facilitate transport of residents to other facilities if indicated for optimal management, including for isolation or quarantine
- Provide educational materials about COVID-19 for residents and staff to assist with the development of a communications plan as needed
- Coordinate case and contact referral with NYC Health + Hospitals Test and Trace Corps
  - Site staff and visitors and other non-residential contacts

# Preparing for Case Investigation and Contact Investigation

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- Designate at least one point-of-contact at each organization
- Conduct capacity planning exercises
  - Staffing needs
  - Space considerations for isolation and quarantine
  - Communications plans for staff, residents and families
- If you have questions, email [CSIRU@health.nyc.gov](mailto:CSIRU@health.nyc.gov)

# **NYC Health + Hospitals Isolation Hotels**

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# NYC Health + Hospitals Hotel Program

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- **Goal:** to reduce the spread of COVID-19 within living spaces and, in doing so, the community
- **Intervention:** free hotel rooms for people who need to isolate or quarantine due to COVID-19 but cannot do so where they live
- **Population:** people who have COVID-19, COVID-19 symptoms or contacts of people with suspected or confirmed cases of COVID-19

# NYC Health + Hospitals Hotel Experience

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- A social worker will conduct a psychosocial assessment and coordinate with referring agency
- Three meals per day are delivered to the person's room. Kosher, halal, vegetarian and vegan options are available.
- Air conditioners, Wi-Fi, cable TV and local phone service are available
- Children can be accommodated with parents
- Regular wellness checks
- Access to video videoconference including with psychiatry if needed

# NYC Health + Hospitals Hotel Experience

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- 24-hour nursing services for any emergencies or questions
- Pharmacy services (such as chronic condition care medications) are delivered to the person's room
- Transportation to and from hotel if needed

# NYC Health + Hospitals Hotel Referral and Reservation Process

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- Send an encrypted email directly to Community Care: **CommCareCP@nychhc.org**; include:
  - Client name, Date of birth, telephone, and facility telephone
  - Supportive housing or residential treatment provider and program name
  - Contact # of provider who will complete the screening with the resident
  - If the patient has medical issues that need attention-obtain written consent

# NYC Health + Hospitals Hotel Referral and Reservation Process

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- Call **844-NYC-4NYC (844-692-4692)**
- Explain there is resident with COVID-19 or exposed to COVID-19, and you will speak with a nurse
- After you email or call, the Community Care nurse will directly contact you/client (within approximately 1 hour) and will screen if they qualify for hotel or for another level of care
- H+H Contact Center provides transportation within 1-2 hours as needed

# NYC Health + Hospitals Hotel Duration

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- Guests with possible or confirmed COVID-19 who are in the hotel to isolate can check out when the following criteria have been met:
  - It has been at least 14 days since symptoms began;
  - Absence of fever for at least three days without antipyretics (if ever febrile); AND
  - And overall illness has improved

# NYC Health + Hospitals Hotel Duration

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- Guests who are in the hotel to quarantine (due to contact with people with suspected or confirmed cases of COVID-19) can check out when:
  - It has been up to 14 days; OR
  - If their home circumstances change so they can return home and safely self-quarantine

# Continuity of Care

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- Referring agency is expected to continue providing care (such as follow-up calls, televisits or in-person visits)
- If the client has home care, coordinate with NYC Health + Hospitals to transfer that care to the hotel
- Guests will receive clinical supportive services while in the hotel but are instructed to call their primary care provider as needed
- Referring agency is welcome to visit a client of theirs in the hotel, but they would need to bring PPE and proof of malpractice or indemnity
- Guests should call **911** if they have a medical emergency. On-site staff are on each floor in the hallway and can help triage whether 911 is needed.

# Guests should bring:

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- Photo identification, if they have one
- A 14-day supply of medications
- Clothes, shoes, a toothbrush or toothpaste, and eyeglasses or contacts
- Dentures, hearing aids, prostheses and durable medical equipment (such as a walker or wheelchair)
- Personal electronic devices such as a cellphone, laptops and chargers, as well as books, magazines or journals
- A small amount of cash or a debit/credit card
- If recently hospitalized, discharge paperwork or medication list
- Wellness Recovery Action Plan (WRAP) or Crisis Plan, as applicable

# Hotel Program for New Yorkers Working in Hospitals and Other Care Settings

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- **Free hotel rooms are available if eligible:**
  - Currently employed or volunteering to provide care and/or services in the following settings:
    - Healthcare settings (including hospitals and community providers)
    - Congregate care facilities
    - Shelter facilities
    - Home-based care settings
  - You do not currently have COVID-19; and
  - Temporarily unable to live at home as you continue to work and provide services to New Yorkers

# Resources

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# Resources

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- Free walk-in testing is available at NYC Health + Hospitals public hospitals. For a list of COVID-19 testing sites, visit **[nychealthandhospitals.org/covid-19-testing-sites](https://nychealthandhospitals.org/covid-19-testing-sites)**
- Free testing by appointment for essential workers and vulnerable populations at One Medical. For more information, visit **[onemedical.com/blog/live-well/covid-19-testing-one-medical](https://onemedical.com/blog/live-well/covid-19-testing-one-medical)**

# Resources

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- Promoting Physical Distancing in Residential Settings During the COVID-19 Pandemic. NYC Department of Health and Mental Hygiene website. Updated April 19, 2020.  
**[nyc.gov/assets/doh/downloads/pdf/imm/covid-19-physical-distancing-residential-settings.pdf](https://www1.nyc.gov/assets/doh/downloads/pdf/imm/covid-19-physical-distancing-residential-settings.pdf)**
- Isolation Hotel Program for Those with COVID-19. NYC Department of Health and Mental Hygiene website  
**<https://www1.nyc.gov/site/helpnownyc/get-help/covid-19-hotel-program.page>**

# Resources

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- Hotel Portal for Essential Staff. NYC Emergency Management.  
**[hotelengine.formstack.com/forms/healthcare\\_form](https://hotelengine.formstack.com/forms/healthcare_form)**
- Test & Trace Corps. NYC Health + Hospitals website  
**[nychealthandhospitals.org/test-and-trace](https://nychealthandhospitals.org/test-and-trace)**

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# Questions and Answers