

# Information for Education Sector Partners

## Communication during the COVID-19 Pandemic

Who can school administrators and superintendents contact at Alberta Health Services (AHS) during the COVID-19 pandemic?

There are several points of contact at AHS for schools during the COVID-19 pandemic:

Team	When to Contact	How to Contact
Coordinated Early Identification and Response (CEIR) Team	School administrators and school authorities should contact this line when: <ul style="list-style-type: none"><li>• They want to reach AHS for guidance or decision making support related to COVID-19.</li><li>• They aren't sure who to contact within AHS related to COVID-19.</li><li>• Student absenteeism related to illness is greater than or equal to 10%.</li></ul> The CEIR phone line is for use by school administrators and school authorities only. It is not intended for calls from parents, school staff or other school community members.	1-844-343-0971  8 a.m. to 10 p.m., 7 days per week.
Public Health Inspectors	Public Health Inspectors can provide advice and answer questions about how to apply outbreak prevention measures.	Schools can find information to contact their local Environmental Public Health (EPH) Office <a href="#">here</a> .
Communicable Disease Control (CDC) Team	Schools with cases of COVID-19 will work with this team.	Schools will be provided with specific contact information for this team when they have cases identified.

What type of support will schools who call the CEIR team receive?

- School administrators who call the CEIR team will be asked to leave a message, and will be called back by a health professional within 8 hours during hours of operation.
- The nurse will discuss the reason for their call, and will provide relevant information and refer onto the other teams within AHS as relevant. This may include referrals to:
  - EPH for questions about applying outbreak prevention measures and questions about student illness related to nausea and vomiting.
  - CDC for questions about COVID-19 cases in staff/students and questions about student illness related to a rash.

### What should school administrators do if they've heard about a COVID-19 case within their school community, but they have not been contacted by AHS?

- School superintendents will be contacted by AHS CDC team members when a case is determined to have been at school when infectious. The AHS CDC team contacts the individual who has tested positive and conducts an investigation of the case before the school is contacted. The school will not be called if it is determined that the student was not at school when infectious.
- School administrators are not required to call AHS to report cases that they've heard about. If AHS information or support is needed, administrators can call the CEIR line.

### Can schools access test results for students?

- If a school superintendent or administrator reaches out to AHS, including through the CEIR line, confidential patient information will not be disclosed. The school should not expect to be told a student's test results. AHS team members are able to give some general advice and recommendations.
- AHS notifies all people tested for COVID-19 of their test results by either text message, autodialer, and/or phone call.
- Individuals who want to access their own test results (or those of their child) can get more information about how to find out their results by visiting [ahs.ca/testing](https://ahs.ca/testing).

### Who advises an individual that they are a close contact of a case and must isolate?

- AHS Public Health contacts all individuals (or the guardians of a minor) who test positive for COVID-19 to notify them of their status and to start the contact tracing process. Public Health also provides advice as to how the individual can protect themselves and others (including instructions for isolation).
- The school will only be notified by AHS if the case attended school while they were infectious or if the case likely acquired COVID-19 while at school. The school will be asked to help identify any students or staff that may have been exposed at school so AHS Public Health can notify them.
- Close contacts (or their parents/guardians) will be notified via email or phone call by AHS Public Health after confirming a case within the school. Email addresses are provided to AHS by the school. Where email addresses are not available, AHS will make phone calls to students/parents/guardians.

### What should schools tell staff/students/parents who have health questions?

- Parents and school staff with questions about their own health or the health of their child should contact their primary care provider, call Health Link at 811, or visit [ahs.ca/testing](https://ahs.ca/testing).
- Individuals looking for general COVID-19 information are encouraged to visit [ahs.ca/covid](https://ahs.ca/covid) or [alberta.ca/covid19](https://alberta.ca/covid19).