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**TO/DESTINATAIRE :** All Staff  
**CC :** Tamara Burnham, Director Staff Development, Infection Prevention & Control  
**FROM/EXPÉDITEUR :** Shelly Rempel & Paula Enns, Regional Infection Prevention & Control Coordinators  
**DATE :** 07-September-2021 **PAGE(s) :** 1  
**SUBJECT/OBJET :** COVID -19 Contact Tracing – When Unable to Connect With Potentially Exposed Employees

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Contact tracing continues to be a challenge, especially in cases where contact tracers are unable to connect with potentially exposed employees. Due to the emerging presence of new highly transmissible strains of COVID-19, Occupational Health is requesting all staff continue to respond in a timely manner when called for contact tracing. In the event contact tracers have been unsuccessful in reaching staff members after four days of leaving messages, the following email template will be sent to their prospective managers. At this time, staff will be required to contact Occupational Health to be cleared before they are able to attend their next shift of work.

### Email Template

Please find this email as notification that we have been unsuccessful in reaching an employee who urgently requires contact tracing.

**(NAME)** was identified as working a shift in the **(DEPARTMENT)**, and possibly in close contact with a COVID positive patient.

Contact tracers have left voice messages for **(NAME)** on: \_\_\_\_\_

As we are unable to verify if **(NAME)** was exposed, **(he/she)** will be unable to attend their next shifts until cleared by Occupational Health via Contact Tracing (204-332-0176).

The phone number we have on file for **(NAME)** is \_\_\_\_\_. If this is incorrect, or you have an alternate method of communicating with **(him/her)**, we would appreciate your help in encouraging **(him/her)** to call Occupational Health so **(he/she)** is able to return to work without delay.

I have left a message for **(NAME)** relaying this same information.