**<< insert school/facility letterhead>>**

Dear Parent/Guardian,

Today, <<insert date>>, we were informed that a student or staff member tested positive for COVID-19 and may have been in contact with your child or children. This student or staff member was last in school/camp on <<insert last date in school or camp>>. As soon as we learned about the positive diagnosis, we:

* **Informed all students in the impacted cohort, who will self-quarantine for 10 days.**
* **Informed the staff member assigned to the impacted cohort, who will self-quarantine for 10 days.**
* Because your child or children are part of the impacted cohort, they will be required to quarantine, which means they cannot return to school/camp for 10 days.
* **Quarantine may be shortened to 7 days if your child tests negative for COVID-19. The test should be done no earlier than day 5-7 and no more than 48 hours before they plan to end quarantine. (Testing can be lab-based or rapid.)**
* Fully vaccinated students with no symptoms are not required to quarantine but should get tested 5-7 days after an exposure. Fully vaccinated individuals with symptoms must isolate and be tested. Symptomatic students who test negative must strictly follow mask guidance until resolution of symptoms regardless of vaccination status.

During this quarantine, please observe your child or children for the common symptoms of COVID-19:

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| --- |
| **Watch for ANY of the following symptoms of COVID-19** |
| Fever or chills  Muscle or body aches  Headache  Sore throat  Congestion or runny nose  Fatigue  Nausea or vomiting  Diarrhea  New or persistent cough  New loss of taste or smell  Shortness of breath or difficulty breathing |

If your child or children experience any symptoms above, you should get them tested for COVID-19. You can find your nearest testing site here: <https://www.phila.gov/testing>.

If your child is exhibiting extreme fussiness, shortness of breath, or blue-colored lips, skin, nail beds, you should seek immediate medical attention.

Please see general guidelines for quarantine here: [phlcovidhomecare](https://www.phila.gov/media/20200915102310/GRAPHIC_Home-care-during-COVID-19-English_revise-9_15_2020.pdf)

We consider the health of our school/ camp community to be of extreme importance and will be working with the Philadelphia Department of Health to help mitigate the spread of COVID-19. The Health Department will reach out to you to provide further information and assistance. Should you have questions or immediate concerns please call the Health Department’s COVID-19 hotline at 215-685-5488.

Sincerely,

**<< insert school/facility letterhead>>**

Dear Parent/Guardian,

A student or staff member in your child or children’s school or camp has tested positive for COVID-19. This student or staff member **was not** in your child’s cohort. This student or staff member was last in school/camp on <<insert last date in school/camp>>.

Please monitor your child closely for symptoms. If your child, or anyone in your household develops symptoms, please contact your healthcare provider to request testing. The symptoms of COVID-19 are:

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| --- |
| **Watch for ANY of the following symptoms of COVID-19** |
| Fever or chills  Muscle or body aches  Headache  Sore throat  Congestion or runny nose  Fatigue  Nausea or vomiting  Diarrhea  New or persistent cough  New loss of taste or smell  Shortness of breath or difficulty breathing |

If your child or children experience any symptoms above, you should get them tested for COVID-19, regardless of vaccination status. Your child should NOT be sent to school if they have symptoms, even if they are scheduled to be tested at school that day. You can find your nearest testing site here: <https://www.phila.gov/testing>.

If a child is exhibiting extreme fussiness, shortness of breath, or blue-colored lips, skin, nail beds the child’s parent should seek immediate medical attention.

We are working closely with the Philadelphia Department of Public Health. There are no recommendations for quarantine for your child and your family at this time. Should you have questions or immediate concerns please call the PDPH COVID-19 hotline at 215-685-5488.

Sincerely,

**GROUP A – TELEPHONE SCRIPT - COVID POSITIVE CASE**

Hello <<name>>.

This is <<your name>> from <<school or camp or facility name>>. A child or staff member in your child’s cohort has tested positive for COVID-19. This child or staff member was last in school/camp/facility name on <<last date in school/camp>> and received their positive COVID-19 test results today, <<today’s date>>.

As soon as we learned about the positive diagnosis, we:

* Informed all students in the impacted cohort, and
* Informed the staff member assigned to the impacted cohort, who will self-quarantine for 10 days.

We understand this information is upsetting to receive, and have listed some important next steps for your family to take:

* Your child should quarantine for 10 days. **Quarantine may be shortened to 7 days if your child tests negative for COVID-19. The test should be done no earlier than day 5-7 and no more than 48 hours before they plan to end quarantine. (Testing can be lab-based or rapid.)**
* If your child is fully vaccinated with no symptoms, they are not required to quarantine but should get tested 5-7 days after an exposure.
* Monitor your child closely for symptoms. If your child, or anyone in your household, develops COVID-19 symptoms, regardless of vaccine status, please contact your regular healthcare provider to request testing. Your child should NOT be sent to school if they have symptoms, even if they are scheduled to be tested at school that day. If you do not have a regular health care provider, you can find testing at https://www.phila.gov/testing.

Someone from the Health Department will reach out to you to provide further information and assistance. If you have questions about COVID-19 you can visit the Health Department’s website at <https://www.phila.gov/COVID>, or call the COVID hotline at 215-685-5488.

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Do you have any questions, or is there any I can help you with at this time?

**GROUP B – TELEPHONE SCRIPT - COVID NOTIFICATION**

Hello <<name>>.

This is <<your name>> from <<school/camp/facility name or facility name>> calling. A student or staff member in your child’s school/camp has tested positive for COVID-19. The student or staff member **was not** in your child’s cohort. Their last day at school/camp was <<last date in school/camp>>. We were informed of their positive COVID test results today, <<today’s date>>.

There are no recommendations for quarantine for your child and your family at this time.

While your child was not exposed, you should still monitor them closely for symptoms. Your child should NOT be sent to school if they have symptoms, even if they are scheduled to be tested at school that day. If your child, or anyone in your household, develops symptoms, regardless of vaccine status, please contact your regular healthcare provider to request COVID-19 testing. If you don’t have a regular health care provider, you can find testing at https://www.phila.gov/testing.

We are working closely with the Philadelphia Department of Public Health. If you have questions about COVID-19 you can visit the Health Department’s website at <https://www.phila.gov/COVID>, or call the COVID hotline at215-685-5488.

Do you have any questions, or is there any I can help you with at this time?