

**HOW TO IMPLEMENT CONTACT TRACING**

Contact tracing is the process by which individuals who have had close contact with someone who has tested positive for an infection COVID-19 are identified, assessed and managed in order to help limit further spread of the virus.

COVID-19 contact tracing and case management is the responsibility of Ontario’s local public health units (PHUs). Individuals infected with COVID-19 are contacted by their local PHU to identify persons they were in contact with and to whom they could have transmitted the virus. PHUs help identified individuals understand their risk and provide any needed support.

**Collecting Contact Information**

Legal guidelines must be followed in the collection contact information.

* Only collect data necessary to contact a customer in the event of exposure to COVID-19 at your business
  + The date and time
  + First and last name
  + Telephone number
  + E-mail address
* Do not use the information collected to market your business
* Do not sell the information collected to a third party
* Destroy all collected information 30 days after the date of collection

**Keep the Collected Information Safe**

Safeguards must be in place to ensure secure storage of the collected information.

* The owner or a trusted senior person should be the sole person responsible for storing and accessing the collected information.
* Completed documents must not be left where they can be accessed by staff or customers
* Printed documents must be stored by date in a locked or secure location
* After 30 days, documents must be destroyed

**Train Staff**

If contact information is collected, there will be questions from customers. Therefore, staff members who will be in contact with customers should receive contact collection training. It should include:

* What contact tracing is
* Why contact information is being collected
* What information to collect
* How the information is being securely stored
* How long the information will be stored before being destroyed

**Communicate with Customers**

* If you plan to collect contact information, use your website, social media or other forms of communication to inform customers of your decision prior to their arrival
* Post on-site signs at entrances, in waiting lines, etc.
* Verbally communicate with on-site customers

**Share Information with Your Local Health Unit, If Requested**

If a COVID-19 infected person identifies your place of business as a location they visited during their infectious period, be prepared to hand over the collected information for the date of their visit.