**Script - calling a family member/guardian of a customer who is a secondary close contact of a COVID-19 case in an accommodation service**

Hello. My name is NAME.

I am the JOB TITLE from the Northcott SITE ADDRESS accommodation service. Unfortunately I am calling you today to inform you that your family member/loved one CUSTOMER NAME has been in contact with someone who has been deemed a primary close contact of someone who has tested positive for COVID-19. This makes CUSTOMER NAME a secondary close contact.

INSERT SOMETHING HERE ABOUT THE CURRENT STATUS OF THE CUSTOMER’S HEALTH.

CUSTOMER NAME will need to be tested for COVID-19 and will need to isolate until they receive their test result. We are arranging for CUSTOMER NAME to have a COVID-19 test.

Next steps will be dependent on:

1. CUSTOMER NAME’s COVID-19 test result
2. The primary contact’s COVID-19 test result

I will next be in contact after we have received the test results mentioned above or if CUSTOMER NAME’s health changes.

Do you have any questions?

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I will send you an email which reiterates this process so you can read over it and come back to me if you have any questions.

Take care and I’ll talk to you in the next few days.

STAFF NAME