Protecting Ontarians through Enhanced Case and Contact Management

June 18, 2020

Ontario
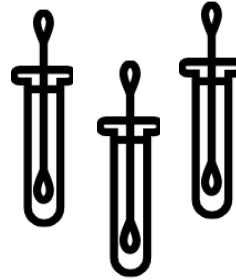
Preventing the Spread

Protecting Ontarians

Public health measures
like physical distancing
and masking

Testing of symptomatic,
and at-risk asymptomatic
Ontarians

Tracing all of the close
contacts of each positive
COVID-19 case

Ontario

Case + Contact Management Strategy

Ontario continues its extensive efforts to stop the spread of COVID-19. In preparation for a potential second wave in the fall, the province has developed an enhanced case and contact management strategy that will help contain the spread of COVID-19 by:

- Ensuring that all cases, and close contacts of positive cases, are identified early, reached quickly, with contacts advised to get tested and followed up with for up to 14 days;

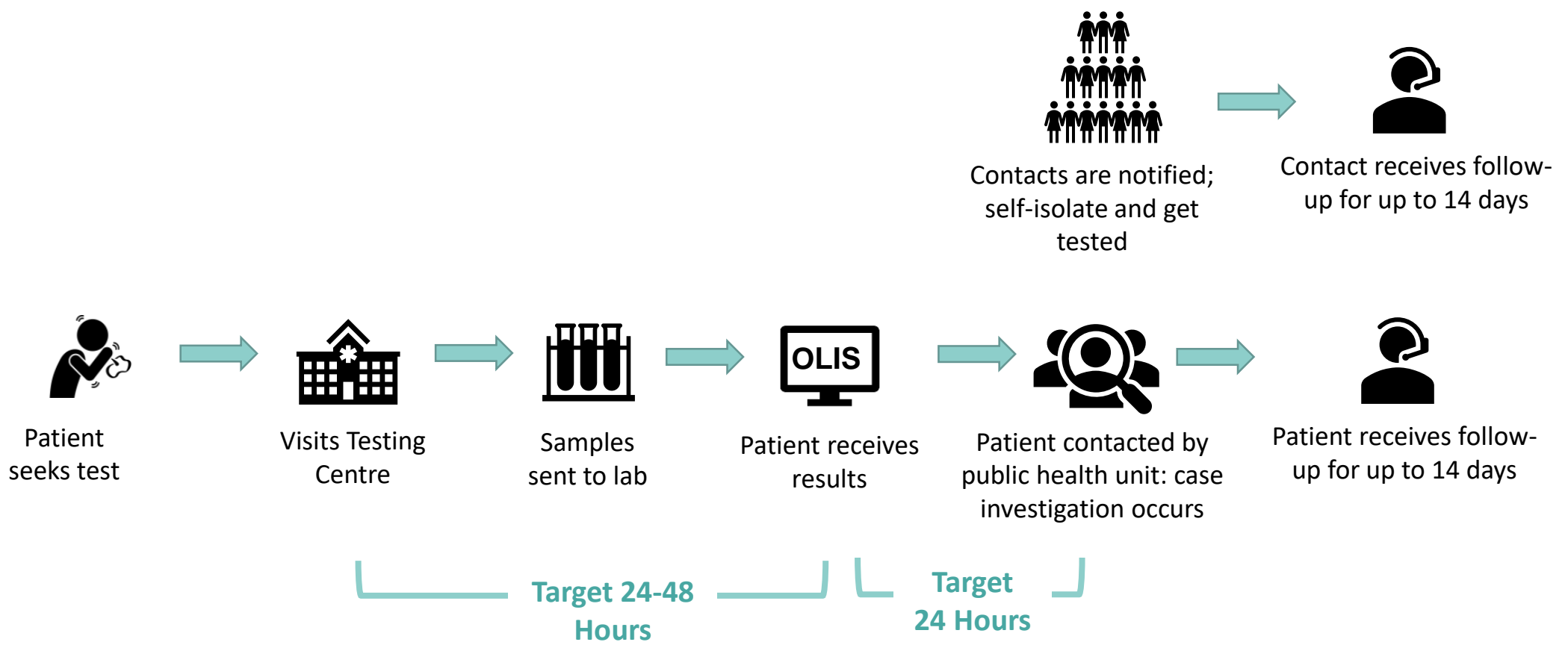- Supporting our public health units with additional staffing resources;

- Improving technology tools through one provincial case and contact management system; and

- Launching a privacy-first exposure notification app to alert Ontarians when they may have been exposed.

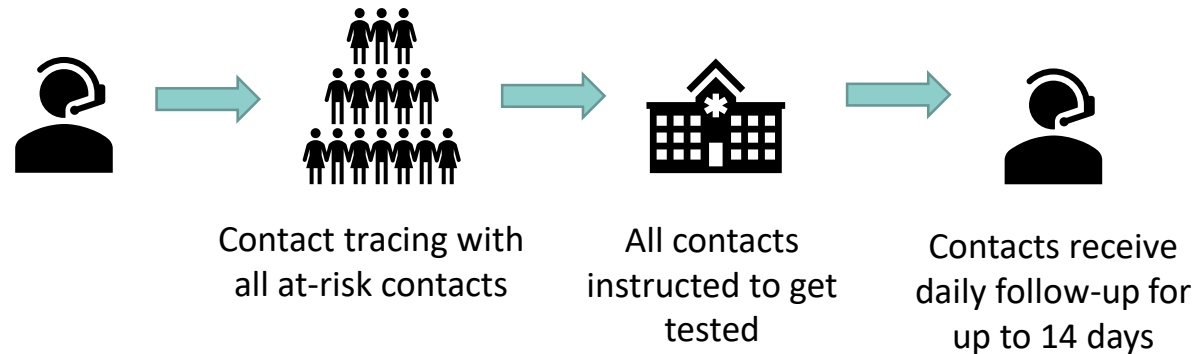Ontario

Test, Trace, Isolate

Case and contact management is a core function of the province's public health units to prevent the spread of reportable diseases, and has become critical in the battle against COVID-19.

Contacts are notified; self-isolate and get tested

Contact receives follow-up for up to 14 days

Patient seeks test

Visits Testing Centre

Samples sent to lab

OLIS

Patient receives results

Patient contacted by public health unit: case investigation occurs

Patient receives follow-up for up to 14 days

Target 24-48 Hours

Target 24 Hours

Ontario

Updated Guidance

To ensure case and contact management is effective in preventing the spread of COVID-19, Public Health Units will:

- Connect with all individuals who have had close contact with a positive case within 24 hours of being identified;
- Direct all close contacts to self-isolate for up to 14 days;
- Follow up with close contacts every day for the duration of their self-isolation; and
- Advise testing to all appropriate close contacts.

Contact tracing with all at-risk contacts

All contacts instructed to get tested

Contacts receive daily follow-up for up to 14 days

Ontario

Staffing Snapshot – Current Capacity

Case and contact tracing managed by existing PHU staff

Current PHU capacity for case and contact management is approximately 1,500.
Additional surge capacity is 500, for a total of 2,000 staff.

Current Capacity	1,500-2,000
Local Public Health Units	**1,500**
Health Canada, Public Health Ontario, Ontario Health, Ontario Public Service, Hydro One and medical students • Contact tracing • Returning Travellers' Compliance • Low Risk Symptomatic monitoring • Self-Assessment Tool follow-up calls	**500**

Ontario

Staffing Capacity Plan

Ontario has access to bilingual staff from Statistics Canada, and through OPS/BPS redeployment, who are ready and available to provide additional capacity for contact tracing.

Statistics Canada

- Up to 1,700 trained interviewers
- Multilingual workforce
- Supported by a robust infrastructure and training system
- Experienced in data capture and collection of information over the phone
- Experienced in the need to protect confidential data

OPS / BPS

- Currently building out plans for OPS staff that can be redeployed
- Using workforce matching tool against the job description for contact tracers to identify potential candidates, if required

New Capacity	4,000+
Local PHUs	1,500
Public Health Ontario	60
Statistics Canada	Up to 1,700
Health Canada	Approx. 140
OPS / BPS Staff Workforce Matching Tool	200-600+

Technology Tools to Improve Processes

New solutions will help case managers and contact tracers do their jobs more efficiently

Ontario's Lab Information System

OLIS

- Ensuring all lab results are accurate and compliant, and are entered in the Ontario Lab Information System (OLIS), will reduce duplicate data entry, improving timeliness and accuracy and helping case investigators get to cases earlier.
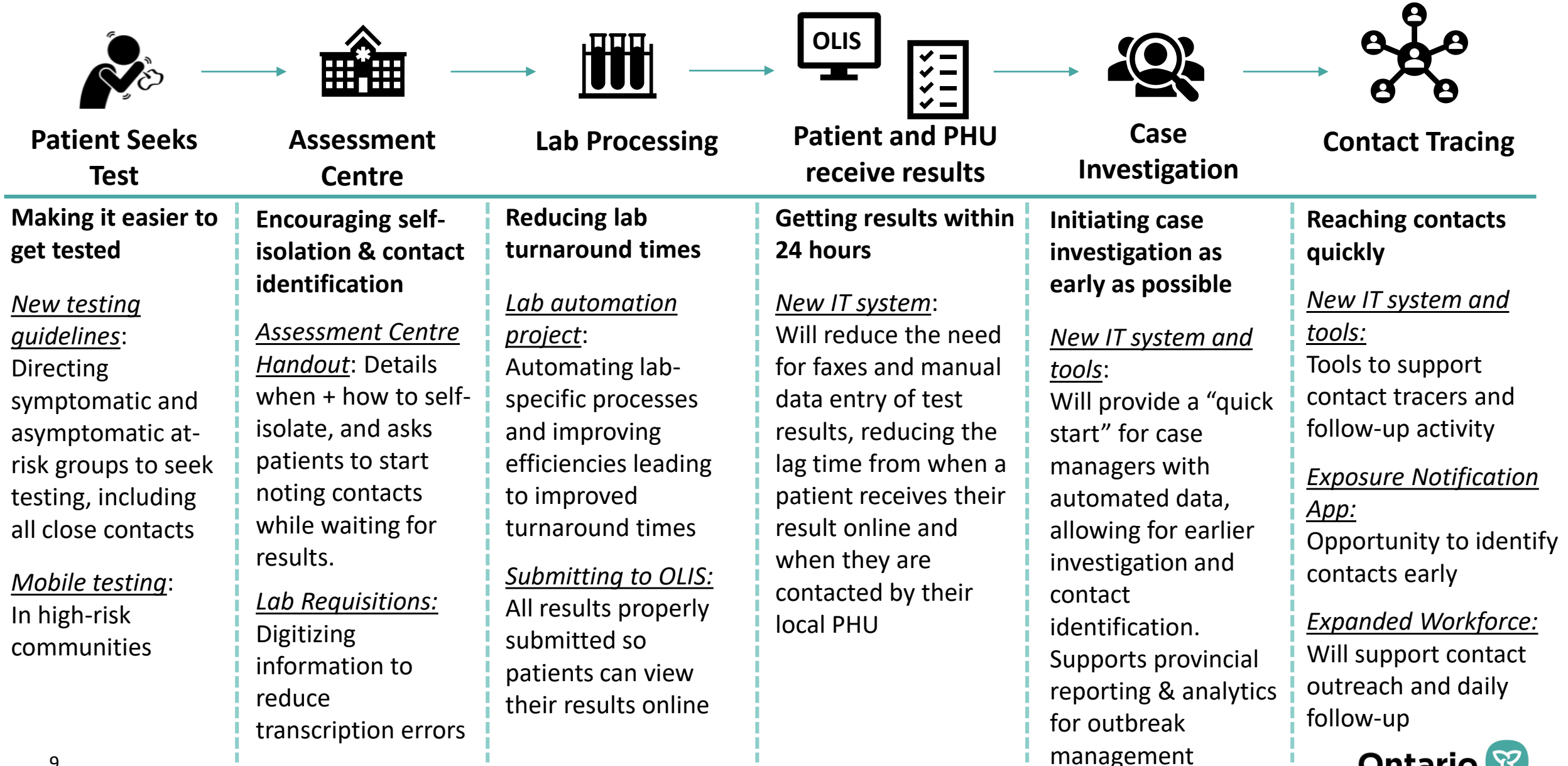
- Allowing patients to enter key information about themselves and their contacts online, bundled with their lab results, will provide a "quick start" for case managers.

- Allowing for case and contact management to be done in one system will reduce manual data entry and duplication, allow for text and email follow-up communication with cases and contacts, and enable a remote workforce.

8

Ontario

From Test to Contact Tracing: Initiatives Underway

Patient Seeks Test	Assessment Centre	Lab Processing	Patient and PHU receive results	Case Investigation	Contact Tracing

Making it easier to get tested	**Encouraging self-isolation & contact identification**	**Reducing lab turnaround times**	**Getting results within 24 hours**	**Initiating case investigation as early as possible**	**Reaching contacts quickly**
New testing guidelines: Directing symptomatic and asymptomatic at-risk groups to seek testing, including all close contacts *Mobile testing*: In high-risk communities	*Assessment Centre Handout*: Details when + how to self-isolate, and asks patients to start noting contacts while waiting for results. *Lab Requisitions:* Digitizing information to reduce transcription errors	*Lab automation project*: Automating lab-specific processes and improving efficiencies leading to improved turnaround times *Submitting to OLIS:* All results properly submitted so patients can view their results online	*New IT system*: Will reduce the need for faxes and manual data entry of test results, reducing the lag time from when a patient receives their result online and when they are contacted by their local PHU	*New IT system and tools*: Will provide a "quick start" for case managers with automated data, allowing for earlier investigation and contact identification. Supports provincial reporting & analytics for outbreak management	*New IT system and tools:* Tools to support contact tracers and follow-up activity *Exposure Notification App:* Opportunity to identify contacts early *Expanded Workforce:* Will support contact outreach and daily follow-up

Ontario

Measurement

Metrics and indicators will be used to demonstrate the effect of case and contact management on reducing the spread.

INDICATORS
Number of cases contacted in 24 hours (target 90%) • Currently 97.0% • 100% of PHUs meeting target
Number of contacts reached within 24 hours
Average number of contacts per case; and
Number of Ontarians using the exposure notification app.

Ontario

Exposure Notification: Background

- Exposure notification is a critical part of Ontario's recovery strategy.
- It complements manual contact tracing efforts and connects people to key public health information and support. It also helps us prepare for the next wave of COVID-19.

What is exposure notification?

- It's the process of **anonymously notifying** all **known and unknown close contacts** who have been near a COVID-positive person in the past 14 days.
- Exposure notification apps typically use Bluetooth signals to detect when phones are near each other.
- If an app user tests positive for COVID, they can opt to **anonymously alert** all users who have been near them (as defined by specific criteria) in the past two weeks.
- This lets people know quickly that they've been exposed, even if their name and number aren't known to the COVID-positive person (for example, a stranger in line at the grocery store, or at the bus stop).

- By enabling more people to learn more quickly that they've been exposed to COVID-19, the app can help Ontarians to self-isolate and get tested sooner—slowing the spread of the virus.

Ontario

Exposure Notification App

To launch exposure notification in Ontario, the province has a mobile app that provides a **fast, secure, privacy-protected way to notify people who have been exposed to COVID-19.**
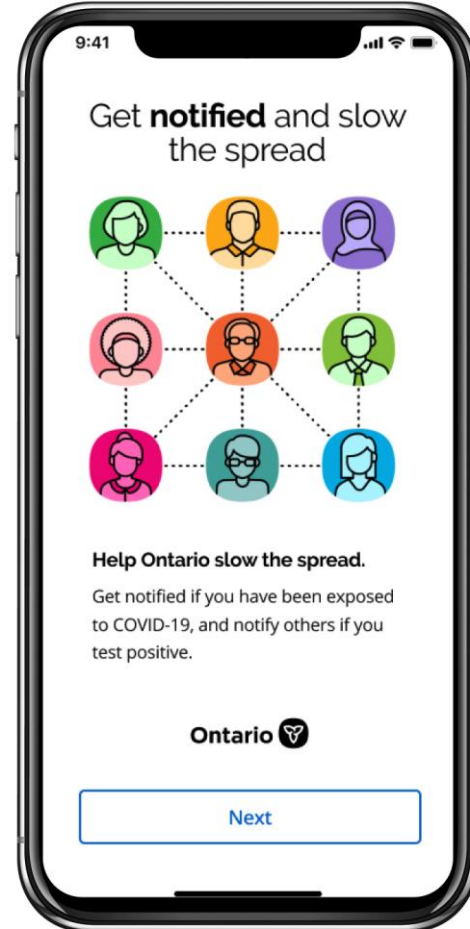
- Using Bluetooth, the app shares anonymous, randomly generated codes, with other app users nearby.
- If you test positive for COVID-19, you can anonymously notify others who have been near you, in the past 14 days.
- If you have been exposed to COVID-19 by another app user in the past 14 days, you will receive an anonymous notification.
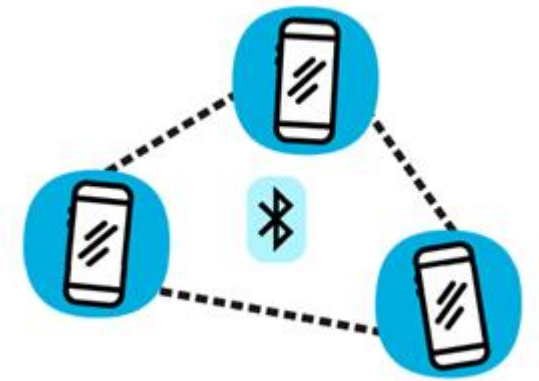
The app:
- Collects no personal data or personal health information
- Does not collect or track GPS location data
- Automatically destroys all anonymized data on the app after 14 days
- Can be used by Android devices and iPhones
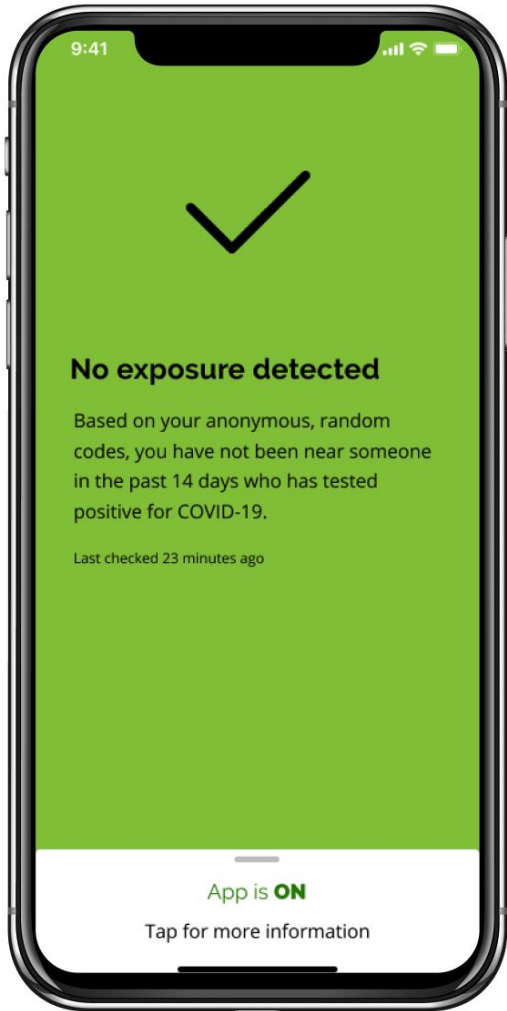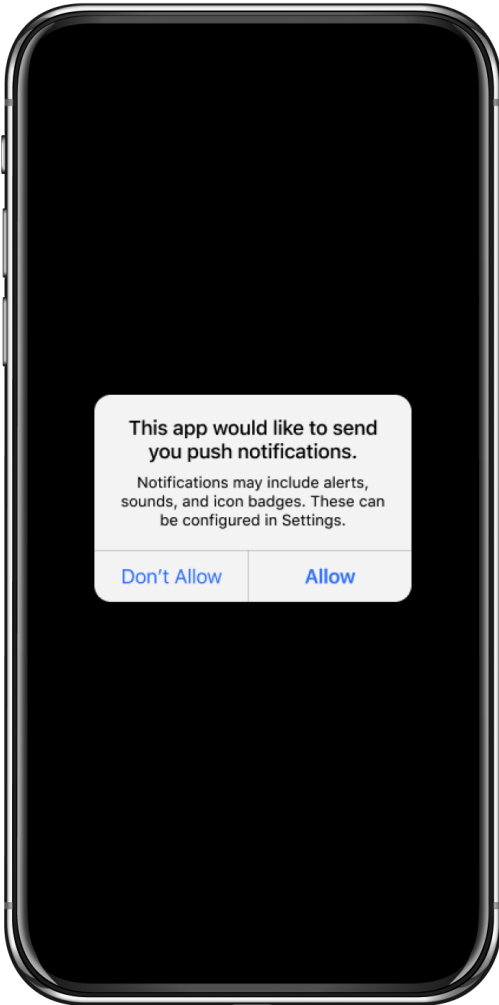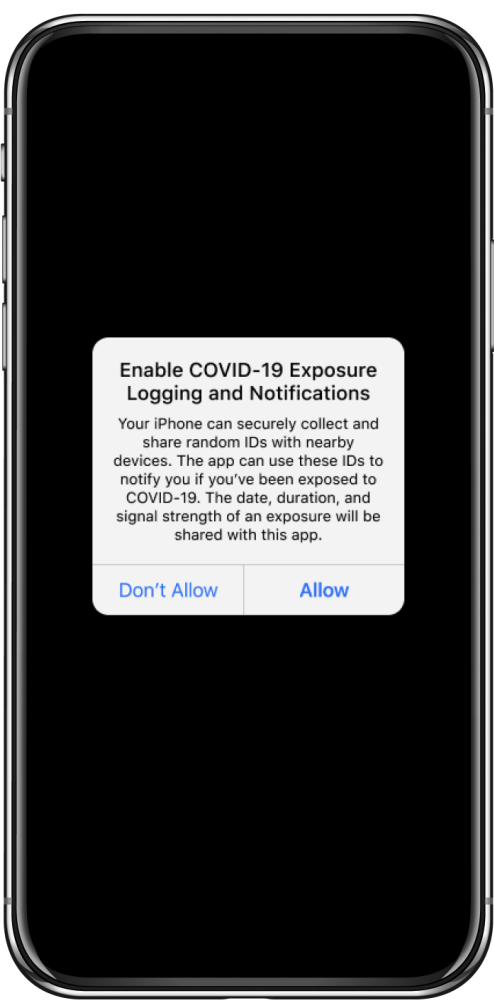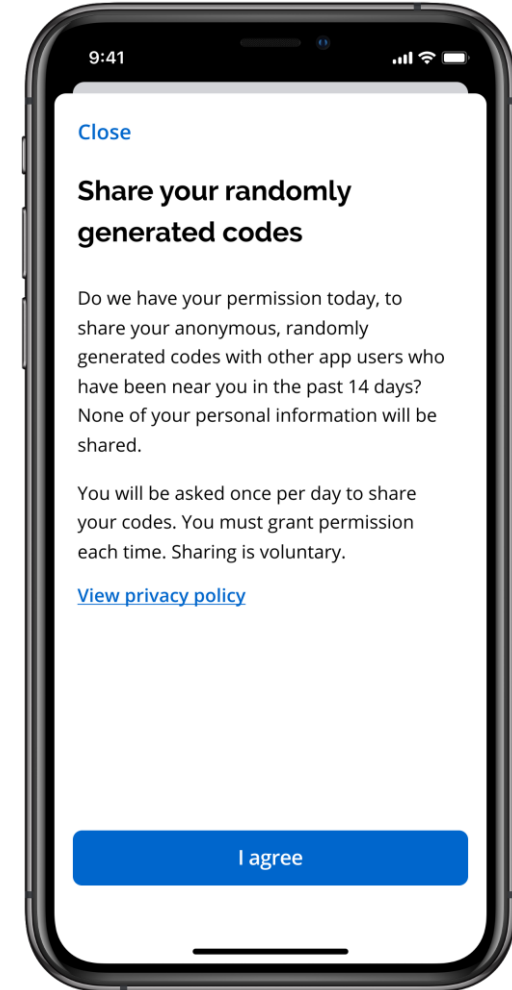- Can interact with other similar apps from outside Ontario

Introduction

Onboarding

How it works

Using Bluetooth, this app shares **anonymous, randomly generated** codes, with other app users nearby.

If you have been exposed to COVID-19 by another app user in the past 14 days, you will receive an **anonymous** notification.

If you test positive for COVID-19, you can **anonymously** notify others who have been near you, in the past 14 days.

Français   ● ● ●   Next

Your location is not tracked

This app does **not** know:
- your location
- where you are or have been

Back   ● ● ●   Next

Your data and identity are private

This app does **not** know:
- who you are
- any identifiable information about you
- your medical information, unless you choose to share it anonymously, if you test positive

The codes are generated randomly and never shared without your permission.

Use of the app is voluntary. You can delete it at any time.

Back   ● ● ●   Done

Ontario

Onboarding

Confirming Diagnosis

Ontario
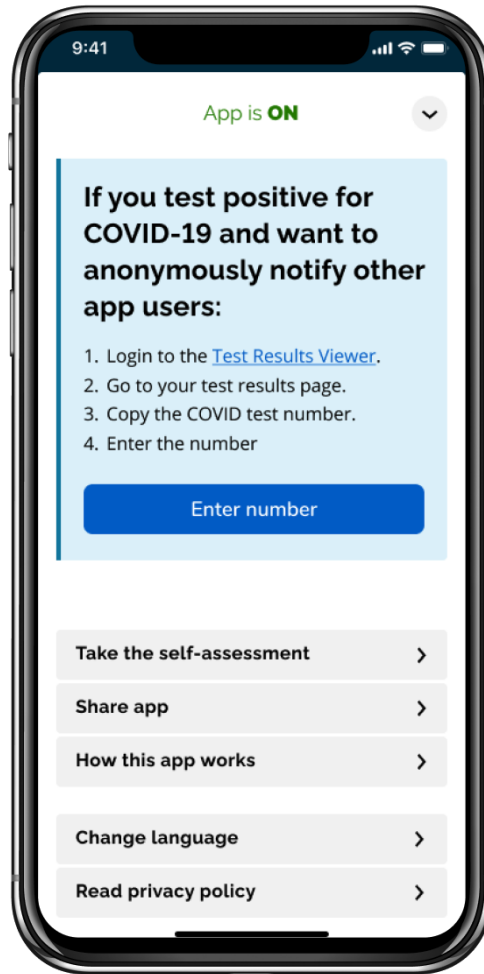
Confirming Diagnosis

Ontario
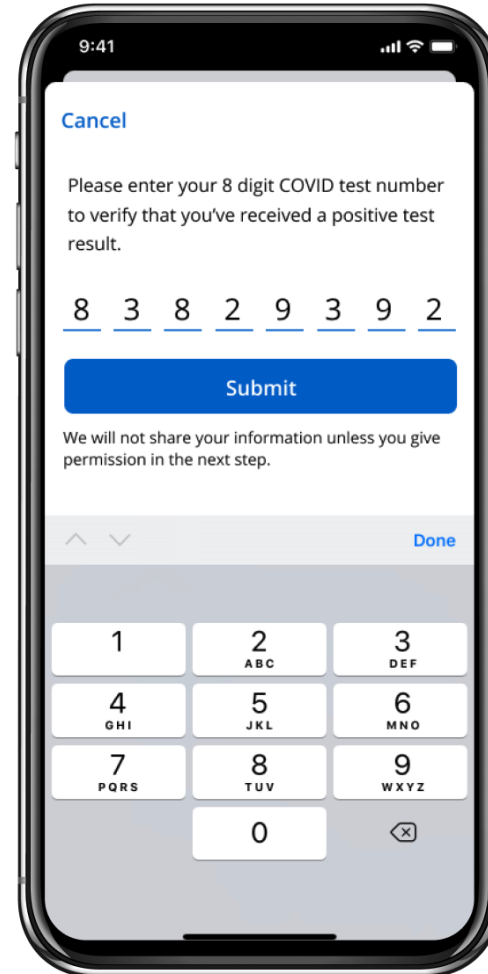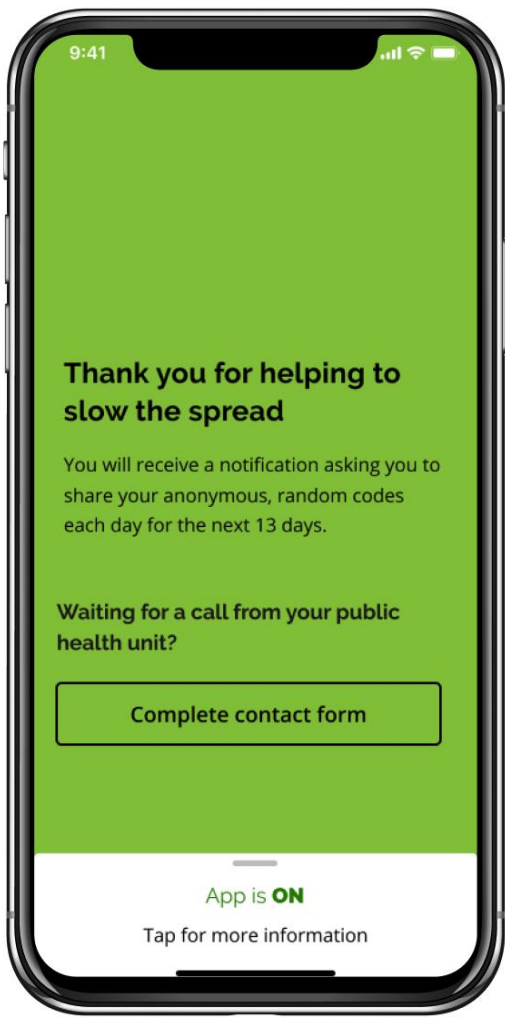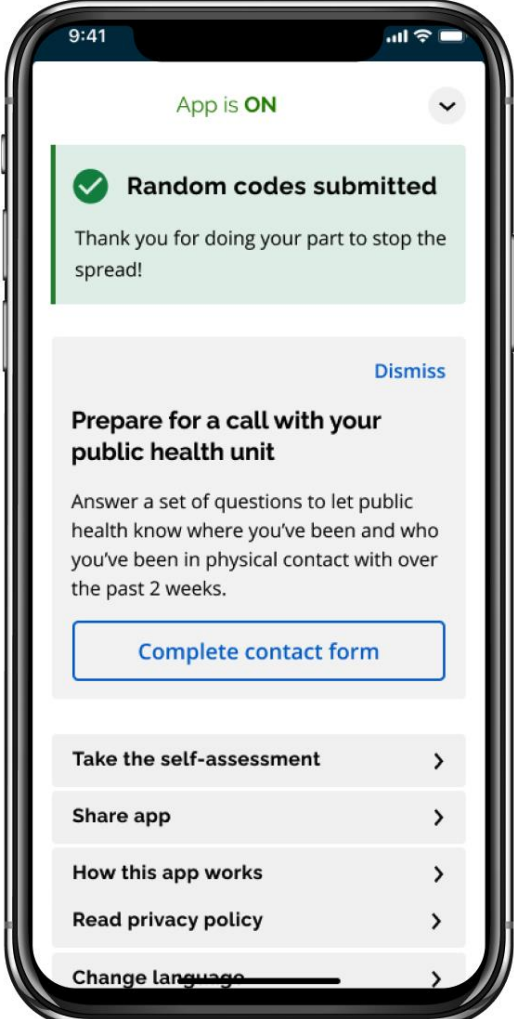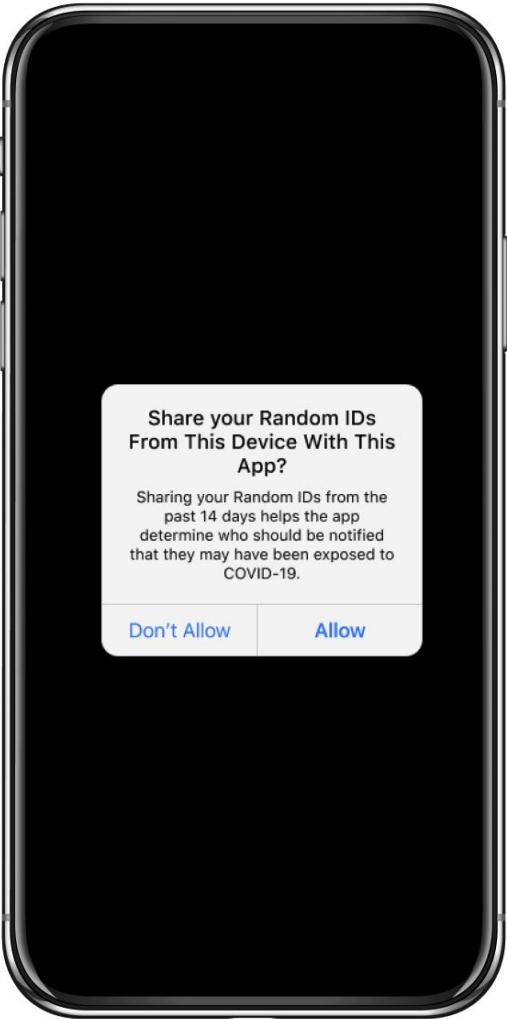
Receiving a Notification