Sample: Frequently Asked Questions for Families

**How will parents and families be informed about outbreaks in their schools?**

In XX district, we will use XX method to communicate information. Parents will be informed about how their children were exposed, such as whether it was in a classroom or other part of the school, but they will not be given any information about the identity of the individual to whom they were exposed to protect that individual’s confidentiality.

**How else will the district communicate the latest information about COVID-19?**

In emergency situations, X District relies on three methods of communication:

1. Messenger service / push notifications (automatic messages delivered instantly to your mobile device)
2. Website homepage for alerts and notifications
3. Social Media

**What information will be shared when there is an outbreak at my child’s school?**

Per the Oregon Health Authority, we will share the school of the person who was ill as well as notify staff/students when they have been in direct contact with a positive or presumptive case.

**Will I know whether there was a sick person in my child’s classroom?**

All staff and students who have come into close contact with the individual, will be informed. We value protecting the identities of individuals. In some schools and locations, disclosing this information could lead to identification of individuals who test positive or may be ill and in addition to that being an unauthorized disclosure of personal health information, and could result in stigmatization of these individuals and their families.

**Why isn’t school closing?**

Our school has taken the following steps to reduce the spread of COVID-19.

 XX

 XX

 XX

**How do you define an “outbreak?”**

An outbreak of COVID-19 is defined as two or more cases of the virus in a population within a particular geographic area, and which are epidemiologically linked, such as by sharing a specific location or source.

**What is an epilink?**

An epilink, or epidemiological link, is a particular place or individual that people who test positive for COVID-19 have in common, such as a workplace, co-worker or family member. It serves as a link or connection between people who are confirmed to have COVID-19.