Avaya Contact Center COVID-19 Resource Guide

• CDC’s Interim Guidance on Developing a Case Investigation and Contact Tracing Plan

• COVIDTracer
  - Spreadsheet-based tool that allows public health officials and policymakers to compare three different contact tracing & monitoring strategies

• CDC’s Health Department Contact Tracing Resources
  - Health Department Checklist
  - Self-Isolation and Quarantine Home Assessment Checklist
  - Key Information to Collect During a Case Interview
  - Case Investigator’s Guide & Contact Tracer’s Guide

• CDC Training Guidance for Contact Tracing Teams

• CDC COVID-19 Businesses and Workplaces: Plan, Prepare, and Respond

• United States of Care - Actions to Plan, Prepare, Prevent COVID-19 Surges Webinar

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