

# “What is a Contact Tracer” – Video for Communities

## Process of Script and Video Development

The “What is Contract Tracing?” video series was developed by the International Rescue Committee (IRC) for the National Resource Center for Refugees, Immigrants, and Migrants. The IRC started with a [CDC infographic](#) on the topic of contact tracing. The infographic was shared with bilingual and bicultural community members and IRC staff who made recommendations for ease of understanding in refugee, immigrant, and migrant communities. The resulting adapted script was returned to bilingual, bicultural community members who recorded themselves delivering the script in their own language. These videos were then reviewed by RIM community members for accuracy to the script and needed changes were made in subsequent recordings.

The videos can be found on the [NRC-RIM videos page](#).

## Video Script

1. Hello, my name is (Your Name). I wanted to tell you about how you can help protect yourself and your family from COVID-19 by answering a phone call.
2. Contact tracers are local public health department workers that call people who have been diagnosed with COVID-19, or may have been around someone diagnosed with COVID-19.
3. If a public health worker calls you, please answer. They want to make sure you have the information you need to protect yourself and your loved ones.
4. This call is CONFIDENTIAL. Your information is private and your name is not shared with anyone, including employers, immigration, friends or family.
5. A real health worker will never ask for money, your social security number, health insurance, immigration status, or banking information.
6. When a worker calls they tell you who they are and what agency they are with.
7. If you need an interpreter say “I need an interpreter” and then your language. The worker will get an interpreter.

8. The worker will confirm your name, address, and date of birth.
9. The worker will ask questions about where you work, who you live with, and who you have been around in the last few weeks.
10. The worker will ask about your health and tell you how to get medical care you might need; talk to you about ways you can protect your family, and give you information on other supports.
11. For now, continue to wear a mask, wash your hands often, and keep 6ft apart in public.
12. Thank you for helping keep your friends, family, and community safe from COVID-19.