In some cases, if a person does not contact us back after multiple attempts, Health District staff must dress in *full PPE, and drive to the person’s home to complete an interview. This can cause an alarming scene, when it simply could have been resolved over the phone.

*Personal Protective Equipment (PPE) includes full gown, shoe covering, protective eyewear, N95 respirator mask and gloves.

POSSIBLE REASONS FOR OUR CALL:

**INSTRUCT YOU TO ISOLATE YOURSELF**
*def.* The separation of a person or group of people known or reasonably believed to be infected with a communicable disease and potentially infectious from those who are not infected to prevent spread of the communicable disease. Isolated persons are asked to actively monitor their symptoms and separate themselves from other household members in a specific "sick room". If possible use a separate bathroom.

**INSTRUCT YOU TO QUARANTINE YOURSELF**
*def.* The separation of a person or group of people reasonably believed to have been exposed to a communicable disease but not yet symptomatic, from others who have not been so exposed, to prevent the possible spread of the communicable disease. Quarantined persons are asked to self-monitor for symptoms and separate themselves from others outside their household, especially high-risk individuals.

THIS IS NOT A SCAM

Health District staff may ask personal information for purposes of the investigation, but **will never ask for your social security number or bank account information.**

DelawareHealth.org/covid-19