

Vermont School Staff COVID-19 Surveillance Testing

Technical Assistance Session
January 8, 2021

Agenda

- Introductions
- Sample Inspection
- Test Check-In Portal
- Test Results
- Troubleshooting Common Testing Problems
- Q&A

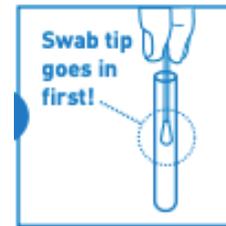
Introductions

- Jo Mueller, CIC Health
- Shayla Livingston, Vermont Department of Health
- Samantha Hefferon, Vermont Agency of Digital Services
- Kate Connizzo, Vermont Agency of Education

Sample Inspection

These are some of the specific reasons that Vermont school staff COVID-19 tests have received a TNP (Test Not Processed) result:

- Sample unsuitable due to excessive mucus.
- Swab collection
 - Swab is upside down in the tube
 - Multiple swabs in the tube
 - No swab in the tube
- The “fluffy” tipped swabs issue described in the manual seems to have been linked to a swab manufacturer and is no longer a significant concern.



Put the swab in the collection tube.

The soft tip of the swab that went into your nose should go into the tube first.

Sample Inspection - Labels

- Samples without labels will not be processed
- The CIC Health pre-accession team will fix any wrinkles or label issues they see.
- Sample labels should not be wrapped around the tube horizontally. They should be placed vertically along the y-axis as illustrated in the [test manual](#).
- Please don't write on the printed sample labels. Leave incorrect DOBs and spellings. Any errors will need to be corrected AFTER results have been communicated. Email AOE.COVID19Testing@vermont.gov for corrections.
- The lab has multiple supply chains for the sample tubes. Some will have vial labels on them when delivered. The vial label can be left on, taken off or the sample label can be placed directly on top. Please ensure the sample label is not **wrinkled, angled or ripped** in any way.
- Handwritten labels with name and DOB are acceptable if there is no printed sample label available and the tester is verified as registered in the system. (See Troubleshooting [Scenario 1](#) and [Scenario 2](#))

Test Check-In Portal

- Drafts
- Downloading and printing lists in advance.
- Navigating by testing site.
- What to do if you have access to the wrong testing site.
- What to do if you need to add new users.
- What to check if you don't find a registrant when you search for them.
- Lock outs/Password resets – Note that your password is not necessarily the same for the testing log in and portal log in.

Test Results (1/2)

- What are the possible results a staff member might receive?
 - Negative
 - Positive – Staff member will receive a call from a public health nurse
 - Test Not Processed (TNP)
 - Inconclusive
 - Neither TNP nor Inconclusive imply a positive or negative result.
- Why do some staff receive their results before others?
 - Lab doesn't necessarily result all specimens from one box at the same time, because a specific number of tests are run through the equipment at one time.
 - Sample inspection issues can cause delays.
 - Results are automatically matched against the registration database. If there is a mismatch or the test wasn't checked in, it needs a manual match which delays results.
 - Typically results come in over the course of 1-2 days. *Delays do not imply positive results*

Test Results (2/2)

- When would district/school administration be informed of someone's results?
 - The administration will be informed of results if someone had a positive result and was at school during their infectious period. This is true for surveillance testing and all other COVID-19 testing and is part of the standard to the contact tracing process.
- When should we contact AOE about outstanding results?
 - Results are received within the system within three days.
 - If there are matching or other errors that need manual correction, they would be addressed after three days.
 - If staff haven't received their results within five days, confirm that their test was checked in the system, then reach out to COVID19TeacherTesting@vermont.gov.

Troubleshooting Scenario 1 (1/2)

Someone shows up for testing but doesn't appear to be registered at your site.

Step 1: Confirm with them they registered. Ask if they received a confirmation email.

- Sometimes staff complete first phase but not second phase of registration.
- We are unable to offer walk-in testing at these events.

Step 2: Confirm that they registered before the registration deadline.

- Sometimes if a staff member cancels their appointment someone can sign up for it later, but they won't have a label and we can't process their test.

Step 3: Confirm that they aren't on your cancellation or completed list for *that event date*.

- If they were accidentally checked in, you can label and accept the test.
- If they accidentally cancelled, but you have a label for them, you can accept the test.
- If there's no label, email COVID19TeacherTesting@vermont.gov to understand the timing of what happened.

Troubleshooting Scenario 1 (2/2)

Scenario 1 (cont.): Someone shows up for testing but doesn't appear to be registered at your site.

Step 4: Confirm that they didn't register for a different site within your district by mistake.

- If they accidentally signed up at the middle school and not the high school their label may be at the middle school. You can hand write a label in that case.

Step 5: If Steps 1-4 don't resolve your registration question, email COVID19TeacherTesting@vermont.gov to see if they appear in our registration database.

- The IT staff can help them understand where they were in the process and verify their account is set up properly.

Troubleshooting Scenario 2

You've confirmed with the Department of Health that they're registered for a test, but you don't have a label.

If you're able to confirm that a staff member is registered for testing, write in their name and date of birth on a blank label, affix it to their test. Check their test in the system as normal. CIC will print a label for them during pre-accessioning.

Email AOE.COVID19Testing@vermont.gov and we will give CIC a heads up that handwritten labels are coming from your district.

Troubleshooting Scenario 3

You find that you don't have enough cryoboxes to ship all your tests.

If it's early in the day, email the AOE team at AOE.COVID19Testing@vermont.gov to see if we can have another one delivered.

In a pinch, package samples in a small container or shoe box packed tightly with crinkled paper to make sure they don't move around.

Troubleshooting Scenario 4

You're having trouble with your shipping carrier.

- Make sure you have printed your [Category B labels](#).
- Consider a courier service.
- Always include a [shipping manifest](#) in each box.
- If you learn that your shipment has been delayed for any reason, contact the AOE at AOE.COVID19TeacherTesting@vermont.gov, including the shipping confirmation numbers.

Troubleshooting Scenario 5

It's getting to the end of the day and you don't have all your tests logged in the system.

- If you're keeping a paper list, it's ok to ship and then finish checking in in the portal.
- For smooth processing of tests and results, it's important to complete by the end of the day on test day.

Troubleshooting Scenario 6

Your district has gone remote.

- If your district has gone remote, we hope that you will consider holding testing anyway. Your test results may be of even greater interest to you and the community. We have had schools and districts execute testing successfully under these circumstances.
- It would be ok to have all your staff who still want to be tested come to a single central location even if you had set up multiple locations in advance.
- If you decide to decline testing due to going remote, please let the AOE know as soon as possible at AOE.COVID19Testing@vermont.gov. We will coordinate with the help desk and logistics to cancel your delivery, registrations and testing event.
- You will automatically be scheduled again with your testing group in the following round.

Troubleshooting Scenario 7

You're running out of swabs

Use any leftover swabs you have from previous testing rounds.

Consider reinforcing instruction to testers to reduce re-testing:

- Blow nose before sampling.
- Only sample from the soft/lower area of the nostril.
- Orient the swab correctly in the tube so the swab/sample is facing down and away from the cap.

Troubleshooting Scenario 8

Staff members are having trouble registering

- Direct staff to this [“How to Register” video](#), or
- This [step-by-step guide with screenshots](#) (Thanks to Allison Conyers and Clayton Wetzel of Harwood UUSD).
- Remind them that it is a two-step process to register for first-time testers: first you set up an account, then register for testing. Set expectations that staff will need to set aside time to complete registration.
- Refer them to COVID19TeacherTesting@vermont.gov for Help Desk assistance from 8 a.m. – 4 p.m. Monday-Friday.

Contact the AOE if...

- Test kits/supplies are delivered to the wrong address.
- You receive your delivery and supplies or labels are missing.
- You receive notification from your carrier that your shipment has been delayed.
- If you have general questions about testing or policies.

AOE.COVID19Testing@vermont.gov

Contact the Help Desk if...

- A staff member is having trouble with registration.
- An onsite coordinator needs access to or has been locked out of the testing portal.
- You're unable to determine the registration status of someone who believes they have registered for testing.
- It has been five days and staff have not received their test results.

COVID19TeacherTesting@vermont.gov

Helpful Links

- [AOE COVID-19 School Staff Surveillance Testing Page](#)
- [Testing Groups List](#)
- [School Staff Surveillance Testing FAQ](#)
- [Testing Manual](#)
- [Shipping Manifest Template](#)
- [Category B Shipping Label](#)