Guide: Mobile COVID-19 Testing in Refugee, Immigrant, and Migrant (RIM) Communities

Why provide mobile care to RIM communities?

Bringing care to where people live, work, learn and play, whether it is COVID-19 testing or vaccination, has promising potential to improve community engagement and build trust that will be critical for acceptance of testing and vaccines. **Mobile testing** can be an effective way to reach these communities where they are, increasing access to testing, education, and resources for follow up.

Step 1: Identify target community, local community organizations, and local healthcare providers

- This is a **community-partner centered model**, in which the community organization should clearly be in charge of running the event with the healthcare organizations participating in support, providing technical assistance, healthcare personnel, and supplies.
    - Collaboration with community partners is essential; identify resources and organizations that primarily serve RIM communities
    - Some examples include ethnic based community organizations, community health centers, religious centers, food pantries, public housing advisory councils, or advocacy organizations
    - Consider hiring community members to aid in planning and implementation of the event
    - Other resources include connecting with the State Refugee Health Coordinator or other ORR-related organizations that may work with or have connections with refugee communities in your state
- Identify and collaborate with a lab that has the capacity to run the COVID-19 tests
- Identify a local clinic or community health center that has the ability, resources, and desire to follow up with individuals who are tested
- Follow up will be most successful if paired with a community organization that can also provide other supportive services, such as rental, utility, and food assistance during the isolation or quarantine period

- This work is focused on forming lasting connections with the community partner and target community in order to build trust and ultimately improve healthcare utilization and health outcomes within these communities
- Consider providing additional health-related services in combination with the COVID-19 testing event; some examples include influenza vaccinations, health screenings and education, or food pantry items; providing influenza vaccinations can lead to increased trust regarding the eventual opportunity for COVID-19 vaccination

Step 2: Reach out to community partner and community leaders regarding testing event

- Assess community needs, demographics, location of testing, scale of testing event, and supplies/personnel that the community organization can provide
    - See this community partnership form (**Appendix A)** with pertinent questions to ask
- Community organizations may have limited funding and resources. As a public entity, understand the resources that you can bring to support the partnership
    - For example: covering staff and interpreter services, using the CARES Act or other public dollars to support testing or other social services
- Ensure there are staff that speak the preferred language and are familiar with cultural norms of the target community
- Consider engaging with employers of members from RIM communities to inform them about and help them implement policies (e.g., sick leave) that enable workers to get testing and quarantine or isolate when needed

Step 3: Plan event in collaboration with community partner

- Hold the event in a location in which the community is familiar with and where they feel safe
    - If possible, consider integrating the testing event into services the community partner may already have in place or are planning to provide, such as a food pantry event
- Perform a pre-event site assessment **(Appendix B)** to determine patient traffic flow to avoid crowding and cross traffic, and to assess power source options and ventilation requirements
- Advertising through the community partner and in the preferred language of the community will aid in reaching the target community
    - Outreach should start early and will be an ongoing effort, as it may take time to build awareness and interest in the event

- Engaging with trusted community leaders, organizations, and influencers can aid in promoting the testing event; influencers may include community health workers and cultural navigators
- Ideas for advertising include:
  - Flyers left at homes, posters in gathering areas, emails, announcements at community events, COVID kits that provide disinfecting materials, masks, and information about COVID testing
  - If feasible, consider using messaging apps (e.g., WhatsApp), local radio stations, and social media, based on what is most appropriate for local communities

Step 4: Hold COVID-19 testing event with community partner

- Use this CDC guide to plan a COVID-19 community testing event: CDC Guidance on COVID-19 Testing
- This checklist for mobile COVID-19 testing **(Appendix C)** may aid in setting up an event
- Safety considerations in regards to mobile testing **(Appendix D)**
- At the event, staff that speaks the preferred language of community should be present to aid with registration, flow of traffic, and COVID-19 education following testing
  - We recommend that the first encounter should be with staff who speak the preferred language of community
- Provide individuals clear instructions on what personal information is being collected at the event, including name and contact information
  - Reassure individuals that their names and contact information will be kept confidential
- Collect two forms of contact information to aid in contact tracing for positive cases
  - Provide guidance on what information may be collected if there is a positive test result, including names and contact information of close contacts; describe how this will improve their overall care and will not impact their legal status or that of their close contacts
    - Reassure individuals that their names and contact information will be kept confidential and not released to close contacts
  - Ideally, personnel from the community or staff from the community partner would be reaching out to COVID-19 positive patients for case investigations and contact tracing
- Provide education to those tested in their preferred language; ensure that the patient's language preference continues through follow up care
- Information and health education should be provided primarily verbally and then reinforced by printed translated handouts, including topics regarding:
  - What to do while waiting for the test, what to do when you test positive, what to do when you test negative, isolation requirements, and community resources for isolation

- Information about COVID-19 prevention and where to go for COVID-19 testing in the future
        - Information regarding the COVID-19 vaccine, including topics such as side effects, safety, timing, emergency authorization, and two-dose regimen
        - Resources regarding the COVID-19 vaccine
        - Share relevant call numbers, including numbers for health departments, clinics, and COVID-19 hotlines
- Consider distributing masks or "COVID-19 kits" with hand sanitizer, masks, and disinfecting wipes at the event

Step 5: Follow-up with individuals who test positive

- Ensure a community health center or nearby clinic can support individuals who test positive in order to provide medical advice and resources for management, isolation, and follow up
    - If possible, consider including the community partner as part of the follow up, particularly to provide or facilitate access to community resources to aid in quarantine and/or isolation
- Follow up should be performed by individuals who speak the preferred language of the community, or if that is not possible, with the use of a professional interpreter
- Considerations to address social determinants of health in those who test positive:
    - Being COVID-19 positive can lead to inability to go to work, care for children, go to the grocery store, get medications, and hinder the ability to pay rent
    - It is important to address these stressors when an individual tests positive or if they have come into contact with a positive case
- Provide community resources to aid in the following:
    - Housing for those who need to isolate (particularly those in multi-generational households), grocery delivery, sanitization supply delivery (e.g. disinfecting wipes), medication delivery, child care, rent payment (particularly if employers does not provide paid sick-leave)

Additional Resources

- [Communication Toolkit for Migrants, Refugees, and Other Limited-English-Proficient Populations](#) (CDC)

Appendix A:

Community partnership in COVID-19 Testing:

Questions to ask your community partner

Question	Notes/Examples
Is there a space or location that would be best for testing within this community?	Apartment building, community center, parking lot of a popular community space, daycare/Head Start, low income housing community space
How many people are estimated to come?	This information will help you estimate the amount of staff and tests to supply
What are the general demographics of the community?	For example: Country of origin, language preferences, age group, whether the community is more families, single adults, young children, elderly, individuals with limited mobility, etc.
Are there specific social, cultural, or economic considerations to incorporate while planning the event for the community?	For example: Tech literacy of population, hesitancy surrounding providing personal information like phone #/email/etc., ability to access events due to transportation/work schedule/childcare/etc., specific health concerns or social determinants of health, documentation status, etc.
Where will patients be coming from and how far will they be traveling? What forms of transportation do they have access to? Will they most likely be walking/driving/busing/biking to the event?	For example: Residential housing, apartment complex, temporary housing shelter
What day of the week is best? What time of day is best?	This will help gauge the best time to hold the testing day
What staff can they provide?	Incorporating community partners' staff during the event is critical to build trust within the community you are testing

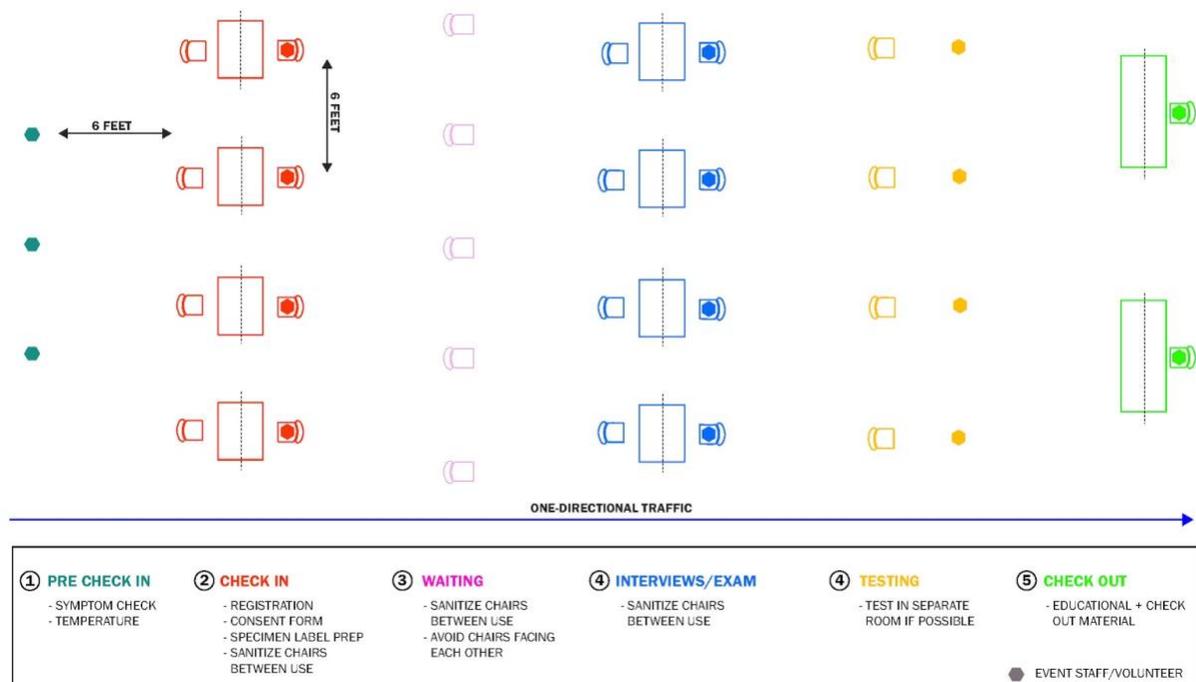|	
	We recommend staffing community personnel at registration, traffic flow, and check-out/COVID-19 education station if possible
What equipment, supplies, and/or resources are available to use?	For example: Refrigerator for storing test specimens, power strips, extension cords, tables, chairs, tents, printers, tablets, etc.
Does staff speak the preferred language of the community? Can they assign translators as needed for the event?	It is very important that there is representation within the healthcare staff of the community that you are testing
What building/infrastructure are available to use? Is there a restroom available to use? Access to power/outlets? Wi-Fi/Ethernet access? Hotspot?	An pre-event site visit prior to testing day will help locate these resources and helps design vehicle/pedestrian traffic flow
What is the best way to reach out to this community for advertising of the event? How far in advance should we start advertising?	For example: Flyers, posters, email advertising, door-to-door, social media, What's App, announcements at community events, etc.
Are there additional resources that you think may be helpful for this community?	It is important to understand the needs of the community, particularly regarding social determinants of health For example: Medical insurance registration, food stamps/food banks, immigration law resources

Appendix B:

Pre-Event Site Assessment

A pre-event site assessment will help to determine the potential layout of the event, the positions of different stations, space constraints and opportunities, vehicle and pedestrian traffic flow in order to avoid crowding and cross traffic, assess power source options, and evaluate the need for increased ventilation. The pre-event assessment allows time to create a site plan for distribution to staff and volunteers so everyone is aware of the event layout and has a guide for setting up.

Aspects to consider prior to the event include:

- Number and position of staff/volunteers
- Number and position of tents/shelters, tables, chairs, etc.
- Likely transportation modes of patients, volunteers, staff, etc.
    - Is there a need for bike racks?
    - Capacity of parking area compared to expected # of patients, volunteers/staff, etc.
    - Is entry/exit/event layout still convenient for someone who is walking, biking, or busing to the event?
- Accessibility of event
    - Are ramps needed?
    - Can tents, stations, or other clinic areas be positioned on even, dry ground?
    - Do interior areas have accessible entries?
    - Sidewalk accessibility?
    - Entry/exit/walkway accessibility?
    - Restroom accessibility?
- One-way pedestrian traffic layout/route, to the extent possible
    - Use signage, spatial barriers like traffic cones, etc. to clearly communicate direction of movement
- WIFI/ethernet/hotspot needs
- Trash can, recycling, and/or compost needs and location
- Distance between check-in and other stations
    - Will walkie-talkies be needed to communicate?
- Power source needs, including # of needed power strips, extension cords, etc.
- Vehicle traffic layout/route + parking
    - If possible, designate different areas of parking for staff/volunteers, patients, etc.
- Queuing area locations and barriers to separate queue from rest of event or other stations

- Locations for graphics or signage - entry/exits, check-in/registration, stations, testing location, restroom, along pedestrian/vehicle traffic routes, at queues to designate 6' apart, etc.
- Physical/spatial barriers to separate different stations, demarcate edges of clinic area, and highlight clinic flow. Examples include:
  - Traffic cones
  - Barrier tape
  - Bollards
  - Building or landscaping edges
  - Tables
- Portable restroom location, if applicable
- Ventilation needs if the event is inside
  - For large spaces, open windows and doors if possible so inside air is moving outside and vice versa. Fans can also be positioned at or near openings to pull inside air out.
  - For smaller spaces, a portable HEPA purifier can help reduce the spread of aerosols carrying the coronavirus

Diagram of Event Layout Guidelines:

① PRE CHECK IN	② CHECK IN	③ WAITING	④ INTERVIEWS/EXAM	④ TESTING	⑤ CHECK OUT
- SYMPTOM CHECK - TEMPERATURE	- REGISTRATION - CONSENT FORM - SPECIMEN LABEL PREP - SANITIZE CHAIRS BETWEEN USE	- SANITIZE CHAIRS BETWEEN USE - AVOID CHAIRS FACING EACH OTHER	- SANITIZE CHAIRS BETWEEN USE	- TEST IN SEPARATE ROOM IF POSSIBLE	- EDUCATIONAL + CHECK OUT MATERIAL

EVENT STAFF/VOLUNTEER

Appendix C:

Mobile COVID-19 Testing Checklist

Items separated by category:

Infrastructure	Traffic Flow	Safety	Technology	Lab Items
• Tents • Heaters (if indicated) • Portable Restroom(s) • Foldable chairs • Foldable tables • Privacy screen • Fans (if indoors) • Measuring tape • Duct tape • Trash cans and bags	• Guiding barriers for pedestrian traffic: stanchions, traffic cones, barrier tape, etc. • Banners/signage: available in multiple languages	• Touchless hand sanitizer stations • Extra masks • First Aid Kit • PPE for staff • EPA-approved disinfecting materials	• Power source • Power strips • Extension cords • Hotspot/wifi source • Laptops • Tablets • Printer • Labels • System for managing tests • Method for notifying patients of test results	• Fridge • Media transport • Biohazard bags • Coolers to place smaller quantities of media • Biohazard containers • Red biohazard bags • Biohazard trash cans

Items separated by station:

Check-In/COVID-19 Symptom Screening

- Symptom screening checklist
- Information sheet regarding flow of event
- Patient numbers/labels/stickers, if necessary for queuing without digital system
- Sanitization: hand sanitizer, Oxivir wipes, extra face masks

Registration Station

- Laptop/tablets for registration/pre-registration
- Power source
- Printer for sticker labels
- Sanitization: hand sanitizer, Oxivir wipes (or other EPA-approved sanitizating wipes)

Physician Visit

- Laptop/tablet
- Power source
- Pulse oximeter
- Blood pressure cuff
- Stethoscope
- Sanitization: hand sanitizer, Oxivir wipes

Testing Station

- Labels/printer
- Power source
- Testing supplies: CDC COVID-19 Testing Guide
- Lab items: media, swabs, fridge, cooler, biohazard materials
- Sanitization: hand sanitizer, Oxivir wipes

Education Station

- Printer
- Educational materials in multiple languages: CDC COVID Post-Test Guide
- Contact information for follow-up
- Community resource guide
- Sanitization: hand sanitizer, Oxivir wipes

Appendix D:

Safety Considerations: Mobile Testing Events

1. Physical space and set up

   - Conduct pre-event site visit **(Appendix B)** to assess space for physical distancing measures to be appropriately taken, including:
     - Identifying a location for Check in station either outside the facility or in a separate space if possible to screen participants for respiratory infection
     - Placement of screening stations at least 10' away from other stations, and are located in well ventilated areas
     - Ensuring entry points to the facility can be limited and/or monitored
     - If mobile unit is used: Positioning of mobile unit to ensure access points are controlled
   - Create a one-way patient traffic flow layout, if possible
   - Designate donning and doffing areas within the physical space
   - Limit number of volunteers/staff needed and contact points, areas of staffing to consider include:
     - COVID-19 Symptom Screening/Check-In
     - Registration
     - Physician visit (if needed)
     - Testing station
     - Testing collection and storage
     - Education station
     - Float staff to help direct pedestrian traffic
   - Ensure there is staff positioned outside the testing area to control who enters and exits, and maintain physical distancing standards and masking near and within the testing area
   - Post physical distancing signage using stanchions or other physical barriers, and COVID-19 information signage at each station and throughout
   - Use physical barriers to guide flow of pedestrian traffic if possible
   - Provide hand sanitizer to participants upon check in, at each station, and before entering and leaving the mobile unit
   - Disinfect equipment and surfaces with Oxivir (or other EPA-approved wipes) after each participants interaction
     - Ensure that materials meet EPA's criteria for use against SARS-CoV-2
   - If indoors, ensure proper ventilation with open doors and windows; fans may be placed near open doors or windows to promote air flow

- o For smaller spaces, a portable HEPA purifier can help reduce the spread of aerosols containing coronavirus

2. Scheduling, Communication, and Check-in Process

- If scheduling visits prior to testing event: Inform participants about check in process, including respiratory infection screening, temperature check, and details on what to expect upon arrival
- Inform participants that a mask covering both the mouth and nose will be required, regardless of symptoms, to put on before entering facility/mobile testing area
- Inform expectations around practicing appropriate physical distancing measures, including not to bring friends, family, or visitors
- Pre-registration: whenever possible, have participants complete screening consent, authorization, and health history forms prior to arrival
    - o Pre-registration could also be done with tablets when people are in the queue, depending on physical spacing
- Upon arrival, screen all participants using COVID-19 questionnaire
- Provide temperature check at Check-In with infrared thermometer
- Reduce contact points during check in processes such as:
    - o Having participants call when they arrive on site to confirm pre-registration material, if applicable
    - o Perform respiratory infection screening in vehicle or at a separate station prior to entering testing area

3. Staffing, Reporting and Contact Tracing

- Reduce number of staff on site per event
- Define clear roles and responsibilities for staff and volunteers prior to event
- Provide Just-in time training to further define roles and responsibilities and review flow of event
- Volunteers to receive training on donning and doffing PPE, with a specific area designated for donning and doffing
- Volunteers and staff to immediately report symptoms or exposures, with reported capture in the worker injury system
- Contact list of all staff, volunteers, participants, and others on site for contact tracing