**Frequently Asked Questions (FAQs)**

**Novel Coronavirus (COVID-19)**

**What is novel coronavirus?**
Coronaviruses are a large family of viruses. Many of them infect animals, but some coronaviruses from animals can evolve (change) into a new human coronavirus that can spread from person-to-person. This is what happened with the current novel coronavirus, known as COVID-19. Diseases from coronaviruses in people typically cause mild to moderate illness, similar to the common cold and flu. Some, like the SARS or MERS viruses, cause serious infections like pneumonia.

**Novel Coronavirus** is new, and we are learning more each day about how easily it spreads and how long it takes for people to become sick. As information becomes available, we will keep you informed.

Do not assume that someone is at risk for coronavirus disease based on their race/ethnicity or country of origin. Do not show prejudice to Stanislaus County residents of Asian descent or assume that someone of Asian descent is more likely to have COVID-19. Do not discriminate against people wearing a facemask or assume that they are ill. People wear masks for a variety of health and cultural reasons.

**How does novel coronavirus spread?**
Like other respiratory illnesses, such as influenza, human coronaviruses most commonly spread to others from an infected person who has symptoms through:
- Droplets produced through coughing and sneezing
- Close personal contact, such as caring for an infected person
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands

**What are the symptoms?**
People who have been diagnosed with the novel coronavirus have reported symptoms that may appear in as few as 2 days or as long as 14 days after exposure to the virus. Symptoms include:
- Fever
- Cough
- Shortness of breath

**Can I get tested for the coronavirus?**
Testing is not helpful if you do not have symptoms. However, most people will get better with rest so there is no need to see a doctor if you have mild symptoms. If you develop difficulty breathing or cannot keep fluids down, see a doctor or call 911. Certain patients such as the elderly, those that are immune compromised or have underlying medical conditions should call their doctor.

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**KEY POINTS**
- Novel Coronavirus is a new virus that hasn’t been seen in humans before
- Coronaviruses can spread through close personal contact or by touching an object or surface with the virus on it
- Steps to prevent other respiratory infections will help to prevent Novel Coronavirus
- Public Health is working to prevent the spread of novel coronavirus in Stanislaus County

**FOR MORE INFORMATION:**
- Stanislaus County Health Agency
  [http://www.schsa.org](http://www.schsa.org)
- Centers for Disease Control
- World Health Organization
  [https://www.who.int/health-topics/coronavirus](https://www.who.int/health-topics/coronavirus)

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earlier. If you have mild symptoms, there may be no need to go to a medical facility to see a doctor. If you have questions, please call the clinic or your doctor before going in.

Who Should Not Be Routinely Tested:

- Asymptomatic people, regardless of history of exposure, unless directed by the local health department or a change in CDC or CDPH guidelines.
- People with mild disease where home isolation is prudent until symptom resolution is feasible. For more information on when to stay home when sick use the CDC guidelines: https://www.cdc.gov/flu/business/stay-home-when-sick.htm

How is novel coronavirus treated?

At this time, there are no medications or vaccines approved for coronavirus. However, many symptoms can be treated. Treatment is based on the patient’s condition. Most people with mild coronavirus illness will recover on their own by drinking plenty of fluids, resting, and taking pain and fever medications. Some cases develop pneumonia and require medical care or hospitalization.

Be aware of scam products for sale that make false claims to prevent or treat this new infection!

When do I seek medical evaluation or advice?

If you have symptoms like cough, fever, or other respiratory problems, contact your regular doctor first. Do not go to the emergency room. Emergency rooms need to be able to serve those with the most critical needs. If you have difficulty breathing, it doesn’t mean you have novel coronavirus, but you should call 911. If you’re over 60 and you have underlying conditions like diabetes, heart disease, and lung disease, come up with a plan with your doctor to identify your health risks for coronavirus and how to manage symptoms. Contact your doctor right away if you do have symptoms.

Can someone who has been quarantined for COVID-19 spread the illness to others?

Quarantine means separating a person or group of people who have been exposed to a contagious disease but have not developed illness (symptoms) from others who have not been exposed, in order to prevent the possible spread of that disease. Quarantine is usually established for the incubation period of the communicable disease, which is the span of time during which people have developed illness after exposure. For COVID-19, the period of quarantine is 14 days from the last date of exposure, because 14 days is the longest incubation period seen for similar coronaviruses. Someone who has been released from COVID-19 quarantine is not considered a risk for spreading the virus to others because they have not developed illness during the incubation period.
Can the virus that causes COVID-19 be spread through food, including refrigerated or frozen food?

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food. Before preparing or eating food it is important to always wash your hands with soap and water for 20 seconds for general food safety. Throughout the day wash your hands after blowing your nose, coughing or sneezing, or going to the bathroom.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures. Learn what is known about the spread of COVID-19.

How can I protect myself from novel coronavirus?

It is important that everyone take steps to reduce the spread of novel coronavirus, especially to protect those who are more vulnerable. Steps you can take to prevent spread of the flu and the common cold will also help prevent coronavirus.

- Wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap is not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Limit close contact, like kissing and sharing cups or utensils, with people who are sick
- Stay home while you are sick
- Cover your mouth/nose with a tissue or sleeve when coughing or sneezing
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
- Facemasks are most effective when used appropriately by health care workers and people who are sick
- Get a flu shot to prevent influenza if you have not done so this season

How can I protect myself when I travel?

At this time, the Centers for Disease Control and Prevention (CDC) recommends that people avoid all nonessential travel to countries that have been issued travel advisories. Check their Travelers’ Health Destinations webpage https://wwwn.cdc.gov/travel/destinations/list for up-to-date recommendations before you travel. If you travel to other places, taking steps to prevent the spread of respiratory infections, like the flu, will also help to prevent coronaviruses. Talk to your doctor before travel to make sure you have received the recommended vaccines and medications specific to your destination to protect your health.
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Are there any cases in Stanislaus County?
You may visit our webpage Coronavirus - HSA - Stanislaus County for current information.

Can someone who has had COVID-19 spread the illness to Others?
The virus that causes COVID-19 is spreading from person-to-person. Someone who is actively sick with COVID-19 can spread the illness to others. That is why CDC recommends that these patients be isolated either in the hospital or at home (depending on how sick they are) until they are better and no longer pose a risk of infecting others.

How long someone is actively sick can vary so the decision on when to release someone from isolation is made on a case-by-case basis in consultation with doctors, infection prevention and control experts, and public health officials and involves considering specifics of each situation including disease severity, illness signs and symptoms, and results of laboratory testing for that patient.

Current CDC guidance for when it is OK to release someone from isolation is made on a case by case basis and includes meeting all of the following requirements:

- The patient is free from fever without the use of fever-reducing medications.
- The patient is no longer showing symptoms, including cough.
- The patient has tested negative on at least two consecutive respiratory specimens collected at least 24 hours apart.

Someone who has been released from isolation is not considered to pose a risk of infection to others.

What is community spread?
Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

Will warm weather stop the outbreak of COVID-19?
It is not yet known whether weather and temperature impact the spread of COVID-19. Some other viruses, like the common cold and flu, spread more during cold weather months but that does not mean it is impossible to become sick with these viruses during other months. At this time, it is not known whether the spread of COVID-19 will decrease when weather becomes warmer. There is much more to learn about the transmissibility, severity, and other features associated with COVID-19 and investigations are ongoing.
What is the purpose of the guidance Cybersecurity & Infrastructure Security Agency (CISA) is issuing?
As the Nation’s risk advisor, CISA developed this guidance to help state and local governments and the private sector ensure that employees essential to operations of critical infrastructure are able to continue working with as little interruption as possible. The purpose of this guidance is to enable continued resilience for public community health and safety of government, economy, and society despite possible impacts to the workforce and critical infrastructure workforce brought on by consequences of COVID-19.

State and local officials can use this guidance to help manage the response and harmonize guidance across jurisdictions. The guidance supports efforts to ease movement of critical infrastructure workers within and between jurisdictions.

Who is this guidance intended for?
CISA is issuing this guidance to help government and private sector partners clarify the scope of critical infrastructure and identify key personnel who are essential in operating critical systems and assets. To maintain the health and economic wellbeing of communities and the Nation, critical infrastructure requires continuity and resilience. This will require coordination between government and private sector to ensure key employees are able to get to work.

How is this different than traditional disasters or emergencies impacting critical infrastructure?
COVID-19 is different than any emergency the Nation has faced, especially considering the modern, tightly interconnected economy and American way of life. In traditional emergencies, government coordinates with the private sector to get businesses back to business. In this case, as the government works with partners to slow the spread of COVID-19, the economic goal is maintaining resilience of the Nation’s foundation—its critical infrastructure.

What is critical infrastructure?
As defined by USA Patriot Act of 2001 (42 U.S.C. 5195c(e)), critical infrastructure are any “systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.” This definition is appropriately broad to include a wide range of stakeholders who either directly or indirectly enable the functionality of infrastructure systems.
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Who are critical infrastructure employees?
In the modern economy, there are many types of employees required to sustain normal day-to-day services that enable our economy and our way of life. This goes far beyond utilities and public works. This guidance offers an initial baseline for governments and industry to use when identifying key groups of employees that may require accommodation to ensure infrastructure functioning is not degraded during COVID-19 response.

What if this guidance differs from workers identified in Public Health Orders or other requirements issued by State and Local Jurisdictions?
This guidance was provided to clarify the potential scope of critical infrastructure to help inform decisions by state and local jurisdictions, but does not compel any prescriptive action. Ultimately, those jurisdictions will need to issue guidance regarding the importance of public health concerns with infrastructure resilience imperatives.

Is this guidance binding?
No. This guidance is not binding and is primarily a decision support construct to assist state and local officials. It should not be confused as official executive action by the United States Government.

What are the next steps in this effort?
This guidance will be broadly shared with government and business to foster engagement and coordination. Recognizing that the COVID-19 environment is fluid and unique in our history, CISA will continue to work with the critical infrastructure community to provide supportive tools and analysis to help operationalize this guidance. Future efforts will be responsive to the needs of CISA’s partners across the country in both government and the private sector.

What does it mean to be included on this list?
The list of essential workers should be considered by state and local government officials as those with prioritized need for access and re-entry into, out of, and through areas where shelter-in-place, quarantine, cordons, and restricted areas. Different jurisdictions may come to different conclusions as to where essential worker accommodation is warranted based on the prevalence and density of certain infrastructure activity and assets in that area.

My job/company is not listed; what now?
The intricacies of different jurisdictions and industries means that it is impossible to identify every critical component of every industry across the country. Priorities will also change over time. This guidance is a starting point for jurisdictions to work with their local businesses and for businesses to communicate their needs to their partners in government.
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There is a well-established critical infrastructure community managed by CISA and partner Sector-Specific Agencies that includes avenues for engagement for government and industry.

My company is not critical to the city where it is located, but interruptions to our services could be a crucial issue for other communities. How should I address this?

It is important for governments to remember that the impacts of interruptions to critical infrastructure services may be felt far from your borders. The downstream impact of a restriction on workers in your community must be considered.

Identify critical functions within your supply chain (e.g., third-party vendors, suppliers, service providers, and contractors) who are necessary to maintain critical operations and services, and solutions if possible interruptions occur to the supply chain.

How do I decide if a business or a business activity is critical?

For governments, examine the key employers in your jurisdiction and the key enablers of your communities (e.g., utilities, internet providers, food and medical providers) and consider also what companies are key contributors to supply chains/distribution or the digital infrastructure.

For businesses, the focus during this response is maintaining the businesses and services that enable continued economic and social vitality. It is not focused on maintaining business as usual nor is it trying to sustain the operating capacity of non-critical businesses and industries.

How to obtain benefits for time spent in quarantine?

You can find information for Workers and Employer Resources, such as:

- Summary Chart: Benefit for Workers impacted by COVID-19
- FAQ’s on laws enforced by the California Labor Commissioner’s Office
- Support Services for those who are Sick or Quarantined, Caregiving, or Dealing with Reduced Work hours.
- Potential Closure or layoffs, and tax Assistance

By visiting: https://www.labor.ca.gov/coronavirus2019/

The following links provide good sources of information for California businesses during this time:

- Opportunity Stanislaus has created a new website at https://www.cabizrelief.org/ to provide the latest information related to COVID-19 for businesses in the Central Valley and Sierra Foothills.
- Official public health information, California Department of Public Health: https://www.cdph.ca.gov/
- Resources for employment and workers, Labor and Workforce Agency: https://www.labor.ca.gov/coronavirus2019/

State Tax Extensions:

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- The California Department of Tax and Fee Administration (CDTAF) has the authority to assist individuals and businesses impacted as a result of complying with state and local public health official’s imposition or recommendation of social distancing measures related to COVID-19. To get in touch with CDTFA, please visit their website: [https://www.cdtfa.ca.gov/](https://www.cdtfa.ca.gov/)
- Payroll Taxes/Employment Development Department (EDD): [https://www.edd.ca.gov/](https://www.edd.ca.gov/)
- Franchise Tax Board (FTB): The FTB administers two of California’s major tax programs: Personal Income Tax and Corporate Tax. If you have questions or to learn about how to apply for COVID-19 relief, please visit the [https://www.ftb.ca.gov/](https://www.ftb.ca.gov/)

**STAY AT HOME ORDER 3-19-2020**

The California State Public Health Officer and Director of the California Department of Public Health is ordering all individuals living in the State of California to stay home or at their place of residence, except as needed to maintain continuity of operation of the federal critical infrastructure sectors, critical government services, schools, childcare, and construction, including housing construction.

Read the full Executive Order here (pdf).

**How long will we stay home?**

This goes into effect on Thursday, March 19, 2020. The order is in place until further notice.

**What can I do? What’s open?**

Essential services will remain open such as:
- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
- Banks
- Laundromats/laundry services

Essential state and local government functions will also remain open, including law enforcement and offices that provide government programs and services.

**What’s closed?**

- Dine-in restaurants
- Bars and nightclubs
- Entertainment venues
- Gyms and fitness studios
- Public events and gatherings
- Convention Centers
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Where does this apply?
This is in effect throughout the State of California.

What else can I do?
As schools close and workers in your community are sent home due to the spread of the coronavirus, many of the most vulnerable populations face challenges beyond the immediate health concerns. Here are some ways you can help:

- Volunteer at your local food bank
  - Love Our Neighbors  [https://www.loveourneighbors.org/volunteer](https://www.loveourneighbors.org/volunteer)
  - Second Harvest Food Bank  [https://www.localfoodbank.org/](https://www.localfoodbank.org/)
  - Food Pantries  [https://www.foodpantries.org/ci/ca-modesto](https://www.foodpantries.org/ci/ca-modesto)

- Make a donation to a local charity

- Help get the word out to families with school-aged children about the locations for free school lunches  [https://www.stancoe.org/school-lunch](https://www.stancoe.org/school-lunch)

- Collaborate with neighbors to check in on the most vulnerable in your community
  - [http://www.agingservices.info/](http://www.agingservices.info/)

You may also call the Health Services Agency Public Health Department at (209)-558-7535