

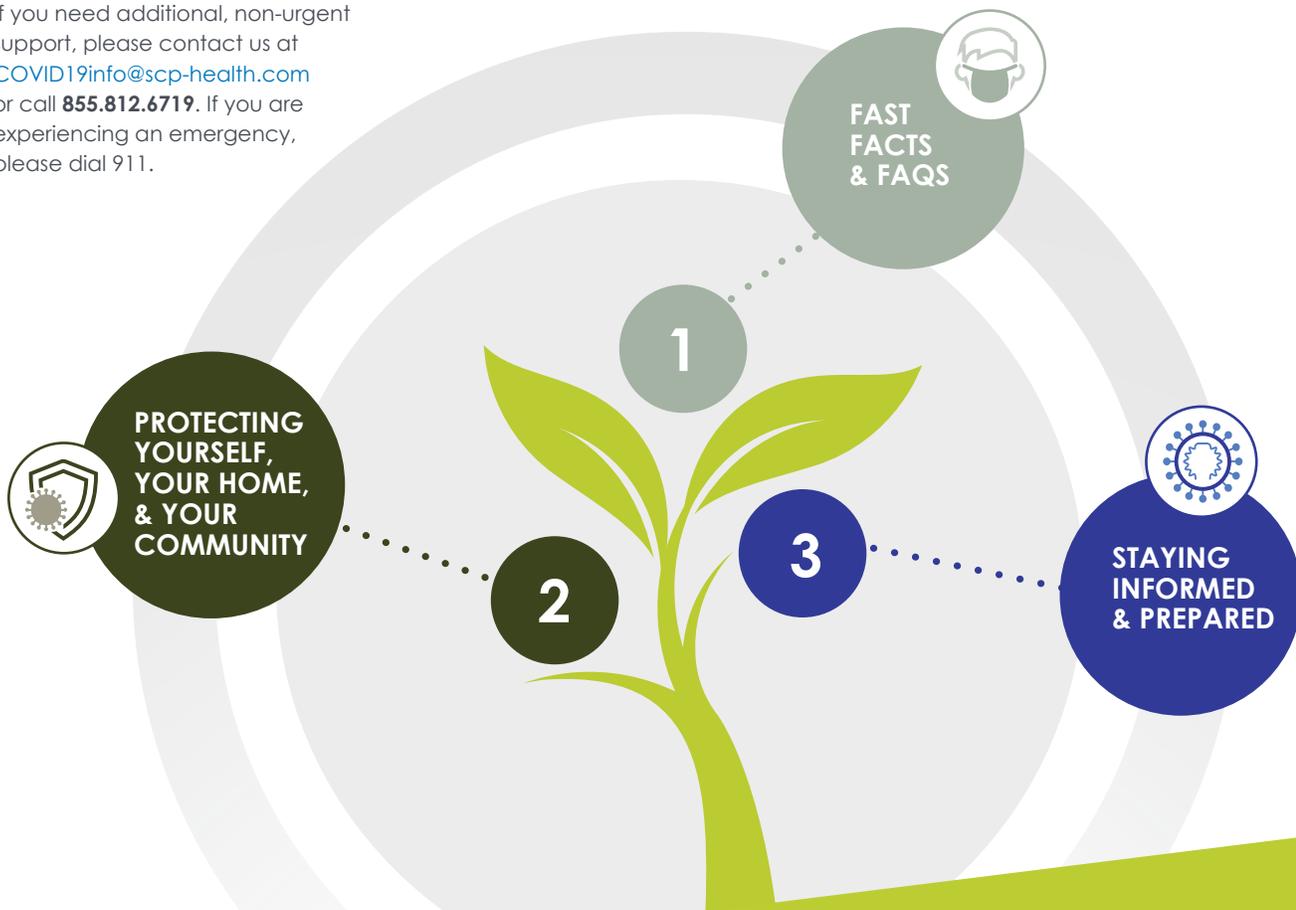


## COMMUNITY GUIDE FOR COVID-19:

A medical event of this magnitude has not been experienced for over a century, and it is creating some combination of stress, uncertainty, pain, and intense demand for you and your loved ones, your community, your country, and your world.

At SCP Health, we are working hard with our client hospitals and our communities to help provide the information and care that is needed. SCP Health is a clinical company that helps hospitals operate effectively and build close, collaborative relationships with their communities. In that spirit, we gathered information from reliable industry sources, as well as our clinical experts, and created this COVID-19 Community Guide to help you navigate this unprecedented time. **Please note: This situation is changing rapidly, so we will continue to update this guide as we know more.**

If you need additional, non-urgent support, please contact us at [COVID19info@scp-health.com](mailto:COVID19info@scp-health.com) or call **855.812.6719**. If you are experiencing an emergency, please dial 911.



## FAST FACTS & FAQs

### **Is COVID-19 the only coronavirus?**

COVID-19 is not the only type of coronavirus—even the common cold is a coronavirus. However, COVID-19 is a new type that had not been previously identified and requires a much different plan of care.

### **Is there a vaccine for COVID-19?**

There is currently no vaccine to prevent COVID-19, but they are being developed.

### **How does the virus spread?**

The virus is thought to mainly spread from person to person between those in close contact (about 6 feet) or through respiratory droplets produced from an infected individual's sneeze or cough.

### **What can I do to stop this from spreading?**

The best way to prevent illness is to avoid exposure through social distancing. Read the rest of this guide to learn more.

### **Is COVID-19 more risky for certain people?**

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19. However, everyone should be taking preventative and safety measures to keep both self and community safe.

### **Should I be wearing a facemask?**

A facemask is important to wear around other people if you are sick or are a caretaker for someone who is sick. Otherwise, you should follow recommendations from the CDC and your state and local governments.

### **Why isn't everyone getting tested? And, does getting tested mean someone has COVID-19?**

Right now, there are not enough test kits to test everyone. That said, being tested does not mean that you have the virus. The labs are getting results back as fast as possible, so stay calm while you or your loved ones wait for results. Stay quarantined if you have been instructed to do so.

### **Why can't people visit their loved ones in the hospital or other care facilities?**

The risk of spreading the virus is so high that most healthcare facilities are not allowing visitors or are upholding other strict visitor policies. Visitors and patients are often both in more danger if visitors come into the facility, so though it is difficult, it can be better for you and your loved one to stay a safe distance and communicate virtually.

## 2

# PROTECTING YOURSELF, YOUR HOME, & YOUR COMMUNITY

## Physical Health

### Clean your hands often

- **Wash your hands often** with soap and water, and use hand sanitizer with at least 60% alcohol if soap and water are not readily available.

#### Watch this video for answers to FAQs about handwashing:

- <https://www.youtube.com/watch?v=d914EnpU4Fo&feature=youtu.be>

#### Watch this video to learn the proper hand-washing technique:

- <https://www.youtube.com/watch?v=lisgnbMfKvI>
- **Avoid touching your face with unwashed hands.**

### Abide by social distancing

- **Avoid close contact** with people who are sick, when at all possible.
- **Put distance between yourself and other people.** This is especially important for [people who are at higher risk of getting very sick](#).
- If getting food from a restaurant, order delivery or pickup curbside whenever possible, rather than dining in or walking inside to pick up.
- Follow federal, state, and local recommendations.

### Clean and disinfect

- **Clean AND disinfect** frequently touched surfaces daily, and clean any dirty surfaces as well. Read the CDC's [cleaning and disinfection guidelines](#) for more information on how to appropriately treat surfaces and fabrics.

### If you are sick

- **Stay home**, except to get medical care.
- Unless it is an emergency, **call your doctor first** before getting medical care.
- Try to distance yourself from other people and, if you can't, **wear a face mask** around others.
- **Avoid sharing household items** and clean all high-touch surfaces frequently (using methods noted above).
- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow—then immediately throw the tissue in the trash and wash/sanitize your hands using the guidelines stated earlier.
- **Throw used tissues in the trash.**



## Behavioral Health

### Connect with others

- Take advantage of any virtual communication technologies available to you, including text, email, Facetime, phone calls, Skype, etc.
- If you have a skill, certification, or interest in something others would likely engage in (e.g. writing workshops, yoga classes, baking, etc.), use available technology and social media to virtually teach and/or collaborate with others
- Take time to write letters to those you love

### Engage in uplifting and calming behaviors

- Use practical ways to relax as much as possible, including taking deep breaths, meditating or praying, reading, keeping a journal of things you're thankful for, cooking, etc.
- Maintain a healthy lifestyle, to the best of your ability, by eating nutritious foods, sleeping consistently, and engaging in physical exercise
- For more on coping with stressful situations, download the World Health Organization's (WHO's) [tip sheet](#) or visit the CDC's [stress management webpage](#).

### Understand what to expect

- Be aware that people often feel anxiety, worry, and fear during this type of situation
- For more information on social distancing, quarantine, isolation, and the reactions that they may bring on, read the Substance Abuse and Mental Health Services Administration's (SAMHSA's) tip sheet, [Taking Care of Your Behavioral Health](#)

### Have a plan for who to contact

- If you or a loved one is struggling, know who to call.
- For symptoms of depression, a desire to using unhealthy coping mechanisms, symptoms of post-traumatic stress disorder, a feeling of wanting to harm oneself or others, or other concerning symptoms/desires/actions, please immediately contact a health care provider or one of the following numbers:
  - **SAMHSA's Disaster Distress Helpline: 1-800-985-5990**
  - **SAMHSA's National Helpline: 1-800-662-HELP**
  - **National Domestic Violence Hotline: 1-800-799-7233**
  - **National Suicide Prevention Lifeline: 1-800-273-TALK**

### Take special care of children

- If you have children in your household, be aware that they may respond to stress in different ways than adults. Be sure to respond in a supportive, kind way.
- Keep or construct regular routines to maintain engagement and structure
- Be clear about what is happening by using words that children can understand, depending on their age
- If one of the people (including a child) in your house gets sick, let children ask questions and reassure them
- For more on helping children cope with stress during COVID-19, read the [WHO's tip sheet](#).



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## STAYING INFORMED & PREPARED

### Find Relevant Information\*

- Know where to find local information on COVID-19 and local trends related to COVID-19, including emergency operations plans for schools/businesses.
- Keep an eye on your state's press releases and conferences to understand what state-wide measures are taking place. The states have a large amount of decision-making power in these situations, so it's important to understand what measures yours is taking.
- Stay up-to-date on national information as well, from sources like:
  - [CDC's US COVID-19 Cases Tracker](#)
  - [Coronavirus.Gov](#)
  - [White House Briefings & Statements](#)

\*Note: While being informed is important, sometimes the constant stream of information can feel overwhelming and discouraging. If you are feeling those effects strongly, consider taking breaks from reading/listening to the news or having conversations about the pandemic. Please also refer to the Behavioral Health section of this guide for more tips, resources, and contacts that can help you and your loved ones get through this crisis time.

### Follow Official Sources for Accurate Information

There are a lot of false pieces of information and recommendations floating around. Make sure to fact check what you read and only trust reliable sources.

You can also help control the spread of rumors by visiting [FEMA's rumor control page](#) and [WHO's COVID-19 Mythbusters page](#).

### Words to Know

[Harvard Health Publishing](#) suggested knowing the following list of words during this crisis:

- **community spread (community transmission):** is said to have occurred when people have been infected without any knowledge of contact with someone who has the same infection
- **contact tracing:** a process that begins with identifying everyone a person diagnosed with a given illness (in this case COVID-19) has been in contact with since they became contagious. The contacts are notified that they are at risk, and may include those who share the person's home, as well as people who were in the same place around the same time as the person with COVID-19 — a school, office, restaurant, or doctor's office, for example. Contacts may be quarantined or asked to isolate themselves if they start to experience symptoms, and are more likely to be tested for coronavirus if they begin to experience symptoms.



- **containment:** refers to limiting the spread of an illness. Because no vaccines exist to prevent COVID-19 and no specific therapies exist to treat it, containment is done using public health interventions. These may include identifying and isolating those who are ill, and tracking down anyone they have had contact with and possibly placing them under quarantine.
- **epidemic:** a disease outbreak in a community or region
- **flattening the curve:** refers to the epidemic curve, a statistical chart used to visualize the number of new cases over a given period of time during a disease outbreak. Flattening the curve is shorthand for implementing mitigation strategies to slow things down, so that fewer new cases develop over a longer period of time. This increases the chances that hospitals and other healthcare facilities will be equipped to handle any influx of patients.
- **incubation period:** the period of time between exposure to an infection and when symptoms begin
- **isolation:** the separation of people with a contagious disease from people who are not sick
- **mitigation:** refers to steps taken to limit the impact of an illness. Because no vaccines exist to prevent COVID-19 and no specific therapies exist to treat it, mitigation strategies may include frequent and thorough handwashing, not touching your face, staying away from people who are sick, social distancing, avoiding large gatherings, and regularly cleaning frequently touched surfaces and objects at home, in schools, at work, and in other settings.
- **pandemic:** a disease outbreak affecting large populations or a whole region, country, or continent
- **presumptive positive test result:** a positive test for the virus that causes COVID-19, performed by a local or state health laboratory, is considered “presumptive” until the result is confirmed by the CDC. While awaiting confirmation, people with a presumptive positive test result will be considered to be infected.
- **quarantine:** separates and restricts the movement of people who have a contagious disease, have symptoms that are consistent with the disease, or were exposed to a contagious disease, to see if they become sick
- **SARS-CoV-2:** short for severe acute respiratory syndrome coronavirus 2, SARS-CoV-2 is the official name for the virus responsible for COVID-19.
- **social distancing:** refers to actions taken to stop or slow down the spread of a contagious disease. For an individual, it refers to maintaining enough distance between yourself and another person to reduce the risk of breathing in droplets that are produced when an infected person coughs or sneezes. In a community, social distancing measures may include limiting or cancelling large gatherings of people.
- **virus:** a virus is the smallest of infectious microbes, smaller than bacteria or fungi. A virus consists of a small piece of genetic material (DNA or RNA) surrounded by a protein shell. Viruses cannot survive without a living cell in which to reproduce. Once a virus



enters a living cell (the host cell) and takes over a cell's inner workings, the cell cannot carry out its normal life-sustaining tasks. The host cell becomes a virus manufacturing plant, making viral parts that then reassemble into whole viruses and go on to infect other cells.

## Create a Household Plan

Create a [household plan](#) of action in case of illness in the household or disruption of daily activities due to COVID-19 in the community.

- If possible, obtain a two-week supply of necessary prescription and over the counter medications, food and drinks, and other essentials. Research food delivery options, just in case.
- Establish ways to communicate with your family, friends, coworkers, and other important people
- To the best of your ability, prepare alternate plans for work, childcare, travel, etc.

## Create Communications and Care Plans

If you or someone you know is ill with fever, cough or shortness of breath, then a call for medical advice is the next step.

If you or someone you know is seriously ill and having an emergency, then 911 should be called unless you or the other person is on hospice or has an Advance Care Plan or Healthcare Directive and do not want any heroic measures performed. If you have an Advance Care Plan or Healthcare Directive, you should make certain that your loved ones and caretakers are aware of it as well.

If you do not want to be put on a machine or to be resuscitated if you become very ill, then you should speak honestly with your family or caregivers and your physician or clinical caretaker so that your wishes are understood and honored. For more information, visit the National Institute on [Aging's Advance Care Planning webpage](#).

