



FREQUENTLY ASKED QUESTIONS

How many confirmed cases are in San Bernardino County?

There are 17 confirmed cases; no fatalities at this time. The first case appeared in a Kaiser Fontana patient who returned from London, U.K. The second case appeared in a 54-year-old male with underlying health conditions who had come into contact with persons who had recently traveled from Washington State. The third case appeared in a woman in her 50s. No further information regarding the other patients are available at this time. It is also important to note that under the Health Insurance Portability and Accountability Act (HIPAA), we are obligated to protect patient information.

No matter where these cases were confirmed, all residents should continue to practice good public health hygiene and stay home, especially if you are sick.

View the news releases and the most recent number of confirmed cases in San Bernardino County at wp.sbcounty.gov/dph/coronavirus.

Who are the patients?

The first case appeared in a Kaiser Fontana patient who returned from London, U.K. The second case appeared in a 54-year-old male with underlying health conditions who had come into contact with persons who had recently traveled from Washington state. The third case appeared in a woman in her 50s. No further information regarding the other patients are available at this time. It is also important to note that under the Health Insurance Portability and Accountability Act (HIPAA), we are obligated to protect patient information.

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Why aren't you sharing the location of the cases?

It is important to note that under the Health Insurance Portability and Accountability Act (HIPAA), we are obligated to protect patient information. We have decided not to identify the location of each new case because we should assume and behave as if coronavirus is everywhere. We do not want people outside of those areas to assume they are safe and don't need to take precautions, and we don't want people within those communities to panic or feel they'll be safe if they go somewhere else. Once we get more cases, and we will, we will consider producing a map showing locations where cases have been detected. But right now, we're on the side of not wanting to create needless panic in one community at a time and create false complacency in other communities.

Who has this patient made contact with?

The County Department of Public Health is working to identify all patient's contacts to monitor them for signs and symptoms of the illness and to take measures to prevent transmission. As should always be the case, people experiencing symptoms of contagious illness should seek medical guidance, not attend work or school, and avoid unnecessary contact with other people.

COUNTY RESPONSE TO COVID-19

What is the most recent response from the County to address COVID-19?

In an effort to protect the public from further spread of the virus that causes COVID-19, the County's Acting Health Officer ordered the cancellation of private and public gatherings of any number of people within the county through at least April 6. The County continues to work closely with local, state and federal partners to respond to reports of COVID-19.

Are public attractions and public offices closing?

Services for the following County departments and offices will be available only by phone and online. Offices will be closed to the public:

- Agriculture/Weights & Measures
- Assessor- Recorder-Clerk
- Auditor-Controller/Treasurer/Tax Collector
- Child Support Services
- Children's Network
- Clerk of the Board of Supervisors
- Community Development and Housing Agency
- County Fire and Fire Marshal
- District Attorney
- Economic Development

- Human Resources
- Inland Counties Emergency Medical Agency (ICEMA)
- Land Use Services, which includes Planning, Building and Safety, and Code Enforcement
- Public Works, with the exception of lobby computer access to surveyor records
- Purchasing
- Registrar of Voters, with the exception of election observers by appointment only
- Risk Management
- Special Districts Water and Sanitation
- Transitional Assistance
- Veterans Affairs
- Workforce Development, however, in-person appointments will be conducted only when necessary

The following County attractions and services are closed to the public until at least April 3:

- Big Bear Alpine Zoo at Moonridge
- County branch libraries
- County museums and historical sites
- County Regional Parks, including Calico Ghost Town
- Park and recreation district preschool in Joshua Tree
- The following senior and community centers (centers that conduct meal programs will make meals available via drive-thru)
 - o Big Bear Senior Center
 - o Bloomington Ayala Senior Center
 - o Joshua Tree Community Center
 - o Lucerne Valley Community Center
 - o Wonder Valley Community Center

Additional measures may be taken and announced to the public in the coming days. Check wp.sbcounty.gov for the most recent COVID-19 updates in San Bernardino County.

I heard that Public Health/County is gearing up to provide mobile testing.

County Public Health is working hard to establish mobile testing, but there are no dates or locations yet. That information will be widely publicized as soon as it's available. In the meantime, call your healthcare provider for information about testing. Your doctor will determine if you have signs and symptoms of COVID-19 and whether you should be tested.

Why isn't the county doing anything? Why aren't you doing anything?

As local government, San Bernardino County is currently following the state orders to slow the spread of COVID-19. We continue to work with the Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH) to ensure we receive the most

current guidances. Residents of San Bernardino are encouraged to stay home as much as possible while only participating in essential activities, such as critical work functions and shopping for necessities. We know these measures are challenging, but social distancing will help to protect all of our communities. We encourage older adults and those with chronic medical conditions to take additional precautions to avoid getting sick with the disease. The County services that are the most-essential to your health, safety, and well-being will continue to be available to you during this crisis.

What does the Governor's order/ shelter/stay at home order mean?

Stay at home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

GENERAL COVID-19 INFORMATION – SYMPTOMS, PREVENTION, RISK

I think I might have COVID-19. What should I do?

If you are experiencing symptoms of COVID-19, and may have had contact with a person with COVID-19 or recently traveled to countries with apparent community spread, call your healthcare provider first **before** seeking medical care so that appropriate precautions can be taken.

What are COVID-19 symptoms? When do symptoms occur?

Current symptoms reported for patients with COVID-19 have included:

- Mild to severe respiratory illness with fever
- Cough
- Difficulty breathing or shortness of breath.

Symptoms may appear within 2 to 14 days after exposure.

Who should I call if I or someone I know are experiencing any symptoms or have questions?

If you are experiencing symptoms of COVID-19, and may have had contact with a person with COVID-19 or recently traveled to countries with apparent community spread, call your healthcare provider first **before** seeking medical care so that appropriate precautions can be taken. Most people will get better with rest so there is usually no need to see a doctor if you have mild symptoms.

Stay home if you feel sick, even if your symptoms are mild. It's better for you and it keeps others from getting sick, too. Do not go to work, school, or public areas, and do not use public transportation.

Can someone who has 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 the 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.

Current CDC guidance states the release of 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.

How do I know if I am at risk of getting COVID-19?

The risk of contracting COVID-19 in San Bernardino County is currently low, but it is important to keep a close eye on the situation and preparedness efforts in your local area. However, travelers returning from affected international locations where community spread is occurring are at an elevated risk.

Who is at higher risk/considered a vulnerable population for serious illness from COVID-19?

Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness. This includes:

- Older adults (65 years of age or older)
- Individuals with compromised immune systems
- Individuals who have serious chronic medical conditions like:
 - o Heart disease
 - o Diabetes
 - o Lung Disease

If you are at higher risk for serious illness from COVID-19 because of your age or health condition, it is important for you to take actions to reduce your risk of getting sick with the disease.

What can I do to protect myself and prevent the spread of the disease?

Wash your hands frequently with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after touching your nose, coughing or sneezing. If you have no soap or water, use a hand disinfectant containing at least 60% alcohol.

- Keep a minimum distance of 6 feet between you and anyone who is coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- You and the people around you must ensure that you maintain good hygiene by covering your mouth and nose with a tissue when coughing or sneezing. The tissue should be discarded immediately.

Stay at home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

Is it OK for me to go out in public?

Stay home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

It is important to remember that social distancing is very important at this time. If you MUST go out in public, try to maintain at least 6 feet distance from people, and wash your hands frequently. If you are feeling ill, please stay home, do not go to work, school, or the general public.

What is San Bernardino County Public Health recommending I do right now?

The County's Public Health Department has issued the following guidance during this time of increased spread:

- Avoid non-essential travel and gatherings, regardless of the number of people.
- A Health Officer Order was placed to cancel all public and private gatherings. If you are mildly sick with a fever, stay home and call your doctor if you are concerned and/or your symptoms worsen. Individuals who are elderly, have underlying health conditions or pregnant should consider contacting their providers earlier when they are sick.
- Stay at home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

- Exclude employees and visitors with any fever and/or respiratory infection symptoms and visitors with recent travel to any country or region with significant community transmission (including communities in the US) from all schools, businesses, and gatherings of any size. See the CDC's Travel webpage.
- Follow all social distancing recommendations.

TRAVEL INFORMATION

Is it safe to travel right now?

This is a rapidly changing situation, and risk assessment when traveling could change daily. The latest updates are available on the CDC COVID-19 Travel webpage (www.cdc.gov/coronavirus/2019-ncov/travelers/index.html). As of March 15, CDC recommends that travelers avoid all nonessential travel to the following destinations. Most foreign nationals who have been in one of these countries during the previous 14 days will not be allowed to enter the United States.

- China, Iran, Most European Countries, United Kingdom and Ireland

Is it safe to travel to China or other countries that have been effected by COVID-19?

This is a rapidly changing situation, and risk assessment when traveling could change daily. The latest updates are available on the CDC COVID-19 Travel webpage (www.cdc.gov/coronavirus/2019-ncov/travelers/index.html). As of March 15, CDC recommends that travelers avoid all nonessential travel to the following destinations. Most foreign nationals who have been in one of these countries during the previous 14 days will not be allowed to enter the United States.

- China, Iran, Most European Countries, United Kingdom and Ireland

What should I do if I need to travel?

If you **have** to travel, the best way to prevent the disease is to avoid exposure to this virus. Keep these in mind when traveling is absolutely necessary:

- Avoid close contact with sick people.
- Wash your hands frequently with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after touching your nose, coughing, or sneezing. If you have no soap or water, use a hand disinfectant containing at least 60% alcohol.
- Avoid touching eyes, nose and mouth, especially with unwashed hands.
- Cover your nose and mouth with a tissue when coughing or sneezing and then throw the tissue in the trash.

- Clean and disinfect frequently touched objects and surfaces often.

ALL GATHERINGS

PLEASE REFER TO CDPH GUIDANCE

<https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/cdph-guidance-gatherings-covid19-transmission-prevention-03-16-2020.pdf>

Are large gatherings/events being cancelled?

Yes, stay at home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

What is considered a “gathering”?

A “gathering” is any event or convening that brings together people in a single room or single space at the same time, such as an auditorium, stadium, arena, large conference room, meeting hall, cafeteria, or any other indoor or outdoor space. Establishments and services should **not** allow services where people can gather (indoor or outdoor). Stay home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

How does this affect long-term care facilities?

A facility may need to restrict or limit visitation for reasonable clinical and safety reasons. This includes, “restrictions placed to prevent community-associated infection or communicable disease transmission to the resident. A resident’s risk factors for infection (e.g., chronic medical conditions) or current health state (e.g., end-of-life care) should be considered when restricting visitors. The most recent Centers for Medicare and Medicaid Services (CMS) guidance can be found at www.cms.gov/files/document/qso-20-14-nh-revised.pdf. CMS may change, so please visit www.cms.gov for updates.

How come [event/business] isn’t cancelled/closed?

Each event organizer is responsible for announcing the cancellation or postponement of their event. Please go to this website bit.ly/CovidNotifSBC and complete the form so that we have the necessary information to follow up.

Are schools going to be closed down?

San Bernardino County Superintendent, school district superintendents countywide, with support from the County Department of Public Health, made the collective decision to extend public school closures at least through May 1. Please visit the San Bernardino Superintendent of School's website for details: www.sbcss.k12.ca.us

Are churches / faith-based gatherings included in this guidance?

Yes, it has been determined that churches and faith-based organizations should follow this guidance. If churches / organizations are providing virtual services (live streaming), only essential staff that are needed for the production should be present (e.g. pastor, audio/visual, IT support). No congregants in attendance. Ensure the essential staff are practicing social distancing and washing hands with soap and water.

Are funerals part of this guidance?

Church services for a funeral should follow the guidance. However, burials are considered an essential function. Please practice social distancing and please wash your hands with soap and water.

Are child/day cares part of this?

Child/day cares may remain open as long as there is a stable/consistent number children (no new children coming in and out). Please practice social distancing, wash hands with soap and water frequently, and disinfect frequently touched surfaces. Parents/guardians may continue to send children to day cares if parents are working essential functions. If parents/guardians are working from home, it is best to keep the children at home.

TESTING

Is DPH currently testing for COVID-19?

Yes, DPH Laboratory is currently conducting testing. DPH Laboratory is following the same testing guidance as the California Department of Public Health. Please visit wp.sbcounty.gov/dph/coronavirus and click on the Guidance for Laboratories to see the guidance.

How many tests are being conducted in San Bernardino County?

Our Laboratory is testing at its full potential at the moment. DPH Laboratory is following the same testing guidance as the California Department of Public Health. Please visit

wp.sbcounty.gov/dph/coronavirus and click on the Guidance for Laboratories to see the guidance.

In addition, Quest Diagnostics and LabCorp are also conducting testing for COVID-19 with looser guidance. However, all labs require a healthcare provider order the test for COVID-19. Please contact your healthcare provider as they should assist you with getting testing. Do not visit any of the labs for testing.

I want to get tested for COVID-19.

If you are showing symptoms of COVID-19, please call your healthcare provider for medical advice. All labs require a physician order the test for COVID-19. Please contact your healthcare provider as they should assist you with getting tested. Do not visit any of the labs for testing.

Who should get tested for COVID-19?

If you develop symptoms such as fever, cough, and/or difficulty breathing, and have been in close contact with a person known to have COVID-19 or have recently traveled from an area with ongoing spread of COVID-19, stay home and call your healthcare provider.

Older patients and individuals who have severe underlying medical conditions or those that have suppressed immune systems should contact their healthcare provider early, even if their illness is mild.

If you have severe symptoms, such as persistent pain or pressure in the chest, new confusion or inability to arouse, or bluish lips or face, contact your healthcare provider or emergency room and seek care immediately. Your doctor will determine if you have signs and symptoms of COVID-19 and whether you should be tested.

I heard that Public Health/County is gearing up to provide mobile testing.

County Public Health is working hard to establish mobile testing, but there are no dates or locations yet. That information will be widely publicized as soon as it's available. In the meantime, call your healthcare provider for information about testing. Your doctor will determine if you have signs and symptoms of COVID-19 and whether you should be tested.

I don't have insurance / primary healthcare provider? Where do I go?

Visit the COVID-19 website wp.sbcounty.gov/dph/coronavirus, and click on the Guidance for Communities menu. There is a link towards the bottom of the list called Low Cost Clinics and Federally Qualified Health Centers. *Please call the clinic before visiting the clinic.*

BUSINESSES / EMPLOYERS / EMPLOYEES

If you need to determine if your work/business is an essential function please visit covid19.ca.gov or bit.ly/CISAessential and see if your sector falls under this guidance. For further guidance, please refer to your work/industry association.

Should I go to work?

If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule. You and your employers should follow CDC guidance to protect your health at work. If you have questions about your work schedule, please contact your employer.

Stay home except for essential needs. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance. Learn more at covid19.ca.gov.

If you need to determine if your work/business is an essential function please visit covid19.ca.gov or bit.ly/CISAessential and see if your sector falls under this guidance. For further guidance, please refer to your work/industry association.

I don't think my employer offers paid sick leave, and I can't afford to take off work, but I am feeling sick. What should I do?

You don't have to be diagnosed with COVID-19 to take a paid sick day. You may be able to use Paid Sick Leave for prevention if you or a family member have been exposed to the virus. Visit the California Employment Development Department's website to learn more about your eligibility benefits available to you during this time. You can find more information about programs that are available for your specific circumstances at:

www.edd.ca.gov/about_edd/coronavirus-2019/faqs.htm

Do I need to close my business?

If you need to determine if your work/business is an essential function please visit covid19.ca.gov or bit.ly/CISAessential and see if your sector falls under this guidance. For further guidance, please refer to your work/industry association.

Food and beverage establishments must follow guidance issued by the California Department of Public Health on Monday (Guidance for Food, Beverage, Other Services).

It is important to note that the intent of this order is to prevent people *gathering*. Food and beverage establishments may remain open to provide delivery, takeout, pickup services (still

practicing social distancing) but should **not** allow services where people can gather (indoor or outdoor).

The order does not apply to activities “essential to the functioning of our state” including work, public transportation, airport travel, grocery stores, charitable food distribution, certified farmers’ markets, and shopping at stores or malls. The order also does not apply to congregate living situations, including dormitories and homeless encampments.

How come [business] isn’t closed?

Retail food and beverages and related service venues may remain open and offer **only** delivery, take out, pick up services. Dine-in services are to close.

Please go to this website bit.ly/CovidNotifSBC and complete the form so that we have the necessary information to follow up.

My employer is requiring me to get tested and bring proof. Where can I get tested to fulfill this requirement?

You and your employers should follow CDC guidance to protect your health at work. If you are showing symptoms of COVID-19, please call your healthcare provider for medical advice. The CDC says if a person is free of ALL symptoms for 3 days they are safe to return to work.

Should I be serving food at my restaurants?

Restaurants should be closed for in-restaurant seated dining, and should be open only to drive-through or other pick-up/delivery options. Remind employees of best hygiene practices including washing their hands often with soap and water for at least 20 seconds. Increase frequency of cleaning and sanitizing per CDC Environmental Cleaning and Disinfection guidance of all hard surfaces, including tables and counter tops that are being utilized by employees and patrons during pickup/delivery options.

I need guidance for bars / wineries/ breweries / pubs / restaurants / cafeterias / food trucks / grocery stores / charitable food distribution sites / certified farmer’s markets.

Please refer to CDPH’s Guidance for Food and Beverage Venues. Visit wp.sbcounty.gov/dph/coronavirus > Guidance for Employers/Businesses > Under the “California Department of Public Health” > Guidance for Food and Beverage Venues.

Does this guidance/order apply to beauty / hair / nail salons / spas / tattoo shops?

Beauty / hair / nail salons are ordered to close by CDPH. They are not considered an essential service. (covid19.ca.gov/stay-home-except-for-essential-needs/)

What guidances are there for liquor stores? Smoke / tobacco / vape?

Liquor stores are authorized to provide the sale of liquor, beer and wine to be consumed **off** premises. This guidance is not intended to affect production of beer and wine. Smoke / tobacco / vape may remain open.

It is important to note that the intent of this order is to prevent people *gathering*. These establishments may remain open to provide services (still practicing social distancing) but should **not** allow services where people can gather (indoor or outdoor).

Are car dealerships included?

Car dealerships may remain open. Car dealerships provide residents with transportation, which is considered essential. It is important to note that the intent of this order is to prevent people *gathering*. Car dealerships must not allow services where people can gather (indoor or outdoor).

What to do if employees are sick and they may have been exposed?

We encourage workers and employers to review their health and safety procedures to help prevent exposure to the virus. Please visit www.labor.ca.gov/coronavirus2019 for more information regarding the guidance to help you determine how best to protect you, your family, and your workplace. Other information provided on that website include:

- Paid sick leave
- Disability and unemployment insurance
- Paid Family Leave
- Workplace Health and Safety Guidance
- Employer Assistance
- Common Sense Tips for Staying Healthy

HOUSING/EVICITIONS

Please contact Inland Fair Housing Mediation Board (IFHMB) for assistance with renter and landlord issues www.ifhmb.com or call (909) 984-2254 and leave a message.

WORRIED WELL

Even if you are young, or otherwise healthy, you are at risk and your activities can increase the risk for others. It is critical that you do your part to stop the spread of the coronavirus:

- Work or engage in schooling from home whenever possible.

- If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule. You and your employers should follow CDC guidance to protect your health at work. If you have questions about your work schedule, please contact your employer.
- Avoid eating or drinking in bars, restaurants, and food courts – use drive-thru, pickup, or delivery options.
- Avoid discretionary travel, shopping trips, and social visits. If you do not need to visit public areas, please stay home.
- Do not visit nursing homes or retirement or long-term care facilities unless to provide critical assistance.
- Practice good hygiene:
 - o Wash your hands, especially after touching any frequently used item or surface.
 - o Avoid touching your face.
 - o Sneeze or cough into a tissue and throw the tissue away, or the inside of your elbow.

Disinfect frequently used items and surfaces as much as possible.