



Frequently Asked Questions (updated 6/24/20)

General Message

- **Be Open to a New Normal:** Wear a cloth face covering and social distance when out in person; If you are in a vulnerable population stay home.
- **Stay Well:** Utilize flu prevention techniques to stay healthy. This means washing your hands with soap and water for 20 seconds or using sanitizer; covering your cough & sneezes; and sanitizing surroundings.
- **Stay Connected:** During this time of uncertainty it's important to stay connected with friends, families, neighbors, and others. Know the signs of anxiety and stress and take care of your emotional health. We encourage you to check on those around you by calling or texting. Stay up to date with current and reliable information by going to trusted sources such as our webpage <http://www.maderacounty.com/covid19> and Facebook
- With more places being opened it is important to utilize safety precautions to slow the spread of COVID-19.
- The public is encouraged to use the Community Feedback Form on the Public Health website <https://maderacounty.com/publichealth> if they want to be contacted by the department.
- The public is encouraged to look out for these common signs of distress:
 - Feelings of numbness, disbelief, anxiety or fear.
 - Changes in appetite, energy, and activity levels.
 - Difficulty concentrating.
 - Difficulty sleeping or nightmares and upsetting thoughts and images.
 - Physical reactions, such as headaches, body pains, stomach problems, and skin rashes.
 - Worsening of chronic health problems.
 - Anger or short-temper.
 - Increased use of alcohol, tobacco, or other drugs.
- These CDC tips can be used to reduced stress and support themselves
 - Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
 - Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
 - Make time to unwind. Try to do some other activities you enjoy.
 - Connect with others. Talk with people you trust about your concerns and how you are feeling.
 - Use reliable sources such as the MCDPH, Centers for Disease Control and Prevention (CDC), and California Department of Public Health websites.
 - Share the facts about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful.
 - Accurate information about COVID-19 can help make people feel less stressed and allow you to connect with them.



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Businesses and Stage 3

What is the State's plan for reopening? The state of California has developed a four stage plan for reopening. Progressing through the stages is dependent upon data/indicators such as hospitalizations and new cases. All of California took the first step to early stage 2 together on May 7th.

- Stage 1 – Safety and Preparedness and a full shelter-in-place order
- Stage 2 – Lower risk workplaces
- Stage 3 – Higher risk workplaces
- Stage 4 – End of stay at home order

What stage of re-opening is Madera County in?

Madera County has entered stage 3 as of June 12, 2020.

What is Stage 3? Stage 3 allows for higher-risk workplaces and sectors to reopen that were previously closed such as movie theaters, gyms, and campgrounds. Stage 3 is taking place in phases and not all businesses identified as part of stage 3 will open on the same date.

What businesses can open in Stage 3?

As of 6/12 the following businesses **may** open with safety precautions:

- Movie theaters and family entertainment centers
- Restaurant, wineries, and bars
- Zoos and museums
- Gyms and fitness centers
- Hotels
- Racetracks, cardrooms, and satellite wagering
- Campground and outdoor recreation

As of 6/19 Personal care services **may** open with safety precautions:

- Nail salons
- Esthetician services
- Massage therapy
- Waxing Service
- Professional body art and tattoo parlors

This is in addition to previously opened businesses in stage 1 and 2

- Places of worship (as of 5/26)
- Hair Salons & barbershops (as of 5/26)
- Dine-in restaurants
- Retail stores



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- Swap meets/malls
- Office-based businesses (telework still encouraged)
- Limited personal services (pet grooming, carwashes, landscaping)
- Outdoor museums and open gallery spaces
- Childcare and schools* (*timeline to be determined)

Can all church services reopen? As of May 26th churches may reopen with modifications. There are limitations to what places of worship can offer which are addressed in the state issued guidance. These include:

- Limited attendance of 25% of building capacity or a max of 100 attendees, whichever is lower.
- Childcare, Sunday school for children, or kids ministry are not allowed
- Local worship only; no weddings or spiritual events that would encourage non-local travel

Where can I find the guidance for places of worship? This and all other industry guidance can be found at <https://covid19.ca.gov/industry-guidance/>.

What is not authorized to open in Stage 3?

- Indoor playgrounds such as bounce centers, ball pits and laser tag
- Live theater
- Saunas and steam rooms
- Nightclubs
- Concert venues
- Festivals
- Theme parks
- Higher education

When can businesses not identified in Stage 3 re-open? At this time, we do not know the details or have specific timelines for when other sectors can re-open. We are awaiting information 4.

What should I do if a business that is not authorized to be open is still operating? Call 311 with the following information.

- Name of business
- Address or location of business
- Your name, phone number, and email address (optional)

What is the business planning tool and checklist and is it required? The business planning tool and checklist (poster) were developed by the Madera County Department of Public Health to help businesses in Madera County re-open safely. It contains a list of recommendations by the Health Officer to help prevent the spread of COVID-19. Businesses can check the items that



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they choose to implement. While all items are encouraged they are not required. **A plan does not need to be submitted to public health for approval prior to reopening.**

Where should the business checklist poster be posted? The business checklist poster should be posted in a prominent location near the entrance for customers to see. This allows customers to know what your business is doing to keep them safe.

Where can I get a copy? Pre-printed color copies are available in English and Spanish are available in 8 ½ x 11 and 12 x 18 for pick up at your local chamber of commerce office or Madera County Public Health at 1604 Sunrise Madera, Ca 93637. They are also available for download on our website at www.maderacounty.com/covid19

Face Coverings (Masks)

Should I be wearing a face covering/ mask? Yes. The California Department of Public Health issued statewide guidance for the use of face coverings as of June 18th. The guidance mandates that face coverings be worn statewide.

When should I wear a face covering? The guidance specifies when face coverings should be worn and the exceptions for wearing a mask. Generally one should be worn when in public, when inside or in an enclosed places where you cannot socially distance or outside where you cannot socially distance.

Who does not need to wear a face covering? Those under 2; those with medical conditions or disabilities; those working in a job where it is deemed a safety hazard; those eating or drinking; those recreating outdoors where social distance can be maintained; and those who are incarcerated (because they have specific rules they will follow).

Should I use an N95 or surgical mask? Do not purchase masks designed for health care professionals. N95 and surgical masks are in limited supply and designed to protect those who are working in high risk situations with a likelihood of exposure.

What type of face covering should I use? The statewide guidance issued on 6/18 specifies cloth face coverings. A cloth face covering is a material that covers the nose and mouth. It can be secured to the head with ties or straps or simply wrapped around the lower face. It can be made of a variety of materials, such as cotton, silk, or linen. A cloth face covering may be factory-made or sewn by hand or can be improvised from household items such as scarfs, T-shirts, sweatshirts, or towels.

Those with a medical condition may wear a non-restrictive alternative such as a face shield.



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I am an employer; should my employees wear a face covering/masks? Based on the CDPH guidance issued on 6/18 face coverings should be worn when in at a workplace or performing work off-site when:

- Interacting in-person with any member of the public;
- Working in any space visited by members of the public, regardless of whether anyone from the public is present at the time;
- Working in any space where food is prepared or packaged for sale or distribution to others;
- Working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities;
- In any room or enclosed area where other people (except for members of the person's own household or residence) are present
- When unable to physically distance

Gatherings and Events

What is an event/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.

Why are events/gatherings no longer allowed? COVID-19 is contained in the droplets that can be sneezed, coughed, or exhaled into the air by infected individuals. Gatherings provide an opportunity for many people to be close together and allow for the spread of COVID-19 and communicable disease. The best way to prevent COVID-19 is through social distancing and flu prevention methods.

What type of events/gatherings are allowed? Individuals should avoid gathering with anyone outside of their immediate household. Gatherings of fewer than 10 are permitted (with some exceptions). It is strongly recommended that gatherings larger than 10 are postponed or cancelled. This applies to professional, social, and community gatherings.

Religious services (i.e., churches), funerals, and weddings are allowed as long as they follow the Places of Worship Guidance issued by the California Department of Public Health. The guidance has the following restrictions:

- Indoor venues are limited to 25% of capacity or 100 people whichever is fewer.
- Outdoor venues are limited by their natural limits depending on the size of the space that permits the distancing required in the guidance and approved by the local health officer.

Mass gatherings are allowable in stage 4. At this time there is not a timeframe for when stage 4 to begin.



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May I have a wedding? Wedding ceremonies (both religious and non-religious) are allowed but **wedding receptions/parties are not permitted**.

Wedding venues holding the ceremony must follow the CDPH Place of Worship Guidance regardless of whether they are a place of worship or another type of venue. Indoor venues are limited to 25% of capacity or 100 people whichever is fewer. Outdoor venues are limited by their natural limits depending on the size of the space that permits the distancing required.

Can we hold drive through events instead of gathering? Drive-through/drive-in events are permitted. We suggest that organizers consider other methods for “virtual” group meetings that can be held online, on conference calls, or by other means. You can find our [drive-through guidance](#) on our covid19 webpage under Health Orders & Guidance.

I have an event, do I have to cancel? Yes. All public events and gatherings must be cancelled if over 10 if not a church, funeral, or wedding ceremony.

What happens if I refuse to cancel my event? If community members are violating the orders and law enforcement is notified, we will seek voluntary compliance of the orders.

General COVID-19 Information

What is the 2019 novel coronavirus? The 2019 novel coronavirus (COVID-19) is a new virus that cause respiratory illness. This virus is part of the coronavirus family and should not be mistaken as another coronavirus that causes the common cold. Not all coronaviruses are the 2019 novel coronaviruses.

How did the novel coronavirus come about? Many coronaviruses originate from animals. Rarely, these animal coronaviruses will spread from animal to human and even rarer, from human to human. The COVID-19 is suspected to be one of these rare cases.

Can someone who has the COVID-19 spread the illness to others? A person who is actively sick with COVID-19 can spread the virus to others. The Centers for Disease Control and Prevention (CDC) is recommending all patients who are sick with COVID-19 to be at home or in an isolation room under the monitoring of the local public health department until they are better and can no longer spread to others.

What is the Department of Public Health doing about COVID-19? The Madera County Department of Public Health is always in contact with the CDC, California Department of Public Health (CDPH), other local public health departments, and health care providers in Madera County to ensure we are taking all necessary recommended steps to be prepared and protect the Madera County community. The CDC, in constant communication with state and local health departments, have created a notification process to let the state and local health departments know about travelers returning from affected areas. If there are travelers who are



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residents of Madera County and are coming back from an affected area, the Madera County Department of Public Health will know immediately. Because of this, be assured that the Madera County Department of Public Health is taking all immediate steps to evaluate and keep persons with risks of COVID-19 away from the community. It is important to note that majority of travelers who will be evaluated will not have COVID-19. The Madera County Department of Public Health (MCDPH) is closely tracking the progress of COVID-19 and providing information to the community.

- You can find that information at www.maderacounty.com/publichealth or www.maderacounty.com/covid19.
- Plans are in place to protect residents and limit exposure to the community.
- The department is working closely with other County agencies and leaders to get the necessary resources to County residents.

What is community transmission? A confirmed case where the patient has had no contact with a confirmed COVID-19 case or travel history to an affected country.

What does it mean to declare a state of emergency? The declaration helps the County access resources, reassign staff to new roles, and implement plans that make it easier to get the necessary resources to County residents.

How does this affect working individuals? We recommend contacting your employer for guidance.

How do I get COVID-19? The virus is thought to spread mainly from person-to-person when in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes.

- It may be possible to get COVID-19 by touching a surface or object contaminated with the virus, but to-date, this is not thought to be the main means of virus spread.

How do I avoid getting it? There is currently no vaccine for COVID-19. The best way to prevent illness is to avoid being close (within 6 feet) of someone with the virus. Follow these steps every day to prevent getting sick from not only COVID-19 but also other respiratory diseases.

- Don't come close to someone who is sick.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Stay home when you are sick.
- Cover or cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash your hand frequently with soap and water for at least 20 seconds, especially after blowing your nose, cough, or sneeze, and after using the restroom. If soap is not available, use hand sanitizer with at least 60% alcohol.
- Actively discuss hand washing methods with your children and family members.
- Effective use of hand sanitizer requires adequate amount (two full pumps) for the hands to be wet and scrubbed for 20 seconds. Keep rubbing until dry.
- Clean and disinfect items that are regularly touched with cleaning sprays or wipes.



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- Flu prevention steps can be used to prevent COVID-19.
- Keep adequate supplies within easy reach, including tissues and no-touch trash cans.

What does social distancing mean? It is a way to avoid unnecessary physical contact with another person such as:

- Waving or fist-bumping instead of shaking hands or hugging.
- Not sharing food, drinks, utensils, electronics, etc.
- Avoiding close contact with people who are sick.
- Keeping at least six feet between you and another person.

Am I at risk for COVID-19 in Madera County? This is a constantly changing situation; however, all Madera County should practice preventive measures.

Should I cancel or postpone my trip? CDC provides additional recommendation on postponing or canceling trip based on risks. A list of destinations with travel notices is available at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.

What if I show signs? If you are experiencing symptoms and feel medical care is needed, call ahead to the doctor for instructions so illness is not spread in waiting rooms.

- Seek immediate medical care if symptoms become more severe, e.g., high fever or difficulty breathing. Call ahead to the doctor for instructions to reduce spread of illness in waiting rooms.
- If you don't currently have a doctor contact your local clinic or urgent care.

Should I avoid going out in public?

- That stay-at-home order has been modified but is still in place. While you may now do more things, you should avoid mixing with other households.
- Follow flu prevention steps while out in public and practicing physical distancing of 6 feet between you and another person when available.
- Avoid attending all mass social gatherings.
 - This includes family parties and weddings.
- Stay home if you are sick and remain at home until fever has been gone for at least 24 hours without the use of fever-reducing medicines
- If you are age 65 or older or medically vulnerable with a compromised immune system you should stay at home.
 - Friends and family are encouraged to call seniors and see them in person if they are free of symptoms.

How do I get groceries or other resources if I don't go out in public? MCDPH is working closely with other County agencies and leaders to get the necessary resources to County residents.

- Ask a low risk family member to go shopping for you.
- Utilize any of the home delivery services available in your area.



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Testing and Symptoms

What are the symptoms? COVID-19 symptoms are similar to the flu and involve fever, coughing, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.

Symptoms can be mild or severe. Those who have COVID-19 can have fever, cough, and difficulty breathing. People who are very ill with COVID-19 can have pneumonia.

Should I get tested? If you are experiencing symptoms and feel medical care is needed, call ahead to your doctor for instructions so illness is not spread in the waiting rooms.

Seek immediate medical care if symptoms become more severe such as high fever or difficulty breathing.

Where can I get tested? Madera County has launched a new testing site in the city of Madera at the Madera Fairgrounds as of Wednesday, May 27, 2020. Testing is available for symptomatic and asymptomatic adults and children over the age of one.

For additional information on testing options in Madera County visit the Madera County Department of Public Health testing webpage at www.maderacounty.com/covid19testing.

Is the serology (antibody) testing available at the Madera Fairgrounds testing site? Serology tests require blood draws and this site is not conducting blood draws at this time.

Is COVID-19 testing at the fairgrounds free? Yes. If you have medical insurance, OptumService will bill your medical insurance company. Uninsured, underinsured, undocumented, and homeless individuals may use the testing site, and their tests will be paid for by the state.

What if a person doesn't have a driver license? OptumServe will generate a unique identification number for individuals who do not have driver license.

When in the site open? The Madera Fairgrounds testing site will be open Monday-Wednesday and Friday-Saturday from 7 a.m. – 7 p.m.

How do I make an appointment to get tested? You can make an appointment by visiting the Madera County Department of Public Health COVID-19 testing site at www.maderacounty.com/covid19testing or by going directly to the OptumServe site at <https://lhi.care/covidtesting>.

Is there an alternative process for individuals who do not have internet access? If you do not have internet access you can make an appointment by calling (888) 634-1123.

What should I do if I had close contact with someone who has COVID-19? For these instances:



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- If you are certain that you have been in close contact (within 6ft) with someone who is positive for COVID-19

OR

- If you don't know if someone has the COVID-19 but is still concerned because the person has travel history to affected areas AND is sick with fever or cough,

Please complete the 2019 Novel Coronavirus (COVID-19) Community Feedback Form to report the incident to us and your report will be reviewed accordingly.

When will I receive my test results? It depends.

- If testing was conducted at the Madera Fairgrounds OptumServe your results will be available in 48- 72 hours.
- If the testing was facilitated by the Department of Public Health at a mobile clinic you will receive results in 4-5 business days.
- If the testing was facilitated by a provider other than the Department of Public Health, it may take up to 7 days to receive your results.

Health Officer's Order

What is a Health Officer's Order? It is official action authorized under the health and safety code taken by the state or local health officer to control the spread of a communicable disease.

What health orders are in effect? There are four health orders currently affecting Madera County.

- State Health Officer's Stay-at-Home Order
- Febrile Respiratory Illness Order
- Health Officer Isolation Order
- Health Officer Quarantine Order

Note that Madera County had a large scale Health Order in place that expired on April 30th.

Do these orders affect everyone in Madera County? Yes. The State Health Officer's Order and local health orders affect everyone including the cities of Madera and Chowchilla, as well as the unincorporated communities of Ahwahnee, Bass Lake, Coarsegold, Fairmead, Madera Ranchos, North Fork, Oakhurst, and Raymond. The Governor's order is in effect throughout the State of California. The isolation order affects anyone who tests positive for COVID-19 and the quarantine order anyone identified as a direct contact of a positive case during a contact tracing.

What prompted these health orders? The State Health Officer's Order was issued to protect the public health of Californians and to establish consistency across the state in mitigating the impact of COVID-19. The local orders come on the heels of the two new confirmed cases of community transmission (3/19/2020) in Madera County. By issuing these order we can greatly slow the spread of the disease.



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How long are the health orders in effect? All of the orders are effective as of March 19, 2020. The Governor's order is in effect until further notice. The local Febrile Respiratory Illness (FRI) order and Large Events Order were originally in effect until April 30, 2020 however the FRI order has been extended until June 30, 2020.

Can the orders be extended? Yes. The local Febrile Respiratory Illness (FRI) order has been extended from April 30, 2020 until June 30, 2020.

What will be done to ensure people are following these orders? If community members are violating the orders and law enforcement is notified, we will seek voluntary compliance of the orders. Ongoing violation of the orders is considered a misdemeanor. Both civil and criminal enforcement actions are permitted under the Health and Safety Code.

What should I do if I notice a large gathering in progress? Call appropriate agency's non-emergency dispatch based on location.

- Madera County Sheriff – (559) 675-7770
- City of Madera Police – (559) 675-4200
- City of Chowchilla Police – (559) 665-8600

What does the State Health Officer's Order mean? This order is referred to as the Governor's Stay-at-Home Order issued 3/19/2020. This directs all Californians to stay at home except for essential business.

What does Febrile Health Order mean? A Febrile Respiratory Illness is a new or worsening episode of either cough or shortness of breath with fever of 100.4F or higher, or chills in the previous 24 hours. This order originally mandated the following:

- Health Care Providers, to send daily report to MCDPH the number of patients with febrile respiratory illness
- Employers, on a daily basis, screen all employees for febrile respiratory illness
- Residents, on a daily basis, to self-monitor for symptoms of COVID-19
- What is the difference between Isolation and Quarantine?
- Isolation: separation of sick people from non-sick people
- Quarantine: separation and restricts the movement of people who were exposed to a contagious disease to see if they become sic

As of June 1st this order no longer requires Health Care Providers, to send daily report to MCDPH the number of patients with febrile respiratory illness

What is Febrile Respiratory Illness? A new or worsening episode of either cough or shortness of breath with a fever of 100.4F or higher, or chills in the previous 24 hours.

Does the State Health Officer's Order affect events? Yes, all public events and gatherings over 10 must be cancelled. In addition, based on the stay-at-home order private events should also



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be cancelled. This supersedes the local health order and is still in effect even though the local large gathering order expired on April 30th.

Where can I get more information? Get information from a trusted source:

- MCDPH website or COVID-19 page: www.maderacounty.com/publichealth or www.maderacounty.com/covid19.
- MCDPH phone: (559) 675-7893
- Community feedback form
- CDC latest updates: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>
- California Dept. of Public Health updates: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCoV2019.aspx>
- California Dept. of Public Health Guidance page: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Guidance.aspx>
- California Stay-At-Home FAQ website: www.covid19.ca.gov/stay-home-except-for-essential-needs/