

# Safe + Strong TA Toolkit FAQ

## Contact tracing:

### What is contact tracing and why does it matter?

Contact tracing is a key tool for preventing the spread of the COVID-19 virus. In Oregon, local public health authorities use contact tracing to prevent the spread of many types of diseases, like measles.

Contact tracers are people from your community who will call to tell you what to do if you or someone close to you has tested positive for COVID-19.

Contact tracers help keep you healthy and slow the spread of COVID-19 by:

- ▶ Talking to you about how to prevent the spread of the virus by staying at home or at a location provided by local public health.
- ▶ Providing health information on how to care for yourself and others if you start having symptoms.
- ▶ Sharing resources in your community that can support you while you quarantine
- ▶ Helping you remember the places you visited and the people you may have been in contact with within two days before you first became sick, and providing those contacts with the same information on how to stay healthy and slow the spread.
  - Contact means being less than six feet from someone for at least 15 minutes.

### What kind of personal information will be requested if I get contacted?

In order to help stop the spread of COVID-19, local and tribal public health authorities will ask you:

- ▶ What county you live in
- ▶ Your date of birth
- ▶ Race, ethnicity, language and disability information
- ▶ Your contact information, including phone number, email address, and mailing address
- ▶ Whether you have symptoms of COVID-19.

## Who will receive a call?

- ▶ People with a confirmed positive COVID-19 test
- ▶ People who may have been exposed to COVID-19 by someone with a confirmed positive COVID-19 test.

## How will I know if I'm getting a call from a contact tracer?

- ▶ We know you may not want to answer a call from a number you don't know. If you allow the call to go to voicemail, the contact tracer will leave a message identifying who they are and why they are calling with a number you can call back. The voicemail will not include any private health information.

## What will it mean for me if I'm asked to isolate or quarantine?

- ▶ If you have tested positive for COVID-19, a local or tribal public health official will reach out via phone and mail with information about how to prevent the spread of the virus, how to care for yourself, and how to connect with resources in your community.
- ▶ You will be encouraged to voluntarily remain isolated for at least 10 days after symptoms began and at least 72 hours after fever is gone and COVID-19 symptoms are improving.
  - Isolation means staying away from all people, including household members and family. With the exception of seeking medical treatment, do not leave until cleared to leave by your health care provider.
- ▶ If you did not have symptoms, you will be asked to isolate for 10 days after you tested positive.
- ▶ If you have been identified as a contact of a person with COVID-19, a contact tracer will reach out via phone to let you know that you may have been exposed to COVID-19. They will share information about how to prevent the spread of the virus, how to care for yourself, and how to connect with resources in your community.
- ▶ Even if you do not have symptoms, you will be encouraged to voluntarily self-quarantine
  - Quarantine means that for 14 days after your last contact with someone with COVID-19, you should stay home or at the location provided by local public health.
- ▶ During this time, you may be contacted daily to see if you develop symptoms.

If you develop COVID-19 symptoms, we will encourage you to get tested and connect you with resources for doing so.

## What are the symptoms of COVID-19?

▶ COVID-19 symptoms include:

- Cough, shortness of breath or difficulty breathing
- Fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.

## When and where are masks required?

Wearing a mask or a cloth face covering in public is one of the best ways to protect those around you. If you have COVID-19 and don't have symptoms, you could still infect others.

Masks, face shields or face coverings are now required statewide for adults and children, age 5 and up:

- ▶ In indoor public spaces such as grocery stores, pharmacies, public transit, personal services providers, restaurants, bars, retail stores, and more.
- ▶ While exercising indoors.
- ▶ In outdoor public spaces when physical distancing is not possible.

People who are unable to wear a mask, face shield or face covering due to a disability or medical condition can request accommodation from a business. These accommodations might look like grocery store pick-up or pharmacy delivery.

You should also wear a face covering if you have symptoms or are taking care of a person who is sick. However, it's important to know that face coverings are not recommended for children younger than 2 years old or anyone who has trouble breathing.

## Where can I get a mask?

You can make a cloth face covering at home with common household items and materials at low cost. Make sure it covers both your nose and mouth, fits snugly enough to stay secure but still allows you to breathe.

## How should I take care of my mask?

Wash your mask or face covering every day or after each use, with warm water and soap. If it's a single-use mask, dispose as soon as it is damp.

## What health precautions should I take while wearing a mask?

Keeping a six-foot distance between you and other people and frequent handwashing continue to be the best ways to stay healthy during this pandemic. Avoid touching your face while wearing your face covering.

# Reopening:

## When will Oregon reopen completely?

So far, we have avoided the worst-case scenarios we've seen play out in other countries and other states. That's because we have been working together to slow the spread of COVID-19. But COVID-19 is still in our communities, and to keep each other safe, we all have a role to play. As you make plans, consider ways to reduce your risk of getting and spreading COVID-19, such as limiting the number of people you interact with, meeting up outdoors, away from crowds, or spending time in your backyard and home.

Oregon will slowly and carefully begin to reopen as the number of people with COVID-19 continues getting lower and counties show they have the resources to reach out to people who have been exposed to COVID-19 to help keep the spread of the virus in our communities low.

Counties in Phase I mean some business and social activities are permitted. Indoor social get-togethers are limited to 10 people while physical distancing. Indoor and outdoor cultural, civic, and faith gatherings are limited to 25 people. You still need to stay 6 feet apart from people outside of your household, wash your hands frequently and are required to wear a face covering when out in public. Most counties are in Phase 2 which means more businesses and services can reopen. This includes pools, movie theaters, arcades and some offices. In some situations, such as sport venues, personal services and recreation, groups of up to 50 can get together indoors, and up to 100 outdoors. In most other settings, up to 100 people will be allowed to gather as long as they are following physical distancing guidelines.

Because the situation can change quickly and we are taking a phased approach, there is no set date for reopening all of Oregon. These decisions will be made carefully based on data and resources in the community. Your health and safety are the first priority.

## Does reopening mean COVID-19 is no longer a concern?

This virus is still very dangerous, and it still poses a threat to us. Until there is a vaccine, unfortunately, we will not be able to go back to life as we knew it. Even as we slowly reopen, physical distancing, handwashing, and wearing face coverings will be a part of our daily lives. Good hygiene, wearing a mask, and physical distancing continue to be the best defense against this disease.

## My county is in Phase 1 of reopening. What does this mean?

Phase I means sit-down service in restaurants and bars, personal care businesses, such as salons and gyms, and small, local cultural, civic or faith gatherings of up to 25 people are now permitted. Indoor social get-togethers are limited to 10 people with physical distancing. It's less risky to have your gathering outdoors where you can spread out and stay 6 feet apart. In all instances, physical distancing, face coverings and strict handwashing and disinfecting are required. For example, businesses will need to limit the number of customers they serve at a time to allow physical

distancing at all times. Salons, barber shops and spas will be required to use masks and keep a customer list. Keeping a customer list helps local public health know who they need to reach out to if customers have been exposed to COVID-19.

Starting in early May, other restrictions were lifted statewide. They include:

- ▶ Allowing visitors again to some state parks, as long as everyone stays 6 feet apart and wears face masks
- ▶ Loosening restrictions on childcare and summer youth programs with children 5 and up required to wear masks.

However, if you are planning on traveling to a park or a social gathering, please stay local—or within 50 miles of home—to avoid risking the health and resources of other communities.

You can also now schedule routine and non-urgent health care appointments. Be sure to call ahead so you can learn what services are available and what physical distancing practices your providers are implementing. Health care providers are under strict orders to protect patient and medical professionals' safety as they begin to provide more services.

When in doubt, it's still best to stay home if what you are doing isn't essential. If you arrive at a park or shop and there isn't enough space to physically distance, you should be prepared to change your plans.

### **Can I have a family or social get-together?**

Indoor social get-togethers of up to 10 people are permitted as long as you can maintain six feet of distance from anyone outside of your household (this does not apply to restaurants, civic, cultural and faith-based gatherings). If you are planning a get-together, it's safer to meet up outside where you can stay 6 feet apart. Masks are required in public for everyone 5 years and up, and frequent handwashing is still necessary to protect your health and the health of your loved ones. You can also keep your circle small and limit the number of people you interact with to lower the risk of exposure.

### **How is the state making decisions regarding reopening?**

The state is basing reopening decisions on the number of COVID-19 cases in your area, the ability to test people with symptoms, and whether public health staff can reach those who may have been exposed to COVID-19 and need to self-quarantine and be connected to testing and other resources.

### **What is required to stay safe as more people go back to work and reopen businesses?**

Physical distancing, keeping 6 feet apart from people you don't live with, wearing a mask, handwashing and disinfecting high touch surfaces continue to be the most important actions you can take to stay safe and strong. You are required to wear a face covering or mask while you are in public and shared spaces. At work, business owners and managers are required to make sure you can keep physical distance from your coworkers and support good hygiene if they want to reopen.

## What protections are available for farmworkers and other agricultural workers?

Across our state, our agricultural workforce is doing critical work to keep our grocery stores stocked and our families fed. Like all workers, farmworkers and other agricultural workers need a safe and healthy work environment. Workers need to keep a 6-foot distance from coworkers, have access to face masks, soap and sinks. Frequent handwashing and disinfection of high-touch surfaces and shared tools are also important.

Employers are required to protect workers by implementing plans to allow for physical distancing, provide adequate toilet and handwashing facilities and frequent cleaning.

## What can I do if I see or am experiencing a workplace that is not safe?

If your workplace is not implementing procedures and providing resources needed to stay safe at work, you can file a complaint with Oregon Occupational Safety and Health. The complaint form is available in [Spanish](#).

The online complaint form is available at: [osha.oregon.gov/workers](https://osha.oregon.gov/workers)

You can also file a complaint by calling the closest field office to your job. The directory is available at: [osha.oregon.gov/Pages/maps.aspx](https://osha.oregon.gov/Pages/maps.aspx)

## What should people do if they feel sick?

- ▶ If you feel sick, stay home and don't go to work.
- ▶ Avoid close contact with your household members.
- ▶ Call your doctor, rather than going into the hospital or clinic. You may be seen via telehealth.
- ▶ If you don't have a doctor, call your county health department

## How can you sign up for OHP?

If you don't have health insurance, you can go online and see if you're eligible for the Oregon Health Plan at [one.oregon.gov](https://one.oregon.gov). You can get free help from a community organization, if you need help with the application. If you're not eligible for health insurance or OHP, you can still access care. Call 211 to find free or low-cost clinics in your community. COVID-19 testing and care is available even if you don't have health insurance or OHP.

## Some of our community members don't qualify for OHP due to their immigration status but have CAWEM. Can they still access care for COVID?

If you have CAWEM or CAWEM Plus, which is emergency coverage for immigrants who are not eligible for the full Oregon Health Plan, COVID-related testing and treatment will be covered. They are covered even if these services are provided to you in a non-emergency setting.

## Will signing up for OHP or CAWEM impact public charge?

We know that members of our community might be worried about accessing care or signing up for resources because of their immigration status or the immigration status of their family members. Receiving emergency Medicaid, such as CAWEM, cannot be counted under the U.S. Citizenship and Immigration Service's (USCIS) public charge rule. Additionally, on March 13, 2020, USCIS issued an alert on its website stating that the agency will not consider testing, treatment, or preventative care (including vaccines, if a vaccine becomes available) related to COVID-19 as part of a public charge analysis. You should seek the medical treatment or preventive services you need to protect your health and the health of others. This includes if your care is paid for in whole or in part by Medicaid, also known as the Oregon Health Plan.

## Testing:

### Who is testing available for and where?

Testing is recommended for anyone with COVID-19 symptoms, including cough, shortness of breath, difficulty breathing, fever and new loss of taste or smell, fatigue, and muscle or body aches, headache, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea. The Oregon Health Authority has also said it is a priority for people 65 and older, pregnant women, those who have a disability, those whose first language isn't English, and people who are Latino, Latina, Latinx, or American Indian/Alaska Native, Asian, Asian-American or Pacific Islander to get tested if they have symptoms. Additionally, migrant and seasonal farmworkers, those who work in health care, and other essential workers like those who work in grocery stores, food service, delivery, etc. have priority for getting tested when they have symptoms.

If you have symptoms, please call your doctor before going to a clinic or hospital. You can discuss your illness, need for treatment and availability of testing on the phone. If you need to come in for a test, they need to know you're coming so they can make it safe for you and others. If your doctor believes you should be tested, they will be able to order a test without approval from the state. It is your clinic's responsibility to coordinate and arrange testing.

To find a testing site near you, visit [healthoregon.org/covid19testing](https://healthoregon.org/covid19testing)

If you don't have a doctor, please call your insurance company, the Oregon Health Plan (or your CCO) or 211. They can help you find a provider to help you get the care you need. You can also see a provider through your county health clinic or a federally qualified health center (FQHC).