



COVID-19 FREQUENTLY ASKED QUESTIONS

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What is the Coronavirus (COVID-19)?

According to the [World Health Organization](#) (WHO), coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

What are the [symptoms](#) of COVID-19 and the time interval from infection to onset of symptoms?

According to the Centers for Disease Control and Prevention (CDC), the following symptoms may appear **two to 14 days after exposure**:

- Fever greater than 100.4 degrees
- Difficulty breathing
- Cough
- Fatigue
- Diarrhea
- New loss of taste or smell
- Muscle or body aches
- Headache
- Nausea or vomiting
- Sore throat
- Congestion

How can I protect myself against COVID-19?

Because there is currently no vaccine to prevent infection, the best way to protect yourself and others is to avoid exposure. The CDC recommends simple, everyday actions to help do this, including, but not limited to:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the restroom, before eating, and after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol



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Who may be required to self-quarantine or self-isolate?

[See Guidance for Managing COVID-19 Exposure document.](#)

What are the cleaning/sanitizing protocols taken in Orange County facilities to keep employees safe? Touch points (door knobs, handles, elevator buttons, restrooms fixtures, etc.) are wiped down nightly by our janitorial contactors. In facilities that have high foot traffic from the public (e.g. Courthouse Juvenile Justice Center, Mable Butler, outlying courts) day porters have been put in place to wipe down touch points throughout the day. These facilities also receive weekly disinfecting of common areas. Signage and hand sanitizer dispensers have been deployed to common areas.

An employee at my worksite tested positive for COVID-19. What deep cleaning measures are being taken to ensure it is safe for employees to return to that worksite? Facilities Management has ten contractors on standby ready to provide disinfecting services. Facilities Management requests emergency disinfecting services from one of the qualified vendors when a positive COVID-19 case is reported. The area where the employee was working is blocked off and the department is informed to stay out of the area until the disinfecting services have been completed.



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What if an employee believes they may have potentially been exposed to COVID-19?

The employee should consult a health care professional and notify their supervisor immediately.

How do I self-quarantine?

When people are in self-quarantine, they have no symptoms, but because there is a possibility that they might have been exposed, they stay away from others in public settings. For 14 days from their last possible exposure, people in self-quarantine should avoid going to work, school, or any public places where they could have close contact with others. [Review best safety practices](#) to implement in workplaces, homes, schools, or other commercial establishments for guidance.

What are my responsibilities as an employee if I am asked to self-quarantine?

For 14 days from your last possible exposure, employees in self-quarantine are expected to avoid going to any public places where they could have close contact with others. If you experience any signs or symptoms of illness, consult with a healthcare provider, as appropriate. While at home, an employee is expected to:

- provide updated contact information;
- check-in with your supervisor on each regularly scheduled work day to provide an update on your wellbeing; and
- receive work related updates and/or assignments (if working from home)

Should employees be concerned about cruise ship travel?

The CDC recommends travelers defer all cruise ship travel worldwide. Cruise ship passengers are at increased risk of person-to-person spread of infectious diseases, including COVID-19.

Older adults and travelers with underlying health issues should avoid situations that put them at increased risk for more severe disease. This entails avoiding crowded places, avoiding non-essential travel such as long plane trips, and especially avoiding embarking on cruise ships.



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I am on the County's Cigna Medical Plan, will any copayments or co-insurance amounts be waived if I need to visit my healthcare provider for signs and symptoms related to COVID-19?

For employees who are on the County's Cigna medical plan, co-pays, coinsurance and deductibles specifically related to COVID-19 lab testing will be waived with a prescription from a doctor. This includes the copay for your doctor's office visit.

Should employees expect privacy regarding their self-quarantine?

No, self-quarantine is not associated with a medical condition or diagnosis. Supervisors should inform other employees of their possible exposure to COVID-19 because they have a right to know if there is a health risk in the workplace.

Do employees need clearance to return to work from self-quarantine or self-isolate?

See page 3 of the [Guidance for Managing COVID-19 Exposure document](#).

How can I plan and prepare for COVID-19 in advance?

- Talk at work about how your workplace can still operate if many workers are out sick or if they need to stay home to care for their family members.
- Get up-to-date information about local COVID-19 activity from public health officials
- Create a household plan of action.
- Consider members of the household who may be at greater risk such as older adults and people with severe chronic illnesses.
- Ask your neighbors what their plan includes.
- Create a list of local organizations you and your household can contact in case you need access to information, healthcare services, support, and resources.
- Create an emergency contact list including family, friends, neighbors, carpool drivers, healthcare providers, teachers, employers, the local public health department, and other community resources.



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- Choose a room in your house that can be used to separate sick household members from others.

Why is it important to avoid sharing incorrect information?

COVID-19 is not connected to any race, ethnicity, or nationality. Misinformation about COVID-19 can create fear and hostility that harms people and makes it harder to keep everyone healthy.

What resources are available to me?

- To reduce exposure risks, telehealth options are available for seeking on-demand medical attention, as appropriate. To access telehealth options, visit mycigna.com and select the blue "Connect Now" button on the right side of the homepage. To speak with a nurse at any time, call 855-673-3063.
- AdventHealth has also launched a [free phone service](#) for Floridians who have questions about COVID-19, including the ability to speak with a nurse as appropriate. The AdventHealth COVID-19 information line is 1-877-847-8747 and is available 24 hours a day, seven days a week.
- Center for Disease Control and Prevention: [CDC's webpage](#).
- Florida Department of Health (DOH-Orange): Orange County residents can call 407-723-5004. The Call Center is available Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Coronavirus (COVID-19) Call Center is 1-866-779-6121 or COVID-19@flhealth.gov.
- We understand that this can be a stressful time for you and your family. GuidanceResources can be a great resource as well, including free counseling services, and health and safety information. Take advantage of this by visiting guidanceresources.com and using the web id: ORANGECOUNTY or calling 855-221-8925. They have also provided a [COVID-19 toolkit](#).

Check out more Frequently Asked Questions compiled by the [Center for Disease Control](#), the [World Health Organization](#) and the [Florida Health Department](#).

We will continue to keep you updated as we received more information. The County has a dedicated COVID-19 website at <http://www.ocfl.net/COVID-19>.