COVID-19 is a new disease. The virus is thought to spread mainly from person-to-person between people who are in close contact with one another (within about 6 feet) and/or through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

**Preparedness Recommendations for Public Facing Services**

When members of the public present for services, ask the individual(s) or caregivers the following questions in order to protect service providers from potential exposure to COVID-19.

**Ask the client if they have any of the following symptoms?**

- Fever
- Cough
- Difficulty breathing
- Sore throat

If the client answers YES to any of these symptoms:

1. Provide a surgical or ear loop mask to the individual with symptoms.
2. If you do not have a facemask to offer the ill individual, then stand at least 6’ from the person.
3. Inform the individual(s) that they may not seek services at this time.
4. Recommend the individual contact their Primary Care Provider to discuss what to do next.
5. If the individual(s) does not have a Primary Care Provider, tell them to call 2-1-1 for information and guidance.
6. If the individual is seriously ill, call EMS making sure the 911 operator is aware of the individual’s travel, exposure, and health history.

**General Prevention Recommendations for COVID-19**

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventative actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.

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If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC’s recommendations for using a facemask.
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Face masks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.

Additional Information:

**CDC Resources**

- [COVID-19 Prevention & Treatment](#)
- [What you need to know about coronavirus disease 2019 (COVID-19)](#)
- [COVID-19 Frequently Asked Questions and Answers](#)
- [What to do if you are sick with COVID-19](#)
- [Environmental Cleaning and Disinfection Recommendations](#)
- [CDC’s Handwashing Guide- Clean Hands Save Lives](#)