Moore County COVID-19 Frequently Asked Questions (FAQs)

Q: Where do I find COVID-19 updates from the Health Department?

A: The Health Department provides real-time updates to the Moore County COVID-19 Dashboard. The dashboard can be found here:
https://moorecounty.maps.arcgis.com/apps/opsdashboard/index.html#/4c11e5bf79b64a6e9c8377d5129cc97c
  - *In addition, all updates and news releases are posted to the Health Department website located here: www.moorecountync.gov/health*
  - *Information is also posted to the Health Department's Facebook (Moore County Health Department) and Twitter (@mocohealth) feeds.*
  - *You can also text **MOCOVID19** to **888777** - to receive local Nixle alerts concerning coronavirus specific information.*

Q: How often are confirmed COVID-19 cases and related deaths reported on the County's COVID-19 dashboard?

A: The dashboard is updated daily as confirmed positive cases and deaths are reported to the Health Department.

Q: What are the symptoms of coronavirus (COVID-19)?

A: People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. These symptoms may appear 2-14 days after exposure to the virus:
  - *Fever or chills*
  - *Cough*
  - *Shortness of breath or difficulty breathing*
  - *Fatigue*
  - *Muscle or body aches*
  - *Headache*
  - *New loss of taste or smell*
  - *Sore throat*
  - *Congestion or runny nose*
  - *Nausea or vomiting*
  - *Diarrhea*

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

*Look for **emergency warning signs*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately***
  - *Trouble breathing*
  - *Persistent pain or pressure in the chest*
  - *New confusion*
  - *Inability to wake or stay awake*
  - *Bluish lips or face*

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to your local emergency facility: *Notify the operator that you are seeking care for someone who has or may have COVID-19.*

Q: Are there specific treatments available for COVID-19?

A: There is no specific treatment for COVID-19. Additionally, there is no vaccine available to protect against COVID-19, although there is work being done to develop one.   Most people with illnesses caused by coronaviruses like COVID-19 will recover on their own. However, there are some things you can do to relieve your symptoms, including:

- *Taking pain and fever medications (caution: do not give aspirin to children).*
- *Using a humidifier or taking a hot shower to ease a sore throat and cough.*
- *Drinking plenty of liquids and stay home and rest.*
- *Follow instructions from your health care provider for appropriate care.*

Q: When will a COVID-19 vaccine be available?

A: A viable vaccine is in the works with a goal for distribution beginning in 2021. Some vaccine may be available in short supply as early as Fall of 2020.

Q: Are there any lingering or long-term health effects from COVID-19 infection?

A: Most people who have COVID-19 recover completely within a few weeks. But some people may continue to experience symptoms after their initial recovery. Older people and people with many serious medical conditions are the most likely to experience lingering COVID-19 symptoms. The most common signs and symptoms that linger over time include:
- *Fatigue*
- *Cough*
- *Shortness of breath*
- *Headache*
- *Joint pain*

Much is still unknown about how COVID-19 will affect people over time. However, researchers recommend that doctors closely monitor people who have had COVID-19 to see how their organs are functioning after recovery.

Q: What can I do to keep myself and my family safe from coronavirus (COVID-19)?

A: General prevention recommendations are as follows:
- *Wash hands often with soap and water for at least 20 seconds.*
- *If soap and water are not available, use an alcohol-based sanitizer.*
- *Avoid touching your eyes, nose, or mouth with unwashed hands.*
- *Avoid contact with others who are sick.*
- *Cover your mouth and nose with a tissue or sleeve.*

These are the most important things you can do reduce your risk of getting the virus or infecting others:

- *Stay at home, except for essential errands (or if you work for an essential position that requires you to leave your house) or to get exercise.*
- *Maintain at least 6 feet of distance between yourself and others if you leave your house.*
- *Wear a face covering in public, especially if you go somewhere where it is difficult to maintain distance from others, like a grocery store or pharmacy. Face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.*
- *Clean and disinfect frequently used surfaces using regular household cleaning spray or wipes.*
- *Don't send children who are sick to childcare.*

Q: Are minorities disproportionately affected by COVID-19?

A: Data on the race of COVID-19 victims shows that non-white populations have died at disproportionately higher rates than white populations in nearly every state. These outcomes are largely due to the higher likelihoods that racial minority populations will fall into groups considered at risk of serious COVID-19 cases. For example, incarcerated populations, essential workers, people with disabilities, and people with underlying chronic health conditions comprise relatively larger shares of people of color compared to white Americans. Black Americans account for about one in every five North Carolina residents. However, the state's Black population accounts for more than one in every three known coronavirus deaths in the state.

Q: How long does a person remain in isolation if they are sick with COVID-19 and when can they get back to normal activity?

A: People who are sick with COVID-19 or believe they might have it should stay home and separate themselves from other people in their home as much as possible. They can end self-isolation and return to their normal activities when they can answer YES to ALL of the following questions:

- *Have you had no fever for at least 24 hours (that is one full day of no fever without the use of medicine that reduces fevers)? AND*
- *Have your other symptoms improved (for example, when your cough or shortness of breath have improved)? AND*
- *Has it been at least 10 days since your symptoms first appeared?*

Q: Why is there a discrepancy between COVID-19 statistics listed on the North Carolina Department of Health and Human Services (NCDHHS) website and the Moore County COVID-19 Dashboard?

A: Previously, not all private laboratories were feeding results into the State surveillance system, leading to discrepancies between the State dashboard and local health departments' dashboards. That issue has been resolved and now discrepancies are minimal, usually occurring because the dashboards update at different times. The NCDHHS COVID-19 dashboard information is updated daily by 12 p.m. and conversely, the Moore County COVID-19 dashboard is updated by 5 p.m. daily.

Q: Are COVID-19 stats for Moore County accurate considering there are so many military personnel living, working, and commuting to and from Moore County?

A: The Health Department reports all laboratory confirmed cases of COVID-19 for all residents of Moore County. Those numbers are accurate and are neither under-reported nor over-reported. Further, we update those numbers daily on our County dashboard as we receive notification of new confirmed cases. Any members of the Armed Forces that have a Moore County address are included in our count. Anyone who lives in another County or on a military base and works in Moore County is counted in their County of residence. Additionally, Fort Bragg Department of Public Health conducts their own case investigations and contact tracings for military personnel regardless of the county of residence. Any case investigation monitored by the Fort Bragg Health Department for a resident of Moore County is forwarded to our Health Department and is included in our daily case count.

Q: Will there be further COVID-19 testing at nursing homes in Moore County?

A: Bi-weekly COVID-19 testing for all nursing home staff was mandated by Secretarial Order #2 beginning August 7th. Testing continues to be conducted for all symptomatic residents. During an outbreak (defined as two or more confirmed cases), testing is conducted weekly for all residents and staff until the conclusion of the outbreak. An outbreak is considered concluded if there is no evidence of transmission following a 28-day period.

Q: If I have a relative in a nursing home/long-term care facility with known confirmed positive COVID-19 cases, will I be notified by the Moore County Health Department?

A: It is the responsibility of the facility to notify the resident and their guardians or designated contact persons if there are confirmed positive COVID-19 cases present in the facility.

Q: Do Moore County nursing homes have adequate personal protective equipment (PPE) for staff?

A: It is the responsibility of each nursing home to provide appropriate PPE in accordance with the Governor's Executive Order #131 (April 9, 2020). If the facility is having difficulty acquiring PPE through their regular sources, they may request additional PPE through Moore County Public Safety.

Q: Will zip code data for COVID-19 confirmed positive cases and deaths be shared with the public?

A: Zip code data for confirmed positive cases is being shared by the NC Department of Health and Human Services (NCDHHS) on their COVID19 dashboard which can be found at: https://www.ncdhhs.gov/divisions/public-health/covid19/covid-19-nc-case-count#zip-code-map. This information is also linked to on Moore County's COVID-19 dashboard and featured in the Health Department's case report located on the frontpage of the Department's website (www.moorecountync.gov/health). When interpreting any zip code data, please keep in mind that COVID-19 spread is County-wide. No one community in particular is any more or less susceptible to infection. Further, the identification of a positive case in a community is based on a permanent address not necessarily where they acquired the infection.

Regardless of the Moore County communities that individuals either reside in or visit, individuals should follow the recommended control measures to protect themselves and curb the spread of the virus.

Q: Who should get tested for COVID-19?

A: North Carolina is focused on rapidly increasing testing of people who may not currently have symptoms but may have been exposed to COVID-19. If you feel sick and believe you may have coronavirus (COVID-19), call your doctor or medical provider to assess your condition. The latest guidance suggests testing for:

- *Anyone with symptoms suggestive of COVID-19.*
- *Close contacts of known positive cases, regardless of symptoms.*
- *Groups of some of the populations with higher risk of exposure or a higher risk of severe disease if they become infected. People in these groups should get tested if they believe they may have been exposed to COVID-19, whether or not they have symptoms.*
    - *People who live in or have regular contact with high-risk settings (e.g., long-term care facility, homeless shelter, correctional facility, migrant farmworker camp).*
    - *People from historically marginalized populations who have been disproportionately impacted by COVID-19.*
    - *Frontline and essential workers (grocery store clerks, gas station attendants, child care workers, construction sites, processing plants, etc.)*
    - *Health care workers or first responders.*
    - *People who are at higher risk of severe illness.*
    - *People who have attended protests, rallies, or other mass gatherings could have been exposed to someone with COVID-19 or could have exposed others.*

Most people who get COVID-19 recover without needing medical care. If you are experiencing severe, life threating symptoms (for example, severe difficulty breathing, altered thinking, blue lips), seek immediate medical care or call 9-1-1. Two kinds of tests are available for COVID-19: viral tests and antibody tests. A viral test tells someone if they currently have COVID-19. It is also called a diagnostic test. An antibody test tells someone if they had the virus before.

NCDHHS has launched a "Check My Symptoms" application that can help you check your symptoms online and determine if you will be recommended to be tested for COVID-19.   That application can be found here: https://ncdhhs-covid19-dtra.powerappsportals.us/. There is also a "Find My Testing Place" application where you can enter your location to find a testing site in proximity to you. It can be found here: https://covid19.ncdhhs.gov/about-covid-19/testing/find-my-testing-place

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Q: How will the face covering mandate from Governor Cooper's Executive Order #147 be enforced?

A: Citations related to this Order can be written to businesses or organizations that fail to enforce the requirement to wear face coverings. Operators of businesses and organizations are entitled to rely on their customers or patrons' statements about whether or not they are exempt from the face covering requirements, and businesses and organizations do not violate this Order if they rely on customer or patron statements. Law enforcement personnel cannot criminally enforce the face covering requirements of this Order against individual workers, customers, or patrons. However, if a business does not allow entry of a worker, customer, or patron due to refusing to wear a face covering and

the worker, customer, or patron refuses to leave, law enforcement may enforce trespassing laws. A FAQ on Order #147 can be found here: https://files.nc.gov/governor/documents/files/EO-147-FAQ.pdf

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Q: Can I report a restaurant whose staff isn't following the mask mandate?

A: While the Health Department has no enforcement authority, our staff can contact the management of the establishment and counsel them on the importance of adhering to the mask mandate. If you'd like to report an establishment, you can do so anonymously by contacting hdinfo@moorecountync.gov.

Q: What is the Health Department doing to determine who came in contact with someone who tested positive?

A: The Health Department interviews individuals who have tested positive for COVID-19. They are questioned about any recent travel or contact with others. Using that information, staff determine if any individuals meet the CDC definition of a close contact and follow up with them accordingly. The CDC defines a close contact as anyone who has been within 6ft of a confirmed positive individual for 10 minutes or more. However, because there are presumed to be cases in the community that are not confirmed, it is critically important that everyone is staying at home to the extent possible (and especially if they feel sick), maintaining at least 6ft of distance from others, and washing hands regularly for at least 20 seconds.

Q: Do businesses have to report to the state, other employees, or customers when an employee tests positive? Do they have to close down?

A: The employer/business is not required to notify staff or patrons if a staff member or patron has tested positive. All positive cases are referred to a Contact Tracer who communicates directly with anyone that has been listed as a close contact by the individual who has tested positive. These close contacts can include: family members, co-workers, or anyone who has been within 6 ft for 10 minutes or more with the individual during their infectious period (this period is 2 days before their first onset of symptoms or within 2 days of positive test result if they are asymptomatic). The contact tracer will instruct these individuals on the recommended testing and self quarantine protocols. Contact Tracers do not contact establishments. Businesses should work with their local health departments on contact tracing and cleaning recommendations. Some facilities, such as child care settings and schools, do have to report positive cases. CDC guidance that addresses what businesses need to do if someone gets sick can be found here: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

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Q: Can I volunteer/assist my local health department with COVID19 contact tracing?

A: Community Care of North Carolina (CCNC), in partnership with NC AHEC, has been engaged by the NC Department of Health and Human Services to hire and train staff to support existing efforts of local health departments to track the transmission of COVID-19 in North Carolina. CCNC/NC AHEC will assist local health departments in meeting the surge in demand for contract tracing staff expected when more widespread COVID-19 testing begins. To apply, visit: https://www.communitycarenc.org/carolina-community-tracing-collaborative. *When applying, you can request the Moore County Health Department/Moore County service area as your preferred site.*

Q: Are pets susceptible to COVID-19? If so, how can I protect my pet?

A: A small number of pets worldwide, including cats and dogs, have been reported to be infected with the virus that causes COVID-19, mostly after close contact with people with COVID-19. Based on the limited information available to date, the risk of animals spreading COVID-19 to people is considered to be low.

Because there is a risk that people with COVID-19 could spread the virus to animals, CDC recommends that pet owners limit their pet's interaction with people outside their household.

- *Keep cats indoors when possible and do not let them roam freely outside.*
- *Walk dogs on a leash at least 6 feet (2 meters) away from others.*
- *Avoid public places where a large number of people gather.*
- *Do not put a mask on pets. Masks could harm your pet.*

If you are sick with COVID-19 (either suspected or confirmed by a test), you should restrict contact with your pets and other animals, just like you would with people. Until we know more about this virus, people sick with COVID-19 should avoid contact with pets and other animals.

- *When possible, have another member of your household care for your pets while you are sick.*
- *Avoid contact with your pet including petting, snuggling, being kissed or licked, sharing food, and sleeping in the same bed.*
- *If you must care for your pet or be around animals while you are sick, wear a mask and wash your hands before and after you interact with them.*

If you are sick with COVID-19 and your pet becomes sick, do not take your pet to the veterinary clinic yourself. Call your veterinarian and let them know you have been sick with COVID-19. Some veterinarians may offer telemedicine consultations or other plans for seeing sick pets. Your veterinarian can evaluate your pet and determine the next steps for your pet's treatment and care.

Q: What are the duties of the local Board of Health?

A: 1. In accordance with NC State Statute 130A-29:
> *a. A local Board of Health shall have the responsibility to protect and promote the public health. The Board of Health shall have the authority to adopt rules necessary for that purpose.*
> *b. A local Board of Health may adopt a more stringent rule in an area regulated by the Commission for Public Health or the Environmental Management Commission where, in the opinion of the local Board of Health, a more stringent rule is required to protect the public health.*

2. In accordance with NC State Statute 130A-40, a local Board of Health, after consulting with the appropriate County Board of Commissioners, shall appoint a local Health Director.

Q: What is the makeup of the local Board of Health and what is the Board's role during the COVID-19 outbreak?

A: *1. Local Boards of Health are comprised of representatives from various professional fields including a Physician, Dentist, Optometrist, Veterinarian, Registered Nurse, Pharmacist, County Commissioner, Professional Engineer, and three representatives of the general public. Each member is a resident of Moore County. Board of Health members serve as liaisons to their respective disciplines.*

    2. Members should inform the Health Director and their fellow Board Members of any COVID-19 related information, questions, or concerns from themselves, their colleagues, or other sources.

3. The Board of Health provides oversight of the appropriateness of the Health Department's response to COVID-19.

4. If the Board determines that the control measures from the CDC, DHHS, and the Health Director are insufficient to protect the public's health, they have the authority to adopt a more stringent local Board of Health rule for Moore County.