



NEW HANOVER COUNTY

COVID-19 Community Guidance

Updated: March 13, 2020

	What You Should Be Doing Now	Additional Steps to Take in the Event of COVID-19 in New Hanover County
Events & gatherings	<ul style="list-style-type: none"> • Cancel events and gatherings of more than 100 people. • For organizations that serve high-risk populations, cancel gatherings of more than 10 people. 	<ul style="list-style-type: none"> • Continue to cancel events and gatherings of more than 100 people. • For organizations that serve high-risk populations, continue to cancel gatherings of more than 10 people.
Community organizations, faith based organizations	<ul style="list-style-type: none"> • Know where to find local information on COVID-19 and local trends of COVID-19 cases. • Know the signs and symptoms of COVID-19 and what to do if organization members/staff become symptomatic. • Identify safe ways to serve those that are at high risk or vulnerable (outreach, assistance, etc.). • Review, update, or develop emergency plans for the organization, especially consideration for individuals at increased risk of severe illness. • Encourage staff and members to stay home and notify organization administrators of illness when sick. • Encourage personal protective measures among organization/members and staff (e.g., stay home when sick, handwashing, respiratory etiquette). • Clean frequently touched surfaces at organization gathering points daily. • Ensure hand hygiene supplies are readily available in building. • Cancel events and gatherings of more than 100 people. • For organizations that serve high-risk populations, cancel gatherings of more than 10 people. 	<ul style="list-style-type: none"> • Implement social distancing measures: <ul style="list-style-type: none"> ○ Reduce activities (e.g., group congregation, religious services), especially for organizations with individuals at increased risk of severe illness. ○ Consider offering video/audio of events. • Determine ways to continue providing support services to individuals at increased risk of severe disease (services, meals, checking in) while limiting group settings and exposures.

	<ul style="list-style-type: none"> • Consider social distancing measures: <ul style="list-style-type: none"> ○ Plan to reduce activities (e.g., group congregation, religious services), especially for organizations with individuals at increased risk of severe illness. ○ Consider offering video/audio of events. • Determine ways to continue providing support services to individuals at increased risk of severe disease (services, meals, checking in) while limiting group settings and exposures. 	
<p>Assisted living facilities, senior living facilities and adult day programs</p>	<ul style="list-style-type: none"> • Know where to find local information on COVID-19 and local trends of COVID-19 cases. • Know the signs and symptoms of COVID-19 and what to do if clients/residents or staff become symptomatic. • Review and update emergency operations plan (including implementation of social distancing measures) or develop a plan if one is not available. • Encourage personal protective measures among staff, residents and clients who live elsewhere (e.g., stay home or in residences when sick, handwashing, respiratory etiquette). • Clean frequently touched surfaces daily. • Ensure hand hygiene supplies are readily available in all buildings. • For organizations that serve high-risk populations, cancel gatherings of more than 10 people. • Implement social distancing measures: <ul style="list-style-type: none"> ○ Reduce large gatherings (e.g., group social events) ○ Alter schedules to reduce mixing (e.g., stagger meal, activity, arrival/departure times) ○ Limit programs with external staff ○ Consider having residents stay in facility and limit exposure to the general community ○ Limit visitors, implement screening • Cancel or alter large work-related gatherings (e.g., staff meetings, after-work functions). • Cancel non-essential work travel. 	<ul style="list-style-type: none"> • Consider temperature and respiratory symptom screening of attendees, staff, and visitors. • Consider short-term closures as needed (e.g., if cases in staff, residents or clients who live elsewhere) for cleaning and contact tracing.

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Individuals & Families	<ul style="list-style-type: none"> • Know where to find local information on COVID-19 and local trends of COVID-19 cases. • Know the signs and symptoms of COVID-19 and what to do if symptomatic: <ul style="list-style-type: none"> ○ Stay home when you are sick. ○ Call your health care provider’s office in advance of a visit. ○ Limit movement in the community. ○ Limit visitors. • Know what additional measures those at high risk and who are vulnerable should take (those over 65 and those with underlying health conditions). <ul style="list-style-type: none"> ○ Avoid groups and gatherings ○ Limit going out in public ○ Do not travel by cruise or air • Implement personal protective measures (e.g., stay home when sick, handwashing, respiratory etiquette, clean frequently touched surfaces daily). • Create a household plan of action in case of illness in the household or disruption of daily activities because of COVID-19 in the community. <ul style="list-style-type: none"> ○ Consider 2-week supply of prescription and over the counter medications, food and other essentials. Know how to get food delivered if possible. ○ Establish ways to communicate with others (e.g., family, friends, co-workers). ○ Establish plans to telework, what to do about childcare needs, how to adapt to cancellation of events. ○ Know about emergency operations plans for schools/workplaces of household members. • Individuals at increased risk of severe illness should consider staying at home and avoiding gatherings or other situations of potential exposures, including travel. 	<ul style="list-style-type: none"> • Continue to monitor local information about COVID-19 in your community. • Continue to practice personal protective measures. • Continue to put household plan into action. • Individuals at increased risk of severe illness should consider staying at home and avoiding gatherings or other situations of potential exposures, including travel.

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Employers	<ul style="list-style-type: none"> • Know where to find local information on COVID-19 and local trends of COVID-19 cases. • Know the signs and symptoms of COVID-19 and what to do if staff become symptomatic at the worksite. • Review, update, or develop workplace plans to include: <ul style="list-style-type: none"> ○ Liberal leave and telework policies ○ Consider 7-day leave policies for people with COVID-19 symptoms ○ Consider alternate team approaches for work schedules. ○ See CDC guidance for Businesses and Employers • Encourage employees to stay home and notify workplace administrators when sick (workplaces should provide non-punitive sick leave options to allow staff to stay home when ill). • Encourage personal protective measures among staff (e.g., stay home when sick, handwashing, respiratory etiquette). • Clean and disinfect frequently touched surfaces daily. • Ensure hand hygiene supplies are readily available in building. • Consider encouraging staff to work from home (when feasible), particularly individuals at increased risk of severe illness. • Cancel events and gatherings of more than 100 people. • For organizations that serve high-risk populations, cancel gatherings of more than 10 people. • Consider social distancing measures: <ul style="list-style-type: none"> ○ Increasing physical space between workers at the worksite ○ Staggering work schedules ○ Limit in-person contacts in the workplace (e.g., limit in-person meetings, meeting for lunch in a break room, etc.) and hold meetings by phone, webinar or other virtual platform. • Limit non-essential work travel. 	<ul style="list-style-type: none"> • Encourage staff to work from home (when feasible), particularly individuals at increased risk of severe illness. • Implement social distancing measures: <ul style="list-style-type: none"> ○ Increasing physical space between workers at the worksite ○ Staggering work schedules ○ Cancel social contacts in the workplace (e.g., limit in-person meetings, meeting for lunch in a break room, etc.) and hold meeting by phone, webinar or other virtual platform. • Cancel or alter work-related gatherings (e.g., staff meetings, after-work functions) and hold meetings by phone, webinar or other virtual platform. • Cancel work travel. • If feasible, consider regular health checks (e.g., temperature and respiratory symptom screening) of staff and visitors entering buildings, especially if you serve at-risk populations.

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Healthcare settings and healthcare provider (includes outpatient, nursing homes/ long-term care facilities, inpatient, telehealth)	<ul style="list-style-type: none"> ● Provide healthcare personnel (HCP), including staff at nursing homes and long-term care facilities) and systems with tools and guidance needed to support their decisions to care for patients at home (or in nursing homes/longterm care facilities). ● Develop systems for phone triage and telemedicine to reduce unnecessary healthcare visits. ● Assess facility infection control programs; assess personal protective equipment (PPE) supplies and optimize PPE use. ● Assess plans for monitoring of HCP and plans for increasing numbers of HCP if needed. ● Assess visitor policies. ● Assess HCP sick leave policies (healthcare facilities should provide non-punitive sick leave options to allow HCP to stay home when ill). ● Encourage HCP to stay home and notify healthcare facility administrators when sick. ● In conjunction with local health department, identify exposed HCP, and implement recommended monitoring and work restrictions. ● Implement triage prior to entering facilities to rapidly identify and isolate patients with respiratory illness (e.g., phone triage before patient arrival, triage upon arrival). ● Implement changes to visitor policies to further limit exposures to HCP, residents, and patients. Changes could include temperature/symptom checks for visitors, limiting visitor movement in the facility, etc. ● Implement triage before entering facilities (e.g., parking lot triage, front door), phone triage, and telemedicine to limit unnecessary healthcare visits. ● Actively monitor absenteeism and respiratory illness among HCP and patients. ● Actively monitor PPE supplies. 	<ul style="list-style-type: none"> ● Establish processes to evaluate and test large numbers of patients and HCP with respiratory symptoms (e.g., designated clinic, surge tent). ● Ensure asymptomatic exposed HCP wear a facemask while working. ● Begin to cross train HCP for working in other units in anticipation of staffing shortages.