Riverside University Health System – Public Health is asking for your assistance to help slow the spread of the novel (new) coronavirus in Riverside County, known as COVID-19. We realize that residents may be stressed due to the vast media coverage. Therefore, we are providing you with some essential details to keep you informed.

**What is novel coronavirus (COVID-19)?**
Coronaviruses are a large family of viruses. Many of them infect animals, but some coronaviruses from animals can change into a new human virus that can spread from person-to-person, which is what happened with the novel coronavirus that causes COVID-19.

**How is COVID-19 spread?**
COVID-19 is likely to spread in the same way as other respiratory illnesses. It is thought to spread from an infected person who has symptoms to others by:

- Droplets produced through coughing and sneezing
- Close personal contact, such as caring for an infected person
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands

**What are the symptoms of COVID-19?**
Reported illnesses have ranged from people with mild symptoms to people becoming severely ill and needing hospitalization or dying. Symptoms of COVID-19 may include some combination of the following: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell. This list of symptoms is not all inclusive. Please consult your medical provider about any other symptoms that are severe or concerning to you.

**What can I do to protect myself and others from COVID-19?**
- 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.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Limit close contact, like kissing and sharing cups or utensils, with people who are sick.
- Cover your cough or sneeze with a tissue or your elbow. Throw used tissues in the trash can, and immediately wash hands with soap and water, or use an alcohol-based hand sanitizer.
- Wear a cloth face covering when interacting with others.

**Is there a vaccine or treatment?**
Currently, there is no vaccine available and no specific antiviral treatment recommended. People infected with COVID-19 should receive supportive care to help relieve symptoms. This is an emerging, and rapidly evolving situation, and the Riverside University Health System – Public Health will continue to provide updated information as it becomes available.
Can I get tested for COVID-19?
If you are having symptoms of COVID-19 be sure to speak to the facility staff as well as your healthcare provider about getting tested.

You may be offered testing regardless of whether you have symptoms especially if a positive case is identified within your facility, be sure to speak with staff about their testing policy.

What should I do if I think I have COVID-19 symptoms?
If you develop fever, cough, shortness of breath, or your healthcare provider tells you that you are likely to have COVID-19, you should self-isolate. If you develop other symptoms listed in the symptom section above or have worrying symptoms that are not on the list, please consult your provider about the need for testing and isolation.

Self-isolation requires staying at home for at least 10 days from when your symptoms first appeared AND at least 3 days (72 hours) after you have recovered. “Recovered” means that your fever has gone without the use of medications and your respiratory symptoms (such as cough and shortness of breath) have improved.

Older adults, and those with compromised immune systems or underlying medical problems who experience COVID-19 symptoms should call their doctor early. If you are having difficulty breathing, feel pain or pressure in your chest, have bluish lips or face or are experiencing a new onset of confusion or difficulty waking up notify your facility right away so you can access emergency care.

The facility will also work with you to identify any close contacts that would need to be placed in quarantine. Close contacts include all individuals who were within 6 feet of you for more than 10 minutes, starting 48 hours before your symptoms began until your isolation period ends. In addition, anyone who had contact with your body fluids and/or secretions (such as were coughed on/sneezed on, shared utensils or saliva or provided care to you without wearing protective equipment) needs to be in quarantine.

What about visits from my friends and family?
Visitation from family and friends is important to your well-being. However, because visitors can introduce COVID-19 into the facility, and your health is important to us, the facility will most likely not allow visitors in order to prevent the spread of the virus.

Ask to set-up alternative methods of visitation, such as through telephone or videoconferencing.

What about group activities at my facility?
Public Health has asked facilities to minimize group living activities and outside programming, such as community eating or gatherings. Please contact your facility manager for more information.

What if I am stressed about COVID-19?
When you hear, read, or watch news about an outbreak of an infectious disease, it is normal to feel anxious and show signs of stress. It is important to care for your own physical and mental health. For help, call 2-1-1 or the Riverside University Health System – Behavioral Health Access Center 24/7 Helpline:

- Riverside (951) 509-3499
- Palm Springs (442) 268-7000
- Perris (951) 349-4195
What is my facility doing to protect me?
Talk to your facility manager about the different ways that they are working to keep you safe, and healthy.

Know where to get reliable information
Beware of scams, false news and hoaxes surrounding novel coronavirus. Accurate information, including announcements of new cases in Riverside County, will always be distributed by Public Health. The website has more information on COVID-19 including a guide to coping with stress.

- Riverside University Health System – Public Health (RUHS-PH, County)
  - [https://www.rivcoph.org/coronavirus](https://www.rivcoph.org/coronavirus)
- Social media:
  - Facebook: [https://www.facebook.com/countyofriversidedepartmentofpublichealth/](https://www.facebook.com/countyofriversidedepartmentofpublichealth/)
  - Twitter: @RivCoDoc or @rivcohealthdir1

Other reliable sources of information about novel coronavirus are:

- California Department of Public Health (CDPH, State)
  - [https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx)
- Centers for Disease Control and Prevention (CDC, National)
- World Health Organization (WHO, International)
  - [https://www.who.int/health-topics/coronavirus](https://www.who.int/health-topics/coronavirus)

If you have questions and would like to speak to someone, call the Riverside County Information line 2-1-1 is available 24 hours a day.

We appreciate your commitment and dedication to keeping Riverside County healthy.