

COVID-19 FREQUENTLY ASKED QUESTIONS

Testing

Q: Where can I get tested for COVID-19?

A: Your doctor will determine whether or not you should be tested based on your symptoms, risk factors like travel or contact with others who are sick, and if you have underlying medical conditions.

DHS website has a list of community testing sites: <https://www.dhs.wisconsin.gov/covid-19/testing.htm>

Q: Where have the people who tested positive live in our county?

A: We have included a map of cases created by DHS on our PH Daily Updates page that shows positive cases by census tract in our county. We have also included a link to NACCHO's trend data interactive map. <https://www.outagamie.org/government/departments-f-m/health-human-services/public-health/communicable-disease/coronavirus-disease-2019-covid-19/covid-19-daily-updates>

Businesses Reopening

Q: Can public health review my plan for appropriate recommendations?

A: Unfortunately, due to the overwhelming responses from local businesses, non-profits, and other entities, we recommend that you review the Outagamie County recommendations found on our website to help guide you in implementing strategies and practices for your program.

Industry specific recommendations are available at WI Economic Development Council:
<https://wedc.org/reopen-guidelines/>

Large Gatherings

Q: Can I hold or attend a large gathering?

A: At this time, DHS does not advise large gatherings, and there is no projected timeframe available as to when this advisory would change. Public health experts agree that large gatherings of people in sustained, close contact greatly increases the risk for spread of the virus



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among those who attend the events and to the communities these individuals return to after the event.

As members of our local communities and those across the country take important actions to protest racial injustice, we encourage participants to take precautions against COVID-19. When any group of people gather together, there is concern for a potential surge in COVID-19 cases.

In an effort to minimize the spread of COVID-19 and to protect those most vulnerable, please wear masks or other cloth face coverings, wash hands often, and try to keep a six foot distance from others.

Additionally, please continue to monitor for [symptoms of COVID-19](#). If you develop symptoms, contact your healthcare provider or visit the [WI Department of Health Services website](#) to locate a community testing site.

Face Coverings

Q: Should I wear a cloth face covering?

A:

- You should wear a cloth face cover when you are outside the home conducting essential activities such as going to work, to the grocery store, pharmacy, banking and enjoying outdoor activities while maintaining physical distancing.
- If you are sick (have a cough or are sneezing) or have seasonal allergies you need to wear a cloth face cover when around other people to protect them from your sneezes.
- Wearing a cloth face cover may be beneficial as it may help to protect others from germs you may be spreading without knowing it. Using a cloth face cover is preferable because that allows more surgical masks and respirators to be used by health care providers and other first responders.

Keep in mind that a face covering does not provide full protection. Therefore, remember to continue to do the following:

- Clean your hands frequently with soap and water or an alcohol-based hand rub.
- Continue staying at least 6 feet away from other people.



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- Continue following the recommendations for social distancing: avoid crowds, stay at home as much as possible, and just leave for essential tasks (e.g. work, grocery shopping, going to the doctor, getting medications).

Q: How do you wear a face covering?

A: Keep these things in mind:

- Before putting on, clean your hands with soap and water or an alcohol-based hand rub.
- Make sure it covers your mouth and nose with no gaps between your face and the covering.
- Do not touch it while wearing it; if you do, clean your hands with soap and water or an alcohol-based hand rub.
- Replace with a new one as soon as it is damp.
- Always wear your cloth reusable covering with the same side facing outwards.

Q: How should I clean my cloth face covering?

A: It's a good idea to wash your cloth face covering frequently, ideally after each use, or at least daily. Have a bag or bin to keep cloth face coverings in until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on and avoid touching your face.

Cleaning

Q: What should I be cleaning and disinfecting?

A: Clean frequently touched surfaces daily. This could include but not limited to tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

Q: Should I wash my shoes?

A: The risk of spreading the virus that causes COVID-19 from surfaces like sidewalks or roads is very low. Unless someone in your household has tested positive for COVID-19 or is displaying symptoms, you can wash your clothes/shoes as you normally do, following manufacturer instructions



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Q: How often should I wash my clothes?

A: Unless someone in your household has tested positive for COVID-19 or is displaying symptoms, you can wash your clothes as you normally do, following manufacturer instructions

If someone in your household is displaying symptoms:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- **Wear disposable gloves** when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- **Do not shake** dirty laundry.
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

Q: Should I clean my groceries/produce?

A: According to the CDC, COVID-19 is thought to spread mainly from person-to-person. Transmission via food and food packaging is low. The greatest grocery-related risk is contact with others with high-touch areas like shopping carts and basket handles.

COVID-19 is unlikely to be passed on through fresh produce. Even if the virus did survive on your fresh produce, it is likely to end up in the stomach where the low pH environment will inactivate and kill the virus.

Do not wash fresh produce in soap or detergent. Soap is not designed for use on food and any residue on fresh produce can cause nausea, vomiting, and diarrhea if ingested. The FDA recommends washing fresh fruits and vegetables in cold water. Wash your hands with soap or use a sanitizer after handling your groceries and fresh produce.

Recommendations

Q: How should I run my errands??

A:

- Practice appropriate social distancing with personnel or other customers.



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- Cover your mouth and nose with a cloth face cover when around others
- Use delivery or curbside pickup options
- Use touch-free payment systems.
- Many stores are offering times or days where individuals who are high risk can shop before regular hours
- Limit close contact and wash your hands often

Q: What should I have in my car or purse?

A: If you want to keep extra supplies with you, it could include:

- Face covering for if you will come in close contact with others
- Hand sanitizer with at least 60% alcohol for when you are in contact with frequently touched areas

Q: What should I do when I return home from running errands?

A: The best way to protect yourself from germs when running errands and after going out is to regularly wash your hands with soap and water for 20 seconds or use hand sanitizer with at least 60% alcohol.

Q: Is take-out and food delivery safe?

A: COVID-19 is unlikely to be passed on through prepared meals ordered for take-out or delivery. Since COVID-19 is spread mainly through person-to-person contact, the best precaution to take is to avoid direct contact with service workers. If you are still concerned, here are some other practical steps you can take to stay safe when ordering take-out or food delivery:

- Practice appropriate social distancing with restaurant personnel or other customers when getting take-out at the restaurant.
- Use touch-free payment systems, including touch-free tipping.
- Place delivery bags and containers in the sink rather than on the table or countertop.
- Transfer food from takeout containers to a plate.
- Discard all delivery bags, boxes, and takeout containers in the trash or recycling.
- Wash your hands before eating.
- Leftovers should be put in your own food storage containers rather than in takeout containers.
- Clean and sanitize the sink after your meal.