COVID-19 FAQ for Schools

Categories:

Category	What if someone asks me…	Example Response:
COVID-19 General Information	How does COVID-19 spread?	COVID-19 is spread through the air when people touch or breathe in droplets made when an infected person coughs, sneezes, or talks. This can happen when there is close contact between people who are within 6 feet for 15+ minutes, cumulatively over 24 hours. It is also possible people might catch COVID-19 by touching a surface that a person with the virus coughed or sneezed on, and then touching their own mouth, nose, or eyes. For more information on preventing the spread of COVID-19, please see Oregon Health Authority's *How to protect yourself and others from COVID-19* infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served//LE2681.pdf or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19
COVID-19 General Information	What are the COVID-19 symptoms?	Common symptoms include fever, sore throat, dry cough, muscle aches, fatigue, and new loss of smell or taste. In more severe cases, people can experience shortness of breath. We recommend contacting a medical provider if you develop with any symptoms. For more information, please see the Oregon Health Authority's COVID-19 Infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served//LE2356.pdf or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19
COVID-19 General Information	What is COVID-19?	COVID-19 is a respiratory disease caused by a new coronavirus. Coronaviruses are a group of viruses that can cause a range of symptoms. The most common route for human infection is through our eyes, nose, and mouth. If you need more information about COVID-19, visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19

COVID-19 General Information	What is the difference between COVID-19 and influenza (the flu)?	COVID-19 and influenza (flu) have similar symptoms. Influenza circulates every year in Oregon. It is a much more likely cause of cough and fever than coronavirus. The symptoms of novel coronavirus are similar to flu and other respiratory viruses. For more information, please see the Oregon Health Authority's COVID-19 infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served//LE2356.pdf or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19
COVID-19 General Information	Where can I find more information about reopening?	You can find the most up to date reopening guidance in your county at coronavirus.oregon.gov
If you get sick	What do I do if my student or I feel sick?	If your student is sick, they should stay home from school. We recommend contacting your healthcare provider so they can advise on the appropriate next steps. For information on caring for someone at home, see Oregon Health Authority's infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2299.pdf or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19
Notification	Who exposed my student?	I'm sorry, that information is confidential, and I cannot share it with you. That is personal health information and just as I will not share any information about you or your student, I cannot share any information about another person.
Notification	What does close contact mean?	Close contact refers to when a person has come within about 6 feet of anyone who has COVID-19 for 15 minutes or more, cumulatively within a 24-hour period

Quarantine/ Isolation	If my student has been in close contact with someone who has COVID-19 and is going to quarantine, how long should they do so?	We ask that your student quarantine for 14 days after they have been exposed to the person with the virus. Since they were exposed on [Date of exposure], they would stay home and away from others outside the home until [date of exposure +14 days]. A 14-day quarantine is to watch for symptoms in order to prevent the spread of COVID-19 For more information on quarantine, see the Oregon Health Authority's infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2388B.pdf Or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19
Quarantine/ Isolation	My student came into close contact with someone who has COVID-19 but feels fine, what do we need to do?	Many people who have COVID-19 do not have symptoms, or the symptoms are very mild. However, they can still infect others. Even though they feel healthy, since they recently had close contact with someone who has COVID-19, we ask that your student stay home. This is called quarantine. We ask that you stay home for 14 days after their last contact with the infected person and watch for symptoms of COVID-19. Staying home and distancing from others outside the home helps keep your student, your family, and the community safe. For more information on quarantine, see the Oregon Health Authority's infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2388B.pdf Or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19
Quarantine/ Isolation	Should I also stay home if my student is going to quarantine after coming into close contact with someone who has COVID-19?	If you or other household members were not exposed to the person with COVID-19, quarantine is not needed as long as your student remains healthy. If anyone in your household gets sick during the quarantine period, we ask that you follow regular quarantine guidance, starting from the day that person first showed symptoms. For more information on quarantine, see the Oregon Health Authority's infographic: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2388B.pdf Or visit the Oregon Health Authority's COVID-19 website: https://govstatus.egov.com/OR-OHA-COVID-19

Quarantine/ Isolation	If my student tests positive for COVID-19 and is going to isolate, how long should they do so?	If your student is showing symptoms, we ask that they isolate for 10 days after they begin showing symptoms, AND they have been fever-free for 24 hours without using fever reducing medications, and other symptoms have improved. Since they were showing symptoms on [Date of symptoms onset], they would stay home and away from other people in the home until [date of onset +10 days]. A 10-day isolation is the safest option for preventing the spread of COVID-19.
Quarantine/ Isolation	What if someone in our household has COVID-19, but my student is not sick?	We ask that your student stay home from all activities for 14 days (quarantine) in case they get sick with COVID-19. Public health guidance recommends other members of the household also quarantine for 14 days to stop spreading the virus to others outside the home.
Quarantine/ Isolation	When should my student stay home from school?	Your student should stay home from school: If they are sick, even if they do not have COVID-19 or symptoms of COVID-19 If they are showing symptoms of COVID-19 If they test positive for COVID-19, even if they show no symptoms If they have been in close contact with someone who has COVID-19 If a member of your household tests positive for COVID-19
Quarantine/ Isolation	Should I also stay home if my student is going to quarantine after coming into close contact with someone who has COVID-19?	If you or other household members were not exposed to the person with COVID-19, quarantine is not needed as long as your student remains healthy. If anyone in your household gets sick during the quarantine period, we ask that you follow regular quarantine guidance, quarantining for 14 days starting from the day that person first showed symptoms.
Quarantine/ Isolation	Why does my student need to quarantine or isolate?	We ask that your student quarantine or isolate within your home because public health information demonstrates it is one of the safest ways to prevent the spread of COVID-19 to others. To help them have a successful quarantine/isolation, there is specific pandemic assistance and other resources available.

Resources and supports	What if I can't get time off work?	The COVID-19 Temporary Paid Leave Program is available to people who need to quarantine or isolate because of COVID-19 exposure, or are experiencing symptoms and need a medical diagnosis, but do not qualify for COVID-19-related paid sick leave (or do not have access to COVID-19-related paid time off). This provides a maximum benefit of $1,200 ($120 x 10 working days). Visit the program's webpage here: https://www.oregon.gov/dcbs/covid-pl/pages/index.aspx For agricultural workers, there is temporary financial assistance of $430 for one week, or $860 for two weeks, through the Oregon Worker Relief Fund. https://workerrelief.org/quarantine-fund/ Oregon law requires employers to offer sick leave to their employees, including part-time employees. If your employer has 10 or more employees (6 or more in the Portland area), you are entitled to paid sick leave. If you are out of sick leave, you may be eligible to unpaid time off through the Oregon Family Leave. Ask your employer or your human resources office for more information. You may also find helpful information on The Bureau of Labor and Industries (BOLI) website: http://www.oregon.gov/boli/employers/Pages/COVID-19-resources.aspx
Resources and supports	What are the COVID-19 treatment options?	I'm sorry, I'm not a medical provider and I can't give you medical advice or information. Any questions about treatment or requests for medical advice should be directed to a medical provider. You can ask your doctor about treatment if you become ill. If you need help finding or accessing a medical provider, you can call 2-1-1.
Resources and supports	What does the Oregon Health Plan cover?	The Oregon Health Plan covers testing, treatment, and hospitalization for COVID-19. For more information about OHP and COVID-19, you can visit their COVID-19 website: http://www.oregon.gov/oha/HSD/OHP/Pages/ohp-covid-19.aspx You can also call the OHP Customer Service number 800-699-9075.

Resources and supports	How can I get food/nutrition assistance?	2-1-1 is a statewide resource that can provide information and help with basic needs. NeedFood.Oregon.gov is one-stop website for food and nutrition resources during the pandemic that you can use to get what you need: https://govstatus.egov.com/or-dhs-food Supplemental Nutrition Assistance Program (SNAP) can be used to help pay for groceries, and the Federal Families First Act requires states to increase monthly SNAP benefits by 15% for all current recipients. During the pandemic, EBT cards can also be used for grocery delivery from places like Safeway, Amazon, and Instacart Students eligible for free or reduced-price breakfast and lunch at school were also eligible for additional food benefits through Oregon's Pandemic Electronic Benefits (P-EBT). This is in addition to their pickup meals at school. It was automatically issued as a one-time payment on new or existing Oregon EBT card. You can find more information on the Oregon Department of Human Services website: https://www.oregon.gov/dhs/assistance/food-benefits/pages/p-ebt.aspx
Resources and supports	I am an undocumented Oregon resident. How can I access and pay for care?	If you do not have healthcare coverage, you can apply for Oregon Health Plan (OHP) or Citizen/Alien Waived Emergency Medical (CAWEM) coverage. Find out more information on OHP's website: https://www.oregon.gov/oha/HSD/OHP/Pages/ohp-covid-19.aspx If you don't want to sign up for OHP because of the public charge rule, you can see a clinician through your county health clinic or through a federally qualified health clinic (FQHC). https://www.oregon.gov/oha/HPA/HP-PCO/Documents/FQHCs.pdf You can also get free help from a local community partner at Healthcare Oregon: https://healthcare.oregon.gov/Pages/find-help.aspx

Resources and supports	If I don't have insurance, how am I going to pay for any treatments needed?	Without health insurance, you may still be eligible for the Oregon Health Plan. You can sign up online at OHP's website: https://www.oregon.gov/oha/HSD/OHP/Pages/ohp-covid-19.aspx You can also call 2-1-1 for more information. You can also get free help from a local community partner: https://healthcare.oregon.gov/Pages/find-help.aspx
Resources and supports	Is there somewhere I can contact for intimate partner violence help?	2-1-1 can provide resources in Oregon. The Oregon Coalition Against Sexual Assault and Domestic Violence is available to search for local advocates: https://www.ocadsv.org/find-help/ Oregon Department of Human Services Temporary Assistance for Domestic Violence Survivors Grants offer financial assistance for safe and suitable housing and other safety planning. You can find out here more on their website: https://www.oregon.gov/dhs/abuse/domestic/pages/tadvs.aspx The National Domestic Violence Hotline is available 24/7 at 800-799-SAFE (7233) in more than 200 languages

Resources and supports	What if I need help paying for utilities?	2-1-1 is a statewide resource that can provide information and help with basic needs. You can call 2-1-1 or you local Community Action Agency for information about the Low Income Energy Assistance Program (LIEAP), which provides money for people who need assistance paying energy bills. https://caporegon.org/find-services/ You may be eligible for assistance from the Oregon Energy Fund http://www.oregonenergyfund.org/energy-assistance/ Oregon's largest utilities, Portland General Electric, Pacific Power, and Northwest Natural, have announced they will not disconnect customers' services due to non-payment or collect late fees during this time. Visit their websites for more information
Resources and supports	What if I need to go to the grocery store?	Even if you cannot go to the grocery store in person, there may be other ways to get what you need, such as grocery delivery or having friends, family, or neighbors pick up for you. NeedFood.Oregon.gov is one-stop website for food and nutrition resources during the pandemic that you can use to get what you need https://govstatus.egov.com/or-dhs-food During the pandemic, EBT cards can also be used for grocery delivery
Resources and supports	What if I need to go to the pharmacy?	Even if you cannot go to the grocery store in person, there may be other ways to get what you need, such as delivery or having friends, family, or neighbors pick up for you. We recommend contacting your pharmacy to see if there are alternate ways to pick up your prescriptions

Resources and supports	What resources are available to help children cope?	There are many resources available to support children of all ages on Oregon's Health and Human Services community resource page. https://govstatus.egov.com/or-dhs-community-resources Child Mind Institute has an extensive list of resources to support children during COVID-19. National Child Traumatic Stress Network (NCTSN) offers a Parent/Caregiver Guide to Helping Families Cope. The YouthLine offers teen to teen crisis help with both a phone line and a texting support line through Lines for Life. Teens respond from 4:00 to 10:00 PM Monday through Friday. Adults are available 24 hours a day, 7 days a week. Call 1-877-968-8491 Text teen2teen to 839863
Resources and supports	Where can I find more information for families and schools?	You can find the most up to date information about schools on the Oregon Department of Education's website: www.oregon.gov/ode/students-and-family/healthsafety/Pages/COVID19.aspx and the OHA COVID-19 page for health information for families: govstatus.egov.com/OR-OHA-COVID-19 Oregon Department of Education also has a page on planning for the 2020-21 school year: https://www.oregon.gov/ode/students-and-family/healthsafety/Pages/Planning-for-the-2020-21-School-Year.aspx

Resources and supports	Where can I find support for housing?	2-1-1 is a statewide resource that can provide information and help with basic needs. If you are in need of rental assistance, you can call 211, or contact your local Community Action Agency to access funds for rental relief: https://www.oregon.gov/ohcs/housing-assistance/Pages/supporting-tenants-accessing-rental-relief.aspx There is a statewide eviction moratorium (House Bill 4401) that temporarily prevents most (but not all) evictions that will last until June 30, 2021. In order to be covered under this law, you will need to submit a declaration of financial hardship. Legal Aid Services of Oregon has the declaration available in multiple languages. https://www.oregonrentersrights.org/coronavirus Oregon Law Center has more guidance on evictions and tenant protections. https://oregonlawhelp.org/resource/new-statewide-eviction-moratorium
Staying well	How can I care for someone at home safely?	Public health guidance recommends you wash your hands frequently, wear a cloth face covering and stay 6 feet apart as much as possible. For more information on caring for someone at home: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2299.pdf
Staying well	I have a chronic disease that puts me at higher risk for serious COVID-19. How can I protect myself?	If you have a chronic disease like diabetes, asthma, cancer, or heart disease, there are steps you can take to protect yourself. The factsheet below may be helpful for information about managing your chronic disease to prevent COVID-19. Chronic Disease and COVID-19: What You Need To Know: https://mcusercontent.com/f5eb710db3/files/e46fbad2-f9a1-4ea3-ad75-9d874eb16767/FS_COVID19CD_FINAL04022020.pdf Your regular health care provider can also help you discuss your risks and ways to protect yourself.

Staying well	How do I protect children from getting sick?	Children can do the same things that adults do to avoid getting COVID-19. Teach them how to wash their hands properly and use hand sanitizer, as well as teach them to cough or sneeze into their elbow. For more information on how to protect your family from COVID-19, visit https://sharedsystems.dhsoha.state.or.us/DHSForms/Served//LE2681.pdf
Testing	If my student came into close contact with someone who has COVID-19 but receives a negative test, can they go back to school?	If the test result is negative, we ask that your student still stay home for the full 14-day quarantine period. It is possible they could still get sick, and if your student does have COVID-19 but is not showing symptoms, staying home will greatly reduce the risk of spreading it to other people. If your student is showing COVID-19 symptoms but has tested negative, we also ask they continue to stay home until their fever has been gone for 24 hours without the use of fever-reducing medications, and other symptoms have improved.
Testing	How do I get a test?	You can find a testing site in your area by calling 2-1-1 or visiting the Oregon Health Authority's testing website: https://govstatus.egov.com/or-oha-covid-19-testing
Testing	If I don't have insurance, how can we get tested?	If you do not have health insurance, you may be eligible for Oregon Health Plan coverage, which fully covers the cost of getting tested for COVID-19 if needed. Sign up here: https://www.oregon.gov/oha/HSD/OHP/Pages/Apply.aspx. If you don't want to sign up for OHP, we encourage you to see a clinician through your county health clinic or through a federally qualified health center (FQHC). You can find a list of FQHCs in Oregon here: https://www.oregon.gov/oha/HPA/HP-PCO/Documents/FQHCs.pdf You can find a testing site through the Oregon Health Authority's testing website: https://govstatus.egov.com/or-oha-covid-19-testinghealthoregon.org/covid19testing

Testing	Should my student still quarantine even though they had a negative test?	Yes, we ask that you still quarantine. Testing is not 100% accurate, and false negative results are possible. It is also possible that you were tested too early to detect a positive result. While it is reassuring that the test was negative, it isn't a 100% guarantee that you don't have or won't develop COVID-19. For more information to understand your test results, visit the Oregon Health Authority's testing website: https://govstatus.egov.com/or-oha-covid-19-testing
Testing	What if my student tests positive for COVID-19 but does not show symptoms?	We ask that they isolate at home and stay away from others in the home for 10 days. Everyone else who lives in the house is considered a close contact. We ask that other members of the house also stay home for at least 14 days (quarantine). It is possible for them to develop COVID-19 during these 14 days, and staying home stops them from spreading the virus in school and other places without knowing it.
Testing	What if my student takes a test and it comes back positive?	If your student receives a positive test, your student should stay home from school. We ask that your student isolate within the home for 10 days per public health guidance. For more information to understand your test results, visit the Oregon Health Authority's testing website: https://govstatus.egov.com/or-oha-covid-19-testing
Vaccine	How or when can we get vaccinated?	The best way to get information about the COVID-19 vaccine in Oregon is to visit the COVID-19 vaccine website: covidvaccine.oregon.gov It is updated regularly with the latest information on things like who can get a vaccine, when and where. You can also call 2-1-1. You can read the vaccine FAQ here: https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2390u.pdf