

COVID-19 FAQs

TDH Main Line 615-741-7247 (for Healthcare Provider questions)

Public Information Number 877-857-2945 available 11 a.m. – 11 p.m. EST daily

Northeast Regional Public Information Line 423-979-4689 available 8 a.m. – 6 p.m. M-F

CDC: <https://www.cdc.gov/coronavirus/2019-ncov>

TDH: <https://www.tn.gov/health/cedep/ncov.html>

PREPAREDNESS

Q: I am a ... what should I **do to prepare?**

A:

K-12 School: Review and update your current emergency preparedness/operations plans. Things your COVID-19 plan should include, if you've not had a case, are: emphasizing hand-washing, cough etiquette, and staying home if sick. Also, consider monitoring, planning and establishing a procedure for absenteeism, developing an information sharing system if one does not exist, and perform routine cleaning.

If your school has a confirmed case of COVID-19, childcare and school administrators should work in close collaboration and coordination with local/state health officials to make dismissal and large event cancellation decisions. Schools are not expected to make decisions about dismissal or canceling events on their own. CDC has a great resource for more information.

Resource: [CDC Preparedness Guidance for Schools](#)

Planning a Mass Gathering/Event: Be up to date on the spread of COVID-19 in your community and in potential attendees. Know who is attending your events. Have an organization-wide plan for employees (see other sections). Advise sick employees and attendees to stay home. Explore remote attendance (e.g., live-streaming). Consider cancelling or limiting attendance. Provide handwashing equipment and hygiene education at event. Have a process for dealing with symptomatic attendees (e.g., entry screening, isolation). Develop refund policies for attendees.

Resource: [CDC Preparedness Guidance for Mass Gathering/Event](#)

Community/Faith based Organization: Develop a plan and keep all employees informed. Identify individuals at an increased risk (e.g. elderly, high exposure) and provide increased education/resources to them. Encourage sick individuals/employees to stay home. Refer to Mass Gathering Resource (above) for special events. Consider altering or cancelling events. Provide hand hygiene stations and education on hand washing and coughing. Encourage members to engage remotely (e.g. Skype, livestream) when possible.

Resource: [CDC Preparedness Guidance for Community/Faith based Organization](#)

Veterinarian: According to the CDC, no animals in the United States have been identified with the virus, and there is no evidence that dogs or other pets can contract or spread COVID-19. Pets



Public/Polling Places: Sick individuals should stay home. High-touch surfaces should be regularly disinfected with COVID-19 approved products. Everyone should practice hand-hygiene (wash with soap and water for 20 seconds) and practice cough-etiquette (sneeze/cough into elbow/tissue). Ensure restroom facilities are properly stocked with soap, water, and drying products.

Resource: [CDC IC Guidance for Polling Places](#)

Q: What **products should I use to clean with?**

A: The American Chemistry Council has put together a list of products that can be found if you go to <https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf>.

Resource: [Product Guide](#)

ABOUT THE DISEASE

Q: Is **re-infection possible?**

A: Currently, CDC does not recognize any evidence that suggests reinfection is possible.

Resource: [CDC Transmission Info](#)

Q: Is **asymptomatic transmission possible?**

A: Currently, CDC does not recognize any evidence that suggests asymptomatic transmission is possible.

Resource: [CDC Transmission Info](#)

Q: Does the virus **live on money/surfaces?**

A: It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

Resource: [CDC Transmission Info](#)

OTHER

Q: I want to know what is going on in Tennessee. How many cases do we have?

A: The Tennessee Department of Health has received positive test results for one case of COVID-19. A good way to stay up to date about what is going on in TN is to visit tn.gov/health and click on the banner for the COVID-19 webpage.