

## COVID-19 Frequently Asked Questions

### Testing Questions

Where can I **get tested**?

A free testing site is currently located at Lakepointe Church and Royse City High School. You can register for a test at <https://www.gogettested.com/>.

Texas Division of Emergency Manages a testing site map for the entire State located [here](#).

What kind of test is at Lake Point Church / Royse City High School?

The test sites are using an **oral PCR test**.

How long does it take to get results from the State test site?

48-72 hours depending on how many tests are being processed by the lab that day.

### Enforcement Questions

Who do I call about a **complaint or violation**?

- Rockwall County - Sheriff's Office
- Rockwall – Neighborhood Improvement Services – (972) 771-7708  
\*After hours -Non-Emergency Line: 972-771-7717
- Heath – Code Enforcement – 972-961-4893  
\*Leave a message if after hours. The officer will receive the message
- Fate - Non-Emergency Dispatch - 972-771-7724
- McLendon-Chisholm – Fire Marshal/Code Compliance Officer: Cell number 469-668-9845 please leave message and Dispatch Non-Emergency Number 972-204-7001
- Royse City- Code enforcement - 972-636-2250 "

What are the **current orders**?

We are currently following the governors Opening Texas Protocols. These can be found at <https://open.texas.gov/>. Governor's Order 32 (GA-32) is also linked in the important information section of the dashboard.

**I don't like the orders who should I contact?** Please contact the governor's office (512) 463-2000.

What changes happen when Trauma Service Area-E has had seven consecutive days in which the number of COVID-19 hospitalized patients as a percentage of **total hospital capacity exceeds 15 percent**?

- "Non-essential medical surgeries and procedures" must halt in hospitals.
- "Bars or similar establishments that hold a permit from the Texas Alcoholic Beverage Commission (TABC), and are not restaurants" must close.
- "Any business establishment that otherwise would have a 75 percent occupancy or operating limit may operate at up to only 50 percent." Such businesses include:

- All Employers and Event Organizers
- Amusement Park Operators
- Bowling Alleys, Bingo Halls, Simulcasting, Skating Rinks
- Driving Schools
- Fine Arts Performance Halls
- Gyms / Exercise Facilities
- Manufacturers
- Media Production
- Movie Theaters

- Museums and Libraries
- Office-Based Employers
- Parks / Beaches / Bodies of Water
- Restaurants
- Retailers
- Video Game Facilities
- Waterpark Operators
- Wedding Reception Venues
- Wedding Venues
- Youth Clubs
- Zoos, Aquariums, Natural Caverns

## When can these **businesses go back to operating at 75% capacity?**

Until such time as the Trauma Service Area has seven consecutive days in which the number of COVID-19 hospitalized patients as a percentage of total hospital capacity is 15 percent or less.

## Rockwall County Information

### Where can I go to get **Rockwall County COVID Information?**

Rockwall County Reports Covid information on the [COVID Dashboard](#). You can find the dashboard by visiting [rockwallcountytexas.com](http://rockwallcountytexas.com) or by going to the Rockwall County Office of Emergency Management Facebook Page.

### Why does the **dashboard not work?**

If you are using a bookmark to view the dashboard that can create an error. Click the link on the County website or the Office of Emergency Management Facebook page and see if that fixes the problem. If it does not, please email [emergencymanagement@rockwallcountytexas.com](mailto:emergencymanagement@rockwallcountytexas.com)

### The **dashboard not updated.**

Rockwall County OEM and GIS update the dashboard several times a day. The daily cases number is updated Monday - Friday after DSHS data has been validated. Data from over the weekend and Monday's data is posted on Tuesday's. The 14-day positivity rate is updated when the Center for Medicare/Medicaid publishes updated data. The hospital data is updated when we receive the daily report from NCTTRAC (North Central Texas Trauma Regional Advisory Council).

### Why does the Rockwall County Dashboard **not reflect the data on the Department of State Health Services (DSHS) Dashboard?**

DSHS Region 2/3 acts as the Rockwall County Health Department. They send a daily list of COVID cases to Rockwall County. Rockwall County OEM & GIS validates the data to ensure it is accurate. We correct address errors, correct the city the case is reported in, remove invalid cases and those outside of Rockwall County, as well as duplicate cases. Rockwall County then updates the dashboard and sends a list of corrections back to DSHS to help them improve their data.

## Vaccine

Information about the COVID-19 vaccine rapidly changes. For the most up to date information visit <https://www.dshs.state.tx.us/coronavirus/immunize/vaccine.aspx>

## Needs

If someone needs Personal Protective Equipment contact Emergency Management ([emergencymanagement@rockwallcountytexas.com](mailto:emergencymanagement@rockwallcountytexas.com) or call 972-207-7080).

## Case Reporting

A healthcare provider/long term care facility/daycare **reporting a COVID** case contact Emergency Management (emergencymanagement@rockwallcountytexas.com or call 972-207-7080).

## New CDC Options to Reduce Quarantine

CDC recommends the following alternative options to a 14-day quarantine:

- Quarantine can end after Day 10 without testing and if no symptoms have been reported during daily monitoring. There is a 1% - 10% risk of post-quarantine transmission to others with this strategy.
- Quarantine can end after Day 7 if a diagnostic specimen tests negative and if no symptoms were reported during daily monitoring. The specimen may be collected and tested **within 48 hours (day 5 after exposure)** before the time of planned quarantine discontinuation (e.g., in anticipation of testing delays), but quarantine cannot be discontinued earlier than after Day 7. There is a 5% - 12% risk of post-quarantine transmission to others with this strategy.
- Persons can discontinue quarantine at these time points only if:
  - No symptoms developed
  - Daily symptom monitoring continues through quarantine Day 14; and,
- **Persons can continue to be quarantined for 14 days without testing per existing recommendations. This option maximally reduces risk of post-quarantine transmission risk and is the strategy with the least risk of transmitting COVID19.**

## DSHS FAQ

### How can I help protect myself and others?

There is currently no widely available vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed. Take the following precautions to limit exposure for yourself and others:

- Practice social distancing and avoid close contact with others:
  - **Outside your home:** Stay at least 6 feet away from others and avoid crowded places.
  - **Inside your home:** Avoid close contact with household members who are sick. Avoid sharing personal items and use a separate room and bathroom for sick household members, if possible.
- 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, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Wear a mask or cloth face covering in public and when around people who don't live in your household, especially when social distancing is not possible.
- Clean and disinfect frequently touched objects and surfaces using a household disinfectant.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.
- Stay home when you are sick.

### Should I wear a mask or cloth face covering in public?

CDC recommends members of the general public wear a mask or cloth face covering in light of data about how COVID-19 spreads. The virus is thought to be spread mainly from person to person when an infected person coughs, sneezes, talks, or raises their voice. A mask or cloth face covering is *not* intended to protect the person who is wearing it. But, wearing a mask or cloth face covering *may* prevent the person wearing it from spreading COVID-19 to the people around them. Sometimes infected people don't have symptoms

(sometimes referred to as asymptomatic). So even if you don't feel sick, wearing a mask or cloth face covering may help prevent you from spreading COVID-19 to those around you. To be effective, the mask or cloth face covering should cover your nose and your mouth and fit snugly against the sides of your face.

**When should I wear a mask or cloth face covering?**

Wear a mask or cloth face covering whenever you are out in public or when around people who don't live in your household. These masks or face coverings help when you can't avoid being in the same space as others. Wearing a mask or cloth face covering does not mean you don't need to stay away from others. Social distancing, or staying at least 6 feet from others, is still necessary to keep you and others safe.

**Do I still need to stay at least 6 feet away from people if wearing a mask or cloth face covering?**

Yes. Wearing a mask or cloth face covering is just a part of your overall protection plan to keep you and others from spreading and getting COVID-19. Wearing masks or cloth face coverings is an *additional* public health measure people should take to reduce the spread of COVID-19, not the only measure.

**Why is CDC recommending wearing non-medical-grade masks or cloth face coverings instead of medical-grade surgical facemasks?**

Surgical facemasks and N95 respirators are in short supply. So, do your part to protect our healthcare workers. Save medical-grade equipment for healthcare workers and first responders.

**Are there people who shouldn't wear a mask or cloth face covering?**

Yes. Children under 2 years old should not wear masks or cloth face coverings. Also, anyone who has trouble breathing or who is unconscious, incapacitated, or unable to remove the mask or cloth face covering without help should not wear one.

**Is there a correct way to put on, adjust, or remove a mask or cloth face covering?**

Yes. Wash your hands before putting on your mask. Put it over your nose and mouth and secure it under your chin. Try to fit it snugly against the sides of your face. Make sure you can breathe easily. Don't touch your eyes, nose, or mouth when you put on, adjust, or remove your mask or cloth face covering. Always wash your hands immediately after putting on, adjusting, or removing your mask or cloth face covering, because you can pick up the virus on your hands by touching it. Take off your mask or cloth face covering carefully by only touching the ear loops or ties, and place it in the washing machine when you get home.

**Who's at high risk for serious illness from COVID-19?**

While everyone is at risk for getting COVID-19, some people are at higher risk for getting very sick from the virus. People aged 65 years and older have an increased risk of developing serious illness if they get sick with COVID-19. Strong evidence also suggests that people of any age with certain medical conditions have an increased risk of getting very sick from COVID-19. Those conditions are cancer, chronic kidney disease, COPD (chronic obstructive pulmonary disease), obesity, serious heart conditions, sickle cell disease, type 2 diabetes, and a weakened immune system from an organ transplant. For the most up-to-date information, see the [People at Increased Risk](#) section of the CDC website. CDC is learning more about COVID-19 every day and will update this section of their website as more information becomes available. If you are in a high-risk category, call your doctor as soon as you get sick and get their advice before you go anywhere. If you can't breathe or have severe chest pain, call 9-1-1 and/or immediately go to the ER. If you are sick or are caring for someone who is sick, you can use the [COVID-19 Self-Checker](#) on the [DSHS Texas Health Trace](#) online system to help you make decisions about seeking appropriate medical care.

**What should I do if I had close contact with someone who has COVID-19?**

If you have had close contact with someone who has COVID-19, consider getting a COVID-19 viral test 5 days after exposure. Other than getting tested and/or seeking health care, you should stay home and monitor yourself for fever and symptoms for 14 days after the last day you were exposed to protect your health and those around you. If you are 65 or older, have a medical condition (such as heart, lung, or liver disease, diabetes, or cancer), or are on kidney dialysis, and you have been exposed to someone who has COVID-19—call your doctor.

**I feel sick. What are the symptoms of COVID-19?**

The most common symptoms are fever, cough, and shortness of breath. Other symptoms reported with COVID-19 include chills, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, abdominal pain/discomfort, nausea, vomiting, and/or diarrhea. Symptoms appear 2–14 days after exposure.

**What are the emergency warning signs, and when should a sick person call 9-1-1?**

If you develop emergency warning signs for COVID-19, call 9-1-1 immediately. Signs include:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to wake up or stay awake
- Bluish lips or face

**Should I be tested for COVID-19?**

Not everyone needs to be tested for COVID-19. Your doctor can help make the decision whether you need to get tested, based on your symptoms and risk category.

**Can a person test negative and later test positive for COVID-19?**

Test results reflect the state of illness at the time when you are tested. Someone can test negative one day, then get exposed, and test positive on a later day. If a person is in the early stages of infection, it is possible the test will not detect the virus and come back negative.

**How do I treat COVID-19?**

There is no cure for COVID-19 yet. There is also no widely available treatment or vaccine yet. The best you can do is treat symptoms. Only the very sick will need hospitalization. If you are generally in good health and get sick, you should consider getting tested and then stay home and manage your symptoms like you would for a cold or the flu. Call your doctor if symptoms get worse. If you are in a high-risk category, call your doctor as soon as you get sick and get their advice before you go anywhere. If you are not sick enough to be hospitalized, you can recover at home. If you are sick or are caring for someone who is sick, you can use the **COVID-19 Self-Checker** on the DSHS Texas Health Trace online system to help you make decisions about seeking appropriate medical care.

**How do I care for someone at home who is sick?**

- Have them care for their symptoms like they would if they had the flu. Make sure they rest, stay hydrated, and get good nutrition. See if over-the-counter medicines for fever help the person feel better.
- Monitor them for worsening symptoms, especially shortness of breath. Call your healthcare provider for any other symptoms that are severe or concerning.
- Disinfect objects you pass back and forth, and then wash your hands. Practice good hygiene.
- Use a separate room and bathroom for sick household members if possible.

- Provide your sick household member with a mask or cloth face covering to wear at home to help prevent spreading COVID-19 to others. Wash it as you would normally wash laundry.
- Avoid sharing personal items such as utensils, food, and drinks.
- You can wash their laundry with yours. Here are some tips for how to handle their laundry:
  - If you have them, wear disposable gloves when handling their dirty laundry, then throw the gloves away.
  - Do not shake dirty laundry.
  - Wash items using the warmest possible water, and dry items completely using the highest appropriate heat setting.
  - Clean and disinfect clothes hampers.
  - Even if you used disposable gloves, wash your hands immediately after handling dirty laundry, and again after handling and disinfecting dirty hampers.
- Caregivers should stay home and self-monitor for symptoms for 14 days after their last contact with an infected person.

**I was sick, but now my symptoms are gone. When can I stop self-isolating? (see new CDC guidelines page 2)**

If you had mild to moderate illness and cared for yourself at home, you can stop self-isolating when:

- It has been at least 10 days since your symptoms first appeared; **and**
- You are fever-free for one full day (24 hours) without the use of fever-reducing medications; **and**
- Your symptoms have improved.