

From the desk of Dr. Roque-Velasco:

Dear OpusCare community,

As we continue to fight to protect our patients, families, and staff from the coronavirus outbreak, we want to provide our OpusCare community with resources to help navigate this challenging time. Our team has organized a comprehensive guide with tools and community resources. Although this guide is hospice specific, this is a valuable tool for anyone caring for a family. All information provided has been compiled from our public health agencies. Utilizing their guidance, we are taking precautions to protect our staff, their health and well-being is our highest priority.

We understand this period can bring about feeling of isolation, fear, and anxiety as public officials encourage us to distance ourselves from others. Our team has implemented advanced protocol for our clinical and field staff to make sure our patients continue to receive the highest quality level of care. We have created innovative ways to connect with our patients incorporating telehealth practices to encourage emotional wellness and continued communication. Throughout this time and anytime, the OpusCare family is here for you as your support system.

We hope this serves as a helpful guide for you and your family. Please remember to contact your OpusCare team if you have any questions.



A handwritten signature in black ink, appearing to read 'Ismael Roque-Velasco'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Dr. Ismael Roque-Velasco
President and CEO
OpusCare of South Florida and Texas

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EMERGENCY CONTACTS

Gather information about ways you can get help in a mental health emergency or when you want immediate support:

LOCAL AGENCIES

If you are experiencing a life-threatening medical emergency, call 9-1-1.

- Miami Dade County 3-1-1 Call Center
 - Offers one-on-one personal Miami customer service in English, Spanish or Creole. You can call Monday through Friday from 7 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m. Closed on Sunday & holidays. Individuals with a hearing or speech disability can contact us by calling Florida Relay at 711.
 - If you are a senior citizen and you have any problems getting meals, [please](#) call the County's 3-1-1 Call Center.
- Call 2-1-1 or visit your local 211's website by using the search bar at the top of the following website: <http://www.211.org/services/covid19>
 - Many 211 providers across the United States and Canada are working closely with the state and health officials to provide up-to-date information to the general public about the virus and outbreak.
 - NAMI Help Line: Call (800) 950-NAMI (6264) Monday through Friday between 10:00 am and 6:00 pm ET for mental health resources or email info@nami.org
- Crisis support resources: Crisis Text Line: Text "NAMI" to 741741 to chat with a trained crisis counselor.
 - Free 24/7 text line for those in crisis (English only).
- National Suicide Prevention Lifeline: Call (800) 273-TALK (8255)

If you or someone you know is in crisis—whether they are considering suicide or not—please call the toll-free Lifeline to speak with a trained crisis counselor 24/7.

STATE AGENCIES

- Florida Department of Children and Families (DCF) Adult Abuse Hotline 1-800-962-2873 or file report online at <https://reportabuse.dcf.state.fl.us/>.
- Florida Department of Elder Affairs Hotline: Miami-Dade 305-670-4357
 - Offers information regarding elder services and activities available for each county.
- Florida Department of Health COVID-19 call center available 24/7 at 1-866-779-6121 or email COVID-19@flhealth.gov
 - To find most up-to-date information and guidance on COVID-19 in Florida.

FEDERAL AGENCIES

- Call the Office of Medicaid Program Integrity at the Agency for Health Care Administration (AHCA), or file a complaint online to report Medicaid billing fraud at 1-888-419-3456 **OR** you may also contact the office of Attorney General at 1-866-966-7226 or file a complaint online at <http://myfloridalegal.com> to report suspected Medicaid fraud by healthcare providers.
- Call U.S. Food & Drug Administration (FDA) at 1-888-463-6332 or 1-888-INFO-FDA or visit FDA COVID-19 official website: <https://www.fda.gov/about-fda/contact-fda>
 - Answers to questions the general public and consumers may have about COVID-19, including general information and details on biologics (vaccines, human tissues and blood products), medicines, medical devices and diagnostic tests, and food.
- Visit [Coronavirus.gov](https://www.coronavirus.gov) for the latest official information from the Coronavirus (COVID-19) Task Force at the White House.
- Visit Substance Abuse and Mental Health Services Administration (SAMHSA), for tips on social distancing, quarantine, and isolation during an infectious disease outbreak.
 - SAMHSA Disaster Distress Helpline: Call (800) 985-5990. Press 2 for Spanish - language support [En Español] or text TalkWithUs to 66746 to connect with a trained crisis counselor.
 - Provides 24/7 crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
- Visit the Centers for Disease Control and Prevention (CDC) or call 800-232-4636 for official Coronavirus (COVID-19) health information, symptoms & testing, prevention guidelines, daily life & coping, if you are sick, cases & latest updates, travel, frequently asked questions, and communication resources.
- Visit the World Health Organization (WHO) [En Español]
 - Offers many of their resources in a variety of languages
 - Offers a three-hour, self-paced online course. To access, create a free online account.
- Visit the National Institutes of Health (NIH) for extensive research-based information on COVID-19
 - Offers NIH director's recommendations about physical (social) distancing.

COVID-19

WHAT IS COVID-19?

COVID-19 is short for “coronavirus disease 2019.” There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans. The virus causing

coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold.

WHAT ARE THE SYMPTOMS OF COVID-19?

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

These symptoms may appear **2-14 days after exposure** (based on the incubation period of MERS-CoV viruses)*:

- Fever
- Cough
- Shortness of breath

*If you develop any of these symptoms call your health provider immediately and practice social distancing.

WHEN TO SEEK MEDICAL ATTENTION

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

***Call 9-1-1 if you have trouble breathing, have bluish lips, and/or chest pain. This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.**

HOW IS IT SPREAD?

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus.



The virus is thought to spread mainly from person-to-person:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

WHO IS MOST AT RISK?

Those who are high risk, include but are not limited to*:



- People aged 65 years and older
- Immunocompromised persons
- People with HIV
- Those who are pregnant
- Those with chronic lung conditions
- People with Asthma

OLDER ADULTS

Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.



Reduce Your Risk of Getting Sick: There are things you can do to reduce your risk of getting sick

- Stay home if possible.
- Wash your hands often.
- Take everyday precautions to keep space between yourself and others (stay 6 feet away, which is about two arm lengths).

PREVENTION GUIDELINES

1. Clean your hands often:



- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

2. Avoid close Contact*:



- Avoid close contact with people who are sick.
- Stay home as much as possible.
- Put distance (6ft) between yourself and other people.
- Remember that some people without symptoms may be able to spread virus.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.

**When in close proximity to others please use the appropriate PPE (gloves, masks, protective eye wear).*

3. Cover your mouth and nose with a cloth face cover when around others:



- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

4. Cover coughs and sneezes



- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for **at least** 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains **at least** 60% alcohol.

5. Clean and disinfect



- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.
- To disinfect: Most common EPA-registered household disinfectants will work. Use disinfectants appropriate for the surface.

Options include:

- Diluting your household bleach.
- Alcohol solutions. Ensure solution has at least 70% alcohol.

- Other common EPA-registered household disinfectants are effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).

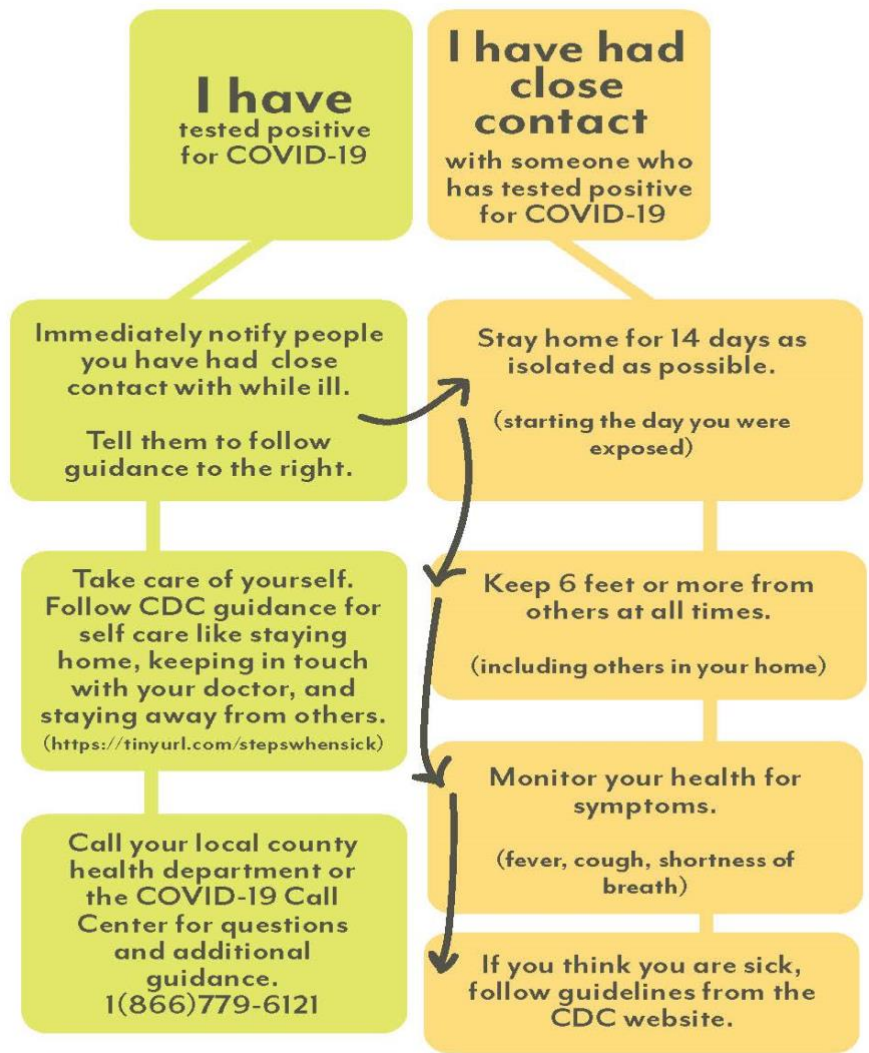
ACTIVITIES TO DO WHILE SOCIAL DISTANCING

- Take a walk
- Do yard work
- Play in your yard
- Clean your home
- Read a good book
- Listen to music
- Watch a movie
- Binge-watch a show
- Play a video game or have a family game night
- Cook a meal
- Call, text or video chat a friend, relative, or elderly that doesn't live at home

WHAT TO DO IF YOU OR SOMEONE YOU HAVE BEEN IN CONTACT WITH HAS TESTED POSITIVE FOR COVID-19



If you or someone you have been in contact with **Has Tested Positive for COVID-19**



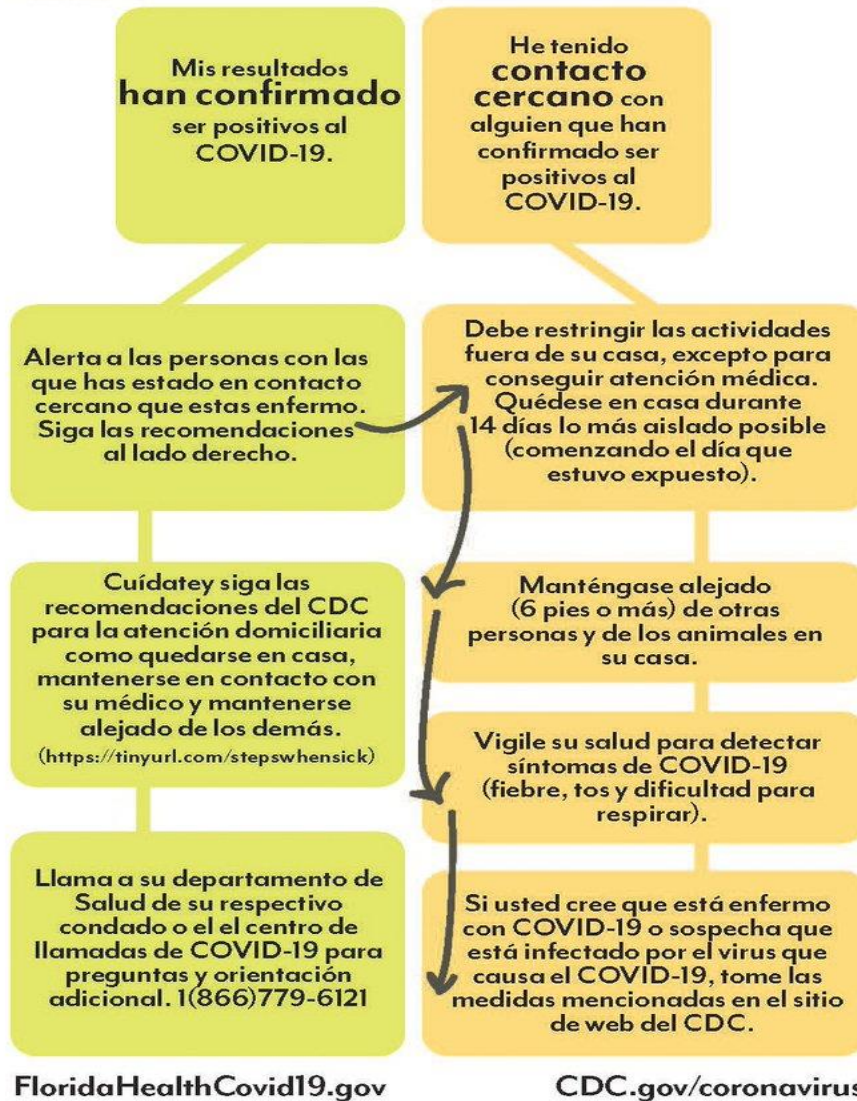
floridahealthcovid19.gov

cdc.gov/coronavirus

SI USTED O ALGUIEN CON QUIEN HA ESTADO ESTA ENFERMO CON COVID-19



Si usted o alguien con quien ha estado enfermo con COVID-19



SENIOR SHOPPING HOURS

In order to make shopping easier and safer, many essential retailers are offering designated store hours exclusively for seniors to help ensure that items are available to them.



ASSISTANCE WITH ACCESSING FOOD

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

The Emergency Food Assistance Program (TEFAP) is administered in Florida by the Florida Department of Agriculture and Consumer Services. Florida is separated into nine regions for the distribution of TEFAP foods. Each region is serviced by one Contracted Distributing Agency (CDA). The CDA is responsible for the distribution and administration of all TEFAP foods and/or funds in the region.

Region 9: Farmshare Inc.

- Is the contracted distributing agency for Miami-Dade and Monroe located at: 14125 SW 320th Street | Homestead, FL 33033 – 5539 | (305) 248-3006 | Fax: (305) 248-3020 | Email: alfio@farmshare.org.

TEFAP ELIGIBILITY REQUIREMENTS FOR HOUSEHOLDS:

Donated foods, including The Emergency Food Assistance Program (TEFAP) foods, are distributed through local food pantries, soup kitchens and other emergency feeding organizations.

Households may be eligible for TEFAP Foods for home consumption by self-declaration if:

- Total household income is at or below 130 percent of the current poverty level for the number of persons in the household, or the household currently receives assistance under the following programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Security Income (SSI)
 - Medicaid

FEEDING AMERICA

Feeding America is a national organization that operates food banks throughout various states to reduce hunger [En Español.]

If you are unable to get food, please visit www.feedingsouthflorida.org/covid19 and use the agency locator to find a food pantry in your zip code. You can also e-mail clientservices@feedingsouthflorida.org.

DRIVE-THRU FOOD DISTRIBUTION – FIRST COME. FIRST SERVED

- The Fair Grounds Miami located at 10901 SW 24th Street Miami, FL 33165 from 9:00 a.m. – 11:00 a.m. [Please enter the fair grounds through SW 107 Avenue and 17 Street.]
- Goulds Park located at 11350 SW 216th Street Miami, FL 33170 from 10:00 a.m. 1:00 p.m. For more information, contact Janie Olvera at 305.256.6300 or Juanita.Olvera@myfloridahouse.gov

FOOD PANTRIES - LIST

[Find your nearest food pantry here](#)

MEALS ON WHEELS

Meals on wheel provides South Florida's seniors healthy meals & nutrition education, allowing them to age with dignity in their own homes.

Miami Dade County's Community Action and Human Services Department is staffed at the EOC to assist senior citizens that may need special meal assistance during this period.

This applies to all seniors, regardless of whether they are participating in a County senior program or not. Seniors are receiving and will receive meals on a 10- or 7-day cycle. County Staff will call citizen back within 2-3 days.

Please call 3-1-1 and provide the following information for each person over 60 years old:

- Name
- Address:
- Phone:
- Age:
- Preferred Language:
- Are you a Veteran or Spouse of a Veteran?
- Are you currently enrolled in a congregate meal site or Senior Meal Program?
- If yes, provide the name of the program?
- If No, how do you currently access meals?
- Any Dietary Food Restrictions?
- Diabetic
- Hypertension
- Vegetarian
- Kosher/religious/ Specific Meals
- Other

- Living Arrangement?
- Able to walk and answer the door?
- Do you live alone?
- When was the last meal you ate?

TESTING FOR HOMEBOUND RESIDENTS

- **The City of Miami Department of Fire-Rescue** is offering in-home COVID-19 testing for City of Miami residents, ages 18 and older, who are homebound with no access to transportation and experiencing symptoms associated with COVID-19.
 - Homebound City of Miami residents, ages 18 and above who are experiencing symptoms associated with COVID-19 or who believe they may have been exposed to the virus should call the City's testing call center at [305-960-5050](tel:305-960-5050) to determine if they meet the basic criteria and request an appointment.
- **Miami-Dade Fire Rescue Staff*** is offering countywide in-home COVID-19 testing for senior citizens and individuals over the age of 18 with disabilities who are experiencing symptoms but are homebound may call to request a COVID-19 test to be performed at their home.
 - You must first make an appointment by calling [305-499-8767](tel:305-499-8767) starting at 9 a.m., seven days a week. The appointment line remains open until all appointments have been issued.

*The program is countywide except for the City of Miami, which has its own Home Testing Program. Call 305-960-5050 for City of Miami home testing.

TESTING LOCATIONS

NO APPOINTMENT REQUIRED:

Community Health of South Florida:

1. **Loren Roberts Park in Florida City** | 627 NW 6th Avenue, Florida City, FL 33034 Tuesday and Thursday only, 10 a.m. to 1 p.m.
2. **Martin Luther King, Jr. - Clinica Campesina Health Center**
Open Monday, April 13, 2020 | 810 W. Mowry Drive, Homestead, FL 33030 Tuesday and Thursday **ONLY** - 10 a.m. to 1 p.m.

Testing requirements

- Recently traveled to any of the high-risk countries or have been in contact with someone who has COVID-19. In addition, experiencing the following symptoms: fever, cough or shortness of breath
- No appointment is needed

APPOINTMENT REQUIRED:

Marlins Park (Drive-thru Testing)

West Parking Lots - 501 Marlins Way, Miami, FL 33125 (Seven days a week.)

You must first make an appointment by calling 305-499-8767 after 9 a.m. If you call before 9 a.m., you will not be able to connect. Anyone without an appointment will be turned away.

The call center will open from 9 a.m. until all appointment slots for the next day have been filled. For now, daily testing is available at this site for 200 people.

Testing requirements

- Individuals 18 years of age and older who have COVID-19 symptoms can get tested
- You will not be permitted to exit your vehicle
- You cannot walk up to this testing site
- Only one other passenger is allowed in the car
- Both the driver and passenger will be tested

Miami-Dade County Youth Fairgrounds (Drive-thru Testing)

10901 Coral Way Miami, FL 33165 | Enter by Southwest 107th Avenue at Southwest 20th Street (Seven days a week.)

You must first make an appointment by calling 305-499-8767 after 9 a.m. If you call before 9 a.m., you will not be able to connect. Anyone without an appointment will be turned away.

The call center will open from 9 a.m. until all appointment slots for the next day have been filled. For now, daily testing is available at this site for 300 people.

Testing requirements

- Individuals 18 years of age and older who have COVID-19 symptoms can get tested
 - You will not be permitted to exit your vehicle
 - You cannot walk up to this testing site
 - Only one other passenger is allowed in the car
 - Both the driver and passenger will be tested
-

South Dade Government Center (Drive-thru Testing) | Lot E behind building - 10710 SW 211th Street, Cutler Bay, FL 33189 (Seven days a week.)

You must first make an appointment by calling 305-499-8767 after 9 a.m. If you call before 9 a.m., you will not be able to connect. Anyone without an appointment will be turned away.

The call center will open from 9 a.m. until all appointment slots for the next day have been filled. For now, daily testing is available at this site for 300 people.

Testing requirements

- Individuals 18 years of age and older who have COVID-19 symptoms can get tested
 - You will not be permitted to exit your vehicle
 - You cannot walk up to this testing site
 - Only one other passenger is allowed in the car
 - Both the driver and passenger will be tested
-

Hard Rock Stadium Drive thru Testing | East Parking Lot | 347 Don Shula Drive, Miami Gardens, FL 33056 | Seven days a week. Hours: 9 a.m. – 5 p.m.

Testing requirements

- Prioritizing individuals, 65 and older, must have COVID-19 symptoms and have an ID to be tested.
- First responders (firefighters, law enforcement/corrections)
 - and medical staff with a valid agency ID.
- Nurses will screen clients to determine their eligibility for testing. Those who do not meet the criteria will be turned away. Those tested will be instructed to wait 48 to 72 hours for notification of results from a health representative.

Things to consider

- There are no bathrooms
- You are not permitted to exit your vehicle
- No bicycles or mopeds are allowed
- Each person who needs testing must be seated next to a working window
- All passengers must stay inside vehicles from arrival to departure
- Try to limit the people in your vehicle to those needing testing
- There may be significant wait times

Amelia Earhart Park | 401 E. 65th Street, Hialeah, FL 33013 | Enter at Palm Avenue and East 65th Street entrance.

Testing will occur at the rotunda immediately adjacent to the entrance.

Hours: 9 a.m. to 5 p.m., Monday through Saturday.

You must first make an appointment by calling 305-COVID19 after 9 a.m.

The call center will open at 9 a.m. until the appointment slots for the following day are filled.

Testing requirements

- Individuals 65 years of age and older who have COVID-19 symptoms can get tested
- You cannot walk up to this testing site
- No bikes or mopeds; cars only
- Individuals being tested must sit by a working window
- Only two individuals permitted in the vehicle: driver and passenger

Jessie Trice Community Health System | Call 305-694-6268 to make an appointment, which is required to be tested. There is no age limit.



24-Hour Phone Line: (305) 591-1606

MedRight Urgent Care | 4621 Collins Avenue, Miami Beach, FL 33140 | Adjacent to the Eden Roc Hotel | Hours: 10 a.m. to 6 p.m., Sunday through Friday. You must first make an appointment by calling **305-735-3909**.

Testing Requirements

- Individuals 16 years of age (with parent) and older who have symptoms can get tested
 - Private vehicles only (no pedestrians, bicycles, scooters)
 - No-walk ups
 - You will need to remain in your vehicle at all times
-

Charles Hadley Park, 1350 NW 50th Street, Miami, FL

Testing requirements

- City of Miami residents ages 18 and older who are experiencing symptoms associated with COVID-19
 - Via drive-thru testing
 - At home testing available by appointment only
 - An appointment is required and must be made by calling 305-960-5050.
-

Village of Key Biscayne

Residents of Key Biscayne who are ages 65 and older and experiencing symptoms associated with COVID-19 can call 305-365-8910 for testing information.

More medical resources*

Use the Baptist Health Care on Demand mobile application to talk to a healthcare professional.

Call MedRite Urgent Care at 305-735-3909 to make an appointment. Tests are taking place Sunday through Friday from 10 a.m. to 6 p.m. Testing is available to the general public of any age but only those preapproved by a doctor.

***Note:** This is not a full list of COVID-19 testing locations. Check with your health care provider or the Miami-Dade County Department of Health for a more comprehensive list of testing sites. You can also call the Department of Health 24/7 COVID-19 Call Center at 866-779-6121.

For medical emergencies, call 911 and notify the dispatch personnel that you may have COVID-19

FUNERAL HOMES

[View list of South Florida funeral homes here.](#)

STRESS AND COPING

OUTBREAKS CAN BE STRESSFUL

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Stress during an infectious disease outbreak can include:

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of alcohol, tobacco, or other drugs

Everyone reacts differently to stressful situations

How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

People who may respond more strongly to the stress of a crisis include:

- Older people and people with chronic diseases who are at higher risk for severe illness from COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors, other health care providers, and first responders
- People who have mental health conditions including problems with substance use

TAKE CARE OF YOURSELF AND YOUR COMMUNITY

Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

FAMILY AND CAREGIVER SUPPORT

- Know what medications your loved one is taking and see if you can help them have extra on hand.
- Monitor food and other medical supplies (oxygen, incontinence, dialysis, wound care) needed and create a back-up plan.
- Stock up on non-perishable food to have on hand in your home to minimize trips to stores.

If you care for a loved one living in a care facility, monitor the situation, ask about the health of the other residents frequently and know the protocol if there is an outbreak.

WAYS TO COPE WITH STRESS:

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body
- Take deep breaths, stretch, or meditate
- Try to eat healthy, well-balanced meals
- Exercise regularly, get plenty of sleep
- Avoid alcohol and drugs
- Make time to unwind. Try to do some other activities you enjoy.

- Connect with others. Talk with people you trust about your concerns and how you are feeling.

KNOW THE FACTS TO HELP REDUCE STRESS:

- Sharing the facts about COVID-19. Understanding the risk to yourself and people you care about can make an outbreak less stressful.
- When you share accurate information about COVID-19, you can help make people feel less stressed and make a connection with them.
- Take care of your mental health:
 - Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms. Additional information can be found at the Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster page.

FOR PEOPLE AT HIGHER RISK FOR SERIOUS ILLNESS

Older adults and people with underlying health conditions are at higher risk for severe illness, such as increased risk of stress due to COVID-19.

Special considerations include:

- Older adults and people with disabilities are at increased risk for having mental health concerns, such as depression.
- Mental health problems can present as physical complaints (such as headaches or stomachaches) or cognitive problems (such as having trouble concentrating).
- Doctors may be more likely to miss mental health concerns among
- People with disabilities due to a focus on treating underlying health conditions, compared to people without disabilities.
- Older adults because depression can be mistaken for a normal part of aging.

LACK OF SAFE HOUSING OR HOMELESS

Lacking a consistent or safe place to live or experiencing homelessness can make some elements of the COVID-19 outbreak especially difficult.

If you don't have consistent or safe housing, it may be more difficult for you to self-quarantine or shelter in place. Some living situations can also make it harder to access the resources you need to maintain your hygiene and protect your physical and mental health.

Resources for help and information:

- For immediate and emergency housing, the Homeless Shelter Directory provides information on emergency shelters and other social services.
- Consult 211.org or dial 211 from any phone for a list of shelters in your area.
- National Mental Health Consumer's Self-Help Clearinghouse is a nationwide directory of local consumer-driven services, including housing. The website allows you to search a directory of local consumer-driven services (CDSs).
- National Alliance to End Homelessness offers detailed factsheets about health risks, including COVID-19 risks, among people experiencing homelessness as well as links to local resources.
- This map shows what states have passed legislation or are considering passing legislation around temporarily stopping evictions and mortgage moratoriums.
- Salvation Army has a list of food services they are still providing on a state-by-state basis.

ASSISTANCE PROGRAMS

GENERAL FINANCIAL ASSISTANCE

- The Coronavirus Aid, Relief, and Economic Security (CARES) Act
 - Provides financial assistance for both individuals and small businesses.
- Need Help Paying Bills: needhelp-payingbills.com
 - Information on assistance programs, charity organizations, and resources that provide help paying bills, mortgage and debt relief (financial, rent and governmental assistance.)
- Aunt Bertha: auntbertha.com
 - Onlineresourcethatconnectsuserstofreeandducedcostlocalresources such as medical care, food, housing, transportation, etc. Website can be converted to Spanish.
- 211 / 211.org
 - Referrals to agencies and community organizations that offer emergency financial assistance
 - To access:

- Dial 211 from any phone, or
- Visit 211.org and search for contact information by zip code (Website can be converted to Spanish.)
- Help When You Need It: helpwhenyouneedit.org
 - Nationwide listings of private and public resources for food pantries, stores that accept food stamps, assisted living facilities, domestic violence and homeless shelters, mental health and substance use treatment, free clinics and legal and financial assistance.
- Help with Bills: usa.gov/help-with-bills
 - Information about government programs that help with bill payment, temporary assistance, jobs/unemployment, credit, etc. Website and Helpline also offered in Spanish.
- United Way COVID-19 Community Economic Relief Fund
 - Offers assistance with bills, rent, and food.
 - Call 1-866-211-9966 and provide zip code to receive a list of local agencies providing assistance.

ASSISTANCE WITH PRESCRIPTION MEDICATION

- NAMI's advice for getting help paying for medications
- Medicine Assistance Tool: medicineassistancetool.org
 - Search engine for many of the patient assistance resources that the pharmaceutical industry offers
- Needy Meds: (800)503-6897 / needymeds.org
 - Offers a HelpLine and information on financial assistance programs to help defray cost of medication. Website also offered in Spanish and they have a Spanish guide.
- Rx Assist: rxassist.org
 - Directory of free and low-cost medicine programs and other ways to manage medication costs.
- Rx Hope: rxhope.com
 - Free patient assistance program to help people in need obtain critical medications
- GoodRx: goodrx.com
 - Online database that allows you to compare current prescription drug prices at pharmacies in order to find the lowest cost.
- USARX: www.usarx.com
 - Online coupons for downloading/printing. Can be brought to the pharmacy to see if it will give consumer a lower price.

TELEHEALTH SERVICES

Baptist Health South Florida's Telehealth Center, which is staffed 24 hours a day, seven days a week, 365 days a year by a staff of specially trained healthcare professionals.

Telehealth (or telemedicine) is the use of medical information exchanged from one site to another via electronic communications to improve a patient's clinical health status. It includes a growing variety of applications and services such as videoconferencing, email, smart phones, electronic imaging, wireless tools and other forms of medical and telecommunications technology.

Specially trained doctors and critical care nurses use advanced technology to electronically monitor each patient's medical condition 24 hours a day, seven days a week, 365 days a year. The Telehealth Center is located at Baptist Health's Coral Gables headquarters.

Some of the services that are offered through Baptist Health South Florida's Telehealth Center includes:

- Home Care – Patients with certain chronic conditions, or who are confined to their home, may benefit from home telemonitoring. The patient or a family member is trained to take vital signs (such as blood pressure, pulse and blood glucose) and respond to clinical questions. Telehealth monitors these signs and can alert the patient and the care team of any concerns, helping to minimize costly hospitalizations and emergency room visits.
- Tele-Pharmacy – This innovative initiative enables pharmacists to consult with ICU physicians to make sure that the proper medications and dosages are administered to patients. Pharmacists also use video chat to counsel patients directly about their medication plan. This education initiative improves patient compliance and reduces re-admissions.
- E-Visit – Baptist Health primary-care physicians may use E-Visit with established patients to diagnose and treat a variety of common illnesses and conditions while the patient rests at home. By removing barriers to in-office visits, E-Visit has the potential to improve the continuity of care and improve overall patient health.
- Tele-Psychiatry – Psychiatric care delivered by videoconferencing can help reduce or eliminate the need for the patient to travel. Services include diagnosis and assessment, medication management, individual and group therapy and emergency care. Psychiatrists, primary care physicians and other healthcare providers may also interact as a team via tele-consultation.
- Tele-Stroke – Physicians from Baptist Health's Primary Stroke Centers can remotely examine, diagnose and recommend care for stroke patients located at hospitals in rural, remote or underserved areas.

FREQUENTLY ASKED QUESTIONS

HOW COVID-19 SPREADS?

The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet). COVID-19 seems to be spreading easily and sustainably in the community (“community spread”) in many affected geographic areas. Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

AM I AT RISK FOR COVID-19 IN THE UNITED STATES?

This is a rapidly evolving situation and the risk assessment may change daily. The latest updates are available on CDC’s Coronavirus Disease 2019 (COVID-19) website.

HOW CAN I HELP PROTECT MYSELF?

Visit the COVID-19 Prevention and Treatment page to learn about how to protect yourself from respiratory illnesses, like COVID-19.

HOW CAN MY FAMILY AND I PREPARE FOR COVID-19?

Create a household plan of action to help protect your health and the health of those you care about in the event of an outbreak of COVID-19 in your community:

- Talk with the people who need to be included in your plan and discuss what to do if a COVID-19 outbreak occurs in your community.
- Plan ways to care for those who might be at greater risk for serious complications, particularly older adults and those with severe chronic medical conditions like heart, lung or kidney disease.
 - Make sure they have access to several weeks of medications and supplies in case you need to stay home for prolonged periods of time.
- Get to know your neighbors and find out if your neighborhood has a website or social media page to stay connected.
- Create a list of local organizations that you and your household can contact in the event you need access to information, healthcare services, support, and resources.

- Create an emergency contact list of family, friends, neighbors, carpool drivers, health care providers, teachers, employers, the local public health department, and other community resources.

WHERE CAN I GET TESTED FOR COVID-19?

The process and locations for testing vary from place to place. Contact your state, local, tribal, or territorial department for more information, or reach out to a medical provider. State and local public health departments have received tests from CDC while medical providers are getting tests developed by commercial manufacturers. While supplies of these tests are increasing, it may still be difficult to find someplace to get tested. See Testing for COVID-19 for more information.

AM I AT RISK IF I GO TO A FUNERAL OR VISITATION SERVICE FOR SOMEONE WHO DIES OF COVID-19?

There is currently no known risk associated with being in the same room at a funeral or visitation service with the body of someone who died of COVID-19.

AM I AT RISK IF I TOUCH SOMEONE WHO DIED OF COVID-19 AFTER THEY HAVE PASSED AWAY?

COVID-19 is a new disease and we are still learning how it spreads. The virus that causes COVID-19 is thought to mainly spread from close contact (i.e., within about 6 feet) with a person who is currently sick with COVID-19. The virus likely spreads primarily through respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other respiratory infections spread. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. This type of spread is not a concern after death.

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.

People should consider not touching the body of someone who has died of COVID-19. Older people and people of all ages with severe underlying health conditions are at higher risk of developing serious COVID-19 illness. There may be less of a chance of the virus spreading from certain types of touching, such as holding the hand or hugging after the body has been prepared for viewing. Other activities, such as kissing, washing, and shrouding should be avoided before, during, and after the body has been prepared, if possible. If washing the body or shrouding are important religious or cultural practices, families are encouraged to work with their community's cultural and religious leaders and funeral home staff on how to reduce their exposure as much as possible. At a minimum, people conducting these

activities should wear disposable gloves. If splashing of fluids is expected, additional personal protective equipment (PPE) may be required (such as disposable gown, face shield or goggles and N-95 respirator).

FURTHER RESOURCES

“Together We Can Treat COVID-19”

Here are some recommended resources:

- <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Coronavirus-Disease-2019-Basics>
- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- <https://www.fda.gov/emergency-preparedness-and-response/counterterrorism-and-emerging-threats/coronavirus-disease-2019-covid-19>
- <http://www.211.org/services/covid19>
- <https://www.nami.org/covid-19-guide>
- <https://www.coronavirus.gov>
- <https://www.usa.gov/coronavirus>
- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- <https://www.myflfamilies.com/covid19/>
- elderaffairs.state.fl.us/does/elder_helpline.php
- <https://www.myflfamilies.com/service-programs/abuse-hotline/report-online.shtml>
- <https://www.miamidade.gov/global/initiatives/coronavirus/home.page>
- https://ahca.myflorida.com/covid-19_alerts.shtml
- <https://apps.ahca.myflorida.com/mpc-complaintform/>
- <https://www.fdacs.gov/Food-Nutrition/Nutrition-Programs/The-Emergency-Food-Assistance-Program-TEFAP/Eligibility-Requirements>
- <https://www.fdacs.gov/Food-Nutrition/Nutrition-Programs/The-Emergency-Food-Assistance-Program-TEFAP/Contracted-Distributing-Agencies/Region-9-Farmshare-Inc>
- <https://baptisthealth.net/baptist-health-news/tele-health-and-coronavirus-see-a-doctor-from-home-via-care-on-demand/>
- <https://www.feedingamerica.org/about-us>
- <https://baptisthealth.net/baptist-health-news/telehealth-technology-medicine-interact-life-saving-results/>
- <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Coronavirus-Disease-2019-Basics>
- <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- <https://www.miamidade.gov/global/initiatives/coronavirus/testing-locations.page>
- http://www11.doh.state.fl.us/comm/_partners/action/if_you_or_someone_you_have_been_in_contact_with_has_tested_positive_for_covid_19.pdf