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## Commercial Establishments

### What is COVID-19?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. Patients with COVID-19 have experienced mild to severe respiratory illness. The virus that causes COVID-19 is a novel (new) coronavirus. It is not the same as other types of coronaviruses that commonly circulate among people and cause mild illness, like the common cold.

### How does COVID-19 spread?

Mainly spread from person to person, between people who are in close contact with one another (within about 6 feet) through respiratory droplets when an infected person coughs or sneezes. 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.

### Be Prepared and Plan:

Preventative actions to take every day; Post signage to encourage your patrons and employees to:

- Wash hands frequently (soap and water are the best practice for any illness, wash hands for 20 secs)
- Avoid touching their face (eyes, mouth, nose)
- Stay home when sick
- Cover your cough or sneeze with a tissue, then throw the tissue in trash
- Clean and disinfect frequently touched objects and surfaces. Lysol disinfectant spray and Clorox disinfecting wipes are effective.

Be prepared if your employee's school or childcare facility is temporarily dismissed or for potential changes at your workplace. Monitor any school dismissals in your community. Monitor the current situation to make any changes in your normal scheduled events.

### Take Action:

- Stay home and speak with your healthcare provider if you develop a fever, cough or shortness of breath
- If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs are:
  - Difficulty breathing or shortness of breath
  - Persistent pain or pressure in chest
  - New confusion or inability to arouse
  - Bluish lips or face
  - This list is not all inclusive, please contact your medical provider for any other symptom that is severe or concerning
- Keep away from others who are sick
- Limit close contact with others as much as possible (about 6 feet)

Older adults and people with severe chronic illness are at greater risk. If this applies to you consider staying home and away from large crowds. Practice good hand hygiene ALWAYS.

Factor	Potential mitigation activities according to level of community transmission or impact of COVID-19 by setting		
	None to Minimal	Minimal to moderate	Substantial
<b>Workplace</b> "What workplaces can do to prepare for COVID-19, if the workplace has cases of COVID-19, or if the community is experiencing spread of COVID-19"	<ul style="list-style-type: none"> <li>• Know where to find local information on COVID-19 and local trends of COVID-19 cases.</li> <li>• Know the signs and symptoms of COVID-19 and what to do if staff become symptomatic at the worksite.</li> <li>• Review, update, or develop workplace plans to include:               <ul style="list-style-type: none"> <li>» Liberal leave and telework policies</li> <li>» Consider 7-day leave policies for people with COVID-19 symptoms</li> <li>» Consider alternate team approaches for work schedules.</li> </ul> </li> <li>• Encourage employees to stay home and notify workplace administrators when sick (workplaces should provide non-punitive sick leave options to allow staff to stay home when ill).</li> <li>• Encourage personal protective measures among staff (e.g., stay home when sick, handwashing, respiratory etiquette).</li> <li>• Clean and disinfect frequently touched surfaces daily.</li> <li>• Ensure hand hygiene supplies are readily available in building.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage staff to telework (when feasible), particularly individuals at increased risk of severe illness.</li> <li>• Implement social distancing measures:               <ul style="list-style-type: none"> <li>» Increasing physical space between workers at the worksite</li> <li>» Staggering work schedules</li> <li>» Decreasing social contacts in the workplace (e.g., limit in-person meetings, meeting for lunch in a break room, etc.)</li> </ul> </li> <li>• Limit large work-related gatherings (e.g., staff meetings, after-work functions).</li> <li>• Limit non-essential work travel.</li> <li>• Consider regular health checks (e.g., temperature and respiratory symptom screening) of staff and visitors entering buildings (if feasible).</li> </ul>	<ul style="list-style-type: none"> <li>• Implement extended telework arrangements (when feasible).</li> <li>• Ensure flexible leave policies for staff who need to stay home due to school/childcare dismissals.</li> <li>• Cancel non-essential work travel.</li> <li>• Cancel work-sponsored conferences, tradeshows, etc.</li> </ul>

## Keeping commercial establishments safe

Encourage your employees and customers to...

### Practice good hygiene



- Stop handshaking – use other noncontact methods of greeting
- Clean hands at the door, and schedule regular hand washing reminders by email
- Promote tap and pay to limit handling of cash
- Disinfect surfaces like doorknobs, tables, desks, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

### Avoid crowding



- Use booking and scheduling to stagger customer flow
- Use online transactions where possible
- Consider limiting attendance at larger gatherings

### For transportation businesses, taxis, and ride shares



- Keep windows open when possible
- Increase ventilation
- Regularly disinfect surfaces

What every American and community can do now to decrease the spread of the coronavirus





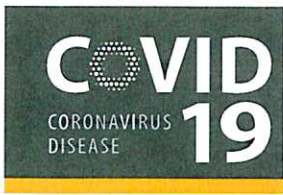
## CERC in an Infectious Disease Outbreak

1. **Be First:** Quickly sharing information about a disease outbreak can help stop the spread of disease, and prevent and reduce illness and even death. People often remember the first information they hear in an emergency, so the first information they receive should come from health experts.
  - Even if the cause of the outbreak or specific disease is unknown, share facts that are available. This can help you stay ahead of possible rumors.
  - Share information about the signs and symptoms of disease, who is at risk, treatment and care options, and when to seek medical care.
2. **Be Right:** Accuracy establishes credibility. Information should include what is known, what is not known, and what is being done to fill in the information gaps.
  - Public health messages and medical guidance must complement each other. For example, public health officials should not widely encourage people to go to the doctors if doctors are turning people away and running out of medicine for critically ill people.
  - Always fact check with subject-matter experts. One incorrect message can cause harmful behaviors and may result in people losing trust in future messages.
3. **Be Credible:** Honesty, timeliness, and scientific evidence encourage the public to trust your information and guidance. Acknowledge when you do not have enough information to answer a question and then work with the appropriate experts to get an answer.
  - Do not make promises about anything that is not yet certain, such as distribution of vaccines or medications without confirmed availability.
  - Clinicians should be present at press or community events to answer medical questions.
4. **Express Empathy:** Disease outbreaks can cause fear and disrupt daily lives. Lesser-known or emerging diseases cause more uncertainty and anxiety. Acknowledging what people are feeling and their challenges shows that you are considering their perspectives when you give recommendations.
  - For example, during a telebriefing for the coronavirus disease 2019 response: *"Being quarantined can be disruptive, frustrating, and feel scary. Especially when the reason for quarantine is exposure to a new disease for which there may be limited information."*
5. **Promote Action:** In an infectious disease outbreak, public understanding of and action on disease prevention is key to stopping the spread.
  - Keep action messages simple, short, and easy to remember, like "cover your cough."
  - Promote action messages in different ways to make sure they reach those with disabilities, limited English proficiency, and varying access to information.
6. **Show Respect:** Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport. Actively listen to the issues and solutions brought up by local communities and local leadership.
  - Acknowledge different cultural beliefs and practices about diseases, and work with communities to adapt behaviors and promote understanding.
  - Do not dismiss fears or concerns. Give people a chance to talk and ask questions.



**Centers for Disease  
Control and Prevention**  
Office of Public Health  
Preparedness and Response





# VISITOR ALERT

*Please help us prevent the spread of communicable diseases,  
including COVID-19.*

**DO NOT** visit if you have traveled within the last 14 days outside  
of the United States or to areas affected by COVID-19.

**DO NOT** visit if you have symptoms of respiratory infection.

## PREVENTION



**Cover your mouth and nose with a tissue when you  
cough or sneeze.**



**Practice hand hygiene – wash your hands with soap  
and water or use an alcohol-based hand rub.**



**Don't touch your face with unwashed hands; it's the  
easiest way for germs to enter your body.**

**NOTE: Anyone older than 65 years, those with  
underlying health conditions and those with suppressed  
immune systems are most at risk for COVID-19.**



Indiana State  
Department of Health



# Share Facts About COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

**FACT**

**1**

**Diseases can make anyone sick regardless of their race or ethnicity.**

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

**FACT**

**2**

**Some people are at increased risk of getting COVID-19.**

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

**FACT**

**3**

**Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.**

For up-to-date information, visit CDC's coronavirus disease 2019 web page.

**FACT**

**4**

**You can help stop COVID-19 by knowing the signs and symptoms:**

- Fever
- Cough
- Shortness of breath

Seek medical advice if you

- Develop symptoms

AND

- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

**FACT**

**5**

**There are simple things you can do to help keep yourself and others healthy.**

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

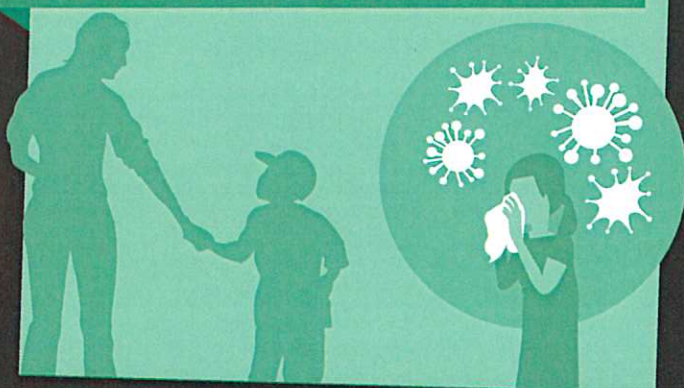




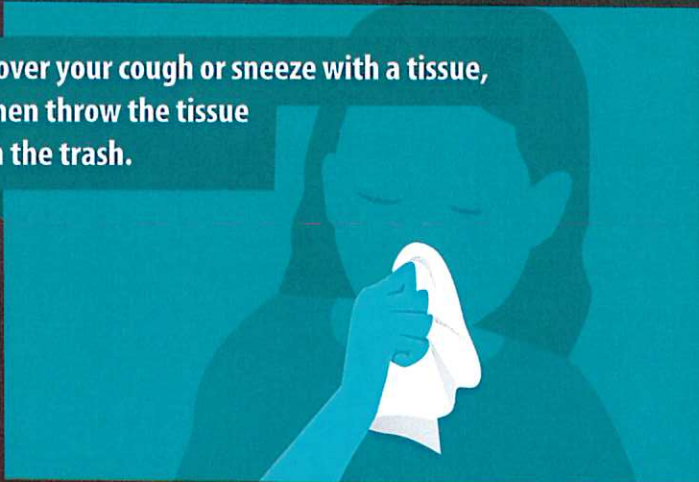
# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.







**① Wet**



**② Get Soap**



Hands that look clean can still have icky germs!



**③ Scrub**



**④ Rinse**



**⑤ Dry**

# Wash YOUR HANDS!

This material was developed by CDC. The Life is Better with Clean Hands campaign is made possible by a partnership between the CDC Foundation, GOJO, and Staples. HHS/CDC does not endorse commercial products, services, or companies.



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention



# CDC Protects and Prepares Communities

CDC is aggressively responding to the global outbreak of COVID-19 and preparing for the potential of community spread in the U.S.

## Travel

- Conducts outreach to travelers
- Issues travel notices



## Businesses

- Provides business guidance including recommendations for sick leave policies and continuity of operations

## Laboratory and diagnostics

- Develops diagnostic tests
- Confirms all positive test results submitted by states



## Schools

- Provides guidance for schools including school closures and online education options



## Community members

- Shares information on symptoms and prevention
- Provides information on home care
- Encourages social distancing

## Health departments

- Assesses state and local readiness to implement community mitigation measures
- Links public health agencies and healthcare systems



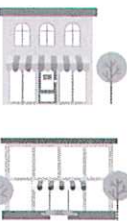
## Healthcare professionals

- Develops guidance for healthcare professionals
- Conducts clinical outreach and education



## Healthcare systems

- Develops preparedness checklists for health systems
- Provides guidance for PPE supply planning, healthcare system screening, and infection control
- Leverages existing telehealth tools to redirect persons to the right level of care



HOSPITAL

HEALTH DEPARTMENT





# COVID-19 INFORMATION FOR RETURNING TRAVELERS

# SELF-MONITOR AND PRACTICE SOCIAL DISTANCING



1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.



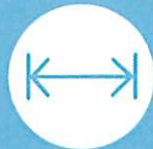
2. Stay home and avoid contact with others. Do not go to work or school for this 14-day period.



3. Do not take public transportation, taxis, or ride-shares.



4. Avoid crowded places (such as shopping centers and movie theaters) and limit activities in public.



5. Keep your distance from others (about 6 feet or 2 meters).



6. If you need support services during this self-monitoring and social distancing period, call 317-233-7125 or the after-hours number at 317-233-1325.

You can return to your regular routine when 14 days have passed since your departure date, provided you remain well and have not been diagnosed with COVID-19. For example, if you left a country with a Level 3 Travel Health Notice on March 1, you can return to work starting on March 15. Employers should not require a doctor's note to return to work.

## TAKE EVERYDAY PRECAUTIONS



WASH YOUR HANDS



DON'T TOUCH FACE



AVOID SICK PEOPLE

INFORMATION + UPDATES:

<https://www.in.gov/isdh/28470.htm>



Indiana State  
Department of Health

Updated 03/09/2020



# Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission

## Background

When a novel virus with pandemic potential emerges, nonpharmaceutical interventions, which will be called community mitigation strategies in this document, often are the most readily available interventions to help slow transmission of the virus in communities. Community mitigation is a set of actions that persons and communities can take to help slow the spread of respiratory virus infections. Community mitigation is especially important before a vaccine or drug becomes widely available.

The following is a framework for actions which local and state health departments can recommend in their community to both prepare for and mitigate community transmission of COVID-19 in the United States. Selection and implementation of these actions should be guided by the local characteristics of disease transmission, demographics, and public health and healthcare system capacity.

## Goals

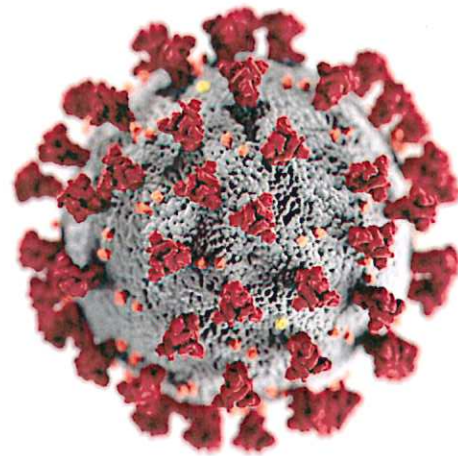
The goals for using mitigation strategies in communities with local COVID-19 transmission are to slow the transmission of disease and in particular to protect:

- Individuals at increased risk for severe illness, including older adults and persons of any age with underlying health conditions (See Appendix A)
- The healthcare and critical infrastructure workforces

These approaches are used to minimize morbidity and mortality and the social and economic impacts of COVID-19. Individuals, communities, businesses, and healthcare organizations are all part of a community mitigation strategy. These strategies should be implemented to prepare for and when there is evidence of community transmission. Signals of ongoing community transmission may include detection of confirmed cases of COVID-19 with no epidemiologic link to travelers or known cases, or more than three generations of transmission.

Implementation is based on:

- Emphasizing individual responsibility for implementing recommended personal-level actions
- Empowering businesses, schools, and community organizations to implement recommended actions, particularly in ways that protect persons at increased risk of severe illness
- Focusing on settings that provide critical infrastructure or services to individuals at increased risk of severe illness
- Minimizing disruptions to daily life to the extent possible



## Guiding principles

- Each community is unique, and appropriate mitigation strategies will vary based on the level of community transmission, characteristics of the community and their populations, and the local capacity to implement strategies (Table 1).
- Consider all aspects of a community that might be impacted, including populations most vulnerable to severe illness and those that may be more impacted socially or economically, and select appropriate actions.
- Mitigation strategies can be scaled up or down depending on the evolving local situation.
- When developing mitigation plans, communities should identify ways to ensure the safety and social well-being of groups that may be especially impacted by mitigation strategies, including individuals at increased risk for severe illness.
- Activation of community emergency plans is critical for the implementation of mitigation strategies. These plans may provide additional authorities and coordination needed for interventions to be implemented (Table 2).
- Activities in Table 2 may be implemented at any time regardless of the level of community transmission based on guidance from local and state health officials.
- The level of activities implemented may vary across the settings described in Table 2 (e.g., they may be at a minimal/moderate level for one setting and at a substantial level for another setting in order to meet community response needs).
- Depending on the level of community spread, local and state public health departments may need to implement mitigation strategies for public health functions to identify cases and conduct contact tracing (Table 3). When applied, community mitigation efforts may help facilitate public health activities like contact tracing





**Table 3. Potential mitigation strategies for public health functions**

Public health control activities by level of COVID-19 community transmission		
None to Minimal	Minimal to Moderate	Substantial
Evidence of isolated cases or limited community transmission, case investigations underway, no evidence of exposure in large communal setting, e.g., healthcare facility, school, mass gathering.	Widespread and/or sustained transmission with high likelihood or confirmed exposure within communal settings with potential for rapid increase in suspected cases.	Large scale community transmission, healthcare staffing significantly impacted, multiple cases within communal settings like healthcare facilities, schools, mass gatherings etc.
<ul style="list-style-type: none"><li>• Continue contact tracing, monitor and observe contacts as advised in guidance to maximize containment around cases.</li><li>• Isolation of confirmed COVID-19 cases until no longer considered infectious according to guidance.</li><li>• For asymptomatic close contacts exposed to a confirmed COVID-19 case, consideration of movement restrictions based on risk level, social distancing.</li><li>• Monitoring close contacts should be done by jurisdictions to the extent feasible based on local priorities and resources.</li><li>• Encourage HCP to develop phone triage and telemedicine practices.</li><li>• Test individuals with signs and symptoms compatible with COVID-19.</li><li>• Determine methods to streamline contact tracing through simplified data collection and surge if needed (resources including staffing through colleges and other first responders, technology etc.).</li></ul>	<ul style="list-style-type: none"><li>• May reduce contact tracing if resources dictate, prioritizing to those in high-risk settings (e.g., healthcare professionals or high-risk settings based on vulnerable populations or critical infrastructure).</li><li>• Encourage HCP to more strictly implement phone triage and telemedicine practices.</li><li>• Continue COVID-19 testing of symptomatic persons; however, if testing capacity limited, prioritize testing of high-risk individuals.</li></ul>	<ul style="list-style-type: none"><li>• May reduce contact tracing if resources dictate, prioritizing to those in high-risk settings (e.g., healthcare professionals or high-risk settings based on vulnerable populations or critical infrastructure).</li><li>• Encourage HCP to more strictly implement phone triage and telemedicine practices.</li><li>• Continue COVID-19 testing of symptomatic persons; however, if testing capacity limited, prioritize testing of high-risk individuals.</li></ul>



## Appendix A: Underlying medical conditions that may increase the risk of serious COVID-19 for individuals of any age.

- **Blood disorders** (e.g., sickle cell disease or on blood thinners)
- **Chronic kidney disease** as defined by your doctor. Patient has been told to avoid or reduce the dose of medications because kidney disease, or is under treatment for kidney disease, including receiving dialysis
- **Chronic liver disease** as defined by your doctor. (e.g., cirrhosis, chronic hepatitis) Patient has been told to avoid or reduce the dose of medications because liver disease or is under treatment for liver disease.
- **Compromised immune system (immunosuppression)** (e.g., seeing a doctor for cancer and treatment such as chemotherapy or radiation, received an organ or bone marrow transplant, taking high doses of corticosteroids or other immunosuppressant medications, HIV or AIDS)
- **Current or recent pregnancy** in the last two weeks
- **Endocrine disorders** (e.g., diabetes mellitus)
- **Metabolic disorders** (such as inherited metabolic disorders and mitochondrial disorders)
- **Heart disease** (such as congenital heart disease, congestive heart failure and coronary artery disease)
- **Lung disease** including asthma or chronic obstructive pulmonary disease (chronic bronchitis or emphysema) or other chronic conditions associated with impaired lung function or that require home oxygen
- **Neurological and neurologic and neurodevelopment conditions** [including disorders of the brain, spinal cord, peripheral nerve, and muscle such as cerebral palsy, epilepsy (seizure disorders), stroke, intellectual disability, moderate to severe developmental delay, muscular dystrophy, or spinal cord injury].