

Novel Coronavirus 2019 (COVID-19) Frequently Asked Questions

Last Updated: October 8, 2020

The purpose of this document is to provide public health and community partners with frequently asked questions and answers that may be used to assist in responding to inquiries from their communities.

PLEASE NOTE: New or updated information appears in orange text.

GENERAL INFORMATION

What is a novel Coronavirus?

A novel coronavirus is a new coronavirus that has not been previously identified. 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. Patients with COVID-19 will be evaluated and cared for differently than patients with the common coronaviruses. <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

Is the COVID-19 virus the same as the MERS-CoV or SARS-CoV-1 virus?

No. The coronavirus causing COVID-19 is similar to *but not the same* as SARS-CoV-1 that caused the SARS epidemic in 2002 and the MERS Co-V that emerged in 2012. This is important because SARS-CoV-1 and MERS-CoV cause much more serious illness. <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

ILLNESS AND SYMPTOMS

What are the symptoms of COVID-19?

Common symptoms of COVID-19 include fever, cough, sore throat, runny nose, shortness of breath, fatigue, chills, muscle aches, loss of taste and smell and, in severe cases, difficulty breathing, nausea or vomiting, and diarrhea. Read more about the symptoms of COVID-19 here: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

How sick are people with COVID-19?

Most people infected with the virus that causes COVID-19 will have no symptoms or mild symptoms. But some (especially those older than 65 years or with other medical conditions) may develop severe illness and even die.

Am I at high risk for serious illness or dying if I get this virus?

If you are at higher risk for serious illness from COVID-19, it is important for you to take actions to reduce your risk of getting this infection. Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- [Older adults](#)
- [People with certain underlying medical conditions](#)

How can I prepare for an outbreak in my area?

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](#).
 - Make sure they have access to 2 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

Is there a treatment for COVID-19?

People sick with COVID-19 can receive supportive care to help relieve symptoms, such as taking pain or fever medications, drinking plenty of fluids, and resting. Most people sick with COVID-19 can stay at home. Some patients who are very sick may need to go to the hospital.

What if think I might have COVID-19?

If you develop a fever, symptoms of respiratory illness, such as cough or shortness of breath, flu-like symptoms, or loss of taste or smell you should call your healthcare professional. [Anyone with even mild symptoms of COVID-19](#) is encouraged to get tested. Testing options can be found on the [NH COVID-19 Website](#).

When can I go back to work after a respiratory illness/suspect COVID-19?

Any person with COVID-19 compatible symptoms [who is not tested and can be managed at home \(i.e., does not require hospitalization\)](#) should be instructed to [self-isolate](#) until:

At least 10 days have passed since symptoms first appeared	AND	At least 1 day (24 hours) has passed since recovery*
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Recovery is defined as a resolution of fever without the use of fever-reducing medications **and improvement in respiratory symptoms.*

What is Multisystem Inflammatory Syndrome in Children (MIS-C)?

Multisystem Inflammatory Syndrome in Children (MIS-C) is a condition that causes inflammation in many parts of the body. We do not yet know what causes MIS-C. Many children with MIS-C have had the virus that causes COVID-19. Protect your child from COVID-19 by taking preventative actions such as washing or sanitizing hands often, avoiding those who are sick, practicing social distancing, having children over the age of 2 wear a cloth face covering in public settings, and frequently cleaning and disinfecting high-touch surfaces. For more information on MIS-C, visit the CDC’s “For Parents: MIS-C” webpage: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/mis-c.html>

What should I do if I think my child is sick with MIS-C?

We know that many children with MIS-C had the virus that causes [COVID-19](#), or had been around someone with COVID-19. We do not yet know what causes MIS-C. MIS-C can be serious, even deadly, but most children who were diagnosed with this condition have gotten better with medical care.

If you think your child is sick with MIS-C or they are showing symptoms **Contact your child’s doctor, nurse, or clinic right away**. Symptoms may include:

- Fever
- Abdominal pain

- Vomiting
- Diarrhea
- Neck pain
- Rash
- Bloodshot eyes
- Feeling extra tired

Be aware that not all children will have all the same symptoms.

Seek emergency care right away if your child is showing any of these **emergency warning signs of MIS-C** or other concerning signs:

- Trouble breathing
- Pain or pressure in the chest that does not go away
- New confusion
- Inability to wake or stay awake
- Bluish lips or face
- Severe abdominal pain

HOW THE VIRUS SPREADS

Can someone who has COVID-19 spread it to others?

Yes. The virus mainly spreads from person to person through small droplets produced when an infected person coughs or sneezes and then these droplets land in the mouths or noses of people who are nearby (within about 6 feet).

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Spread>

How else is COVID-19 spread?

Besides the main person-to-person way described above, it is possible that a surface can become dirty with the virus from an infected person. The virus can then survive for a short period of time on that surface. If a person touches that dirty surface, that person can infect themselves by transferring the virus to their own nose, mouth, or eyes. This is much less common than from direct person-to-person contact, but it is why we are recommending frequent hand hygiene and cleaning surfaces that sick people may have coughed on or touched, like handrails.

Can someone spread the virus without being sick?

COVID-19 is thought to spread mainly through close contact from person-to-person in respiratory droplets from someone who is infected. People who are infected often have symptoms of illness. Some people without symptoms may be able to spread virus. COVID-19 is a new disease and **we are still learning about how it spreads** and the severity of illness it causes.

Am I at risk for COVID-19 from mail, packages or products?

There is still a lot that is unknown about COVID-19 and how it spreads. Coronaviruses are thought to be spread most often by respiratory droplets. Although the virus can survive for a short period on some surfaces, it is unlikely to be spread from domestic or international mail, products or packaging. However, it may be possible that people 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. Learn more:

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Spread>

Can the virus that causes COVID-19 be spread through food, including refrigerated or frozen foods?

Eating contaminated food is not a significant source of infection. Coronaviruses do not survive long on surfaces, so there is very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures. Coronaviruses mostly spread from person to person through respiratory droplets, as described above. It is always good practice to wash your hands with soap and water for 20 seconds before preparing or eating food. Learn more what is known about the [spread of COVID-19](#).

TESTING

How do I get tested for COVID-19?

Any person who is experiencing even mild symptoms of COVID-19 should be tested. These symptoms include, fever, cough, sore throat, runny nose, shortness of breath, fatigue, chills, muscle aches, loss of taste and smell and, in severe cases, difficulty breathing, nausea or vomiting, and diarrhea. You can now request to be tested even if you are asymptomatic. To request a test contact your healthcare professional or find other testing options on our [NH COVID-19 website](#).

Any person with COVID-19 compatible symptoms [who is not tested and can be managed at home \(i.e., does not require hospitalization\)](#) should be instructed to [self-isolate](#) until:

At least 10 days have passed since symptoms first appeared

AND

At least 1 day (24 hours) has passed since recovery*

Recovery is defined as a resolution of fever without the use of fever-reducing medications **and improvement in respiratory symptoms.*

People who do not have symptoms but:

- Have been notified that they may have been exposed through close contact with a person with COVID-19 or a person likely to have COVID-19 (without testing); and,
- any persons who have traveled from [countries with widespread sustained transmission](#) should:
 - Get tested.
 - Stay home ([self-quarantine](#)) for 14 days from the last day of potential exposure.
 - It can take up to 14 days from the time someone is exposed to develop symptoms of COVID-19.

What is a COVID-19 antibody test and how can I get one?

Antibody testing checks a sample of a person's blood to look for antibodies to SARS-CoV-2, the virus that causes COVID-19. These antibodies are produced when someone has been infected, so a positive result from this test indicates that person was likely previously infected with the virus. Antibody-based tests are now available through commercial laboratories for the detection of antibodies against SARS-CoV-2. Antibody tests should not be used to diagnose acute COVID-19 infection because it can take about 2 weeks after infection for antibody tests to be positive. It is not yet known if a person with a positive antibody test is protected from future SARS-CoV-2 infection or has the potential to infect others. Individuals who test positive for COVID-19 antibodies will be contacted by the Division of Public Health.

What is COVID-19 antigen testing and when should it be used?

Antigen tests are intended for people with symptoms of COVID-19, and should not be used to test a person who does not have symptoms of COVID-19 or for asymptomatic screening programs. The antigen test detects certain proteins in the virus. Using a nasal or throat swab to get a fluid sample, antigen tests can produce results in minutes so they are often used in point-of-care settings. In general, antigen tests are very specific, but are not as sensitive as molecular tests.

PERSONAL PREVENTION

Is there a vaccine for COVID-19?

Not yet. Scientists are working on developing a vaccine to prevent COVID-19.

<https://www.niaid.nih.gov/diseases-conditions/coronaviruses-therapeutics-vaccines>

How can I protect myself and others from COVID-19?

There are steps you can take to reduce your risk of getting sick from COVID-19 and other respiratory infections, and help prevent transmitting infections to others, including:

- Wash your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contained at least 60% alcohol if soap and water are not available.
- Avoid close contact. When outside your home put 6 feet (about 2 arms' length) distance between yourself and people who you do not live with. This is known as social distancing.
- Cover your mouth and nose with a mask when around others, everyone should wear a mask in public settings and when around people who don't live in your households, especially when social distancing measures are difficult to maintain. The mask is not a substitute for social distancing.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Do not touch your eyes, nose, or mouth with unwashed hands.
- Stay home if you have a fever or are not feeling well.
- Clean and disinfect objects and surfaces.

Should I buy masks or wear one in public?

Homemade cloth face coverings should be worn in public setting even when social distancing measures can be maintained. Wearing a cloth face coverings is not a substitute for physical distancing and other prevention measures. The wearing of cloth face coverings is to help protect others around you if you are infected and don't know it. The use of facemasks is crucial for healthcare workers and people who are taking care of sick people in close settings (such as at home or in a healthcare facility). Buying unnecessary N95 and surgical masks depletes the supply for healthcare professionals who need them to reduce the spread of disease and keep you safe.

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

CLEANING AND DISINFECTING

How do I clean and/or disinfect in a community facility?

CDC provides guidance for [Cleaning and Disinfection for Community Facilities](#) such as schools, institutions of higher education, offices, daycare centers, businesses, and community centers that do, and do not, house persons overnight.

How do I disinfect electronics such as tablets, touch screens, remote controls, and ATM machines?

The CDC offers guidance on [cleaning and disinfecting household items including electronics](#).

- If present, remove any visible contaminants.
- Follow the manufacturer's instructions and recommendations for all cleaning and disinfection products.
- Consider using covers for electronics that can be easily wiped clean.
- If no manufacturer guidelines are available, consider using alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Be sure to dry surfaces thoroughly to avoid pooling of liquids as this could damage electronics, screens, etc.

Are there special cleaning procedures that should be followed in response to COVID-19?

Clean any visibly dirty surfaces and then follow with a disinfectant for the prevention of COVID-19 and other viral respiratory illnesses. Public and private spaces should be routinely cleaned including all frequently touched surfaces

such as desks, tables, chairs and doorknobs. No additional disinfection beyond routine cleaning is recommended at this time. Use cleaning agents that are usually used in these areas and follow the directions on the label. Have disposable wipes handy so that commonly used surfaces can be wiped down before each use. For more information on household cleaning, resources from the CDC, visit <https://www.cdc.gov/coronavirus/2019-ncov/community/clean-disinfect/index.html>.

PLANNING

Should I plan for COVID-19?

Yes! Everyone has a role to play in getting ready and keeping yourself, your family and your community healthy! Check out these easy to follow recommendations from the CDC:

[Resources for Preparedness in the Home](#)

[Resources for Preparedness in the Workplace](#)

[Resources for Community Preparedness \(schools, businesses, etc.\)](#)

[Resources to Support People Experiencing Homelessness](#)

[Resources for Correctional and Detention Facilities](#)

ISOLATION AND QUARANTINE AND PUBLIC HEALTH MONITORING

What is isolation?

Isolation is used to separate people infected with the virus (those who are sick with COVID-19 from people who are not infected. People who are in isolation should stay home until it's safe for them to be around others. In the home, anyone sick or infected should separate themselves from others by staying in a specific "sick room" or area and using a separate bathroom (if available). A [self-isolation guide](#) can be found on the NH COVID-19 website.

What is quarantine?

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. Quarantine helps prevent spread of disease that can occur before a person knows they are sick or if they are infected with the virus but do not have symptoms. People in quarantine should stay home, separate themselves from others, monitor their health, and follow directions from their state or local health department. A [self-quarantine guide](#) can be found on the NH COVID-19 website.

What is the difference between isolation and quarantine?

Check out [this poster](#) to learn more about the difference between isolation and quarantine.

Can household members of people under quarantine leave their home?

Yes. Household members and other close contacts of persons under quarantine are not required to stay home. As long as the person under quarantine does not show any symptoms, and the household members and other close contacts are well, those living in the same house as someone on quarantine can leave the home. If the person being quarantined develops illness, household members and other close contacts must then also stay home on quarantine.

EMPLOYERS AND BUSINESSES

What questions should employers be asking as part of employee screening?

Employers should reference the [NH COVID-19 General Travel and Quarantine Guidance & Employee Screening and Exclusion Criteria](#) for the most up-to-date screening practices.

When can workers return to work after an exposure to COVID-19?

Workers may be permitted to go back to work after potential exposure to COVID-19 provided they remain asymptomatic and additional precautions are implemented to protect them and the community. A potential exposure to COVID-19 means being a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.

What are the additional precautions that need to be implemented when a worker exposed to COVID-19 returns to the work place?

Critical infrastructure workers who have had an exposure to COVID-19 but **remain asymptomatic** should adhere to the following practices prior to and during their work shift:

- **Pre-Screen:** Employers should measure the employee’s temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the individual enters the facility.
- **Regular Monitoring:** As long as the employee doesn’t have a temperature or symptoms, they should self-monitor under the supervision of their employer’s occupational health program.
- **Wear a Mask:** The employee should wear a face mask at all times while in the workplace for 14 days after last exposure. Employers can issue facemasks or can approve employees’ supplied cloth face coverings in the event of shortages.
- **Social Distancing:** The employee should maintain a physical distance of 6 feet from others as work duties permit in the workplace.
- **Disinfect and Clean work spaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely.

When can employees return to work after travel?

Employers should follow the [NH COVID-19 General Travel and Quarantine Guidance & Employee Screening and Exclusion Criteria](#) in regards to travel for staff in all workplace settings including businesses, education, and healthcare facilities.

Should I require my employee to provide a note to validate their illness?

No. The CDC and NH DHHS do not recommend that employers require a provider's note for employees who have been sick with acute respiratory illness. This cannot usually be provided in an efficient manner, so it can reduce your workforce and impair your continuity of operations. We suggest instead that businesses adopt a non-test based strategy, including:

At least 10 days have passed since symptoms first appeared

AND

At least 1 day (24 hours) has passed since recovery*

**Recovery is defined as a resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath).*

If a person who was previously positive for COVID-19 travels outside New England, do they need to quarantine upon return to New Hampshire?

If traveling outside the New England area, upon return the person should quarantine. At this time we do not know if exposure to COVID-19 builds any immunity to future infection.

Where can I find more information around COVID-19 and businesses?

You can find frequently asked questions and answers on [The New Hampshire Division of Economic Development](#) website.

RISKS TO PETS AND ANIMALS

What risks do animals or animal products pose?

The Centers for Disease Control and Prevention (CDC) does not have any evidence to suggest that animals or animal products pose a risk for spreading COVID-19 in the United States.

- [CDC regulates](#) animals and animal products that pose a threat to human health, USDA regulates animals and animal products that pose a threat to agriculture.
- [US Fish and Wildlife Service \(FWS\) regulates](#) importation of endangered species and wildlife that can harm the health and welfare of humans, the interests of agriculture, horticulture, or forestry, and the welfare and survival of wildlife resources.
- [American Veterinary Medical Association \(AVMA\)](#) provides information on risks to pets and animals with additional guidance for veterinarians and veterinary clinics.

Should I be concerned about pets or other animals and COVID-19?

At this time, there is no evidence that animals play a significant role in spreading the virus that causes COVID-19. Based on the limited data available, the risk of animals spreading COVID-19 to people is considered to be low. We are still learning about this virus, and **it appears that in some rare situations, people can spread the virus to animals**. Further studies are needed to understand if and how different animals could be affected by the virus, and the role animals may play in the spread of COVID-19. For more information, visit CDC's [If You Have Pets](#) webpage.

What if I'm sick with COVID-19 and have pets?

While you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. Whenever possible, have another member of your household care for your animals while you are sick. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#animals>

TRAVEL-RELATED CONCERNS

Should travelers wear facemasks or coverings?

Because COVID-19 is spreading in the United States and abroad, CDC recommends that everyone wear a [cloth face covering](#) over their nose and mouth when in public, including during travel. Wear a cloth face covering, keep at least 6 feet of physical distance from others, and practice [other everyday preventive actions](#) to protect yourself and others from COVID-19. Cloth face coverings may slow the spread of COVID-19 by helping keep people who are infected from spreading the virus to others. Medical masks and N-95 respirators are for healthcare workers and other first responders, as recommended by current CDC guidance. <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>

Should I travel within the United States?

COVID-19 cases and deaths have been reported in all 50 states, and the situation is constantly changing. Because travel increases your chances of getting infected and spreading COVID-19, staying home is the best way to protect yourself and others from getting sick.

If you are thinking about traveling away from your local community ask yourself:

- **Is [COVID-19 spreading](#) where you're going?**
 - You can get infected while traveling. The more cases at your destination the more likely you are to get infected during travel and spread the virus to others when you return.
- **Is [COVID-19 spreading](#) in your community?**

- Even if you don't have symptoms, you can spread COVID-19 to others while traveling.
- **Are you or those you are traveling with [more likely to get very ill from COVID-19](#)?**
 - Individuals who have [an increased risk of severe illness from COVID-19](#) should limit their travel.
- **Do you live with someone who is [more likely to get very ill from COVID-19](#)?**
 - If you get infected while traveling you can spread COVID-19 to loved ones when you return, even if you don't have symptoms.
- **Does your home state of New Hampshire or your destination require you to stay home for 14 days after traveling?**
 - If you have just arrived back to New Hampshire from travel outside of ME, MA, RI, VT, or CT, follow the guidelines for [self-quarantine](#). For information on quarantine guidelines in other states or areas you may be visiting the [CDC's Travel During the COVID-19 Pandemic](#) page.
- **If you get sick with COVID-19, will you have to miss work or school?**
 - People with COVID-19 disease need to stay home until they are [no longer considered infectious](#).

Is it safe to travel to visit family or friends?

Travel increases your chances of getting and spreading COVID-19. Before you travel, learn if [coronavirus is spreading](#) in your local area or in any of the places you are going. Traveling to visit family may be especially dangerous if you or your loved ones are [more likely to get very ill from COVID-19](#). People at higher risk for severe illness need to take [extra precautions](#). For more information visit [CDCs Travel During the COVID-19 Pandemic page](#).

Is it safe to travel to campgrounds/go camping?

Going camping at a time when much of the United States is experiencing community spread of COVID-19 can pose a risk to you if you come in close contact with others or share public facilities (like restrooms or picnic areas) at campsites or along the trails. Exposure may be especially unsafe if you are [more likely to get very ill from COVID-19](#) and are planning to be in remote areas, without easy access to medical care. Also be aware that many local, state, and national public parks have been temporarily closed due to COVID-19. [CDCs Travel During the COVID-19 Pandemic page](#).

What if I recently traveled and am sick?

If you get sick with fever or cough in the 14 days after you return from travel:

- Stay home. Avoid contact with others.
- Follow our [self-quarantine guidelines](#).
- Contact your medical provider or visit our [website for options on how to get tested](#).
- You might have COVID-19; most people are able to recover at home without medical care.
- If you have trouble breathing or are worried about your symptoms, call or text a health care provider. Tell them about your recent travel and your symptoms.
- Call ahead before you go to a doctor's office or emergency room.

If you need to seek essential medical care for other reasons, such as dialysis, call ahead to your doctor and tell them about your recent travel.

What about families of people who have recently traveled?

There is no public health reason to exclude family members of people with no symptoms who were in an area with active community spread of disease in the previous 14 days. Family members who did not travel may go to school or work if the person who traveled has no symptoms.

I am traveling internationally. Should I cancel?

[CDC recommends](#) that you avoid all nonessential international travel because of the COVID-19 pandemic. Travel notices are based on assessment of the potential health risks involved with traveling to a certain area. [Visit CDCs COVID-19 Travel Recommendations by Country](#).

If you must travel, take the following routine precautions:

- Clean your hands often.
 - Wash your hands with soap and water for at least 20 seconds, especially after you have been in a public place, after touching surfaces frequently touched by others, after blowing your nose, coughing, or sneezing, and before touching your face or eating.
 - If soap and water are not available, bring and use hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub your hands together until they feel dry.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with others.
 - Keep 6 feet of physical distance from others.
- Wear a cloth face covering in public.
- Cover coughs and sneezes.
- Pick up food at drive-through restaurants, use curbside restaurant services, or stores.
- Make sure you are up to date with your routine vaccinations, including measles-mumps-rubella (MMR) vaccine and the seasonal flu vaccine.

If you travel to a location with any level of travel advisory for COVID-19, when you return, you should remain alert for fever or respiratory symptoms (e.g., cough, shortness of breath) and [self-quarantine](#).

Is it safe to go on a cruise?

CDC recommends that all people [defer travel on cruise ships](#), including river cruises, worldwide. That's because the risk of COVID-19 on cruise ships is high. People with an [increased risk of serious illness](#) should especially defer travel on cruise ships, including river cruises. Passengers who [return from a cruise ship or river cruise voyage are advised to stay home for 14 days, monitor their health, and practice social distancing](#).

Can flying on an airplane increase my risk of getting COVID-19?

Yes. Air travel requires spending time in security lines and airport terminals, which can bring you in close contact with other people and frequently touched surfaces. Most viruses and other germs do not spread easily on flights because of how air circulates and is filtered on airplanes. However, social distancing is difficult on crowded flights, and you may have to sit near others (within 6 feet), sometimes for hours. This may increase your risk for exposure to the virus that causes COVID-19.

PUBLIC NOTIFICATIONS

[NH DHHS Announces Potential Community Exposures Connected To Positive Cases Of COVID-19 At Gate City Church In Nashua](#)

The NH Department of Health and Human Services (DHHS) is investigating a potential outbreak of COVID-19 associated with individuals who have attended events hosted by the Gate City Church, located at 43 Main Street, Nashua, NH 03064. This includes a multi-day prayer session held from September 19th – 28th. To date, seven persons with COVID-19 have been identified with connections to the church community. DHHS and the Nashua Division of Public Health and Community Services are investigating these illnesses further and the church has moved to hosting virtual services only.

Any individuals who attended events associated with Gate City Church since September 19th may have been exposed to COVID-19 and should observe for illness and seek testing. For information on testing options available throughout the State, please visit www.dhhs.nh.gov/dphs/cdcs/covid19/documents/covid-testing-sites.pdf.

For persons without health insurance or a primary care provider, testing is available and can be scheduled by calling (603) 271-5980 or through completing the online form at business.nh.gov/DOS_COVID19Testing.

COVID-19 can present with a wide range of symptoms including fever, chills, cough, shortness of breath, runny nose, nasal congestion, sore throat, fatigue, headache, muscle aches, nausea, vomiting, diarrhea, or loss of taste or smell. Any person who develops new symptoms should stay home, limit their contact with others, immediately contact their healthcare provider and get tested for COVID-19. Guidance for self-observation is available at www.dhhs.nh.gov/dphs/cdcs/covid19/documents/self-observation-covid.pdf.

COVID-19 continues to circulate in our communities. People can protect themselves and help prevent further infections in our communities by:

- Washing your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoiding close contact with others. When outside your home, keep a distance of at least 6 feet between yourself and others. This is known as social distancing.
- Wearing a cloth face covering that covers your mouth and nose to protect others when in public areas.
- Covering your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Avoiding touching your eyes, nose, or mouth with unwashed hands.
- Staying home if you have a fever or are not feeling well.
- Cleaning and disinfecting frequently touched objects and surfaces.

For more information on COVID-19 in NH, please visit www.nh.gov/covid19/.

NH DHHS, DIVISION OF PUBLIC HEALTH SERVICES (DPHS) RESPONSE

We care deeply about the health and wellbeing of the people of NH. We are committed to sharing accurate information with the public to ensure the optimal health and wellbeing of all NH residents while also ensuring we uphold the highest privacy standards for individual patients. As an organization we rely on the best available science and evidence-based practices. In rapidly evolving situations such as this we will provide updated information as it becomes available.

NH DPHS has been working closely with the CDC since the first case of COVID-19 was detected in the United States. We are working very closely with our healthcare and public health partners. Visit our website for our full [case investigation and contact tracing plan](#).

In outbreaks such as this, public health recommendations may change. We encourage you to check these key resources frequently for updates:

- [U.S. Centers for Disease Control and Prevention \(CDC\)](#)
- [NH Department of Health and Human Services \(NH DHHS\)](#)
- [NH DHHS Educational Institution Novel Coronavirus 2019 \(COVID-19\) Frequently Asked Questions \(FAQ\)](#)
- [NH DHHS Novel Coronavirus 2019 \(COVID-19\) Provider Frequently Asked Questions \(FAQ\)](#)

KEY CONTACTS

Topic/Inquiry	Contact	Phone/Email
<ul style="list-style-type: none"> ▪ General Information www.nh.gov/covid19 ▪ 	2-1-1 New Hampshire	1-866-444-4211 TTY: 603-634-3388
<ul style="list-style-type: none"> ▪ Personal Protective Equipment (PPE) Supply Issues 	Requests for PPE need to be submitted electronically	https://prd.blogs.nh.gov/dos/hsem/?page_id=8673
<ul style="list-style-type: none"> ▪ Media Inquiries ▪ Requests for Media Support 	State of NH Joint Information Center	603-223-6169 JIC@dos.nh.gov
<ul style="list-style-type: none"> ▪ Testing for COVID-19 	Contact your healthcare provider or visit our website	Testing Webpage: https://www.nh.gov/covid19/resources-guidance/testing-guidance.htm COVID Testing Registration Form: https://business.nh.gov/DOS_COVID19Testing/