

Coronavirus (COVID-19)

Please use this sheet when addressing the public regarding COVID-19, we want to ensure we have a united message for all of those who are concerned. Thank you for your diligent work with this issue! Remember, this is a “working document” and will be updated as changes occur.

1. Is the County open?

The County is open for County business with modifications being made, practicing social distancing and protecting our citizen’s and employee’s health. Citizens are asked to conduct business with the County through the County website, by telephone, or by email if possible.

Please contact the specific Department in which you have business with regarding their current processes. Resources can also be found online at <https://www.franklincountyva.gov/>

Franklin County Parks and Recreation, Library, and the Franklin Center facilities are closed to the Public.

2. Where can I find resources regarding the Coronavirus (COVID-19)?

The Centers for Disease Control and Prevention (CDC) is constantly monitoring the situation and have useful links on their website found at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

The Virginia Department of Health (VDH) will be updating information specific to Virginia daily, the website can be reached at <http://www.vdh.virginia.gov/coronavirus/>.

3. What is the County doing in response?

The County has been and will continue working diligently to protect each of our citizens, and our employees. Please use this line (540) 483-3045 and this website <https://www.franklincountyva.gov/678/Coronavirus-COVID-19> as a means to stay up to date with the Coronavirus (COVID-19) locally.

4. What are the symptoms of Coronavirus (COVID-19) and where can I be tested?

Call your doctor: If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

Common signs of COVID-19 include fever, chills, cough and some shortness of breath. The majority of patients experience mild symptoms while others, especially the elderly or those with underlying health conditions, have severe symptoms that could lead to respiratory

failure. Carilion Clinic's Infection Prevention and Control team has developed an [infographic comparing COVID-19 symptoms to those of the flu, common cold and allergies](#).

You may also call the Carilion Clinic COVID-19 Community Hotline at 866-604-2873, Monday through Friday, 8 a.m. to 5 p.m. or access Carilion Clinic's FAQ page [here](#) or at <https://www.carilionclinic.org/coronavirus#faqs>

5. How can I help protect the County?

One person can break a chain of COVID-19 infection. Help protect your family and community. Stay home. Wash your hands. When out for essential trips, wear a cloth face covering, and keep at least 6 feet of distance between yourself and others.

Link to our local health district facebook page can be found [here](#), or by visiting this link: <https://www.facebook.com/WestPiedmontHealthDistrict/>

To lower the risk of spreading respiratory infections, including COVID-19, the Virginia Department of Health encourages everyone to:

- Stay home as much as possible, except for essential travel;
- If you must go out in public, wear a cloth face covering;
- Stay home when you are sick;
- Avoid contact with sick people;
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing;
- Wash your hands often with soap and water for at least 20 seconds; use an alcohol-based hand sanitizer if soap and water are not available;
- Avoid touching your eyes, nose, and mouth;
- Clean and disinfect frequently touched objects and surfaces;
- If you are experiencing symptoms, call your doctor;
- Practice social distancing. Maintain at least six feet of space between yourself and other individuals when out in public; and
- Avoid close contact with crowds of any size and avoid any crowd of more than 10 people.

6. How can I make a cloth face covering?

The virus that causes COVID-19 can spread from a person before they have symptoms. Take action to slow the spread by wearing a cloth face covering in public spaces, keeping at least 6 feet of physical distance, and frequently washing your hands. A cloth face covering can be made from items around your home, such as a scarf or cloth napkin. Make sure the covering reaches above your nose and below your chin. Have questions? Please visit the [CDC's website](#) at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

