



Call Center Script

Important things to remember

- Stick to the script
- Only refer to it as COVID-19
- ***The immediate risk still remains low*** for Madera County residents at the time
- A local state of emergency has been declared
- Colds and flu are common this time of year and share similar symptoms as COVID-19
- Direct callers to the [Community Feedback Form](#) on the Department of Public Health webpage if they want to be contacted by the department.
- Direct all media to the Public Health Communications Unit (559) 514-4857 (phone is monitored Monday – Friday, 8:00 – 5:00)
Email: phmedia@maderacounty.com
- Promote the Madera County Department of Public Health (MCDPH) website at www.maderacounty.com/publichealth or their COVID-19 webpage at www.maderacounty.com/covid19, and the feedback form.

What does it mean to declare a state of emergency?

- The declaration helps the County access resources, reassign staff to new roles, and implement plans that make it easier to get the necessary resources to County residents.
- There is only one confirmed case in Madera County and 2 confirmed in the neighboring counties, and ***the immediate risk still remains low*** for Madera County residents at this time.

What is the Department of Public Health doing about COVID-19?

- The Madera County Department of Public Health (MCDPH) is closely tracking the progress of COVID-19 and providing information to the community.
 - You can find that information at www.maderacounty.com/publichealth or www.maderacounty.com/covid19.
- Plans are in place to protect residents and limit exposure to the community.
- The department is working closely with other County agencies and leaders to get the necessary resources to County residents.

How do I get COVID-19?

- The virus is thought to spread mainly from person-to-person when in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes.
- It may be possible to get COVID-19 by touching a surface or object contaminated with the virus, but to-date, this is not thought to be the main means of virus spread.

What are the symptoms, how do I know if I have it?

- COVID-19 symptoms involve fever, coughing or difficulty breathing and either
 - 1) a recent visit to any high risk country or
 - 2) contact with a confirmed COVID-19 case.
- To date, almost all known COVID-19 cases involve travel abroad or direct contact with individuals known to have the infection.



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Should I get tested?

- If you are experiencing symptoms and feel medical care is needed, call ahead to your doctor for instructions so illness is not spread in the waiting rooms.
- Seek immediate medical care if symptoms become more severe such as high fever or difficulty breathing.

How do I avoid getting it?

There are a number of effective steps you can take to protect your health as well as the health of your family.

- Flu prevention steps can be used to prevent COVID-19.
- Hand washing for at least 20 seconds after using the bathroom, before eating, and after blowing your nose or sneezing.
- Actively discuss hand washing methods with your children and family members.
- When you do not have a sink available for hand washing, hand sanitizer can be used.
- Effective use of hand sanitizer requires adequate amount (two full pumps) for the hands to be wet and scrubbed for 20 seconds. Keep rubbing until dry.
- Keep adequate supplies within easy reach, including tissues and no-touch trash cans.
- Cover cough with a tissue or sleeve.
- Routinely disinfect commonly used surfaces such as door knobs, handles, seats, desks, tables, counters, devices, keyboards, touch screens, cell phones, telephones, faucets and drinking fountains.
- Avoid touching eyes, nose or mouth with unwashed hands.
Throw out trash bags daily.

Should I avoid going out in public?

- For now, we recommend following the flu prevention steps while out in public and practicing physical distancing of 6 feet between you and another person when available.
- Avoid attending mass social gatherings of more than 50 people or where physical distancing cannot be achieved.
 - This includes parties, weddings, open air markets, church services, etc.
- Stay home if you are sick and remain at home until fever has been gone for at least 24 hours without the use of fever-reducing medicines
- If you are age 65 or older or medically vulnerable with a compromised immune system you should stay at home.
 - Friends and family are encouraged to call seniors and see them in person if they are free of symptoms.

What does social distancing mean?

- It is a way to avoid unnecessary physical contact with another person such as:
 - Waving or fist-bumping instead of shaking hands or hugging.
 - Not sharing food, drinks, utensils, electronics, etc.
 - Avoiding close contact with people who are sick.
 - Keeping at least six feet between you and another person.

How do I get groceries or other resources if I don't go out in public?



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- Ask a low risk family member to go shopping for you.
- Utilize any of the home delivery services available in your area.
- MCDPH is working closely with other County agencies and leaders to get the necessary resources to County residents

Should I be wearing a mask?

- If you are not sick, we do not recommend using masks. Infection happens when people touch their face, and wearing a mask typically increases that behavior.

What if I show signs?

- If you are experiencing symptoms and feel medical care is needed, call ahead to the doctor for instructions so illness is not spread in waiting rooms.
- Seek immediate medical care if symptoms become more severe, e.g., high fever or difficulty breathing. Call ahead to the doctor for instructions to reduce spread of illness in waiting rooms.
- If you don't currently have a doctor contact your local clinic or urgent care.
 - Madera Community Hospital Rapid Care
1250 E Almond Ave.
(559) 675-2688
M-F: 8:30AM-11AM
Sat & Sun: 8:30AM-4PM
 - Camarena Urgent Care
720 E Almond Ave.
(559) 664-4000
Tue & Wed: Closed
Mon, Thu, & Fri: 1–9PM
Sat & Sun 10AM–6PM
 - (Will fill in more later)

Where can I get more information?

- Get information from a trusted source:
 - MCDPH website or COVID-19 page: www.maderacounty.com/publichealth or www.maderacounty.com/covid19.
 - MCDPH phone: (559) 675-7893
 - Community feedback form
 - CDC latest updates: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>
 - California Dept. of Public Health updates: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCoV2019.aspx>
 - California Dept. of Public Health Guidance page: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Guidance.aspx>

Additional information you can provide

- Encourage callers to look out for these common signs of distress:
 - Feelings of numbness, disbelief, anxiety or fear.
 - Changes in appetite, energy, and activity levels.



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- Difficulty concentrating.
- Difficulty sleeping or nightmares and upsetting thoughts and images.
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes.
- Worsening of chronic health problems.
- Anger or short-temper.
- Increased use of alcohol, tobacco, or other drugs.
- Offer these CDC tips to caller to reduce stress and support themselves
 - 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, and 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.
- Direct callers to reliable sources such as the MCDPH, Centers for Disease Control and Prevention (CDC), and California Department of Public Health websites.
 - Explain that sharing the facts about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful.
 - Explain that sharing accurate information about COVID-19 you can help make people feel less stressed and allow you to connect with them.