



## A message from the City of Winter Haven

The City of Winter Haven is closely monitoring the impact of COVID-19 (coronavirus), and is focused on following all State and County orders and decisions. At the same time, the City is working tirelessly to seamlessly provide municipal services as we constantly maintain a healthy work environment for our dedicated employees and customers.

As a Winter Haven citizen, you are part of a community of neighbors who care, support, and help each other at a moment's notice. It's our residents who make Winter Haven a community of excellence. Keep taking care of each other. Follow the most current Executive Orders from the Governor, from the County and from the City. Stay at home as much as possible, always maintain a social distance of 6-feet or more, never put yourself in a group with 10 or more people, and wash your hands. We need you to stay healthy! And to help you remain healthy, we have listed a few Frequently Asked Questions below.

## COVID-19 (Coronavirus) Frequently Asked Questions

The following information was gathered from the Florida Department of Health website. For additional information and current updates, please refer to <https://floridahealthcovid19.gov/> or <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

The Florida Health Department COVID-19 Call Center is available 24/7 at 1 (866) 779-6121 or [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov). Or contact the Polk County Health Department information center at 863-519-7911 Monday-Friday 8 am - 5 pm.

### HOW DO I PREVENT AND PREPARE FOR COVID-19?

There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to the virus (and avoid exposing other people). Here's how:

- **Practice social distancing:** If you are around other people, keep 6 feet between you when possible. Avoid hugs, handshakes, large gatherings and close quarters.

*Why?* The virus is thought to spread mainly from person-to-person. When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth, which may contain the virus. If you are too close, you can breathe in the droplets, including the coronavirus if the person coughing has the disease.

- **Clean your hands often:** Wash your hands frequently with soap and water for at least 20 seconds. Or, use a hand sanitizer with at least 60% alcohol. Clean your hands especially after you have been in a public place, or after blowing your nose, coughing or sneezing.

*Why?* Washing your hands or using alcohol-based hand sanitizer kills viruses on your hands.

- **Avoid touching eyes, nose and mouth**

*Why?* Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth.

- **Cover coughs and sneezes:** 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.

*Why?* Droplets spread the virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.

- **Clean and disinfect “high-touch” surfaces:** 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, first clean with detergent or soap and water, and then disinfect. Most common EPA-registered household disinfectants, diluted household bleach solutions, and alcohol solutions with at least 70% alcohol will work.

### What do I do if I think I was exposed to coronavirus?

- **Watch for symptoms:** Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed COVID-19 cases. Symptoms that may appear 2–14 days after exposure include fever (100.4°F/38°C or higher), cough, and/or shortness of breath. If you develop the following emergency warning signs for COVID-19, get medical attention immediately.
  - Difficulty breathing or shortness of breath
  - Persistent pain or pressure in the chest
  - New confusion or inability to arouse
  - Bluish lips or face
- **Call before you go:** Call your doctor or your County Health Department if you think you have been exposed to COVID-19 and develop a fever and symptoms. Tell them about your symptoms and your exposure. They will decide whether you need to be tested. Consult your health care provider for other symptoms that are severe or concerning.
- **What do I do if I’m sick?** If you think you may have been exposed to COVID-19 and show symptoms, contact your healthcare provider or County Health Department immediately.

### If you are sick with a fever (100.4°F/38°C or higher) or cough, have trouble breathing, or suspect you have COVID-19, here’s how to help prevent the disease from spreading to people in your home and community.

- **Self-isolate at home:** If you’re mildly ill with COVID-19, isolate at home during the illness. You should restrict activities outside your home, except for getting medical care. Do not go to work, school or public areas. Avoid using public transportation, ride-sharing, or taxis.
- **Stay away from others:** As much as possible, stay in a specific room and away from other people in your home. Use a separate bathroom, if available. Avoid all contact with pets and other animals while you are sick with COVID-19, just like you would around other people. (Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. 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.)
- **Wear a facemask if you are sick:** If you are sick, wear a facemask around other people.

*Why?* When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth, which may contain the virus. If you are not able to wear a facemask (for example, because it causes trouble breathing), then cover your coughs and sneezes. People caring for you should wear a facemask around you.

The City of Winter Haven continues to update its COVID-19 webpage at <https://www.mywinterhaven.com/government/covid-19-impacts-and-updates/>. Scroll to the bottom to find links to additional resources such as the CDC, Florida Department of Health, Polk County Health Department, Polk County School Board, and more. Thank you for supporting and helping your neighbors, your friends and your community. We are all in this together. Be well.