



## **Jackson County Additional FAQs**

**April 9, 2020**

Here are some questions we continue to receive regarding the Governor's Stay at Home order and Jackson County's supplemental declarations:

### **How can I contribute to slowing the spread of COVID-19 in our community?**

Focus on these steps to keep yourself and the ones you love safe and healthy—wash your hands, don't touch your face, stay home, if you must of out, maintain 6 feet apart from others, don't congregate in groups outside of those residing with you. These actionable steps are things you have control over and ways you can slow the spread of COVID-19 in Jackson County.

### **How can I celebrate the upcoming holiday while complying with social distancing guidelines?**

There are many ways you can celebrate while keeping at least 6 feet apart from others and not gathering in groups of 10 or more. Consider one of the following ideas:

- Attend a drive-in or virtual worship service
- Listen to your favorite holiday or worship music
- Schedule a virtual hangout with family or friends
- Give an offering to a church, non-profit, or someone in need
- Send a card or an email to a loved one
- Plan a special meal with those in your household

### **Can I get tested for COVID-19 at JCDPH?**

Yes. We can test patients for COVID-19 if they meet the current criteria (which can be reviewed at <https://www.ncdhhs.gov/divisions/public-health/covid19/symptoms-and-testing-covid-19>) and have a doctor's order (just like any other lab order). Tell your healthcare provider to call us first so that we can be prepared. Bring the doctor's order with you or have your provider fax it to us.

### **Where else can I get tested for COVID-19 in Jackson County?**

Many healthcare providers in Jackson County can test patients for COVID-19. JCDPH recommends that healthcare providers follow the current criteria (which can be reviewed at <https://www.ncdhhs.gov/divisions/public-health/covid19/symptoms-and-testing-covid-19>) to guide decisions on testing but providers are able to order COVID-19 testing for individuals as they see fit. If you don't have a healthcare provider or don't know where to go, call JCDPH and we can help you make an informed decision.

**How many COVID-19 tests have been done in Jackson County?**

Many healthcare providers in Jackson County have been ordering tests for COVID-19 since early March. Initially, State guidance required healthcare providers to report all tests ordered to the Health Department. State guidance has now changed—healthcare providers now only have to report when a patient tests positive for COVID-19. This means that JCDPH is not being notified of all testing and thus unable to report the number of tests done in Jackson County. JCDPH will continue to share positive cases with the public.

**Are tests still being done in Jackson County?**

Yes. Healthcare providers are still ordering tests in Jackson County. JCDPH recommends that healthcare providers follow the current criteria (which can be reviewed at <https://www.ncdhhs.gov/divisions/public-health/covid19/symptoms-and-testing-covid-19>) to guide decisions on testing but providers are able to order COVID-19 testing for individuals as they see fit.

**I believe an Airbnb or Vacation Rental near me may be rented. What should I do?**

Airbnb owners have been supplied with a copy of the notice that prohibits rentals unless certain exemptions apply such as essential workers (including but not limited to healthcare, construction, etc.). It could be that the unit is rented by one of those workers from out of state here on essential business. If that is the case, they are required to provide their work ID badge or a letter from their employer upon check-in. This is true of all accommodations. It could also be occupied by the owner of the property who might also live part-time out of state.

Please do not call emergency lines to report potential violations. If you have direct knowledge of a specific violation please call the non-emergency number, 828-586-1911 to report. Due to the volume of calls received, the response may not be immediate as calls are prioritized in terms of safety.

**Are people required to stay at home for 14 days if they arrive from out of state?**

Yes, unless they are here to work in an essential job. They need to stay at home for 14 days before coming into the community for essential purposes such as grocery shopping. They are encouraged to bring enough household goods to stay at home for 14 days and not wait until they arrive in Jackson County to purchase them. You do not need to report individuals or neighbors for not staying at home but should keep yourself safe and avoid contact with them. Staying home protects themselves and the ones that they love—prevents them from exposing others to the virus if they have it as well as not getting exposed to the virus if they don't have it.

**Can we post signs with regulations? Or check people entering our county?**

With as many entrances to the county as we have it would take significant law enforcement resources to control the ingress and egress of traffic and potentially place them in harm's way.

Law enforcement efforts are focused on the safety and well-being of our citizens daily. We have increased sign boards throughout our county advising people to stay home and save lives. We are deploying sign boards and law enforcement where needed. Over 100 flyers reviewing what you can and cannot do in N.C., under the Governor's Stay at Home Order have been posted around the county. These have been posted at Post Offices, grocery stores, essential businesses and other areas where they may be seen. The posters have also been shared on social media outlets, mass e-mails, radio broadcasts, newspaper articles, press releases, and more.