Aloha,

Just like you, Catholic Charities Hawai‘i (CCH) is concerned about the Coronavirus (COVID-19) pandemic and the impact it is having on our community. CCH is committed to supporting our clients and the community by providing essential services as designated by Governor Ige and the county mayors in their emergency “stay at home, work at home” orders.

CCH would like to provide some answers to Frequently Asked Questions we have received from our clients so you can focus on what matters most – caring for your family’s health and safety.

For additional information, updates, and COVID-19 resources, please visit us at www.catholiccharitieshawaii.org. We will be updating the website regularly.

**How will I receive services if I am sheltering in place?**

**Limiting face-to-face contact:**
- For everyone’s safety and to prevent COVID-19 from spreading, all CCH staff are following social distancing rules and will be providing services through phone, zoom, or other virtual contact as much as possible.
- If your CCH worker determines that s/he needs to meet with you face-to-face, s/he will ask you a short set of screening questions before meeting with you.
- If you are at risk of having COVID-19, your CCH worker will recommend you contact your health care provider for medical consultation.

**Are CCH offices still open if I need to see my case worker?**

YES, our offices are still open statewide, by appointment only. The doors are locked so you need to call before going to one of our offices.

**Appointment Only:**
- All CCH offices statewide will not have walk-in clients until further notice.
- Due to health and safety precautions, all clients and visitors are required to schedule an appointment by email or phone in advance of meeting with CCH staff.

**How do I protect myself and my family from COVID-19?**

There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to this virus. We encourage all of you to take steps to protect yourself:
• Wash your hands often with soap and water for at least 20 seconds.
• Avoid touching your eyes, nose, and mouth with unwashed hands.
• Avoid close contact with people who are sick.
• Stay home when you are sick.
• Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
• Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.


What do I do if I think I have COVID-19?

Symptoms of COVID-19: The most common symptoms of COVID-19 are cough, fever, and shortness of breath. Some patients may have aches and pains, nasal congestion, runny nose, sore throat, or diarrhea. If you have COVID-19 symptoms, the Hawaiʻi State Department of Health (DOH) and Centers for Disease Control and Prevention (CDC) recommend you:

• Contact your doctor to see if you need to be tested.
• Call before you go in to get medical care.
• Seek immediate care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.

https://hawaiicovid19.com/symptoms/

What do I need to do if I am infected with COVID-19?

If your test confirms you have COVID-19, the Hawaiʻi State Department of Health (DOH) and Centers for Disease Control and Prevention (CDC) recommend you:

• Stay home except to get medical care, do not visit public places.
• Stay in a specific room and separate yourself from other people and pets in your home.
• Use a separate bathroom if available.
• Wear a face mask when you are around other people.
• Follow basic precautions (i.e. cover your mouth when you cough, wash your hands, clean and disinfect regularly)
• Self-monitor your symptoms.
• Remain in home isolation until you are cleared by your doctor or the Department of Health.

https://hawaiicovid19.com/symptoms/

How do I care for someone in my home if they are sick with COVID-19?

COVID-19 spreads between people who are in close contact so it is essential that you take precautions to protect yourself from getting sick. If you are caring from someone at home, the CDC recommends you:

• Monitor the person for worsening symptoms.
• If they are getting sicker, call their doctor. For medical emergencies, call 911 and notify the dispatcher that they have COVID-19.
• Have the person stay in one room, away from other people, including yourself, as much as possible.
• Have the person wear a face mask if they need to be around others.
• Follow basic precautions to prevent the spread of germs (i.e. wash your hands, clean and disinfect regularly).
• Wash laundry thoroughly.
• Wear gloves and a face mask, if available, while providing care.
• Follow basic precautions (i.e. cover your mouth when you cough, wash your hands, clean and disinfect regularly)


For additional information about COVID-19:
• Visit the Hawai‘i State Department of Health resource page at https://hawaiicovid19.com/
• You may also contact Aloha United Way 211 for additional information.
• For general information about the Coronavirus (COVID-19), visit the Centers for Disease Control and Prevention at https://www.cdc.gov/