



Town of Canton, Massachusetts

BOARD OF HEALTH
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Frequently Asked Questions Regarding COVID-19 **Updated as of 3/15/2020**

We at the Canton Health Department recognize that in the ever evolving situation regarding COVID-19, people have a lot of question and concerns. We want to answer some of these frequently asked questions here. As the situation is quickly evolving, please refer to the Massachusetts Department of Public Health (DPH) website for **most up to date and accurate** information.

You can access the DPH website by [clicking here](#) and the Center for Disease Control (CDC) website by [clicking here](#).

If you believe you or anyone in your family has had contact with an individual who has been exposed to COVID-19, please call the Massachusetts Department of Public Health at (617) 624-6000 or TTY/TDD (617) 624-6001 and the Canton Board of Health Office at (781) 821-5021.

What are the symptoms and complications of COVID-19?

Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough, and difficulty breathing. Read the CDC's guide: [COVID-19 Symptoms](#).

Should I be tested?

On March 13, 2020 DPH issued a guidance letter for testing of persons with suspect COVID-19 through the Massachusetts State Public Health Laboratory: [COVID-19 PUI Criteria](#) If you meet one of these criteria, you should contact your, health care provider, call 2-1-1, which is a 24-hour state-supported telephone hotline or the Canton Board of Health at (781) 821-5021. Please call ahead before showing up at your doctor's office, emergency rooms or urgent care facilities.

What does it mean to be quarantined?

We use quarantines to stop the spread of contagious diseases. Quarantines are for people or groups who don't have symptoms but were exposed to the sickness. A quarantine keeps them away from others so they don't unknowingly infect anyone.

What should I do if someone in my household is quarantined?

If you or someone in your family is required to be quarantined, the health department will work with you and your family to ensure we keep everyone safe. Here are the guidelines to follow if this should arise. [Information and Guidance for people in Quarantine due to COVID-19](#)

What's the difference between isolation and quarantine?

While isolation serves the same purpose as quarantine, it's reserved for those who are already sick. It keeps *infected* people away from healthy people to prevent the sickness from spreading.

If you are in need of emergency services and are in isolation or quarantine, *please alert EMS of your quarantine or isolation status*. This will allow our emergency responders to take the necessary precautions to reduce the risk of infection.

Is it safe to attend events and gatherings?

On March 13, 2020 Governor Charlie Baker issued an [emergency order](#) prohibiting most gatherings of over 250 people in an effort to limit the spread of the Coronavirus. Please see full press release here: [Order Limiting Large Gatherings](#).

The Department of Public Health has posted recommendations to mitigate the spread of COVID-19, which are available here: [COVID-19 Prevention and Treatment](#).

Higher risk individuals (including older adults, anyone with underlying health conditions or weakened immune system, and pregnant women) should avoid large gatherings. Organizations should postpone or cancel non-essential large events and gatherings. If events cannot be cancelled, make adjustments to keep people safe and healthy. [Full guidance is available here](#).

Is it safe to travel internationally and domestically?

Please check the CDC website for travel updates: www.cdc.gov/coronavirus/2019-ncov/travelers.

Still have general questions?

If you still have general questions regarding COVID-19 please dial 211 on your phone. The Massachusetts 2-1-1 informational and referral hotline is available 24 hours a day, 7 days a week. You can also call us at the Canton Health Department for additional guidance at (781) 821-5021.

We will try to continue to give you up-to-date answers as to when we can return to normal activities. For now here are some things you can do to help the situation:

What can I do?

Many of the things you do to help prevent colds and the flu can help protect you against other respiratory viruses, including COVID-19:

- **Wash your hands often** with soap and warm water for at least 20 seconds.
- **Avoid touching** your eyes, nose and mouth.
- **Clean things that are frequently touched** (like doorknobs and countertops) with household cleaning spray or wipes.
- **Cover your mouth** when you cough or sneeze. Use a tissue or your inner elbow, not your hands.
- **Stay home if you are sick** and avoid close contact with others
- **Practice social distancing** by limiting close contact with others as much as possible (about 6 feet).
- **Post this flyer** where you can in your businesses and facilities to help remind people of what they can do: [Stop the spread of germs](#)

Check on your most vulnerable friends, family and neighbors via phone call or internet to ensure during this time of social distancing people have access to food and avoid social isolation.