

## RESOURCE GUIDE

Organization	Support Offered	Price	Contact
Richmond City/ Henrico Health District COVID-19 Help Line	Connection to testing and answers to questions about COVID-19	Free	(804) 205-3501
The Peter Paul Center	Connection to several community resources	Free	(804) 780-1195, Monday-Friday, 9am-5pm
Richmond Behavioral Health Authority	24/7 COVID-19 Hotline	Free	(804) 819-4100, 24 hours a day/ 7 days a week
Mental Health of America - Virginia	"Warm Line" to just talk to another person	Free	(866) 400-6428
Side by Side	Group Sessions for LGBTQ+ Youth (Also specifically groups for POC)	Free (Registration Required)	<a href="http://www.sidebysideva.org/">http://www.sidebysideva.org/</a>
COVID-19 Text Assistance	Grocery and prescription pick-up	Free	Call or text COVIDREQUEST to (855) 460-1401
Richmond Public Schools	Get access to hot lunches and free WIFI hotspots	Free for RPS students	Call (804) 780-6195
Virginia Employment Commission	Unemployment insurance	Free	Call (866) 832-2363 or <a href="http://vec.virginia.gov/unemployed">vec.virginia.gov/unemployed</a>
Women, Infants, and Children	Help for mothers and children	Free	<a href="https://www.vdh.virginia.gov/wic-participants/new-participants/">https://www.vdh.virginia.gov/wic-participants/new-participants/</a>
The YMCA	Free work out classes for in home workouts	Free	<a href="http://ymca360.org/">ymca360.org/</a>
Richmond Mutual Aid	Supplying basic needs for individuals and families	Free	Email <a href="mailto:richmondmutualaid@protonmail.com">richmondmutualaid@protonmail.com</a> or call or text (804) 404-2346
Comcast	Supplying families with internet access	\$10 a month	<a href="http://internetessentials.com/covid19">internetessentials.com/covid19</a>
Virginia Department of Behavioral Health and Developmental Services	Warm line to help deal with life changes as a result of COVID-19. Emotional support and referrals for mental health and other services	Free	(877) 349-6428
Safe Harbor	Confidential helpline. Talk to someone about domestic and/or sexual violence.	Free	(804) 612-6126 24 hours a day/ 7 days a week
RVA Strong and help1rva	Search for services in Richmond	Free	<a href="http://rvastrong.org">rvastrong.org</a> and <a href="http://help1rva.org">Help1rva.org</a>

## COVID-19 QUICK INFORMATION GUIDE

### ***What are the symptoms of COVID-19 and how are they treated?***

There is a wide range of COVID-19 symptoms. Symptoms may appear 2-14 days after exposure to the virus. The most common COVID-19 symptoms and ways to manage them are listed in the table below

Symptom Level	Symptom	Caring for Symptoms	General Care Suggestions
Mild	<ul style="list-style-type: none"> <li>• Body temperature of less than 100.4 degrees</li> <li>• Muscle or body aches</li> <li>• Headache</li> </ul>	Fever, Headache, Muscle aches, or Body aches – Use a mild pain reliever like Tylenol, Advil, or Motrin	<ul style="list-style-type: none"> <li>• Stay at home</li> <li>• Stay completely away (quarantine) from other people for 14 days from the day of exposure</li> <li>• Drink plenty of fluids, get lots of rest</li> <li>• Avoid alcohol and caffeine</li> <li>• Manage symptoms with over-the-counter drugs</li> <li>• Call a doctor or other medical professional within 24 hours for more advice</li> </ul>
	<ul style="list-style-type: none"> <li>• Sore throat</li> </ul>	Sore throat - Tylenol, throat spray, cough drops	
	<ul style="list-style-type: none"> <li>• Stuffy or runny nose</li> </ul>	Stuffy/Runny nose - Sudafed, saline nasal spray, Claritin, Zyrtec	
	<ul style="list-style-type: none"> <li>• Cough</li> </ul>	Cough - Mucinex, Robitussin, Delsym	
	<ul style="list-style-type: none"> <li>• Nausea or vomiting</li> <li>• Diarrhea</li> </ul>	Nausea, Vomiting, or Diarrhea- Drink fluids (water, Gatorade/Powerade) and eat simple foods (bananas, toast)	
	<ul style="list-style-type: none"> <li>• Fatigue (Being really tired)</li> </ul>	Fatigue- Sleep	
	<ul style="list-style-type: none"> <li>• New loss of taste or smell</li> </ul>	No treatment for loss of taste or smell	
Moderate/ Severe	<ul style="list-style-type: none"> <li>• Body temperature of more than 104 degrees</li> <li>• Trouble breathing or shortness of breath</li> <li>• Altered mental status (new confused thoughts and conversations or unable to have a conversation)</li> <li>• Lips or hands that have a blue color</li> <li>• Persistent pain or pressure in the chest</li> </ul>	Plan to go to the hospital	<ul style="list-style-type: none"> <li>• Go to the Emergency Room or call 911</li> <li>• Let someone know that help is needed for a person who may have COVID-19</li> </ul>

If someone with moderate/severe symptoms goes to the hospital quickly after feeling bad, there is a better chance that they will get well than if they wait. When a person is in the hospital, they may be given fluids in their veins to help blood move through the body. They may also be given an oxygen mask to help breathe.

A person with moderate/severe symptoms may have problems that make it harder to get better, but they can be treated in the hospital:

- Problem 1- An infection in the lungs. This is often treated by giving antibiotics.
- Problem 2- Fluid in the lungs. This is treated by pushing oxygen into the lungs using a machine. It is also treated by directly moving oxygen and carbon dioxide in and out of the blood.
- Problem 3- An infection in the bloodstream. This is treated by giving antibiotics, fluids through the veins, and other medications.

## Why is COVID-19 testing important?

COVID-19 testing is important because it can diagnose a current infection or tell whether a person was recently infected. Knowing whether you are infected can help stop the spread of the virus that causes COVID-19 by getting proper care and by helping others take measures to keep themselves safe if they may be infected.

## Should I get tested for COVID-19?

Maybe. Talk to your doctor or health professional to decide whether to get tested. Here are some things to think about as you plan your next steps:

- Do you have symptoms? If so, how severe are they?
- Do you work in a healthcare facility or as a first responder?
- Are you uninsured or underinsured?
- Do you live with a large group of people? (e.g., roommates, family members, long-term care facilities, group homes, or jails)

If you answer yes to any of these questions, your doctor or health professional may recommend you get tested.

## What kinds of COVID-19 tests are out there and what do their results mean?

There are two general types of tests for the virus that causes COVID-19: a viral test and an antibody test.

- Viral Test- The viral test is used to detect a current infection. It uses a swab that goes down the nose or throat. It is used to detect the presence of genetic material from the virus that causes COVID-19.
- Antibody Test- The antibody test detects past infection. It uses a blood sample. It can tell whether a person's body has been fighting the virus that causes COVID-19. Right now, nobody is sure that having antibodies against COVID-19 will prevent a person from being infected again.

	I TOOK A VIRAL TEST AND IT WAS...		I TOOK AN ANTIBODY TEST AND IT WAS...	
	Positive	Negative	Positive	Negative
<b>What does this mean?</b>	This means you have a current infection and should talk to a health professional	This means you probably were not infected with the virus that causes COVID-19 when you took the test	This means that you have developed antibodies against COVID-19 and you were infected with the virus	This means that you did not have antibodies against COVID-19 when you took the test
<b>What should I do right now?</b>	<ul style="list-style-type: none"><li>• Stay completely away (quarantine) from other people for 14 days from the day you think you came in contact with the virus</li><li>• Take care of any symptoms you may have</li></ul>	<ul style="list-style-type: none"><li>• Watch for symptoms in yourself and others that you may have recently been in contact with</li><li>• <i>Continue to prevent infection: use a mask, keep 6-foot distance from others, and wash hands</i></li></ul>	<ul style="list-style-type: none"><li>• You may still be able to be infected with the virus again.</li><li>• <i>Continue to prevent infection: use a mask, keep 6-foot distance from others, and wash hands.</i></li></ul>	<i>Continue to prevent infection: use a mask, keep 6-foot distance from others, and wash hands.</i>
<b>What might happen next?</b>	A Contact Tracer may reach you to learn more about your recent activity	If you have COVID-19 symptoms you may need to take the test again.	A Contact Tracer may reach you to learn more about your recent activity	If you have COVID-19 symptoms you may want to take a viral test

## ***What is Contact Tracing?***

Contact tracing is a process where a person called a Contact Tracer will find and talk to people who may have been exposed to the virus that causes COVID-19. Conversations with Contact Tracers mostly take place over the phone. Contact Tracers work for the local health department to prevent the spread of COVID-19 in the community. Contact Tracers can connect a person with additional help if needed.

## ***Who Gets Called by a Contact Tracer?***

There are two types of people who are contacted by a Contact Tracer: (1) people who have been infected with COVID-19 and (2) people who may have been infected with COVID-19.

## ***A Contract Tracer Called Me. Now What?***

Conversations with a Contact Tracer are **voluntary** and **confidential**. When talking to a Contact Tracer, you will be asked some questions to understand more about your daily activities and the people you were in contact with during those activities. The Contact Tracer will ask about your most recent activities within the last several weeks. The Contact Tracer will create a list of all the people you may have had close contact with. An interview with someone who is sick with COVID-19 usually lasts between 30-60 minutes. Contact Tracers CAN share the following: details about the spread of COVID-19 and the resources to help you get COVID-19 testing or other support. Contact Tracers CANNOT share the names or personal information of anyone they speak with. Contact Tracers WILL NOT ask you for your or citizenship status or identification (Driver's License, Passport, Green Card).

## ***Beware of Scammers!***

Before talking to a Contact Tracer, make sure to confirm their credentials. You may first get a text message from the health department, telling them a Contact Tracer will call from a specific number. At the end of the call, some states ask if the contact would like to enroll in a text message program, which sends daily health and safety reminders. Contact Tracers WILL NOT ask you for money or information like your Social Security number, bank account, or credit card number.

## **References and for More Information**

COVID-19 Testing/Symptoms & What to Do if You are Sick with COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Overview of Testing for SARS-Cov-2. <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>

Ending Isolation after COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

Antibody Testing for COVID-19. <https://www.mayoclinic.org/diseases-conditions/coronavirus/expert-answers/covid-antibody-tests/faq-20484429>

COVID-19 Testing Guidance-Virginia Department of Health. <https://www.vdh.virginia.gov/coronavirus/health-professionals/vdh-updated-guidance-on-testing-for-covid-19/>

What to Do if You Have Confirmed or Suspected Infection of COVID-19. <https://www.vdh.virginia.gov/coronavirus/coronavirus/what-to-do-if-you-have-confirmed-or-suspected-coronavirus-disease-covid-19/>

An Inside Look at the Job of a Contact Tracer. <https://www.jhsph.edu/covid-19/articles/an-inside-look-at-the-job-of-a-contact-tracer.html>

Contact Tracing, Virginia Department of Health. <https://www.vdh.virginia.gov/coronavirus/prevention-tips/contact-tracing/>

COVID-19 Text Message Tracing Scams. [https://www.consumer.ftc.gov/blog/2020/05/covid-19-contact-tracing-text-message-scams?&web\\_view=true](https://www.consumer.ftc.gov/blog/2020/05/covid-19-contact-tracing-text-message-scams?&web_view=true)