

COVID-19

Community Response Captain Training

Updated April 9th, 2020



AGENDA

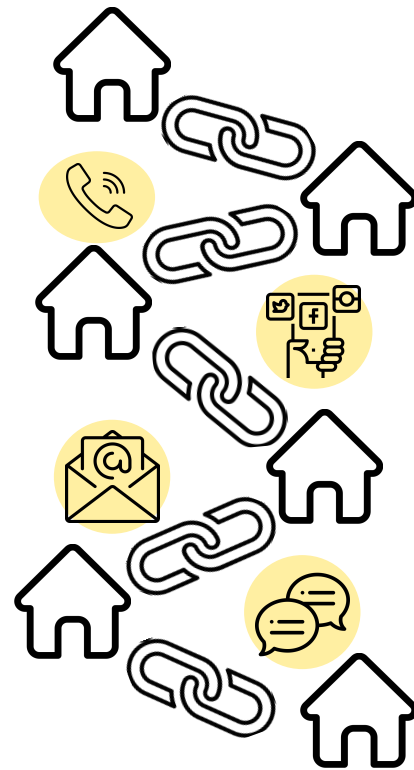
COVID-19: WHAT YOU NEED TO KNOW

- What is coronavirus?
- City of Philadelphia - Daily Update
- The spread and prevention of COVID-19
- Treatment and testing options
- Your role as a COVID Community Response Captain
- Volunteer Opportunities
- Community Resources



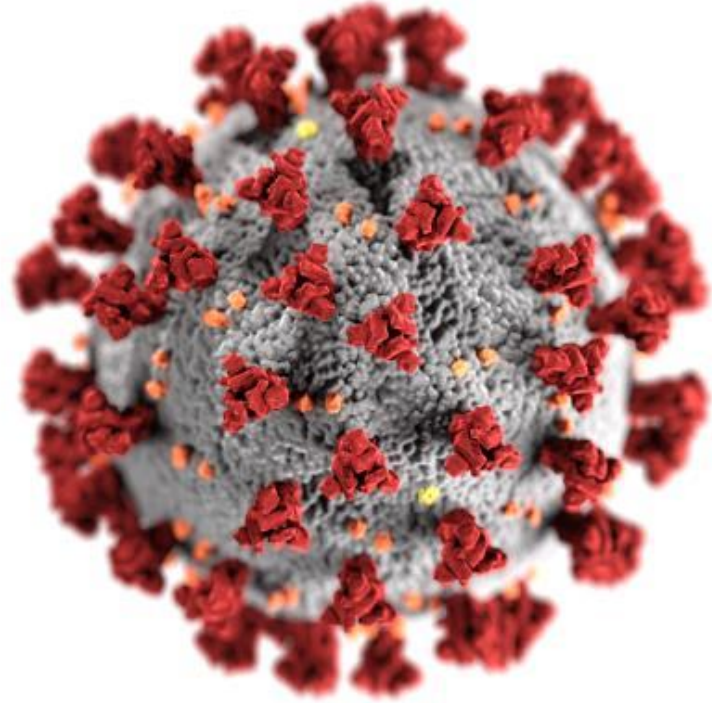
WHAT DOES A COVID-19 COMMUNITY RESPONSE CAPTAIN DO?

- Share updated information about the COVID-19 pandemic
- Check in on your neighbors
- Encourage your peers to follow CDC guidelines
- Provide informational support and help peers find services
- Provide support to people who need translation services / language access



WHAT IS CORONAVIRUS / COVID-19?

COVID-19, also known as the coronavirus, is considered a novel (new) virus whose discovery has been traced back to late October of 2019.



WHAT IS CORONAVIRUS / COVID-19?

There is still a lot we do not know about the coronavirus.

We do know that it looks a lot like other respiratory viruses, **like the common cold or the flu.**



DAILY COVID-19 UPDATE

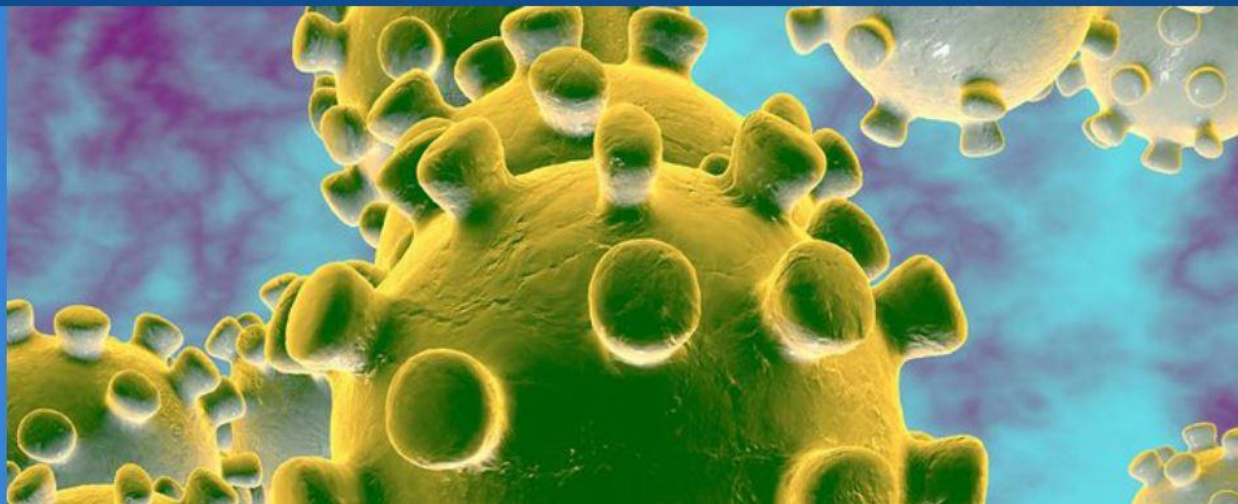
<https://www.phila.gov/programs/coronavirus-disease-2019-covid-19/>



The City has issued a new [Business Activity and Stay at Home Order](#) restricting business activity, personal activity, and congregation in Philadelphia. Get updates about COVID-19 in Philadelphia: [phila.gov/COVID-19](https://www.phila.gov/COVID-19)

Coronavirus Disease 2019 (COVID-19)

Providing information and updates about
COVID-19 in Philadelphia.

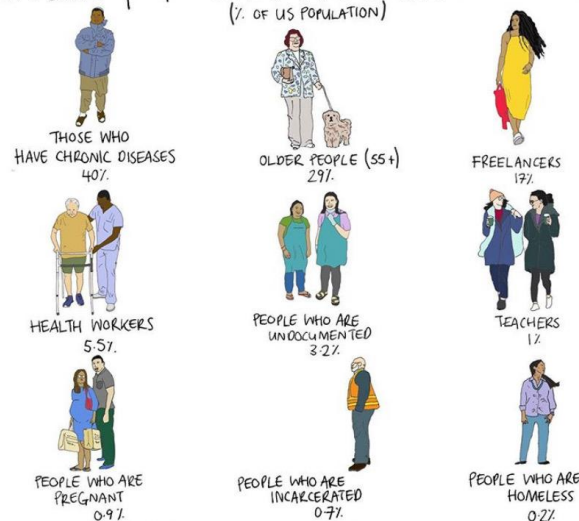


WHO IS AT RISK OF SEVERE ILLNESS?

- **Older Adults** and the elderly (ages 60+)
- Those who are **immunocompromised**
- Those with serious **underlying health conditions**

It is important to understand **young and healthy people are NOT immune** from contracting the COVID-19!

Protect people who are vulnerable to disease:
(% OF US POPULATION)



Source: Centers for Disease Control & Prevention.

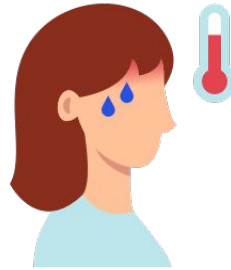
Image credit: Mona Chalabi

SYMPTOMS OF COVID-19

The **most common** symptoms:



A COUGH



A FEVER



**DIFFICULTY
BREATHING**

Less common symptoms:

- Fatigue
- Headache
- Vomiting
- Loss of sense of smell or taste
- Muscle or joint pain
- Chills
- Diarrhea

SEVERE SYMPTOMS TO MONITOR



If you have **trouble breathing**, **worsening cough**, **chest pain** or other severe symptoms, call your healthcare provider, go to an urgent care clinic, or go to an emergency department.

SYMPTOMS OF COVID-19



Source: Annals of Internal
Medicine, March 2020

still not 100%, because
some people will be asymptomatic
meaning that they never show symptoms

Image credit: Mona Chalabi

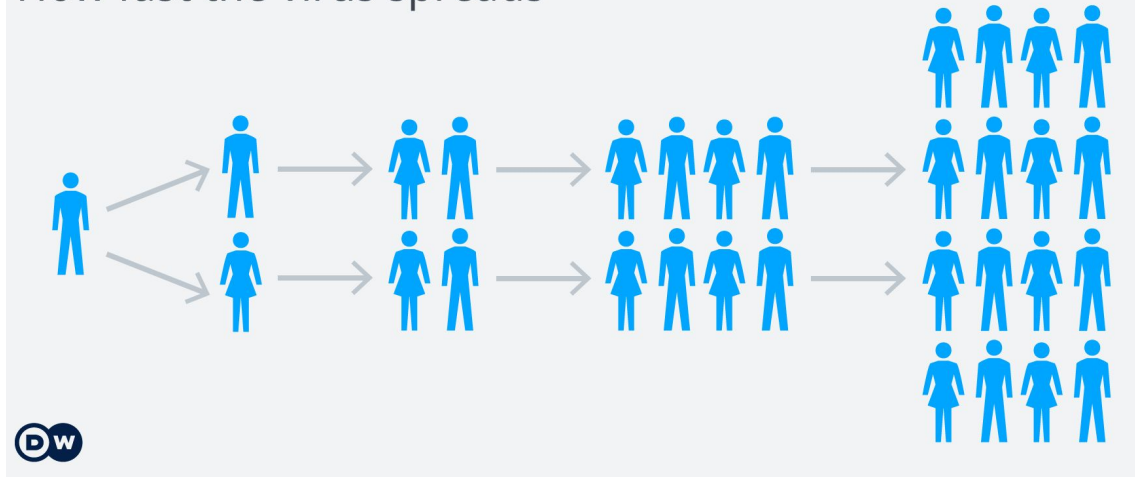
Most people who get sick from
COVID-19 coronavirus will start to
feel symptoms between **2 and 14**
days after they catch it.

SYMPTOMS OF COVID-19

You can be a carrier of the virus without showing any signs of being sick.

Exponential growth

How fast the virus spreads



Source: <https://www.dw.com/>

HOW IS COVID-19 SPREAD?

Through the air when an infected person coughs, sneezes, or talks.



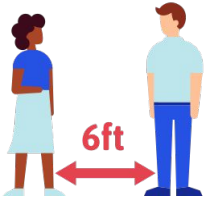
Through **close personal contact**, like: touching, shaking hands, or sharing objects.



PREVENT THE SPREAD OF COVID-19:



- **Wash your hands** often with soap and water for 20 seconds



- Practice **physical distancing**



- Stay home for the duration of the outbreak

Tips to protect yourself and others from COVID 19:

1

Assume everyone has COVID-19, and act accordingly. Smile/wave, and keep your distance.



2

Stay at home as much as possible (especially if you feel sick)

3

Stay 6 feet away from other people



4

Wash hands often with soap and water

5

Avoid touching eyes, nose and mouth



6

Clean and disinfect frequently touched objects and surfaces



Philly Counts

PHYSICAL DISTANCING

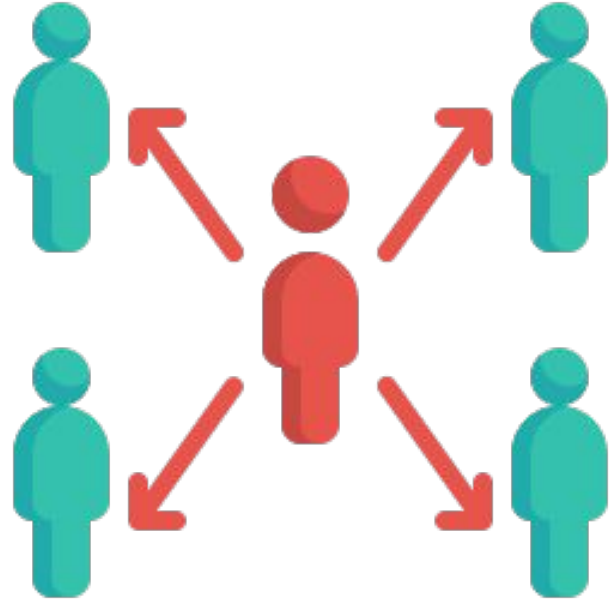
Physical Distancing:

avoiding close contact with
individuals to prevent catching
the virus yourself **AND** to
prevent passing it onto others.

PHYSICAL DISTANCING IS CRUCIAL

Physical Distancing

- **slows the spread** of the virus
- **protects the healthcare system** from becoming overwhelmed
- **prevents further delays** in our day-to-day lives



PREVENT THE SPREAD OF COVID-19:

	social distancing	self quarantine	isolation
HAVE YOU BEEN EXPOSED?	maybe	yes	yes
ARE YOU SHOWING SYMPTOMS?	no	no	yes
WHO ARE YOU PROTECTING?	yourself + others	yourself + others	others
HOW LONG DOES THIS LAST?	for now	14 days after exposure	at least 7 days since symptoms appeared AND no fever for at least 3 days without medicine AND other symptoms have improved.

Image credit: Mona Chalabi

QUARANTINE: staying home and away from others for at least 2 weeks.

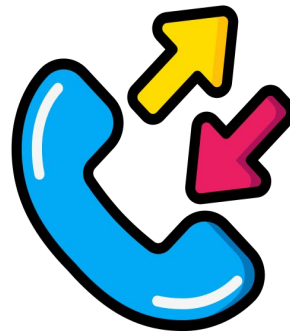
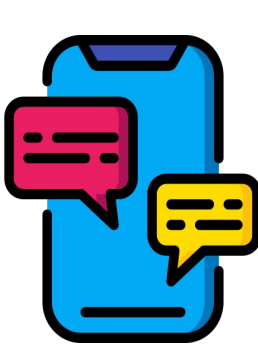
SELF-ISOLATION: separation of sick people from other people who are not sick.

PREVENT THE SPREAD OF COVID-19:

Even though we have to practice physical distancing to keep ourselves and others safe, **maintaining social contact** with friends and family is important.

STAY IN TOUCH DIGITALLY!

- text messaging
- phone calls
- face time / video chat
- social media



Remember, we are **all** experiencing this crisis in different ways.
This is a good time to check in on loved ones.

PREVENT THE SPREAD OF COVID-19:

If you must leave your home, wear a homemade mask.

Wear a mask if you are:



shopping at essential business, like grocery store



visiting health care provider



using public transportation



interacting with customers at essential businesses



feeling sick, coughing or sneezing

PREVENT THE SPREAD OF COVID-19:



EVERYONE IS
ENCOURAGED
TO WEAR A MASK.



**Your mask protects me;
my mask protects you**

Find out how to make a protective mask at home
by visiting **bit.ly/CDCFaceCover**

WHAT TO DO IF YOU THINK YOU'RE SICK:

Call your healthcare provider if you:

- Have any of the common symptoms,
- Have had contact with someone who has tested positive for COVID-19

SYMPTOMS OF COVID-19

The most common **symptoms** of COVID-19 are:



COUGH



A FEVER



DIFFICULTY
BREATHING



WHAT TO DO IF YOU THINK YOU'RE SICK:

Call your healthcare provider first

Only visit an urgent care or emergency center if you are experiencing severe symptoms.

Call 1-800-722-7112

to speak to a
healthcare
professional.

TREATMENT OF COVID-19

There is **no medicine or cure** specifically for COVID-19.



STAY HOME



REST



HYDRATE

MILD CASES:

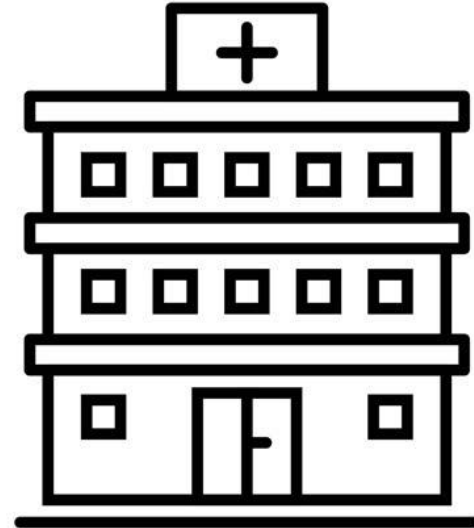
Resting, drinking fluids, and taking over the counter cold/fever medicine.

Mild cases appear to recover within **1-2 weeks**.

TREATMENT OF COVID-19

SEVERE CASES:

there is no specific medicine for COVID-19, so severe cases are treated with oxygen and other supports while they recover.



WHERE TO FIND COVID-19 INFO:

- **cdc.gov/coronavirus**
- **pa.gov/covid-19**
- **phila.gov/covid-19**



Please be mindful that misinformation at this time can make it more difficult for people to access accurate information.

Check your sources and facts before sharing new information.

WHERE TO FIND COVID-19 INFO:

[SERVICES](#)[PROGRAMS & INITIATIVES](#)[NEWS & EVENTS](#)[PUBLICATIONS & FORMS](#)

The City has issued a new [Business Activity and Stay at Home Order](#) restricting business activity, personal activity, and congregation in Philadelphia. Get updates about COVID-19 in Philadelphia [phila.gov/COVID-19](#)

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TITLE ▾

PUBLISH DATE ▾

DEPARTMENT

TYPE

How to make alternative face masks and shields when other personal protective equipment is unavailable

Apr. 03, 2020

Public Health

Featured

The new Business Activity and Stay at Home Order: What you need to

Mar. 22, 2020

Mavor

Featured

For updates on how to stay healthy during the pandemic, **text COVIDPHL to 888-777.**

CITIZENSHIP STATUS & MEDICAL ACCESS

COVID-19 impacts **all Philadelphians**.

The virus does not distinguish between race, nationality, or immigration status.



Everyone should seek medical care when they need it.

HOUSING SUPPORT

Philadelphia's Municipal Courts will **not** issue evictions for two weeks.

To receive support with emergency housing, contact the Office of Homeless Services'.



SEE SOMEONE IN NEED OF SHELTER?

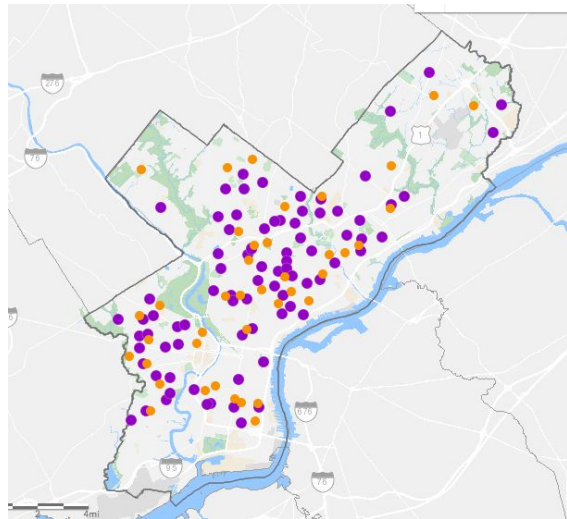
call **(215) 232-1984** to request outreach.

ARE YOU IN AN UNSAFE HOME ENVIRONMENT?

Call Philadelphia's 24/7 Domestic Violence Hotline at **1-866-723-3014**.

FOOD SUPPORT

- Meal distribution sites are open Mondays & Thursdays from 10 a.m. – 12 p.m.
- Residents can pick up one box per household.
- Residents do not need to present an ID or proof of income for eligibility.
- Food sites are supported by the City, Share Food Program, and Philabundance.



LEARN MORE AT: bit.ly/PhillyFoodSites

UNEMPLOYMENT SUPPORT

Employees in Pennsylvania who are out of work because of the COVID-19 may be eligible for unemployment and workers' compensation benefits

 Office of Unemployment Compensation

Unemployment BenefitsEmployer UC Services/UC TaxBenefit AppealsCOVID-19Páginas en Español

Coronavirus (COVID-19)

Information for Workers Impacted

[Learn More](#)

UC Eligibility + COVID-19

YOU MAY BE ELIGIBLE IF:

- ✓ Employer temporarily or permanently closes
- ✓ Your hours are reduced
- ✓ You've been told not to work to mitigate COVID-19
- ✓ You've been told to quarantine or self-isolate

TO LEARN MORE, VISIT:
[UC.PA.GOV/COVID-19](https://uc.pa.gov/covid-19)

STIMULUS CHECKS FAQ:

Who?

Every documented U.S. resident that is not claimed as a dependent by another person will receive a one-time payment.

What?

Most adults will receive **one payment of \$1,200**. For individuals that make \$75,000 or more per year, the payments will be less.

Households will receive an additional \$500 per child 17 years old or younger.

How?

If the Internal Revenue Service (IRS) has your bank account information from your 2019 or 2018 tax return, it will transfer the money to you by direct deposit.

The White House is working to establish a portal for people to supply their details to receive their stimulus checks.

**Congress' \$2 trillion
stimulus package**



STIMULUS CHECKS FAQ:

When?

The first wave of stimulus checks will go out the week of April 13th to taxpayers that have direct deposit information on file with the IRS from their 2018 or 2019 tax returns. People with Social Security should also have their information on file.

For individuals that do not have direct deposit information on file with the IRS, the paper checks would start going out in May.

The Treasury expects to be able to send 5 million checks each week.

This information is subject to change at the discretion of Treasury/IRS



AVOID STIMULUS SCAMS:

You **should not provide your direct deposit or other banking information** to anyone who contacts them on the phone, through email, text messages, or social media.



To report a scam, contact the Fraud Detection and Analysis Unit by emailing
PA-PVPITFRAUD@pa.gov.

BUSINESS SUPPORT

The Philadelphia **COVID-19 Small Business Relief Fund**

Microenterprise Grants — \$5,000 *per business* for businesses with less than \$500,000 in annual revenue.

Due to extraordinary demand and limited resources available, applications for Small Business Grants and Small Business Loans will no longer be accepted.



**TO LEARN MORE, VISIT
[PHILA.GOV/COVID-19-BUSINESS-RELIEF](https://phila.gov/covid-19-business-relief)**

UPDATES TO WIC OPERATIONS:

Women, Infants, and Children (WIC) will be issuing benefits **via mail. They are still accepting new participants.**

WIC serves the following Pennsylvania residents:

- Pregnant women
- Breastfeeding women, for up to one year postpartum
- Women up to six months postpartum, who are not breastfeeding
- Infants and children under 5 years old, including foster children

Eligibility: Applicants must:

- Live in Pennsylvania
- Have a medical or nutritional need
- Have a household gross income that does not exceed 185% of the US Poverty Income Guidelines. (If you receive SNAP, MA, or TANF, you may apply for WIC regardless of income.)



WIC does not require proof of citizenship.

UTILITY UPDATES



Customers **will not be shut off for nonpayment through May 15.** Drinking water safety is not impacted by the virus.



PGW is suspending non-payment terminations until May 1, 2020. PGW also plans to waive new late payment charges.



PECO is **suspending service disconnections and waiving new late payment charges through at least May 1, 2020.**



Trash pick-up will occur on a **regular schedule.** Recycling will be collected on an **every-other-week schedule.**

UPDATES TO SEPTA OPERATIONS:



LIFELINE SERVICE goes into effect on Thursday, April 9, 2020 across all modes that **focuses on providing access for essential workers** traveling to hospitals, grocery stores and other life-sustaining services.

Learn more at [SEPTA.org](https://septa.org)

Find routes to essential businesses and hospitals using the map at bit.ly/SeptaEssential



SEPTA is offering credits for unused and partially used: Monthly March 2020 Passes, and Weekly Passes for the Weeks of March 9th & March 16th.

NEW DATES IN PA



PRIMARY ELECTION

NEW DATE:
JUNE 2, 2020



DRIVER LICENSES EXPIRING BEFORE **APRIL 30**

NOW EXPIRE:
MAY 31, 2020



REAL ID

NEW DEADLINE:
OCTOBER 1, 2021



INCOME TAX

NEW FILING DEADLINE:
JULY 15, 2020

NEW DEADLINES

Just like the 2020 Census, you can now register to vote online for the first time! You can also register by mail.

Not sure if you are registered at your current address?

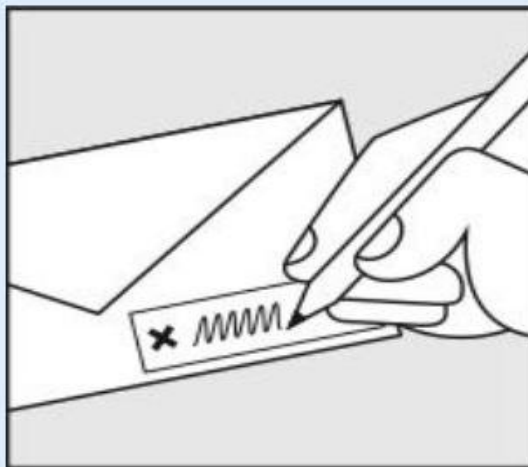
Check Your Registration Status:
www.pavoterservices.pa.gov/

MAIL - IN BALLOT

How do I vote with a mail-in ballot?



1. Mark your ballot, following the instructions.



2. Place your ballot in the secrecy envelope and then put the secrecy envelope into the official envelope. Be sure to sign the form, or your ballot may not count.



3. Return your ballot so it arrives at the [county election office](#) on time.

MAIL - IN BALLOT: APPLY TODAY!

The deadline to register as a Pennsylvania voter is **May 18.**

Applications for a mail-in-ballot are available until **May 26.**



REGISTER TO VOTE:

Register.VotesPA.com



SUBMIT APPLICATION BY:
5 p.m. the Tuesday
before Election Day.

SUBMIT BALLOT BY:
8 p.m. on
Election Day.

Philly311 - Hours of Operation

Contact Philly311 if you have questions or concerns about:

- COVID information, including accessing meals for children, how to report price gouging, and utility assistance.
- A non-essential business operating during the COVID closure.
- Playgrounds during the closure.



Call agents can provide translation services.

The mobile app translates to the same language as your phone.

Schedule:

Weekday schedule:

8:00 am - 8:00 pm

Weekends:

8:00 am - 8:00 pm
(extended hours)

*Abbreviated hours, due to the holiday.

We're Open All Weekend!

OUR CALL CENTER IS OPEN FRIDAY, SATURDAY,
AND SUNDAY (4/10 - 4/12) FROM 9 A.M. TO 5 P.M.

Contact Information:

Phone: 3-1-1 on a cell phone, or
215-686-8686

Email: philly311@phila.gov

Twitter: @philly311

Website: Phila.gov/311

Mobile App:
(Available on iOS and Android)

YOUR ROLE AS A COMMUNITY RESPONSE CAPTAIN:

Everyday people helping each other.

Here are some ways you can take action to help keep your community safe.

Share on social media

about your experience in this training using the #PhillyCOVIDcrc

Spread the message

Talk to your family, friends, and neighbors about the information you received in this training

Check on your Neighbors

Call your neighbors and make sure they have everything they need.

Encourage

everyone you know to follow the CDC's recommendations

ADDITIONAL VOLUNTEER OPPORTUNITIES

Volunteer at a Food Distribution Site: The City of Philadelphia needs help packing and distributing food to those who need it during the COVID-19 pandemic. Visit **www.serve.phila.gov** for more information and to volunteer.

Join the Philadelphia Medical Reserve Corp: a group of volunteers who serve the City during public health emergencies. Clinical and non-clinical volunteers are needed. You must be at least 18 years old to join. Visit **www.serve.phila.gov** for more information and to volunteer.

Phone Bank with Philly Counts: We're reaching out to households across Philadelphia to check in and make sure they have everything they need to stay healthy and safe at home during the pandemic.

Visit **<https://bit.ly/COVIDPhoneBank>** to sign up for a phone banking session.

GO FORTH AND SUPPORT YOUR COMMUNITY!



SHARE KNOWLEDGE



SHARE RESOURCES



SHARE KINDNESS



AND KEEP EACH OTHER SAFE!