

1. **What is COVID-19 (also called the coronavirus)?**

COVID-19 is caused by the novel coronavirus, which has been identified as the cause of an international outbreak of respiratory illness. Cases of COVID-19 are now being identified around the globe.

2. **What are the symptoms of the illness?**

Symptoms of COVID-19 include respiratory illness (cough with signs of fever or shortness of breath). These symptoms can develop within 2 to 14 days following exposure.

3. **What are the basic precautions I should take to protect myself, my co-workers, and my family?**

Basic precautions you can practice include those used during cold and flu season, including staying home if ill, frequent hand washing frequently and thoroughly, and cleaning frequently touched surfaces.

4. **What should I do if I believe I have been exposed to COVID-19 or I don't feel well?**

If you are sick, particularly if you have symptoms of acute respiratory illness (coughing with signs of fever or shortness of breath), you should not return to work until you have been symptom free for 24 hours. Contact your medical provider by phone **before** making an office visit and follow their advice, and follow your agency's standard call-out procedures.

If you are not symptomatic, but believe you have been exposed to COVID-19, consult your medical provider by phone **before** making an office visit, and follow their advice. If you're advised to self-quarantine, follow your agency's standard call-out procedures.

You may also contact the NH Division of Public Health at 603-271-4496 or other questions may be directed to the 211 hotline. The Center for Disease Control also provides information to assist in assessing risk on this website: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>. Additional resources can be found at nh.gov/covid19.

5. **What if I am at high risk?**

If you feel you may be at a higher risk for serious illness, you may want to take additional 'social-distancing' precautions to limit exposure, such as avoiding people who are sick, reducing travel, and avoiding crowds, particularly in poorly ventilated spaces. You should also begin to plan for the possibility you may have to stay home for an extended period of time, whether you are sick or not. your supervisor should explore all appropriate options for working from home. If your job does not ordinarily lend itself to working from home, your supervisor should consider whether you could assist with other work projects or professional enrichment efforts from home.

6. **What should I do if a family member has been exposed to COVID-19?**

If you have a family member that is being self-quarantined but is not exhibiting any symptoms of illness, other household members, including children, are not required to be quarantined and may leave the home and go to public places like school and work as long as they remain symptom-free.

If the exposed family member develops symptoms of illness, the entire family must stay home on quarantine protocol.

7. **Should I be allowed to work from home if I am self-quarantined by a health care provider?**

If you are self-quarantined and otherwise healthy and able to work, your supervisor should explore all appropriate options for working from home. If your job does not ordinarily lend itself to working from home, your supervisor should consider whether you could assist with other work projects or professional enrichment efforts from home.

8. Can I use paid sick leave for self-quarantine? What about other types of paid leave?

If you are a full-time employee who is self-quarantined, but not ill, you should use your accrued sick leave. If you do not have enough sick leave available, you should use other available paid time off (annual leave, compensatory time, floating holidays).

If you still do not have enough leave time available to cover your absence, you will be allowed to carry a negative leave balance or take leave without pay. Any questions on use of leave should be directed to your human resources team.

9. What if I am an employee who does not accrue leave, such as a part-time employee?

The Governor's office will be announcing expanded access to unemployment insurance benefit in the near future.

10. What if I have to stay home with my children due to school closure?

If you need to stay home with your children, and have no coverage, please reach out to your supervisor to make arrangements for potential off-site work.

11. Are there restrictions or expectations for me if I travel?

All non-essential out-of-state travel by State and municipal employees for official business is hereby suspended. The Department of Administrative Services, in consultation with Division of Public Health, shall develop procedures and protocols for employees returning from out-of-state travel. No out-of-state travel for State Employees for State business may be deemed essential without the prior written approval of the Governor.

12. What is being done to protect me from contamination by my work environment?

Building service workers are focusing on cleaning and sanitizing surfaces within State buildings and offices. You should take measures to maintain the cleanliness of your personal work stations and areas.

13. Where do I get more information?

Check the DHHS Public Health website frequently for current information by visiting nh.gov/covid19.

14. Will my State health benefit plan cover the cost of the COVID-19 test and any office visits associated with the testing?

Your State health benefit plan will provide coverage for medically necessary testing and care. You are responsible to pay for applicable copayments and deductibles. For health insurance related questions, please contact Anthem Member Services at (800) 933-8415. Pharmacy related questions should be directed to Express Scripts at (866) 544-1798.

15. Who do I contact with questions?

For health related questions, please speak to your healthcare provider or contact the NH Public Health hotline at 603-271-4496.

For work related questions on COVID-19, please contact your human resources team.

16. What if I am asked to be flexible in my job duties?

In preparing for and responding to COVID-19, all agencies of the state government use and employ state personnel, equipment, and facilities or perform and all activities consistent with the direction of the Governor's Office, the Division of Homeland Security and Emergency Management, and the Division of Public Health. This shall include, if necessary, the repurposing of state employees for tasks necessary to address the impacts of COVID-19.

17. What about attending meetings, via electronic methods?

State and local government bodies are permitted and encouraged to utilize the emergency meeting provisions of RSA 91-A to conduct meetings through electronic means while preserving, to the extent feasible, the public's right to notice of such meetings and ability to observe and listen contemporaneously.