



**Joint Information Center - JIC Release No. 256**  
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**Guidance for those with Possible Contact to a Confirmed Case; Guidance for those Experiencing COVID-19 Symptoms; Medical Triage Phone Lines Operational; DOL Phone Lines Non-Operational Wednesday, Walk-Ins Welcome**

COVID-19 test results are reported from multiple labs at varying times of the day. The Joint Information Center will report cumulative COVID-19 test results once a day, unless unavailable.

For updated information on COVID-19 cases on Guam, visit the COVID-19 Dashboard and Situation Report at <http://dphss.guam.gov/covid-19/>.

**Guidance for those with Possible Contact to a Confirmed Case**

The Department of Public Health and Social Services (DPHSS) continues contact tracing efforts for all confirmed cases. Those who were in contact with a confirmed case and who have not yet been contacted by DPHSS are advised to follow procedures as listed below:

In accordance with DPHSS Guidance Memo 2020-02, employers are instructed that if an employee has possible or confirmed COVID-19 infection –

- Any employee with cough, fever, or shortness of breath should not come to work. If symptoms occur while at work, the employee should be immediately isolated and sent home.
- Employees may return to work when they meet BOTH of the following criteria.
  - At least three (3) days after resolution of fever (without utilization of fever reducing medications like acetaminophen or ibuprofen) AND improvement in respiratory symptoms; AND
  - At least seven (7) days have passed since symptoms started.
- Employees who are household contacts of a confirmed COVID-19 case and do not become ill must stay home and self-isolate for seven (7) days after isolation has been discontinued for the ill household member.
- With the exception of employees working in healthcare operations or facilities, employees who have had close contact with a confirmed COVID-19 case in a non-household setting must stay at home and self-isolate for fourteen (14) days after their last contact with the case even if they do not develop symptoms. Close contact is defined as:
  - Being within approximately six (6) feet of a COVID-19 case for a prolonged period of time (more than ten minutes)
  - Having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on)
- Employees who were in the same indoor environment with a COVID-19 case, but not meeting the criteria for a close contact (i.e., being in the same room but more than six (6) feet away from the case) should self-monitor for symptoms for fourteen (14) days after their last contact with the case and isolate if symptoms develop.

- Employees who have had contact with someone who has been exposed to a COVID-19 case or possible case are not directed to isolate unless that person develops symptoms or is diagnosed with COVID-19.

Employers are instructed that employees with mild illness due to suspected COVID-19 infection should not be allowed to report to work. Employers should not require proof of COVID-19 testing either to qualify for sick leave or to return to work.

### **Guidance for those Experiencing COVID-19 Symptoms**

Those experiencing symptoms consistent with COVID-19 are advised to call their health care provider. If a patient does not have a regular health care provider, they can call the Northern Regional Community Health Center at (671) 635-7525/6 to schedule an appointment.

Those experiencing symptoms can also call the DPHSS Medical Triage Hotline phone numbers listed below to report symptoms and obtain guidance from clinicians, or call 311 and dial option number 1.

- (671) 480-7859
- (671) 480-6760/3
- (671) 480-7883
- (671) 687-6170 (ADA Dedicated Number)

### **Medical Triage Phone Lines Operational**

The 311 COVID-19 hotline remains operational including Option 1, the Medical Triage Hotline. The Joint Information Center is aware of caller reports that the medical triage hotline numbers have alerts that the voicemail box is full. Although the voicemail is full for the phone lines, the lines remain operational.

The medical triage hotline team logs all missed calls, and callers who are not immediately serviced can expect a return call from a medical triage nurse.

### **DOL Phone Lines Non-Operational Wednesday, Walk-Ins Welcome Wednesday Only**

On Wednesday, Aug. 12, all of the Guam Department of Labor's (DOL) Pandemic Unemployment Assistance (PUA) phone lines will be non-operational. The PUA processing center and call center are officially moving to a new location, and phone lines will be down as they are transferred.

The down numbers also include the direct appointment lines, as well as the Guam DOL "option 6" on the 311 hotline menu. This will not affect the other options on 311.

**For those in need of assistance, customer service representatives will be ready to assist walk-in customers as much as space allows from 9 a.m. to 3 p.m, Wednesday, August 12 only, at the Yona and Agat public libraries.** First time applicants and those needing to fix outstanding issues on their claims are welcome. Please remember to bring all relevant documents with you.

The new processing center location will be announced as soon as the setup and details are finalized, and phone lines are up and running.

For the latest information on COVID-19, visit [dphss.guam.gov](https://dphss.guam.gov) or [guamrecovery.com](https://guamrecovery.com). For inquiries on COVID-19, contact 311 through a local number, or call the Joint Information Center at (671) 478-0208/09/10.

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