



**Joint Information Center - JIC Release No. 321**  
**September 11, 2020, 1:20 p.m. (ChST)**

**Governor Signs Executive Order No. 2020-31; Updated Medical Triage Hours of Operation**

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

**Executive Order No. 2020-31**

Today, Governor Lou Leon Guerrero signed Executive Order No. 2020-31, relative to extending the Stay-at-Home Order until 12:00 p.m. on September 18, 2020. Guam continues to be in Pandemic Condition of Readiness (PCOR) 1.

All persons in Guam are directed to continue to stay at home, subject to limited exceptions such as obtaining food and household necessities, going to and from work at authorized businesses as identified in applicable Department of Public Health and Social Services (DPHSS) Guidance, seeking medical care, caring for dependents or pets, caring for a vulnerable person in another location, or for individual exercise. Stay-at-Home conditions instituted in Executive Order No. 2020-29 and in applicable DPHSS Guidance shall remain in effect.

**Updated Medical Triage Hours of Operation**

For COVID-19 related inquiries, local numbers can call 311 and be patched through the following menu:

1. **Medical questions regarding COVID-19** (DPHSS Nurse Triage).
  - a. Operational daily, from **8 a.m.** - 10 p.m.
2. **DPHSS Division of Public Welfare**
  - a. Operational Monday through Friday, from 8 a.m. - 5 p.m.
3. **Guam COVID Alert App Support**
  - a. Operational Monday through Friday, from 8 a.m. - 5 p.m.
4. **Report a Violation of the Social Isolation Directive** (Guam Police Department)
  - a. Operational 24/7
5. **Counseling Crisis Hotline** (Guam Behavioral Health and Wellness Center)
  - a. Operational 24/7
6. **Employment and Unemployment Guidance** (Department of Labor)
  - a. Operational Monday through Friday, from 8 a.m. - 5 p.m.
7. **Resources for GDOE Parents**
  - a. Operational Monday through Friday, from 8 a.m. - 5 p.m.
8. **General Inquiries** (Joint Information Center)
  - a. Operational Monday through Friday, from 8 a.m. - 5 p.m.

For the latest information on COVID-19, visit [dphss.guam.gov](http://dphss.guam.gov) or [guamrecovery.com](http://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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