

# COVID-19 Frequently Asked Questions

*Revised April 29, 2020*

## General COVID-19

What is COVID-19? How does it spread?

COVID-19 is a novel (new) coronavirus that has been named “coronavirus disease 2019” (abbreviated “COVID-19”). It is currently in the United States and many other countries, after originating in China. Health experts are concerned because this new virus has the potential to cause severe illness and pneumonia in some people — especially people over age 60 or who have weakened immune systems.

The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).

Learn more at <https://www.cdc.gov/coronavirus/>.

How is COVID-19 treated?

There are no medications specifically approved for COVID-19. Most people with mild symptoms will recover on their own by drinking plenty of fluids, resting, and taking pain and fever medications. However, some cases develop pneumonia and require medical care or hospitalization.

How many positive confirmed cases are there in Fort Worth?

Daily updates on confirmed cases, hospitalization rates, and more are available from Tarrant County Public Health at <http://coronavirus.tarrantcounty.com/>

## Reopen Texas

What is the plan for reopening Texas?

Gov. Greg Abbott on Monday revealed his plan to reopen Texas businesses in [GA-18](#). GA-18 keeps stay home/work home in place except to access essential and reopening services. Per the GA-18, every person in Texas shall, except where necessary to provide or obtain essential services

or reopened services, minimize social gatherings and minimize in-person contact with people who are not in the same household.

Essential businesses and services, as defined by CISA 3.0, or a subsequent version, will remain open but must enforce social distancing. Certain restaurants, theaters, museums, retail services, and malls will be allowed to reopen on May 1 with no more than 25% occupancy. Licensed health care professionals, such as doctors and dentists, may return to work May 1 if they choose. Abbott also called upon Texans to act responsibly as we re-engage in the economy, to continue following all health precautions and sanitizing guidelines, and to care for our vulnerable neighbors.

Bars, gyms, public swimming pools, interactive amusement venues such as bowling alleys and video arcades, massage establishments, tattoo studios, piercing studios, or cosmetology salons are not reopening under Phase I.

Religious services, regardless of religion, should be conducted in accordance with the [\*Revised Guidelines for Houses of Worship During the COVID-19 Crisis\*](#), as promulgated by the attorney general and governor issued April 21, 2020, as may be amended. **However, based on substantial community spread of the virus, it is strongly recommended that religious services continue to be provided remotely, including outdoor drive-up services where individuals remain in their vehicles.**

To view the governor's plan, [visit his website](#).

[What orders are currently in place in Fort Worth?](#)

On April 29, City Council adopted an updated Resolution of Public Health Emergency adopting the provisions of Executive Orders issued by Governor Abbott to align with the governor's Open Texas Plan, including [GA-18](#) and [GA-19](#). The City's Resolution of Public Health Emergency will remain in place until the Governor's orders expire or are terminated.

Read the current resolution at [fortworthtexas.gov/covid-19](http://fortworthtexas.gov/covid-19).

Where can I find more information on opening my business or going into a reopened business?

- Health and safety checklists for businesses, employees and customers: [gov.texas.gov/opentexas](http://gov.texas.gov/opentexas)
- Business resources for Fort Worth businesses: <http://fortworthtexas.gov/COVID-19/business-resources/>

## Violations

Who do I contact to report any violation to the current mandate?

Residents are encouraged to report any violations or questions regarding if a business can operate under the current mandate.

- 817-392-8478 (This number is answered from 8 a.m. to 5 p.m. Monday through Friday.)
- [COVID19@fortworthtexas.gov](mailto:COVID19@fortworthtexas.gov)

## Testing and Prevention

How can I protect myself from COVID-19?

People should practice routine healthy hygiene habits to help prevent the spread of respiratory illnesses like COVID-19:

- Stay home if you can.
- Wash hands often and for 20 seconds, or use hand sanitizer with at least 60% alcohol.
- Put distance between yourself and other people
- Wear a cloth face covering in public settings where social distancing measures are difficult to maintain.
- Cover coughs and sneezes with a tissue, then throw the tissue away.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Disinfect surfaces, buttons, handles, doorknobs, and other places touched often.

- Avoid close contact with people who are sick.

### What do I do if I have a suspected case of COVID-19?

Monitor your symptoms and call your doctor. Restrict activities outside your home, except for getting medical care. Do not go to work, school or public areas. Follow isolation and recovery guidelines from the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

### Where can I get tested for COVID-19?

Most testing facilities require a laboratory order from a doctor and may require a doctor's visit. Visit <http://fortworthtexas.gov/COVID-19/prevention/> for lists of sites that offer different types of testing:

- fee-for-service testing
- free testing
- free community-based testing

Please contact the facility before you go to determine availability.

### Why are the names/ages/locations of the people who test positive not being released?

Those details are considered private medical information and are barred from being released under the Health Insurance Portability and Accountability Act of 1996, or HIPAA. Tarrant County has been releasing the number of positive cases and city of origin instead.

### Why are there more cases now than there were before we started social distancing?

The number of confirmed cases is increasing because more testing is available at more testing locations. Now that more tests are being performed and processed each day, there will be an increase of confirmed positive cases.

## Community and Business Resources

### Where do I go for local information?

Residents and business professionals have several options for finding resources to help them in their response to COVID-19:

- Community Resources: <http://fortworthtexas.gov/COVID-19/community-resources/>
- Business Resources: <http://fortworthtexas.gov/COVID-19/business-resources/>

- For questions about COVID-19: 817-248-6299 (This number is answered 24 hours a day, seven days a week.) and [COVID19@fortworthtexas.gov](mailto:COVID19@fortworthtexas.gov)
- For questions related to businesses: 817-392-8478 (This number is answered from 8 a.m. to 5 p.m. Monday through Friday.) and [COVID19@fortworthtexas.gov](mailto:COVID19@fortworthtexas.gov)
- For questions related to city services changes, contact the City Call Center: 817-392-1234; or email [1234@FortWorthTexas.gov](mailto:1234@FortWorthTexas.gov)
- Daily updates on confirmed cases, hospitalization rates, etc from Tarrant County Public Health: <http://coronavirus.tarrantcounty.com/>

### Will city services continue to operate?

Yes. All critical city services and emergency services will continue to operate as usual. Call 911 in an emergency. Household garbage, recycling and yard waste pickup continues on regular schedules. For city services questions, call **817-392-1234**.

### What city facilities are open or closed?

Visit <http://fortworthtexas.gov/COVID-19/city-services/> for an online list of programs and services that have been impacted by COVID-19. While we try to post the current information, it is also a good idea to call ahead to make sure appointments and facilities are still open to the public.

### Will city transportation be affected?

As the COVID-19 events continue to increase in its service area, Trinity Metro is making temporary service adjustments to reduce the risk for customers and employees. For latest changes from Trinity Metro, visit <https://ridetrinitymetro.org/trinity-metro-adapting-services-during-covid-19-crisis/>

### How can I do more? Where do I volunteer?

During this time of social distancing, many opportunities to directly serve people in need are limited, however, there are plenty of opportunities to volunteer. Visit <http://fortworthtexas.gov/COVID-19/volunteer/> for details on different volunteer and donation opportunities.