

2019 Coronavirus (COVID-19) Frequently Asked Questions*

*Information is current as of 1/4/2021 and is subject to change

Please note: Text in this color denotes information updated in the last version of this document

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Situation in Maine

What happens when a case of COVID-19 is identified in Maine? (12/4)

- When a person is tested for COVID-19, they are asked to self-isolate at home if they are well enough or are isolated in hospital if required. This continues until they [meet criteria for release from isolation](#).
- When Maine CDC is notified of a positive result, a case investigator may reach out to the patient to conduct an investigation. Close contacts named by the positive person as exposed are identified and contacted. These individuals are instructed to quarantine for 10 days and monitor for symptoms for 4 more days. A negative test result when someone is identified as a close contact does not mean that they can forgo the quarantine.

Can I stay at a hotel, motel, or short-term rental? (Updated 12/7)

- Residents of Maine, New Hampshire, or Vermont may stay in lodging establishments in Maine and are exempt from the testing and 10-day travel quarantine requirement.
- Travelers should continue to monitor for symptoms for 4 additional days, or 14 days from entering Maine.
- People who are not residents of these states will be asked to sign a Certificate of Compliance at check-in at all Maine lodging, campgrounds, seasonal rentals, overnight camps, and other commercial lodging (Airbnb, etc.).
 - This certificate indicates either that the signer has received a negative COVID-19 test result, that they will quarantine in Maine for 10 days, or that they have already completed their quarantine period in Maine.

- Lodging can be provided for housing vulnerable populations; for health care workers or other workers deemed necessary to support public health, public safety, or critical infrastructure; for self-quarantine or self-isolation facilities as arranged by the state; and under limited verifiable extenuating circumstances for the care and safety of residents as approved by the State.
 - Vulnerable populations include children in emergency placements, persons at risk of domestic violence, and homeless individuals as permitted by the State.
- [Added health and safety precautions must be followed.](#)

What is the guidance for events or gatherings in Maine? (Updated 11/5)

- Beginning August 1, outdoor gatherings of up to 100 people, with no more than 5 people per 1,000 square feet, is allowed.
- Indoor gatherings are still limited to 50 people or less.
- This is a proactive measure to help reduce the spread of COVID-19 in Maine.

Where can I find the checklist for my business and who can I call with questions about it? (5/8)

- Checklists for best practices for safely operating your business during COVID-19 are available on Maine Department of Economic & Community Development's (Maine DECD) [webpage](#).
- Contact Maine DECD with questions about the checklists:
 - Business.answers@maine.gov
 - 1-800-872-3838

What are the rules for outdoor and indoor amusement venues, movie theaters, performing arts venues, casinos, and businesses that provide seated food and drink service? (12/4)

- From November 20, 2020 to January 3, 2021 all outdoor and indoor amusement venues, movie theaters, performing arts venues, casinos, and businesses that provide seated food and drink service (including social clubs, restaurants, and bars and tasting rooms currently open for outdoor service) must close each night by 9 pm.
- This limit on hours is designed to limit extended gatherings to curb COVID-19 transmission.

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Business Complaints

I have a complaint about a grocery store or retail store that is not complying with the Governor's Order. Who should I contact about this? (7/7)

- Please fill out Maine's Department of Economic and Community Development (DECD) [non-compliance form](#).
- Please contact Maine DECD:
 - Business.answers@maine.gov
 - 1-800-872-3838
- In addition, please let local law enforcement know.

I have a complaint about a restaurant that is not complying with the Governor's Order. Who should I contact about this? (5/8)

- Please fill out Maine's Department of Economic and Community Development (DECD) [non-compliance form](#).
- Please contact [Maine's Health Inspection Program](#).
- Please contact Maine's Department of Economic and Community Development:
 - Business.answers@maine.gov
 - 1-800-872-3838

- In addition, please let local law enforcement know.

A business is not allowing me to go inside because I am unable to wear a mask due to a medical condition. They are not providing a reasonable accommodation. Who can I report this to? (12/16)

- Please fill out Maine’s Department of Economic and Community Development (DECD) [non-compliance form](#).
- [Disability Rights Maine](#) can also be contacted and may be able to assist.

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Response to COVID-19

What is the Governor doing? (4/28)

- See [Governor Mills’ executive orders](#).

I would like to volunteer to help with the COVID-19 response (including contact tracing and vaccine distribution). How can I do this? (6/8)

- Please visit www.maineresponds.org to register as a volunteer to provide services during a disaster or emergency situation.
- US CDC Foundation also has a number of positions to fill in Maine. Please go to www.cdcfoundation.org for more information and qualifications.
- Please see Maine CDC’s COVID-19 response positions and see [jobs postings page](#).

I would like to volunteer for emergency or disaster relief efforts in Maine. How can I do this? (4/15)

- Please visit www.maineready.org to register as a volunteer for current and future emergency or disaster relief efforts.

Where can I find more information on donating time or resources? (3/31)

- Please visit the [MaineHelps resource](#) for information on how you can support efforts to combat the COVID-19 pandemic.
- Extending financial support:
 - To donate financial support for critical needs such as food and shelter, contact your local United Way.
 - To donate financial support for regional and community-based nonprofits, area agencies on aging, community action programs, homeless shelters, and food pantries, visit the [Maine Community Foundation](#).
- Supporting the healthcare and medical response:
 - To donate certified medical supplies, like personal protective equipment (PPE), fill out [this form](#).
 - Maine people are encouraged to donate blood via the [American Red Cross of Maine](#), which is experiencing a critical shortage of blood donations.
- Supporting local small businesses:
 - Maine people are encouraged to safely support local businesses through efforts like [PayItForwardMaine](#).
 - Be mindful of physical distancing guidelines and using online transactions or pickup and delivery services.

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Prevention and Protection

What should I do if I had contact with someone with COVID-19 (not a health care or critical infrastructure worker)? (Updated 12/30)

- These guidelines apply to people who are not considered [health care or critical infrastructure workers](#).
- If you had [close contact \(within 6 feet for 15 total minutes or more in a 24-hour period\)](#) with a COVID-19 case while they were symptomatic or within 48 hours before their symptoms started (or if asymptomatic, starting 48 hours prior to specimen collection), **please follow the [quarantine recommendations](#)**.
 - You should avoid contact with people in your household as much as possible.
 - Your household members can continue to leave the house as long as they are not also in quarantine.
 - If you live in the same household as the COVID case and they are not fully isolated from you, you should remain in quarantine until 10 days after they are released from isolation.
 - Your employer can have stricter guidance.
 - You can leave quarantine once you meet the [release from quarantine criteria](#).
- For other types of contact, please [follow the educational document](#) to determine the recommendation.

What should I do if I am a healthcare worker or critical infrastructure worker and had contact with someone with COVID-19 (Updated 12/16)

- These guidelines apply for people who are considered health care or critical infrastructure workers.
- If you are unsure if you are designated as a critical infrastructure worker, please reach out to [Maine's Department of Economic and Community Development](#).
- Asymptomatic critical infrastructure workers may continue to work following potential exposure to COVID-19.
 - Potential exposure means being a household contact or having close contact (within 6 feet for 15 total minutes or more in a 24-hour period) of an individual with confirmed or suspected COVID-19.
 - This contact period includes up to 48 hours before the sick individual became symptomatic.
 - For 14 days following a potential exposure, please [follow these guidelines](#).
- Asymptomatic health care providers should follow the recommended self-quarantine at home for 14 days if their facility can still remain open without the asymptomatic health care worker.
 - If the facility would have to close in their absence, then the asymptomatic person can continue to work [following these guidelines](#) for 14 days after a potential exposure.
- If the employee shows symptoms of COVID-19, they must be sent home immediately.
- This and further guidance can be found at [US CDC Interim Guidance for Critical Infrastructure Workers page](#).

What should I do if I had contact with someone who is a close contact of someone with COVID-19? (11/20)

- If you are a contact of someone who is a close contact of a COVID-19 case, you are not required to quarantine. Continue to practice everyday prevention measures as you normally would.

If I already had COVID-19, do I need to quarantine if I am a close contact of a positive COVID-19 case? (11/23)

- If you had a positive molecular COVID-19 test (PCR, NAAT, or isothermal), you do not need to quarantine if you are a close contact of a COVID-19 positive case for **90 days (3 months) after you are released from isolation**.
- After this 90-day period from your release from isolation, you will need to quarantine if you become a close contact of a COVID-19 positive case.
- If you had a positive COVID-19 antigen test, you still must quarantine if you are a close contact of a COVID-19 positive case.

I cannot find personal protective equipment (PPE) anywhere. Can Maine CDC help? (4/4)

- Maine CDC is not able to provide personal protective equipment to members of the public or assist in helping members of the public find sources for personal protective equipment.

- Healthcare facilities that need more PPE should reach out to their [County Emergency Management Agency](#).
- Healthcare facilities should follow US CDC's [strategies for optimizing the supply of PPE](#).

Where can I find cloth face coverings? (4/30)

- Please go to <https://pages.mainemep.org/> to find cloth face covers sold by Maine manufacturers.

Do I have to wear a mask every time I go out in public in Maine? (12/17)

- The Governor's order requires Maine people to wear cloth face coverings in all public places, regardless of the ability to maintain physical distance. The order identifies public settings as:
 - Indoor spaces that are accessible to the public such as grocery stores, retail stores, pharmacies, healthcare facilities, social clubs, auditoriums, theaters, stadiums, arenas, concert halls, convention centers, meeting halls, gymnasiums, rinks, fitness centers, houses of worship, transportation centers, indoor parking garages as well as other public accommodations
 - Outdoor spaces such as playgrounds, parking lots, sidewalks, athletic and sports venues, and other areas such as lines for takeout service where the public typically gathers in a smaller area
 - Public transportation such as a taxi, Uber, Lyft, ride-sharing or similar service; ferry, bus, or train; and any semi-enclosed transit stop or waiting area
 - Portions of municipal, county, state, and private buildings and grounds that are typically accessible to the public, including parking lots, walkways, lobbies, waiting areas, elevators, service desks, and related hallways. For the purpose of this section, government buildings and grounds include those privately owned and leased for government use
- All owners and operators of indoor public settings must require all persons to wear face coverings in publicly accessible areas.
- Face coverings are not required for children under the age of 2. Children under 2 years of age may enter indoor public settings without a mask when accompanied by a masked adult.
- Though reasonable accommodations should be made for those who cannot tolerate a face covering due to a medical condition or physically remove a face covering without assistance, any individual over the age of 2 may not enter or remain in any indoor public setting without a face covering. Curbside delivery, the use of personal shoppers, and other accommodations may be used to accommodate individuals who are unable to wear a face covering, without allowing them into indoor public settings.
- Even if you wear a facemask, you should also use other [prevention methods](#).
- Find guidance on face covering mandate enforcement from the Maine Attorney General [here](#).

How is the Governor's face covering mandate enforced? (12/17)

- While the Governor hopes that individual compliance with the mandate requiring individuals to wear face coverings in public spaces is voluntary, a person may be charged with a criminal offense for not wearing a face covering in a public setting.
- All owners of indoor public settings must require entrants to wear a face covering.
- Any customer who refuses the request of a business to comply with posted face covering requirements or to leave the premises may be considered a trespasser. Restaurant and retail employees have the right to contact local law enforcement to have the person removed.
- Find guidance on face covering mandate enforcement from the Maine Attorney General [here](#).

I have a medical condition that prevents me from wearing a face covering. Am I exempt from wearing a face covering according to the mandate? (11/25)

- As long as the business makes accommodations to remain compliant with the Maine Human Rights Act, the business must decline to allow a person into their restaurant or retail business.
- Accommodations include:
 - Offering the option of a face shield
 - Allowing for take-out or curb-side service
 - Personal shopper service (with audio or video if needed)

- Providing individual appointments time to enter the store without other customers present
- Beyond reasonable accommodations, during a public health emergency, disability laws do not require a business to admit a customer not wearing a face covering.

Are there any cleaning recommendations to prevent COVID-19? (3/20)

- Clean and disinfect frequently touched objects and surfaces (tables, countertops, light switches, doorknobs, cabinet handles, etc.) daily using a regular household cleaning spray or wipe.
- Find cleaning recommendations for households with suspected/confirmed COVID-19 cases [here](#). (7/7)

What is the difference between isolation and quarantine? What is involved? (Updated 12/29)

- [Self-quarantine](#) means that you need to separate yourself from others because you **may have been exposed** to the COVID-19 virus but are not currently symptomatic.
 - During [self-quarantine](#), you can have contact with other members of your household.
 - If you are self-quarantining, you may leave your house for outdoor exercise activities, such as swimming or hiking, provided that you abide by physical distancing guidelines and avoid contact with other people.
 - **If you are in self-quarantine, you should remain in quarantine until 10 days after your last contact with the COVID case, then monitor for symptoms for 4 more days.**
- [Self-isolation](#) means that you need to separate yourself from others because you **may be infected** with the COVID-19 virus and you are experiencing symptoms.
 - During [self-isolation](#), you should avoid having contact with other members of your household as much as possible.
 - If you are self-isolating, you may not leave your house for exercise.
 - **If you are in self-isolation, you should remain isolated until you meet the [criteria for release from isolation](#).**

I recovered from COVID-19 and would like to donate plasma to help others who are sick. How can I do this? (Updated 12/7)

- Contact the American Red Cross.

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COVID-19 Vaccination

When will a COVID-19 vaccine be available in the United States? (Updated 12/29)

- The COVID-19 vaccine has arrived in Maine.
- At this time, vaccine availability is limited to healthcare workers, emergency responders, and Maine's most vulnerable residents, such as Mainers living in nursing facilities.

How do I get added to the list to get vaccinated? (11/23)

- There is no list. Maine will distribute vaccine based on the Advisory Committee on Immunization Practices recommendation of priority groups.

How many shots of COVID-19 vaccine will be needed? (Updated 12/29)

- Both COVID-19 vaccinations that are currently available in the United States need two shots to be effective.

If I have already had COVID-19 and recovered, do I still need to get vaccinated with a COVID-19 vaccine? (Updated 12/29)

- The current recommendation advises that those who have already had COVID-19 still get the vaccine.
- While natural infection with the virus gives you some degree of immunity, it doesn't give you full protection.

When can I stop wearing a mask and avoiding close contact with others after I have been vaccinated? (11/23)

- There is not enough information currently available to say if or when US CDC will stop recommending that people [wear masks](#) and [avoid close contact with others](#).

Does immunity after getting COVID-19 last longer than protection from COVID-19 vaccines? (Updated 12/15)

- Early evidence suggests natural immunity from COVID-19 may not last very long, but more studies are needed to better understand this. However, the protection someone gains from having an infection (called natural immunity) varies depending on the disease, and it varies from person to person.

How do I volunteer to administer the COVID-19 vaccine? (11/23)

- Register with Maine Responds: <https://maineresponds.org/>

We are a facility that has ultra-cold storage available for COVID-19 vaccine. Who do we contact? (11/23)

- Email: COVIDSupportME@maine.gov

Is the COVID-19 vaccine a live vaccine? (12/15)

- None of the approved COVID-19 vaccines or those currently in development in the United States use the live virus that causes COVID-19.

What are the priority groups for receiving the COVID-19 vaccine? (Updated 12/29)

- Phase 1a: Health care personnel and long-term care facility residents
- Phase 1b: Frontline essential workers and adults 75+
- Phase 1c: Adults with high-risk medical conditions, adults 65+

When will the general public be able to get vaccinated? (12/29)

- It may be summer 2021 before the general public begins to have access to the vaccine.

Who is considered a frontline essential worker? (Updated 12/29)

- Fire fighters, police officers, corrections officers, food and agricultural workers, United States Postal Service workers, manufacturing workers, grocery store workers, public transit workers, and those who work in the educational sector (teachers, support staff, and daycare workers).

I am a non-hospital clinician. When can I get vaccinated? (Updated 1/4/21)

- Maine is beginning to extend vaccination beyond hospital staff to additional health care workers in Phase 1a. Physicians, nurses, and similar health care providers who practice outside of hospitals are beginning to be vaccinated. Over half of the vaccine allocation for the week of 1/4/2021 is targeted toward the patient-facing staff at hospital-affiliated medical practices, dialysis centers, oncology practices, federally qualified health centers, and independent medical practices that provide urgent and acute care. Given the limited supply of vaccine, sites that have a large number of employees will begin to receive vaccine in the fourth week of vaccine distribution (week of 1/4/2021), with additional sites being added in the following weeks. Additional information on how all health care personnel can get vaccinated will be provided later in January.
- Information on how health care personnel can find out about when and how they can be vaccinated is posted at: www.maine.gov/covid19/vaccines/mainehhealthcarepersonnel.

When will I know when it is my turn to get vaccinated? (12/29)

- The Department of Health and Human Services will publicly communicate who, when, and how healthcare providers can get the COVID-19 vaccine. You can find information on Maine's COVID-19 vaccination effort at: <https://www.maine.gov/covid19/vaccines>.

How do community-based providers register to administer the vaccine? (12/29)

- Any facility, organization, or healthcare provider licensed to possess vaccine, administer vaccine, or provide vaccination services in the State of Maine is eligible to enroll.
- Only providers enrolled through this [online enrollment](#) and approved by the Maine Immunization Program can receive and administer COVID-19 vaccine in Maine.

How many vaccines has Maine distributed? (12/29)

- Please see the blue box on the [Governor's COVID-19 Response page](#).

How soon after having COVID-19 can I get vaccinated? (12/29)

- Once you have finished isolation you can get vaccinated if it is your turn.

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Epidemiology

How is COVID-19 spread and acquired? (Updated 12/10)

- The virus that causes COVID-19 can be spread from person-to-person.
 - This is thought to occur when an infected person coughs or sneezes within 6 feet of an uninfected person and the uninfected person breathes in the virus.
- The best way to prevent infection is avoiding exposure to the virus by practicing [prevention measures](#).

Can a person spread the COVID-19 virus even if they have no symptoms? (4/1)

- It is possible that people infected with COVID-19 may be infectious before showing symptoms.
 - More detailed studies are being done to determine whether people acquire COVID-19 from those without symptoms.
- People are thought to be most contagious when they are most symptomatic/the sickest.
- Maine CDC recommends that only people who are showing symptoms be tested for COVID-19.

Can the COVID-19 virus be spread from contaminated surfaces? (Updated 12/10)

- The COVID-19 virus can be acquired from contaminated surfaces, but this is not the primary way the virus spreads.
 - This happens when an infected person coughs or sneezes and droplets land on surfaces. A person can become infected by touching the contaminated surface and then touching the eyes, nose, or mouth.
- Clean and disinfect frequently touched objects and surfaces.
- Most often, spread of the virus happens among close contacts through respiratory droplets. [Practice general prevention measures](#).

Can the COVID-19 virus be spread in the air or only by droplets? (Updated 10/23)

- It is possible that COVID-19 may spread through the droplets and airborne particles that are formed when a person who has COVID-19 coughs, sneezes, sings, talks, or breathes.

- There is growing evidence that droplets and airborne particles can remain suspended in the air and be breathed in by others, and travel distances beyond 6 feet (for example, during choir practice, in restaurants, or in fitness classes).
- In general, indoor environments without good ventilation increase this risk.

Can someone who has recovered from COVID-19 spread the illness to others?

- Someone who is actively sick with COVID-19 can spread the illness to others.
- Once a person with COVID-19 has been released from isolation and is no longer showing symptoms without the aid of medication (fever-reducers, cough suppressants), they are no longer considered able to spread the COVID-19 virus.
- Individuals who had COVID-19 can get it again and become infectious again.

What is community spread?

- Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

What about people from out of state who test positive? Where are their results reported? (3/31)

- Out-of-state travelers who test positive in Maine are reported by the state of their primary residence. This is to ensure an accurate national tally of COVID-19 cases under guidance from US CDC.
- Patients may continue to receive treatment in the state where they are tested.

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Medical Information and Testing

What are the signs/symptoms of COVID-19 and when do they appear? (Updated 12/16)

- Signs and symptoms include:
 - Fever or chills.
 - Cough.
 - Shortness of breath or difficulty breathing.
 - Fatigue.
 - Muscle or body aches.
 - Headache.
 - New loss of taste or smell.
 - Sore throat.
 - Congestion or runny nose.
 - Nausea or vomiting.
 - Diarrhea.
- Seek medical attention immediately if you experience any of these emergency warning signs for COVID-19:
 - Trouble breathing.
 - Persistent pain or pressure in the chest.
 - New confusion.
 - Inability to wake or stay awake.
 - Bluish lips, face, or unpigmented skin (gums, around the eyes, nail beds).
- Symptoms may appear 2-14 days after exposure to the virus.

Who is at higher risk for serious illness from COVID-19? (7/21)

- Older adults and people who have serious chronic medical conditions are at higher risk for serious illness.
- Underlying medical conditions that can increase risk for severe illness from COVID-19 can be found [here](#).

Who can be tested (PCR, antibody, or rapid test) for COVID-19 and where? (Updated 12/8)

- DHHS is issuing a [standing order](#) allowing any individual in Maine who is at least 12 months of age or older to obtain a testing for SARS-COV-2. This means individuals can seek testing even if they don't have a primary care provider or a written order from a clinician if they face a higher risk of exposure, with or without experiencing symptoms.
- “Swab and send” sites are adhering to the standing order and can be found on the [Keep Maine Healthy testing page](#).
- You can also find a test center near you: <https://get-tested-covid19.org/>. Always call ahead before visiting to make sure you follow their infection prevention rules and that they are able to test you.
- If you are getting tested to forgo the travel 10-day quarantine, you must quarantine immediately upon entering Maine until you receive a negative test result.

Where can I get tested for COVID-19 in Maine? (Updated 12/4)

- Please refer to the educational document “[Where can I get tested for COVID-19 in Maine?](#)”

I was tested for COVID-19. How long will my results take? How can I find results? (3/24)

- Contact the healthcare provider that tested you for a timeframe and for results.
- Maine CDC does not provide test results to individuals.

Why did I receive a text about a positive result? (12/29)

- Maine CDC announced that beginning Wednesday, December 23, 2020 people who test positive for COVID-19 and provide their telephone number to their testing site will receive a text message from Maine CDC indicating that they should isolate for 10 days at home and inform close contacts of potential exposure to the virus.
- Individuals will also be direct to more information.

How do I know if the text is legitimate? (12/29)

- Messages from Maine CDC will come from the number 22300.

What should I do if I am under-insured? If I do not have insurance? (5/19)

- Mainers who may have lost their job or income due to the COVID-19 pandemic are encouraged to visit www.coverme.gov to find insurance options.
- Maine residents who are uninsured are entitled to receive coverage for testing and diagnosis of COVID-19 at no cost, administered through the MaineCare program.
 - Coverage includes testing for the COVID-19 diagnosis as well as limited related services, including office visits and evaluations, telehealth triage and screening, but does not include coverage for services for treatment.
 - [Guidance](#) and the [application](#) are available now.
- On March 12, 2020, Maine Governor Janet Mills declared an Insurance Emergency. This requires all private insurers in Maine to cover the costs of coronavirus testing, as well as associated costs, including healthcare visits and copays.

Does COVID-19 affect children and adults differently?

- Older adults and people with underlying or chronic health conditions are at greatest risk.
- Children can be infected and get sick with COVID-19.
- Most children with COVID-19 have mild or no symptoms. However, children with certain [underlying medical conditions](#) and infants may be at increased risk for severe illness from COVID-19.
- All age groups can help slow the spread of COVID-19 by practicing [general prevention measures](#).
- Find the latest information on the risk of COVID-19 for children [here](#).

Does COVID-19 affect pregnant women? (Updated 12/4)

- Based on what we know at this time, pregnant people are at an increased risk for severe illness from COVID-19 compared to non-pregnant people.

- Information is very limited. Find the latest information on the risk of COVID-19 for pregnant women and infants, as well as recommendations for breastfeeding on US CDC's [Pregnancy and Breastfeeding site](#).

What is the medical treatment for people affected by COVID-19? (Updated 10/23)

- The National Institutes of Health developed [guidance on treatment](#).

How can a person be released from isolation at home? (12/4)

- Please see the [release from isolation criteria](#).
- [Specific criteria](#) are available for healthcare workers with confirmed or suspected COVID-19 for release from isolation.

How is COVID-19 different from the flu? (Updated 12/4)

- [Please see U.S. CDC's webpage on similarities and differences between flu and COVID-19](#).

If one of my employees tested positive for COVID-19, do I need to report it to Maine CDC? (5/1)

- The places and people required to report any reportable disease, including COVID-19, are: health care providers, medical laboratories, health care facilities, administrators, health officers, and veterinarians.
- Any other employer or entity is not required to notify Maine CDC if an employee tests positive. The testing laboratory and health care provider are required to report this.

If one of my employees tested positive for COVID-19, should I notify the rest of my employees? (Updated 12/4)

- Inform your employees of their possible exposure to COVID-19. Employers should do contact tracing within their own facility and notify all close contacts of their need to quarantine.
- Employers must keep the identity of the individual who tested positive confidential.

Where can I find testing forms, information on swabs, and information on transport media? (Updated 12/10)

- Please see HETL's [SARS-CoV-2 Laboratory Submission Information Sheet](#)

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Daily Life and COVID-19

I need help with rent assistance/evictions due to COVID-19. Who can I contact? (12/21)

- Visit www.mainehousing.org/covidrent for more information on rent assistance during COVID-19.
- Please contact the [Maine State Housing Authority](#) for assistance at 207-626-4600.

Where can I find information on unemployment insurance and unemployment benefits? (3/26)

- Visit the [Maine Department of Labor COVID-19 Site](#) for more information.

Where can I find information on services offered through the Maine Department of Health and Human Services? (12/21)

- Programs include Temporary Assistance for Needy Families, Food Supplement Benefits, Health Care Assistance, Emergency Assistance, Child Care Subsidy, and General Assistance.
- Find information on available programs [here](#).
- Visit [My Maine Connection](#) for information on Food Supplement, Health Care, Cash Assistance, and to apply for Maine's Child Care Subsidy.

I am in isolation or quarantine and need help with groceries or other social services. How can I get help? (12/4)

- The Department of Health and Human Services developed a [referral form](#) that individuals who need assistance can fill out.

Where can I find information about paid sick leave or expanded family and medical leave during the COVID-19 outbreak? (4/1)

- The Families First Coronavirus Response Act requires certain employers to provide their employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19.
 - These provisions apply from April 1 through December 31, 2020.
- A summary of employee rights under the Families First Coronavirus Response Act can be found [here](#).

Where can I find information on Local Food and Food Assistance? (4/1)

- Visit the Maine Department of Agriculture, Conservation, and Forestry's website under the [Find Local Food and Food Assistance](#) for more information on food assistance programs.

I have split custody of my child/children. Should they continue to go to their other parent's house as stipulated in a custody agreement? (4/1)

- It is essential that co-parents comply with custody agreements. If all parties abide by physical distancing guidelines, shared custody of children can continue.

Can pets and livestock be infected with the COVID-19 virus? (4/28)

- It is very rare, but possible for animals to become infected with the COVID-19 virus.
 - These animals are believed to be infected by people.
- The risk of animals spreading COVID-19 to people is considered low.
- This is why it is very important to protect your pets by limiting contact with them if you are sick with suspected or confirmed COVID-19. If possible, have another member of your household care for your animals while you are sick.
 - Your pets should be included in your family's preparedness planning efforts. This includes a 2-week supply of pet food and pet medicines available.
 - Visit [U.S. CDC's Pet Disaster Preparedness Kit](#) site for more information.
- Maine CDC and Department of Agriculture, Conservation, and Forestry currently do not recommend testing animals that don't have symptoms for COVID-19.
 - Any testing of animals will be limited and only on recommendation of the state veterinarian, state epidemiologist, and National Veterinary Services Laboratory.
- Guidance is available from the American Veterinary Medical Association for the [intake of companion animals from households where humans with COVID-19 are present](#).
 - It is recommended that a pet exposed to a person with suspected or confirmed COVID-19 stay in that household, rather than being transferred to another household or facility for care.
- US CDC issued infection prevention and control guidance for Veterinary Clinics [here](#).

How should I cope with stress during a COVID-19 outbreak in my community? (4/22)

- An outbreak of COVID-19 in your community may be very stressful. [Maine CDC has information available](#) for individuals who may be stressed, need to connect with someone, or are in crisis.
- Visit US CDC's [Stress and Coping During COVID-19](#) site for ways you can support yourself during an outbreak.
- A Frontline Warm Line is available for first responders, health care workers, those in law enforcement, and anyone else who is involved in the direct response to COVID-19.
 - Call 207-221-8196 or 866-367-4440 to connect with someone for support services.
 - Volunteers staffing the Warm Line include licensed psychiatrists, psychologists, therapists, social workers, and nurse practitioners.

Am I at risk if I go to a funeral or visitation service for someone who died of COVID-19? (3/12)

- There is currently no known risk associated with being in the same room at a funeral or visitation service with the body of someone who died of COVID-19.
- You may be at risk of getting COVID-19 if you attend a funeral where there are multiple people congregating.

Am I at risk if I touch someone who died of COVID-19 after they have passed away? (3/12)

- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes, but this is not the main way the virus spreads.
- Activities such as kissing, washing, and shrouding should be avoided before, during, and after the body has been prepared.
 - If these actions are important religious or cultural practices, wear appropriate personal protection equipment (PPE) while working with the deceased. Funeral homes can help with this guidance.

My family member died from COVID-19 while overseas. What should I do? (3/12)

- If you are overseas, contact the nearest [US embassy or consulate](#).
- If you are in a different country from the deceased person, call the Department of State's Office of Overseas Citizens Services, open Monday through Friday, 8 AM to 5 PM EST at 888-407-4747 (toll-free) or 202-501-4444.

Where can I find resources for children during the COVID-19 response? (3/26)

- Visit the [Maine Department of Education COVID-19 resources page](#).

I work for an organization that serves homeless populations. How can we respond to COVID-19? (Updated 12/4)

- Guidance for responding to COVID-19 before, during, and after an outbreak occurs, as well as recommendations for cleaning facilities can be found on [US CDC's website](#).

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Travel and COVID-19

Should I be concerned about travel within the US? (Updated 12/10)

- Governor Mills recommends that people stay in place if possible, rather than traveling. Traveling increases your chances of getting COVID-19.
- If you must travel, practice [general prevention measures](#).

What are Maine's policies for out-of-state visitors? (Updated 12/29)

- There are two options for visitors from out of state:
 - Complete a 10-day quarantine upon arrival in Maine and continue to monitor for signs and symptoms for an additional 4 days **OR**
 - Obtain and receive a negative COVID-19 antigen or molecular (PCR, NAAT, or isothermal) test result within 72 hours prior to arrival in Maine may forgo the 10-day quarantine.
- Travelers may be tested upon arrival in Maine as well but must quarantine while they wait for test results. A negative COVID-19 antigen or molecular (PCR, NAAT, or isothermal) test result will allow the traveler to leave quarantine early.
- Visitors from out of state, excluding New Hampshire and Vermont residents, will be asked to sign a Certificate of Compliance indicating either they have received a negative COVID-19 test result, that they will quarantine in Maine for 10 days, or that they have already completed their quarantine in Maine. This form must be provided

to check-in at all Maine lodging, campgrounds, seasonal rentals, overnight camps, and other commercial lodging, such as Airbnb. Visitors may be asked to show proof of the negative test result upon request.

What are Maine's policies for residents of New Hampshire and Vermont? (Updated 12/4)

- Maine is exempting residents of New Hampshire and Vermont from the testing and 10-day quarantine requirements because, when adjusted for population, the prevalence of active cases of COVID-19 in these states is similar to Maine's, as compared to other states in the northeast.

What are Maine's policies for a resident of Maine that visits New Hampshire or Vermont and returns to Maine? (Updated 12/7)

- If a Maine resident visits New Hampshire or Vermont they are not required to quarantine upon returning to Maine.
- If a Maine resident visits a state other than New Hampshire or Vermont the requirement that they quarantine for 10 days remains in place, or they may utilize a negative test result within 72 hours of arriving to Maine as an alternative.

What are Maine's policies for a resident of Maine that visits a non-exempt state and returns to Maine? (Updated 12/29)

- There are two options for Maine residents traveling to a non-exempt state and returning to Maine:
 - Complete a 10-day quarantine upon arrival in Maine and continue to monitor for signs and symptoms for an additional 4 days **OR**
 - Obtain and receive a negative COVID-19 antigen or molecular (PCR, NAAT, or isothermal) test result within 72 hours prior to arrival back into Maine to forgo the 10-day quarantine.
- Travelers may be tested upon arrival in Maine as well but must quarantine while they wait for test results. A negative COVID-19 antigen or molecular (PCR, NAAT, or isothermal) test result will allow the traveler to leave quarantine early.

What are Maine's policies for international travelers coming to Maine? (Updated 12/29)

- There are two options for international travelers coming to Maine:
 - Complete a 10-day quarantine upon arrival in Maine **OR**
 - Obtain and receive a negative COVID-19 antigen or molecular (PCR, NAAT, or isothermal) test result within 72 hours prior to arrival in Maine may forgo the 10-day quarantine.
- Travelers may be tested upon arrival in Maine as well but must quarantine while they wait for test results. A negative COVID-19 antigen or molecular (PCR, NAAT, or isothermal) test result will allow the traveler to leave quarantine early.
- International travelers will be asked to sign a Certificate of Compliance indicating either they have received a negative COVID-19 test result, that they will quarantine in Maine for 10 days, or that they have already completed their quarantine in Maine. This form must be provided to check-in at all Maine lodging, campgrounds, seasonal rentals, overnight camps, and other commercial lodging, such as Airbnb. Visitors may be asked to show proof of the negative test result upon request.

What are Maine's testing policies for children 18 years and younger coming to visit Maine for leisure? (Updated 12/7)

- Children over 12 months old must receive a test within 72 hours prior to entering Maine to forgo the 10-day quarantine.

What type of test do I need to get if I am coming to Maine to forgo the 10-day travel quarantine? (Updated 12/7)

- A negative SARS-COV-2 antigen or molecular (PCR, NAAT, or isothermal) test.
- A negative antibody test is not accepted to forgo quarantine.

Can I take a test more than 72 hours before I arrive to Maine to forgo the quarantine? (Updated 12/4)

- No. A test taken more than 72 hours before arrival in Maine does not qualify for you to forgo the quarantine.

I can't get a COVID-19 test within 72 hours prior to my travel to Maine. What can I do? (Updated 12/29)

- If you are unable to get a test within 72 hours prior to arriving in Maine, then you can quarantine for 10 days upon arrival.
- You can also find a testing site in Maine and quarantine until you get a negative antigen or molecular test result back.

I have to go to a medical appointment out of state. Do I have to quarantine or get a negative antigen or molecular test upon return? (Updated 12/4)

- Yes, if you travel to a non-exempt state for a medical appointment, the quarantine or recent negative antigen or molecular (PCR, NAAT, or isothermal) test result rule applies. You could be tested upon return to Maine and would need to quarantine until you receive negative test results.
 - Exempt states include New Hampshire and Vermont.

If I already had COVID-19, do I need to quarantine if I travel to Maine or return to Maine? (12/15)

- If you had a positive **molecular** COVID-19 test (PCR, NAAT, or isothermal), you do not need to quarantine for **90 days (3 months) after you leave your isolation, if you remain asymptomatic.**
- After this 90-day period from your release from isolation, you will need to quarantine if you travel to Maine from out of state or return to Maine after travel to a non-exempt state.
- If you had a positive COVID-19 **antigen** test, you still must quarantine if you traveled to or are coming to Maine from a non-exempt state.

I am a Maine resident taking a short trip or day trip to a non-exempt state. As long as it is within 72 hours of my return, can I have a test done before I leave? (12/21)

- No, test samples taken before a Maine resident leaves to visit a non-exempt state do not exempt the resident from the quarantine requirement when they return.
- The test sample must be taken after they left Maine, either in the state they visited or in Maine when they return. They must quarantine until they receive negative results.

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